

# Multi channel helplines



## Delivering Client Experience

Your clients expect and use a variety of channels to communicate with you – **Phone, Email, Text, Live Chat** or **Online**. These days they may use more than one channel during the course of a single conversation with you.

Connect Assist provides a variety of helpline and customer service facilities through a mix of the above communications channels. We deliver a superior customer service experience across these channels, ensuring that you deliver exceptional service, learn about your clients, retain them, and win new clients, whilst maximising your efficiency and reducing your operating costs.

### **A Great Experience – anytime of the day**

Your clients are increasingly expecting support, advice and information to be available anytime, anywhere - making the Connect Assist Multi Channel Helpline facility an essential tool in delivering exceptional service.

In addition to communicating with clients by telephone, email or text, Connect Assist provides information for customers through an online information library dedicated to the needs of the customer.

Our services have been deployed by organisations across a variety of sectors including charities and voluntary organisations, and the public and private sectors.

In our 24/7, 365 days a year working environment, providing information through an online platform ensures your customers get the best answers consistently, regardless of the communication channel they choose. Our market leading web self-service capabilities provide customers with the ability to effectively find the information they need on their own or if required with assistance through our team of experienced telephone operators.

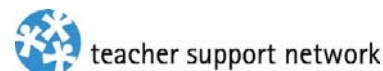
**To see how we could help your business by deploying our exciting Multi-Channel Helpline service, please view our client case studies overleaf.**



Multi channel helplines

## Case Study 1

### Teacher Support Network



**Teacher Support Network is a group of independent charities and a social enterprise that provide practical and emotional support to staff in the education sector and their families. They offer information, counselling, coaching, money advice and financial assistance to teachers and those working in post-16 education. Teacher Support Network is the largest provider of services to teachers in the UK.**

Connect Assist has provided through its Multi Channel Contact Centre a variety of services to assist in enabling the Teacher Support Network Group to provide this tailored support. This includes:

- A comprehensive web-based InfoCentre, consisting of thousands of searchable fact sheets related to teacher wellbeing and personal development.
- One to one online coaching and support
- Telephone support line advice, coaching, and counselling

**Visit [www.teachersupport.info](http://www.teachersupport.info) to experience the comprehensive web based information centre and online business engagement solution implemented by Connect Assist on behalf of the Teacher Support Network**

## Case Study 2

### Turn 2 Us



- Each year around £14 billion of state aid goes unclaimed and thousands of charities exist that give grants to people in financial need.
- Despite this money and support being available, 13 million people live in poverty in the UK – four million of whom are children. The economic downturn has resulted in many more people struggling and worrying about money.
- Many people are not aware of and don't know how to access help. More must be done to help people, especially those who find it hardest, to access the money that they desperately need and is available.

Turn2us is an independent charity that exists to help people in financial difficulties access the money available to them, through welfare benefits, charitable grants and other financial help.

Turn2us services, including its comprehensive website and helpline, have been designed to help individuals find appropriate sources of

financial support, quickly and easily, based on their particular needs and circumstances. In many cases, individuals and intermediaries can make online enquiries and applications, to grant-giving charities listed on the website. The Turn2us helpline helps individuals use Turn2us resources to find sources of financial support from:

- State benefits and grants and
- Charities who have funds to distribute.

The helpline also provides information for organisations and advisers looking for financial help for individuals that they are working with.

Connect Assist has provided the contact centre at the heart of this initiative, which allows enquirers to discover information through a variety of communication channels including telephone, email and through an online searchable knowledge database.

**To discover more visit [www.turn2us.org.uk](http://www.turn2us.org.uk)**

## Case Study 3

### Cartrefi Cymru



**Cartrefi Cymru is a not-for-profit agency that supports people with housing and social care needs to lead fulfilled lives, at home and in the community. Services include 24 hour supported living for adults in their own home and sessional support. The charity is striving to contribute towards the creation of a society in which national values and local actions enable everyone to enjoy full rights and responsibilities as citizens.**

Cartrefi Cymru have twenty years of experience, employ over 1000 enthusiastic people, and work in 11 local authority areas in every region of Wales.

The organisation approached Connect Assist to provide their team with a 24/7 online and telephone support service for their employees. This has included counselling, coaching and additional support through our "Beating the Blues" service together with human resources advice and support for staff.

**More information on the work of the organisation can be found at [www.cartreficymru.org](http://www.cartreficymru.org)**

Connect Assist, Unit 9, Cefn Coed Parc, Nantgarw, Cardiff CF15 7QQ

Tel: 01443 827600 Fax: 01443 827616 E-mail: [enquiries@connectassist.co.uk](mailto:enquiries@connectassist.co.uk)

**[www.connectassist.co.uk](http://www.connectassist.co.uk)**