

# CALL CENTER SERVICES

The First Contact for Families Seeking Information



Kenyon's International Call Center assists companies and governments in managing the surge of telephone inquiries from concerned families and friends following an emergency. It is the focal point, generating multiple subsequent interactions with family members as they seek information on their missing loved ones. The service is international and operates irrespective of the cause of the emergency or the scale of the consequences.

Our Call Center has over 500 trained personnel working in four different functional areas. The **Inbound Team** of up to 100 agents receive the initial calls and start the process of determining who may have been involved in the emergency. The **Notification Team** is responsible for return contact with families to seek additional information. All of the agents are supported by the **Travel Team** and the **Data Management Team**. The Call Center is an essential part of any company's crisis management architecture. The information gathered at this stage and the way in which families are treated will be crucial to the success of the overall response operations.

## The Service

- Kenyon's proprietary crisis management software, Kenyon Response™, is used to guide the agents with their response to callers and to manage the huge volume of collected data
- Clients are issued a user ID and password to Kenyon Response to view incident data
- 24-hour response, first agents ready to take calls in 30 minutes or less
- Complies with all current family or humanitarian assistance legislation and best practices established by national governments and industry associations
- Toll-free telephone numbers available for 56 countries
- Multi-lingual call agents (English and Spanish) with language support available for 170+ other languages
- Call scripts for multiple scenarios
- Call Center can make all necessary arrangements if family members need to travel
- Staff training includes regular system and procedural exercises
- Kenyon full-time staff are permanently on-site to conduct training, monitor strict quality standards and activate the Call Center during emergencies
- Supervisors work directly with clients and with national authorities to determine all possible sources of information on those involved in an emergency
- The Call Center directs Kenyon Family or Humanitarian Assistance Staff to provide further support to family members either at their homes and/or in specially provided central locations

## How it Works

- Client engages Kenyon Call Center Services on a pre-incident basis
- Kenyon provides activation planning material for client's own plans
- Client provides Kenyon with company-specific information for pre-loading to Kenyon Response™
- Client activates Kenyon Call Center using any Kenyon office 24-hour number

## Further Information

If you would like to know more about the Kenyon Call Center Services and how it can complement your existing emergency plan please email at [kenyon@kenyoninternational.com](mailto:kenyon@kenyoninternational.com) or contact any of the Kenyon worldwide offices.



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