



Norwich & Peterborough: Improved call answer rates and customer satisfaction

“ContactPartners has helped us achieve significant improvements in call answer rates and customer satisfaction.

Managing calling peaks in a busy contact centre can be challenging. ContactPartners helped us rise to the challenge by implementing “QueueBuster” – intelligent call management technology that invites callers to leave their contact details and then hang up, before joining the queue on the customer’s behalf and calling them back once an agent becomes available.

Operational benefits have also been compelling. Advisors are more engaged as they feel they are doing a better job for customers and shift planning is much easier as small, planned and unplanned rises in call volumes can be managed without increasing staffing levels and incurring unnecessary expense.

Last but not least, ContactPartners’ deep understanding of customer contact and how to leverage technology to optimise the customer experience is impressive and their working style makes them a trusted and valued partner.”

Chris Burke, Resource and Planning Manager, Norwich & Peterborough

About Norwich & Peterborough

Norwich & Peterborough’s goal is to do everything in its power to make sure our customers are in control of money. N&P intends to remain mutual, ensuring that it works for the benefit of customers, and not for equity shareholders.

N&P is a local society with most of its staff in branches across the east of England and a branch in Gibraltar to support expatriate clientele. Just over 800 staff in branches and support functions at the Peterborough Office aim to deliver a first class service to more than half a million customers, most of whom are members and live near their N&P branch.

In November 2011, in order to strengthen its market position and with member approval, N&P merged with Yorkshire Building Society and is now part of a group that is the 2nd largest building society in the UK. Norwich & Peterborough Building Society and N&P are trading names of Yorkshire Building Society.



CUSTOMER PROFILE

Norwich & Peterborough: one of the UK’s leading Building Societies.

INDUSTRY

Financial Services

WEBSITE

www.nandp.co.uk

LOCATION

United Kingdom

BUSINESS NEED

Improve call answer rates and customer satisfaction

SOLUTION

QueueBuster – an intelligent call management solution

BENEFITS

- Improved call answer rates and customer satisfaction
- Engaged agents
- Improved workforce management

ContactPartners Ltd
10 Ashurst Court, Wheatley,
Oxford OX33 1ER United Kingdom

T +44 (0)333 123 2580

W www.contactpartners.com