

Infoline supports PACP Contact Centre

MUSCAT The Public Authority for Consumer Protection (PACP) has launched their dedicated contact centre lines in conjunction with Infoline LLC.

The launch of the centre is a major step to empower the consumer, according to a press release. It will receive complaints and recommendations from the consumer and provide response and response management.

The Infoline Contact Centre is a platform for PACP to manage consumer grievances. Complaint management software has been implemented to classify complaint types based on predefined rules. The system will assign, store and track unique complaint IDs and enable intimation to various stake-



holders, as required within the work flow.

It will enable PACP to capture, manage and analyse complaints and feedback, to improve service efficiency, boost consumer satisfaction and help PACP to monitor grievance disposals.

This partnership elevates Infoline and makes them the

first and the only BPO service provider, independently managing most of the outsourced information and grievance management Contact Centres in the Sultanate.

Infoline facilitates every client with a thoughtful perspective and empowering approach to drive results.

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