



Press Information

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RS Components wins award for their 'best of the best' telephone call centre

Local industrial components distributor and leading employer RS Components beat 1200 rivals to receive the 1997 TCS Call Centre Showcase award last month. Presented by software supplier TeleCenter Systems, the award was given to just two companies in the UK who were judged 'best of the best' in applying TCS telephone computer software to boost their call centre efficiency, quality and customer service.

The award was presented at a specially organised conference in Leicester and was accepted by RS Components by Marilyn Farrell, RS's Telecentre Services manager. Marilyn commented: 'We are ...

[TO COMPLETE QUOTE]

RS Components and the other recipient of the award, another local company RCI, were pitched against many blue chip companies such as Marks & Spencer, BT and Midland Bank. Once shortlisted both RS and RCI hosted tours of their telephone facilities for the other companies. RS received many favourable comments for the quality of the service offered.

Enquiries: