

# CORE VALUES



**CUSTOMERS INNOVATION TEAMWORK INTEGRITY GOALS COMMITMENT RESPONSIBILITY**

## MISSION STATEMENT

Our core values represent who we are, what we stand for as a company and what we offer our customers

**Customer focused** - We believe that the customer should be at the forefront of all of our decisions. Every effort we take is designed to ensure that every customer interaction delivers the best possible experience for that customer

**Streamline and Simplify** - We believe in working in the simplest, most straightforward way possible. Making things easy for staff and customers makes interactions more enjoyable

**Innovation** - We believe that we should always be striving to do better in everything we do. We encourage open and honest communication and encourage everyone at every level to speak up if they see areas for improvement and innovation

**Teamwork** - We all work together, regardless of role or seniority, in order to deliver exceptional service and help VeriCall succeed through it's customer's success

**Integrity** - We value our people, encourage their development and reward the exceptional. We also value the communities in which we live and work, and we aim to give back whenever possible

**Goals** - We strive to be the best, setting the standards for the industry

**Commitment** - We are *all* personally countable to deliver on these commitments

**Responsibility** - We aim to deliver our solutions in a socially responsible and ecologically sound manner



**People**

**Technology**

**Solutions**

# „TECHNOLOGY IS BEST WHEN IT BRINGS PEOPLE TOGETHER“

**MATT MILLENWEG**



**People**

**Technology**

**Solutions**

VeriCall embraces both people and technology and brings them together with innovative and intuitive solutions to, essentially, make engaging with your customers easier and more efficient – AND, of course, more cost effective!

We help you keep pace with change and demand by making sure we are constantly evolving and blending Artificial Intelligence (AI) and mobile and digital technologies with highly trained and motivated people that offers your company a 24/7, 365-day range of services.

At VeriCall's Engagement Hub these elements are combined to provide you with industry leading solutions that can work with any size of company from Micro to SME to Enterprise. Our solutions are tailored for you and include:

## **VeriCall Solutions**

- Secure and PCI compliant payment infrastructure for a low monthly fee that enables companies of all sizes to become onboarded in 24-48 hours instead of 3-4 weeks. De-risk your business in record time
- A bespoke platform with enhanced CX through intelligent transfer from AI powered omni-channel contact solutions that ensure contacts are never missed whatever the volume
- VeriCall have partnered with Elavon to provide acquiring services including MIDs, TIDs and Payment terminals via full end to end payment solution.
- Speech recognition and intelligent call routing using Google and Alexa
- Workforce management and telephony
- CRM system with built in intelligent knowledge base
- Omni channel solutions including secure payments in social messaging

## **VeriCall Engagement Hub - BPO Services**

- Full BPO providing skilled agents across Omni-Channel at a price you can afford with flexible, transactional pricing models
- Tailored multi-level reporting
- Outsourced outbound calling campaigns
- Multi-channel chat, self-service and proactive customer contact

## **Pippa the PA**

- Efficient telephone answering for the small and medium sized business with fixed fees or on demand PAYG and Omni-Channel integration too

Our partners are the names you know and trust – Amazon, Elavon, Google, IBM, Microsoft – to enable the best level of technical support. VeriCall offers a full range of end-to-end services that will provide you with the experience YOU need – simplified!

 

  



**To find out more about any of these services just contact us.**

[www.vericallsolutions.com](http://www.vericallsolutions.com)