



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

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

- Fully trained and dedicated agents to support the customer

- Support 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 (1.8% compared to shipments) calls per day from 27,000 shipments

- Real Time System Integration – XML & 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

