

Managed Appointment Booking

Consumer Services



Ensuring that the recipient of a parcel, document or engineering visit is aware and available on the day and at the time specified is a key element of echo's service delivery.

By calling the customer beforehand, we are able to set and manage their expectations and book the most convenient time. We will discuss the task in hand, inform them that the part or document has arrived and explain any actions that need to be taken prior to the engineer arriving.

Our in house scheduling and booking management team ensure that we can complete the required task within the allotted time window.

This makes the most effective use of our engineering resources and provides a quality service to both residential and business customers alike

### Features

- Booking appointments with both business and residential customers
- Effective use of manpower
- Ensuring that items have been delivered prior to personnel dispatch
- Document witnessing and verification

### Benefits

- Fast effective and cost efficient service
- 365 days a year
- High quality professional service
- End to end service
- Fast effective and cost efficient service

## Contact Us

### General Sales

**0845 124 1734**

### Courier Collections

**0845 120 7333**

### Main Switchboard

**0845 124 1700**

### Head Office

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