



The Message Centre

tmc.net

Contact Call Centre Services

Extending your business

1300 728 268



EXTENDING YOUR BUSINESS

Professionally manage one of your most important business needs - your business communication channels.

We provide a personalised service with the ability to facilitate high complexity call answering solutions. Our tailored services enhance your internal business and customer service processes.

All calls are answered 'live' by a person in your chosen answer phrase, without the need for call answering via recorded messages. Our Customer Service Operators are all professionally spoken and have a highly literate Australian English speaking voice.

Since 1973 The Message Centre has provided a live 24/7 customised service, 365-days of the year. We specialise in creating powerful, efficient, and cost-effective solutions for our clients. Our demonstrated suite of inbound and outbound answering services can be fully customised to meet the requirements of virtually any business model.

Our sophisticated telephony and software solutions enable The Message Centre to provide you with a solution that best fits the requirements of your business.





Inbound Contact Service Solutions

The Message Centre provides a transparent inbound contact centre resource through its sophisticated database facilities and friendly operators. We focus on the delivery of friendly and professional customer service for all of our customers across broad ranging industries.

Our role is to ensure that both general and critical information are delivered to our clients or appropriate service personnel in your preferred relaying format:

- SMS
- Alphanumeric paging
- Email
- Fax
- Outbound calls to a mobile etc

Outbound Contact Service Solutions

The Message Centre also provides outbound communication solutions. We have a robust infrastructure to manage campaigns for our clients across various industry segments.

Reporting

Our powerful reporting suite is integrated with our software package and powerful reports can be generated of your call channels. We are able to monitor auditing and KPI compliance guidelines to ensure targets are being met with complete history of all calls and activities.

SERVICE PORTFOLIO

VIRTUAL OFFICES

The Message Centre can offer you the benefits of a permanent office at a fraction of the cost while you operate your business from anywhere in the world.

We can offer a dedicated telephone line and Head Office address in Melbourne as a Bureau service to receive mail, facsimile or emails and perform a number of tasks after receiving a communication.

Support Services

- Switchboard Service
- Sales Response Service
- Media Response Service
- Credit Card Ordering Service
- Booking & Appointment Scheduling Service
- Internet & Database Facilitation
- Escalation & Roster Services
- Texter bulk SMS service

Specialised Services

- Solitary Worker Monitoring Service
- Doctors Deputising Service
- HOON Hotline Services
- Council Helpdesks
- Debt Collection & Debtor Management
- Marketing Campaign Management

24/7 personalised service
to extend your business

Australian owned & Australian based

All calls are answered 'live' by professional
customer service operators in an articulate
Australian based speaking voice

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www.tmc.net