



CASE STUDY

TRADE AND SERVICE PROFESSIONALS

Whether you are an electrician, plumber or repair technician, an answering service can be a massive asset to your business. Our agents answer questions, schedule appointments and dispatch service requests.

→ **The Case**

Our team supports a thriving appliance repair company with multiple franchise locations across Alberta. Each franchise has its own manager responsible for a wide range of administrative processes, including staffing, training, and billing. With six office locations, we understood the challenge they faced in centralizing their daily communications and after hour dispatch needs.

→ **The Challenge**

With our 24-hour contact centre services, we stepped in to ease the burden, taking care of appointment scheduling and repair technician assignments.

But here's the twist - each franchise had its own unique protocols and staff arrangements, making coordination a challenging task, and failure to respond promptly to repair requests meant missing out on valuable revenue opportunities.

Service Features

24/7 answering services and emergency dispatch.

Call Types

Emergency calls related to commercial or residential appliance repair.

Non-emergency calls, including pricing and service area inquiries.

→ **The Solution**

That's where our tailored call management and dispatch solutions come into play. We worked closely with each franchise owner to customize solutions that perfectly aligned with their specific needs - from the simplest requests to the most complex protocols. This ensured that their clients received the precise level of care and attention they required.

By partnering with our team to develop a comprehensive call management script, our client was able to deliver an exceptional customer service experience. With us handling the demands of their callers, they could focus on what mattered most... running a successful appliance repair business.

Need a Solution Like This? Lets Connect!

Is your appliance repair company struggling to keep up with managing calls and dispatching technicians? Look no further! Our 24 hour contact center services are here to centralize your communications and provide round the clock support to your callers.

Our Client Care team welcomes the opportunity to discuss your specific challenges and provide a hassle-free, no-obligation service quote.

[Schedule Your Consultation](#)

→ **Contact Us**

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