

Webhelp Letter Management

Requests for information, changes of address, application forms, complaints...
Letters are still a traditional channel for customer communication.

The Webhelp Letter Management solution provides identical advantages to email :
Webhelp Letter Management : the benefits

Webhelp letter handling management solution

- **Promptness** : Drafting a paper answer as fast as an email reply. Webhelp handles your letters in 24, 48 or 72 hours depending on your requirements.
- **Quality** : our operators pay special attention to syntax, relevance and personalization when processing a letter.
Processing costs: with Webhelp Letter Management, you will reduce labor costs offshore and rationalize the inquiry process thus considerably reducing your processing costs.
The cost of the solution depends on the volumes of mail processed.
- **Flexibility** : our operators have flexible schedules and we can upscale the teams to meet variations in volume. This reactivity ensures swift processing of customer letters to meet your time and service constraints.

Webhelp takes care of the entire letter process with Webhelp Letter Management :

- **Step 1** : letter receipt, opening and scanning.
- **Step 2** : processing the answer with Webhelp Email Management. The letters are handled in the same manner as emails.
- **Step 3** : printing, folding, envelope filling, and franking the reply letters.