

Keyword: CallUma

ThisIsTravel signs partnership deal with CallUma

Online travel giant Thisistravel has signed a deal with [CallUma](#) meaning that the travel services specialist will be overseeing their out-of-hours customer support function.

On top of this Thisistravel, the retail arm of Teletext Holidays, will be giving all its customers CallUmas trackable luggage tags, which will be branded with the Thisistravel logo and also its Just Text HELP emergency help and information text service completely free of charge.

Through the out-of-hours customer services function Thisistravel will be able to use CallUmas extensive and knowledgeable team to answer out-of-hours calls 24 hours a day in more than 100 languages, providing both their customers and staff peace of mind.

Thisistravel managing director Victoria Sanders said: This is a great added value service for our customers. Its important that anyone who travels with us feels that there is help at hand around the clock, whether its to answer a simple question about the local area or to get help for something more serious. This strengthens our commitment to customers in terms of offering quality holidays at value for money prices, but with back-up to help customers if they need help whilst they are away.

CallUma founder and chief executive Tony Partridge added: To be working with one of the truly big brands in the travel market is a huge coup for us, were delighted that Thisistravel has seen the value in the services we have to offer.

We believe that companies who pay attention to detail such as offering customers free trackable luggage tags and a service to help them while they are away will see higher levels of customer retention. The Just Text HELP service can help anyone anywhere either with emergencies including communicating with overseas medical staff or for something far more frivolous, such as the phone number of a nearby Italian restaurant.

Through our multilingual call centre resources for emergency and general out-of-hours service Victoria and her team will be able to rest assured that their customers are in the best possible hands.

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<http://www.travolution.co.uk/Articles/2009/03/30/2391/thisistravel-signs-partnership-deal-with-callum>