

hSo boosts Customer Care Commitment

16th March 2002

Today, hSo announced that it has implemented CosmoCom's CosmoCall Universe call centre platform in its Customer Service Centre to strengthen its commitment to provide industry-leading customer care.

"Customer service provision has always been at the top of our agenda, and the CosmoCall solution together with our database system will enable us to deliver an even more convenient and efficient, streamlined service to our customers," says Chris Butchers, Chief Executive Officer at hSo. "Large customers are often able to demand good customer service, but it is our philosophy that first class customer service is a standard for all of our customers. CosmoCall provides hSo customers with integrated voice, email, chat and desktop video access to their account management team."

CosmoCall Universe enables the hSo sales, customer support and service delivery teams to manage external communications on an integrated platform, and ensures that no call, voicemail or email goes unanswered. The functionality enables staff to log onto the CosmoCall system only when they are at their desks, and to take incoming calls and emails that have been routed to the relevant available individuals for immediate attention. CosmoCall is tightly integrated with hSo's customer database, so that incoming calls "pop" the appropriate customer record from the database, onto the recipient's screen, giving them instant access to all the information they will require to deal with the call.

The platform enables hSo to apply strict service levels for any, or all, forms of response to external contact, and rules can also be applied on a customer-by-customer basis if required. All communication is recorded and saved, providing a comprehensive audit trail.

"We are very excited about this implementation, and during the test phase our customers have been equally enthusiastic," added Chris Butchers. "Within the telecoms industry our attention to customer service provision is a real differentiator for us, and we will continue to develop our platforms and capabilities to ensure that we maintain that position."

Integration with the hSo customer portal, which is being launched in conjunction with the CosmoCall platform, enables customers to communicate by email with a named member of their designated service support team, or with a member of the Customer Service Centre using live text chat, or by activating a "call me" request that prompts a call to the customer via a two-way voice and video link over the Internet.

The latter option also enables the customer to co-browse the hSo website and the hSo Network with a Customer Service Representative.

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About hSo

hSo offers a complete range of IT and telecoms solutions for business. Powered by best-of-breed technology, we deliver affordable high-speed solutions that immediately increase productivity, mobility and security for business users.

<http://www.hso.uk.com>

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