

Infoline helps PACP set up call centre lines

The Public Authority for Consumer Protection (PACP) has launched its dedicated contact centre lines - 80077997 or 80079009 - in conjunction with Infoline LLC. The launch of the contact centre is regarded as a major step to empower the consumer.

The aim of the newly established contact centre is to receive complaints and recommendations from the consumer and provide efficient response and efficient response management.

Infoline Contact Centre provides a platform to PACP to manage consumer grievances. Complaint management software has been implemented to classify different complaint types

based on pre-defined rules. The system will assign, store and track unique complaint IDs and also enable intimation to various stakeholders, 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. Infoline facilitates clients with a thoughtful perspective.

