

Client:

Cloudy2Clear Windows

www.cloudy2clearwindows.co.uk

Industry:

Glass replacement

Overview:

alldayPA has been handling calls for *Cloudy2Clear Windows UK* for approximately 12 years running,

Having partnered with our client just a year after they started trading, our switchboard services handle approximately 9,000 monthly calls.

alldayPA's Switchboard Services:

- Client since 2006
- Calls handled monthly:
Around 9, 000
- Maximum staff occupied: 14

Case Study: alldayPA support *Cloudy2Clear Windows* with Switchboard services for their high call volumes

Summary of our client's story:

Cloudy2Clear were established in 2005, providing an effective solution to steamed up double glazed windows. By simply replacing the pane and not the frame of windows, *Cloudy2Clear* created a business framework that was both efficient and cost effective for customers that faced issues with their double glazed windows.

Marcus McGee, *Cloudy2Clear's* Managing Director stated that as the business grew to over 35,000 annual customers, so did the company's customer service needs. A partnership with alldayPA ensures that calls are "answered consistently and professionally whilst coping with the varying call volumes,"

alldayPA's Telephone Answering Services:

Since then, *Cloudy2Clear* have grown as one of the largest franchise organisations in the UK, specialising in saving money, energy and time for their customers. Becoming an accredited *Which? Trusted Trader* was an accomplishment that came hand in hand with the company's excellent levels of service. Having provided telephone handling services for all but one year of *Cloudy2Clear's* trading journey, we pride ourselves in the customer service and switchboard services provided for them.

alldayPA acts as the first point of contact for *Cloudy2Clear* customer enquiries, taking ~ 9,000 calls monthly, with up to 14 operators handling concurrent calls. Our intelligent outsourcing seamlessly integrates with the company's internal database, transferring calls to local representatives.

Cloudy2Clear Feedback:

"Customer service is the backbone to all good organisations today and alldayPA provide an extension to our specialist Customer Service team. They provide 24/7 support, with the professionalism and reliability that is consistent with our internal business values." **Marcus McGee, Managing Director.**