

FlexLogistics Call Management Services

Call Management is an Inbound & Outbound call centre.

FlexLogistics has many years experience in the logistics market and continuously use our innovative skills to tailor services specifically for our customers needs. A one stop call to ship centre is one of the many solutions we are offering our customers as part of the Flex Customer Centric Strategy.

The choice of answering and messaging styles is yours and will vary in accordance with your needs.

WE WILL TREAT YOUR CUSTOMERS AS IF THEY WERE OUR OWN.

This overview affords a brief introduction to this service. We will always represent your business in a professional manner and treat your customers and prospects as if they were our own.

We can tailor a package to suit your needs and should you require any further information, a member of our team will be more than happy to take your call or via email -

Contact csales@iec-logistics.com

We're here to answer your calls.



Regardless of package choice, all calls will be recorded, logged and a weekly report sent on the encompassing activity involved.

Available Packages

24 Hour Telephone Answering Service

In today's fast-moving world the ability to respond rapidly and effectively to customers' calls is a vital element of commercial success. In order to maintain your company's professional image those responding to such calls must be courteous and knowledgeable, and available 24-hours a day, every day of the year.

- All calls answered in your company name
- We follow procedure as specified by you
- All calls logged, dated & timed
- Daily e-mails with all calls logged
- After Hours Emergency Cover
- 24 Hour Cover – 365 day cover
- Office Hours Cover – 09.00 to 17.30 weekdays
- Occasional Use - Lunchtime & Holiday Cover incl. Bank Holidays, Christmas etc.

After Hours Dedicated Telephone Service

The After hours dedicated Telephone service aims to provide a seamless extension of the service that you offer to your customers. We treat customers as if they were our own.

We can provide a dedicated number

- All calls answered in your company name
- We follow procedure as specified by you
- All calls logged, dated & timed
- Daily e-mails with all calls logged
- After Hours Emergency Cover
- 24 Hour Cover – 365 day cover
- Office Hours Cover – 09.00 to 17.30 weekdays