

# Customer Services



Here at Net Lynk we believe the human element is more important than any system driven solution, people respond to people. There are no automated phone systems, and we match the right advisors to the right customers. We have found that this approach helps to increase sales, improves the customer experience and enhances customer loyalty.

We offer a unique person internally for you to liaise with for all day to day communication. Preserving this human touch and giving our advisors the tools they require, means that your business gets the support it needs - exactly when it needs it.

- Fully trained and dedicated agents to support the customer
- Supporting the customer long after the product has been despatched
- Telesales campaigns outbound and inbound
- Track status of order throughout purchase experience
- Net Lynk help desk handle 500 calls per day from 27,000 shipments (1.8% compared to shipments)
- Real time system integration - XML and FTP reporting
- Order placed either through existing channels or online at our portals
- FREE issue parts within 14 days if required
- Chargeable parts after 14 day plus retention spares
- Personalised welcome email/welcome letter insertion
- Personalised collection email