

Contact Centre Package

Introduction

The SAM Contact Centre Package is an optional add-on for Members who receive the CMS Package. It is built around SAM's experience gained over the last 8 years in customer and payment support. This Package provides a customer-facing contact centre support service to receive, process, and resolve customer letters, phone calls, and emails.

As a SAM Member, when purchasing a Managed Service package from us, you are not just getting access to the software from the Supplier, but the support of a team dedicated to ensuring you can get the best out of your integrated smart system – however large or small that may be.

Services Provided within the AMS-HOPS Package

The standard Contact Centre Package provided by SAM includes the following services:

- Access to the SAM (0300) number for use on cards and promotional media.
- Provision of (0300) phone support number for customers.
- Provision of email support for customers.
- Operation of contact centre 0900-1700 M-F.
- Access Member's CMS and AMS-HOPS partitions to resolve customer queries.
- Log issues with Suppliers.
- Continued liaison with customers until the issue is resolved.
- Arrange compensation, where required and as agreed with the Member.
- Work with the supply chain to identify the source of the issue.
- Oversee management of resolving the issue.