

Take a fresh approach to outsourcing your FM calls with Lemon Contact Centre

2 years ago



Outsourcing customer support can be a real game-changer for forward-thinking facilities management companies, bringing a multitude of benefits that enhance efficiency, customer satisfaction, and overall operational success by leveraging the talent, technology and experience of a dedicated facilities outsource partner.

Acting as a natural extension of your business, outsourcers like [Lemon Contact Centre](#) handle calls and emails with precision, offering a comprehensive solution from triage to dispatch. Our customer-centric approach ensures a smooth experience, regardless of the communication channel. Whether it's a high-priority call or an email requiring detailed attention, Lemon seamlessly integrates into your operational processes, ensuring a smooth and efficient workflow.

With 24/7 coverage, Lemon Contact Centre goes beyond being just another service provider – we become a true extension of your business. Providing both in-hours and out-of-hours support, Lemon can ensure that your customers' needs are met around the clock without you having to dedicate management time, energy and resource to training and recruiting internally, freeing up your valuable resources to focus on other critical areas of your business.

Moreover, outsourcing your customer support can significantly reduce operational costs. Seamless integration into your existing CAFM system and client portals avoids unnecessary administration that can otherwise drive up your costs alongside recruitment, training and other HR headaches.

Furthermore, savings can also be made by leveraging Lemon's enterprise technology stack to deliver additional communication channels directly to your customers without the expense of deploying new tech

in-house. This financial flexibility gives you the freedom to allocate resources more effectively, investing in areas that directly contribute to your core services and strategic growth.

In a data-driven industry, Lemon stands out by providing timely and accurate reporting. Monitor your performance in real-time, make informed decisions, and witness the effectiveness of our services directly on web-enabled dashboards.

Lemon has etched its name as a contact centre leader in the FM industry, proudly paying the Real Living Wage and boasting the highest level of ISO and industry certifications. Our commitment to 24-7-365 service, seamless communication, and insightful reporting isn't just a promise – it's a benchmark for others to follow.

Lemoncontactcentre.co.uk

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