



Introduction to Connect Assist





Connect Assist is a social business created by a charity. We provide contact solutions helping you reach more of your customers, ranging from Contact Centre services to supporting technology all focussed on helping your services reach further.



Multi-channel helpline services

Examples of services we provide include

- Money and welfare rights
- Counselling and emotional support
- Job seeking and readiness coaching
- Dealing with mental health problems
- Occupational health
- Advice services for charities and SMEs

Integrated e-service systems

Our solutions provide

- Self-learning knowledge base
- Online user journeys
- People support and engagement
- Online assessment tools and surveys
- E-mail communications
- Social media integration

Consultancy services

Daily volumes

2000 phone calls

1000 online enquiries

3,000 + web answers

Some current clients

Who we're already working with

We provide services for a number of organisations, including



Fit for Work

KENNEDY · SCOTT

NetworkRail



act:onaid



Sussex Police
Serving Sussex



xerox



NAHT
The Association for All School Leaders





Providing SMS-based sex and relationships advice to young people



Providing multi-channel support to the 8,500 members of the UK's major umbrella body for charities and voluntary groups



Engaging schools in anti-bullying programmes



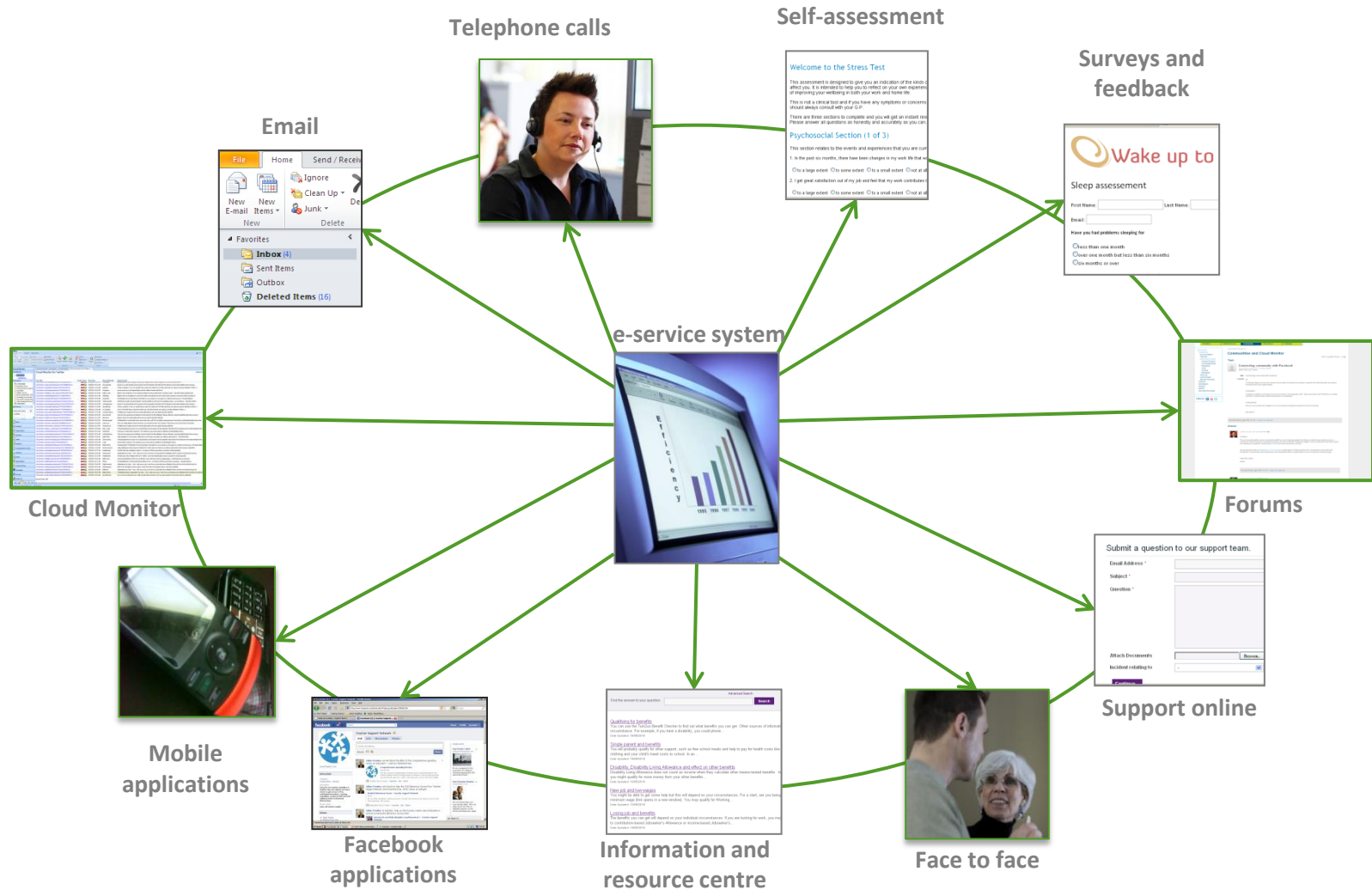
Multi-channel helpline for this large charity which helps people access the money available to them –welfare benefits, grants and other help



Contact centre and multi-channel solution for the DWP-funded occupational health helpline for SME's in all sectors



Helpline and technology solutions for Work Programme providers



Connect Assist has been providing the contact centre for the Royal British Legion since 2013

- We secured the contract for contact centre delivery for the whole of Armed Forces community;
- We developed Oracle Service Cloud for use across the Legion;
- System operates across contact centre and all regional Area Offices;
- We developed digital service platform delivering online self-service, chat, email, ask a question.

At 8 months into a 3.5 year contract, we are over-delivering against the Legion's expectations

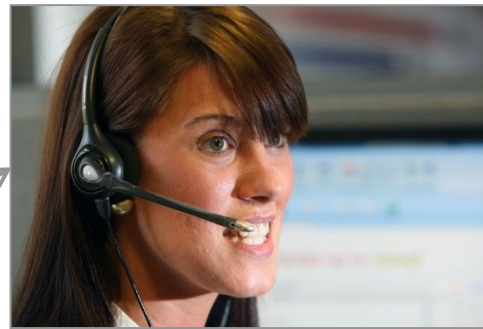




Digital platform

58% self-service

42% to contact centre



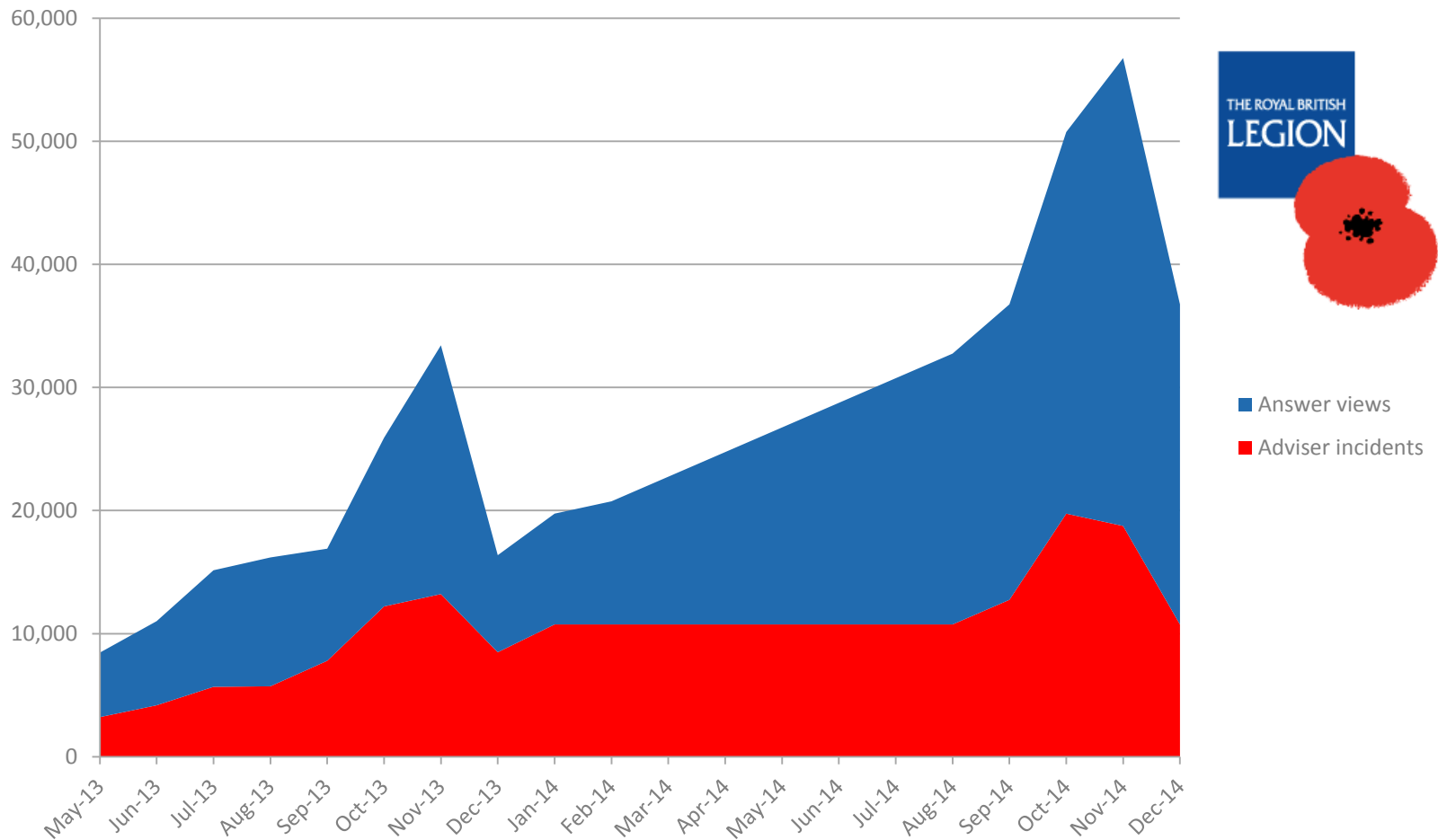
Contact centre

70% resolved at contact centre

30% assigned to relevant Area Office



RBL Area Offices





KNOWLEDGE BASE

Welcome to the Legion's online self-help resource centre. Use our intuitive search and browse features to find the help or information you need - right now. If at any time you would like a personal response to your question, use the symbols in the top right hand corner to ask a question, call our contact centre or use our online chat feature.

Advanced Search

Search

Find the answer to your question



PRACTICAL HELP

Facts and figures
about The Royal
British Legion and
its work

FACTS & FIGURES



RAISING MONEY



**JOINING YOUR
LOCAL LEGION**



REMEMBRANCE



CAMPAIGNING



VOLUNTEERING



SEE ALL



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SEE ALL

CATEGORIES

SUBJECTS

ARTICLES

Finances

Housing

Mental wellbeing

Physical health

Living independently

Employability

Social support

Select a category