

We An-Ser Announces Top Issues Relating to Complaints About Call Centres

Providing excellent service to the customers of the companies they serve should be the goal of every single call answering service in Calgary.

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/EINPresswire.com/ -- Providing excellent service to the customers of the companies they serve should be the goal of every single call [answering service in Calgary](#). Unfortunately, some service centres fall short. Call centres are notorious for making some fairly significant mistakes when it comes to dealing with customers. [We An-Ser Communications Group](#) reveals the worst call centre mistakes and how to avoid them.

By far one of the worst mistakes a call centre can make is to use a faulty interactive voice response (IVR) system.

When people call your company they want to interact with humans. Many customers become extremely frustrated when they are forced to interact with an automated system. Your business loses out when a customer is led to a dead-end or is unable to quickly get the individual or information they need. Many people will simply give up and take to social media to complain about the issue. Others will make it through and be irate by the time they reach a live person. This can cause additional problems and difficulty for your operators.

IVR systems can be one of the best ways to route customers to the correct information or department. However, it is important that they are used correctly and efficiently. It is important to provide options for both the use of voice and keypad tones in order to communicate clearly. These systems should also be audited on a regular basis in order to ensure that they are working properly. Institute a system of checks in order to establish that your system is in good working order.

Extended hold times are another problem. Hold times are occasionally inevitable. Peak call hours can create a backup of customers waiting for an agent. Holds are also necessary when the agent needs to gather additional information to handle the call. However, these occasions should be the exception to the rule. If you find that your customers are experiencing significant



We An-Ser Communications provides award winning call center services in Calgary, dispatching, medical answering services, man down services, lone worker support, wireless panic services and more. They service the North American market.

waiting periods you need to act fast. Many businesses lose customers by forcing them to wait on hold. Additionally, the hold times can anger clients who go on to publicly vent their frustrations about your business.

There are several solutions to resolve problems with extended holding time. It is important to ensure that your agents are prepared to answer the majority of queries directed at them. Regular training is essential. It helps to keep track of the types of issues your agents most frequently deal with on the phone. Then you can prepare them so that they are ready to give a quick response.

Another solution is to employ a call centre that is equipped with enough agents to quickly answer the phones. "[Call answering services](#) provide a great solution for businesses that have difficulty finding enough staff to answer calls," says Ashley Maszaros of We An-Ser Communications Group. "These services are cost effective and easy to institute."

The best way to avoid mistakes and improve your customer service is to solicit feedback. Your customers can provide key information on areas where you can make the biggest improvements.

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