

Integrated transport expertise

Rail or bus: full public transport knowledge

- Our travel advisors are trained to understand all public transport modes and green travel initiatives
- We appreciate future travel needs involve the complete door to door multi-modal travel journey
- Journeycall will support you in successfully marketing your public transport services - a one-stop easy purchase shop for customers

Smartcards and new ticketing

Joint partnership with ESP System

- We work together with our sister company, ESP System, the UK's leading expert in smartcard services
- The combined expertise of Journeycall and ESP offers a unique joint service to the market, providing complete card lifecycle management



If you'd like to discuss how Journeycall can add value to your business contact

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 **journeycall**

Intelligent contact centre services

www.journeycall.com

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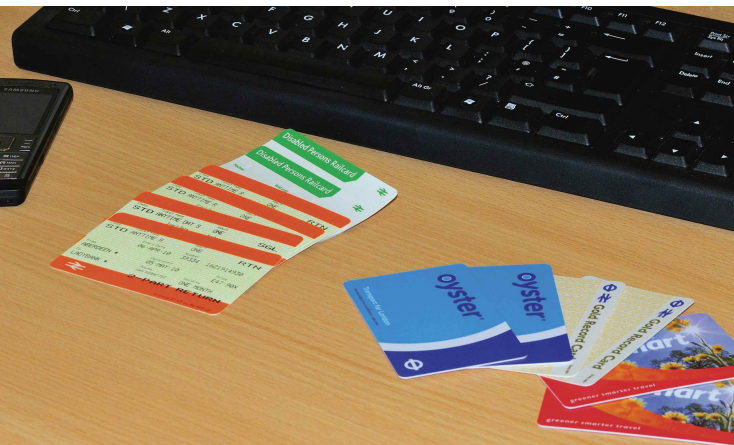
What makes Journeycall the unique customer contact services supplier?



Best Small Contact Centre in Europe
European Call Centre Awards 2010



www.journeycall.com





delivering
your message

Journeycall: the intelligent choice

Transport for London

Operator of the adult Oyster Card scheme for TfL. "They were selected for professionalism, initiative and 'can-do' attitude, as well as cost."

Association of Train Operating Companies

"We use Journeycall for its track record, commitment to increase sales and competitive cost."

Other transport industry "blue chip" clients

"Journeycall immediately set itself apart from competitors by attention to detail, high quality support and systems understanding".

"Journeycall built up an excellent working relationship with our business and get across core messages we project to customers."

The award winning choice

Contact centre and rail industries recognise our success



"Best Small Contact Centre in Europe"

"Talking Tayside" contact centre Company Culture of the Year Winner for two years running.

Highly Commended for Supplier Excellence: UK Rail Business Awards.

Journeycall advisor: National Call Centre Hero of the Year.

Attention to detail

We work hard to ensure you get service second to none

Challenging projects delivered to schedule time and time again.

Pioneering IT systems expertise with our partner, ESP System, developing the best solutions for your business needs.

We know that every sales opportunity and every penny counts for our clients.



Journeycall offers

Unique and unmatched expertise

- Helpline support for online systems, sales and customer services
- Fares, journey planning, disabled traveller assistance and back office services
- Ticket and smartcard retailing and support
- Advisors with thorough knowledge of UK geography and transport networks
- Detailed understanding of travelcard fares, sales and usage
- Blended call handling solutions, reducing call handling costs over extended operating hours

Our business strengths

- ATOC-licensed ticket retailer, ISO accredited
- Advisor teams maximise sales for each and every client
- Telesales experts convert calls into ticket sales

Our experience

- Contact centre supplier chosen by major transport players including Transport for London and ATOC (Disabled Persons Railcard)
- Use of tried and tested technological solutions
- Streamlined fulfilment skills that guarantee excellent customer response times.

