

Virtual Office

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case study

Client: Scottish Management Consultancy

Early in 2000, the Managing Director of a successful Management and organisational development consultancy realised his company was missing important telephone calls from clients. He also knew the value of having a professional and courteous person answer calls on his behalf – not a machine!

The consultancy turned to Abtel and pretty soon all of the company’s inbound call traffic was either diverted to the relevant member of their management team or e-mailed to head office on a daily basis.

This arrangement was so successful that Abtel now provide our client with a number of proactive telemarketing services when required.