

Spitfire meets technical support response target

6 January 2016

Spitfire, the multi-award winning Internet telephony service provider and ISP is meeting its target of answering customer service calls within a time of one minute. In the three months to October 2015, Spitfire Support answered 83.9% of all inbound calls within 15 seconds and 95.5% of all inbound calls within one minute. The most frequent customer wait time was just five seconds!

Ensuring there are low customer wait times is just one of the ways that Spitfire support technicians work hard to give the best possible customer service, distinguishing Spitfire from other service providers in this very competitive telecoms sector.

A third party organisation conducts regular Spitfire customer satisfaction surveys and in the most recent, 90% of respondents stated that a service issue was resolved by the first person who took the call. This is a further endorsement of the rigorous training Spitfire support technicians receive, leading to increased customer satisfaction levels and a more fulfilling and rewarding career for Spitfire support technicians.

Tom Fellowes, Spitfire Sales Director stated, "Business internet and telephony customers do not want to wait many minutes for their urgent calls to be answered and then speak to a poorly trained, customer service agent with no technical expertise, who is sometimes located in another country. As a dedicated business ISP and Internet telephony service provider we offer highly skilled technical support staff, who respond fast and can resolve a high proportion of issues on the first call."

Ends.

Suggested picture caption: Spitfire, the multi-award winning Internet telephony service provider and ISP is meeting its target of answering customer service calls within a time of one minute.

Spitfire Technology Group – delivering cost-effective comms solutions

Spitfire Technology Group was established in 1988 and today is one of the largest independent voice and data solution suppliers in the South East region providing carrier network services and Internet connections. The company also supplies voice and data networks, including phone systems produced by a number of leading manufacturers, with a full support and maintenance service.

Spitfire Technology Group can supply a comprehensive service for customers that extends from designing and implementing a telephony and data communications network to providing line rental and call billing, with complete after sales technical support and customer service.

Based in London and with a Midlands office in Redditch, Spitfire Technology Group employs over 100 staff and has an annual turnover in excess of £23 million. The company is dedicated to providing customers with integrated communication solutions that deliver cost savings and real benefits for business productivity and efficiency.

For further information contact:

Susie Ward

Marketing Director

Spitfire Technology Group

Tel: 020 7501 3085

Fax: 020 7501 3001

E-mail: susie.ward@spitfire.co.uk

Web: www.spitfire.co.uk

Editorial enquiries:

Glyn Pritchard

Vox Communications

Tel: 01892 825043

Fax: 0870 162 3983

E-mail: glyn.pritchard@voxcomm.co.uk