

Contact Centre Action Newsletter – July 2004

Welcome to the first Contact Centre Action Newsletter!

It is intended that these newsletters will be published on an irregular basis (at least initially) to keep you informed of newsworthy events and articles of interest concerning Contact Centre Action and the contact centre industry as a whole.

Firstly, apologies to anyone who has had trouble accessing our website or email. Our hosting company decided to migrate the website to a new hosting platform, which took longer than expected and appeared to cause a few minor problems. It did mean that we couldn't make any updates for some time.

While on the subject of the website, we have made a few modifications. We have added a page regarding call centre establishments and relocations, as these are services we can also offer. We have also added a page for general information and articles of interest (such as the one attached to this newsletter) to provide you with a ready reference source. If you haven't had a look lately, check it out - <http://www.ccaction.com.au>

I have recently become aware of three call centres ranging in size from 100 to 600 seats around the Melbourne CBD that are available for lease. I believe that two are well equipped & ready to go, the other has been used as a call centre, but also has some general office space as well. If you would like more details, please email spels@ccaction.com.au.

One of my clients is currently seeking full time and part time outbound staff that have experience in the leisure industry or experience in selling memberships (or similar). If you know of anyone who may be suitable, please ask them to send their details to spels@ccaction.com.au.

Attached is an article that describes the advantages in health checking your call centre, either as a stand-alone exercise, or as part of a technology upgrade. I hope you find it of interest.

Lastly, if you know of anyone else who would like to be added to our distribution list, please ask them to email their details to spels@ccaction.com.au.

Until next time....

Steve Pels
Director
Contact Centre Action
P.O. Box 479
Seaford Vic 3198
Australia

Phone: +61 (0)414 593 819
Fax: +61 (0)3 9766 6484
Email: spels@ccaction.com.au
Internet: www.ccaction.com.au
Call Action - Now!

