

CALL PAL[®]

CUSTOMER
SERVICE
OUTSOURCING
SOLUTIONS

 **Guaranteed Irish**
All together better



How do we sound?

Rachel K. Call Pal Agent

ABOUT CALL PAL

Founded in 2017, Call Pal is a customer service-focused call answering company originating from Ireland and now extending services to the UK. While initially renowned for our virtual receptionist services, we have expanded our offerings to include comprehensive inbound and outbound solutions, tailored to meet the evolving needs of businesses across both regions.

At Call Pal, we specialise in inbound & outbound customer services, offering tailored solutions to enhance your customer engagement strategies and drive satisfaction.

CONTACT DETAILS:

Email: sales@callpal.ie

Web: www.callpal.ie

Phone: (0818) 511 400

- Galway: (091) 511 414
- Dublin: (01) 482 6917
- Limerick: (061) 544 114



Back row left to right: George Brady, Ciara Griffin (Accounts) & Donna Murray (Operations).
Front row: Rachael Gray (MD) & Eoghan Murray (Marketing).

OUR SERVICES



Hannah G. Team Lead.



Anra C. & Ally M. Call Pal Agents.



Sarah O. Receptionist.

Call Answering

Our dedicated call answering team, using a script tailored specifically for your company, answers your calls so seamlessly and expertly, they could be members of your own staff.

Customer Service Outsourcing

Our fully managed services ensure that all customer conversations are handled professionally and efficiently, leaving you free to focus on other important aspects of your business.

Reception Overflow Service

We offer switchboard overflow services to help reduce stress during busy periods by making sure there is always someone available to answer the phone.

Short-Term Cover

Take advantage of Call Pal's short-term cover to better manage periods of staff absences. For times where you require additional support, Call Pal connects you to an experienced PA to manage your business calls.

Diary Management

For our clients, outsourcing their diary management to Call Pal means that their appointments are booked seamlessly, and they can focus on providing excellent service to their customers & patients.

Lead Qualification

Let us collaborate with your team to navigate through your leads, identifying genuine opportunities that hold the potential for conversion.

Database Cleansing

Let Call Pal enhance your business by delivering accuracy that aligns with industry standards, acknowledging the paramount importance of precise data in driving efficient business strategies.

Market Research

Discover the true potential of your business by tapping into the minds of your customers with our outbound market research and customer survey services.



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