

# Why Outsource Ecommerce Customer Service?

Discover the  
Dawleys Way





# Exceptional Customer Support

Differentiate your brand in a crowded market.

Understanding your customer's needs enables you to exceed expectations.





# Access to Trained Experts

Outsourcing can also provide valuable insights into customer behaviour and preferences, going above and beyond a normal call.





*One of our advisors recently spotted a pattern in a customer's returns data and worked with the client to redesign the returns process, cutting re-shipping costs by 20%. That kind of thinking doesn't come from a script. It comes from a team that cares.*





# Scale Without Stress

Outsourcing allows you to scale support teams up or down quickly, ensuring you always have the right coverage without compromising service quality.



# Operational Efficiency

Outsourcing provides access to cutting-edge technology and skilled professionals who streamline operations and help deliver better outcomes.







*For one client, we utilised a CRM system for regular touchpoints with their customers, leading to a 15% increase in repeat sales and improving their Trustpilot score from 3.1 to 4.2.*



# Driven By People

From the first moment of awareness, through to the purchase process, to post-purchase support and beyond.

This kind of expertise doesn't come from a script. It comes from culture.





# Beyond the Manual

We train people to listen deeply, understand quickly, and act with ownership.

It's about situational awareness, emotional intelligence, and accountability.





*When a customer called in upset over a delayed delivery, one of our team members didn't just apologise—they contacted the warehouse, arranged a same-day dispatch, followed up personally, and then suggested a change to the fulfilment schedule that helped the client prevent future delays.*





# Understand Your Customers

Our teams are trained not just  
in systems, but in empathy.

That's how we turn service into  
loyalty—not by process, but  
with people who care.





# Listening and Adapting

We don't wait for problems to become patterns. Through regular feedback loops, performance reviews, and client conversations, we constantly refine and evolve our service.





*In one case, a long-term customer hadn't placed an order in months. One of our team reached out—not to sell, but to understand. It turned out they'd had an issue they hadn't reported. We resolved it immediately and rebuilt that relationship.*





# Metrics That Matter

A team culture shapes business performance by helping meet customer expectations, attracting new customers, and driving loyalty and growth.

Because we know when our people thrive, your customers do too.





# Let's Talk

If you're looking for a partner who treats your brand as their own—who shows up with care, consistency and real ownership.

Dawleys is ready.

