

Keyword: CallUma

Out-of-hours support service launched

An out-of-hours support service for the trade allowing agents and operators to offer 24/7 customer service without increasing staff hours is being offered. The new service comes from travel service provider CallUma which already works with companies such as CTTG, Expedia UK and lastminute.com. For a monthly fee, agents and operators will be able to use the companys team to answer out-of-hours calls. Chief executive Tony Partridge said: In the current climate being able to offer customers this round-the-clock reassurance is key. Customers are placing more demands than ever before on their holiday providers, whether its a small independent travel agent or a worldwide tour operator. Being able to use our multilingual call centre resources for emergency and general out-of-hours service means that trade partners will be able to rest assured that their customers are in the best possible hands. by Phil Davies

<http://rss.feedsportal.com/c/398/f/5918/s/3501a7d/l/0L0Stravelmole0N0Cstories0C11349240Bphp0Dm>