

CASE STUDY – I LOVE MY DUVET

OVERVIEW

I Love My ... Duvet (www.ilovemyduvet.co.uk) is an online supplier of bedding and linen products. PPT Solutions has provided an answer service and incoming call support to the business since its launch in 2006.

CHALLENGE

I Love My ... Duvet needed call centre support for queries relating to online orders, but as a start-up business did not have the infrastructure to support this.

SOLUTION

From its call centre in Warrington, Cheshire, PPT Solutions delivered all aspects of customer service to I Love My ... Duvet customers, including order entry, delivery and product advice and acting as a first point of contact for all customer queries during office hours.

BENEFITS

According to Claire Briegal, proprietor of I Love My ... Duvet, PPT Solutions is seen as a seamless extension of her business. She has been impressed by the team's thorough product knowledge and their expertise on the company's order entry and enquiry system.

Said Claire Briegal: "During the time I Love My ... Duvet and PPT have worked together, the same experienced team working has worked on the account. Low staff turnover is very important to us.

"PPT's staff are able to offer advice to I Love My ... Duvet customers on the most suitable product(s) for their needs. They also provided prompt call answer and a speedy throughput of orders."

CONCLUSION

Claire Briegal added: "We chose PPT solutions as our business partner as we were impressed with the quality of service that could be delivered, their polite and helpful telephone manner and the expertise of the staff and management.

"We are looking to expand our business and we will certainly ask PPT to partner us in this growth."

