

Arena Communications can offer you **customised call centre and ticket hotline solutions**. No matter whether you require call centre operations, customer care or fulfillment support our portfolio of services is sure to have just what you need – all from one source and adapted to meet your individual requirements:

Our highly-trained operators deliver fast and informed service in all time zones. Their in-depth knowledge of venue layouts, event details and customer transaction history guarantees top-level customer service.

- Modern, well-equipped call centre
- Professional agents
- State-of-the-art call centre technology
- High standards of quality
- Scalable solutions. Handle the high demand on sale. We can handle the sale of up 100,000 tickets an hour.
- Service telephone numbers. Have your own dedicated Ticket Line which can be answered "Hello Your Company - How may I help you!"
- Overflow features, if engaged or out of hours. Does your box office experience point demand at specific times during the year? Let our call centre work as an overflow during these times to help deal with the load.
- Hotline announcements and on-hold messages
- 24 hour service



We would naturally be happy to advise you on call centre operations and to work out an appropriate solution to meet your needs.

Contact Arena Communications for more information on **353 (0)1 213 0703**