



24/7 UK Contact Centre & Breakdown Support

We Answer Your Company's Calls, Whenever You Need Us!



www.tns365.com

ABOUT US

TNS 365 - 24/7 UK Contact Centre & Breakdown Support

Specialising within the commercial vehicle breakdown sector, we offer out of hours, in hours, call overflow or full 24/7 UK call handling services primarily to fleet-hire companies, manufacturers and service agents. We also offer nationwide transport breakdown support covering all breakdowns on commercial vehicles including airbags, brake chambers, tail lifts, tyres, transport refrigeration & much more...

200+

Daily Jobs Handled

We handle a wide range of jobs for customers ranging from commercial vehicle breakdowns to boiler repairs

15+

Dedicated UK Staff

Experience matters most when dealing with vehicle breakdowns requiring quick fixes to get back on the road.

95%

Calls answered under 30 seconds

We answer the vast majority of customer lines well under 30 seconds



Call Handling Service

Comprehensive Call Handling Services at TNS 365

At TNS 365, we offer a wide range of call handling services, including acting as your 24/7 contact centre. While we specialize in the commercial vehicle breakdown industry, our services are versatile and can be adapted to other sectors such as security and alarms, property repair and maintenance, general inquiries, and e-receptionist services. Our in-house custom-built management software allows us to provide unique solutions that our competitors simply cannot match.

Out of hours call handling

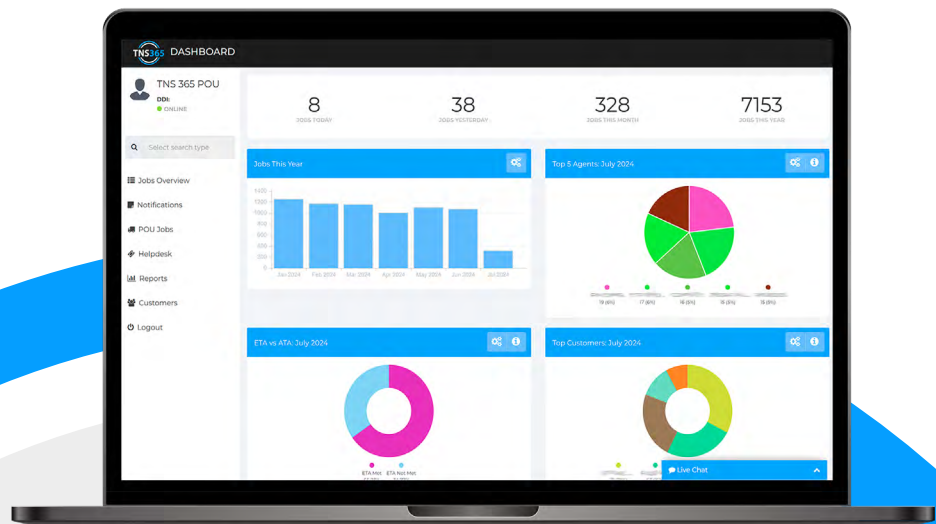
As one of the leading contact centres in the commercial vehicle breakdown industry, we specialize in managing your out-of-hours calls with efficiency and professionalism. By answering calls in your company's name, we ensure a seamless experience for your customers, resolving their issues promptly. Our 24/7 UK contact centre is equipped to handle your out-of-hours calls, including nights, weekends, and holidays.

Overflow call handling

At TNS 365, we understand that your operational needs can fluctuate, and sometimes you require additional support to manage high call volumes. Our Overflow Call Handling Solutions are designed to seamlessly integrate with your existing operations, providing the extra support you need without disrupting your core team.

24/7 call handling

Our team are able to manage your incoming calls on a 24/7 basis - enabling you to free up your existing operations team for other tasks. We can handle call activities including live breakdowns, service scheduling and general enquiries. Our in-house custom-built management software allows us to provide solutions that our competitors simply cannot match. This tight integration ensures that we can offer unique and efficient services tailored to your specific needs.



Commercial Vehicle Breakdown Support

Our network reacts when you need it most

When a commercial vehicle breaks down, time is of the essence. Our network is equipped with the skills and knowledge to respond swiftly and accurately, ensuring that any issue is addressed promptly and efficiently. We pride ourselves on our ability to cover any commercial vehicle, no matter the situation.

Tail Lift & Shutter Door

Covering ancillary equipment such as tail lift, shutters doors along with lifting decks & more.

Vehicle Recovery

Need a vehicle moving from one location to another? Our network can get you moving.

Transport Refrigeration

Got a fridge unit that won't start? Our FGas registered engineers can attend roadside.

Truck & Trailers

Airbag issue? LEaking brake chamber? Diagnostics required? We've got you covered.

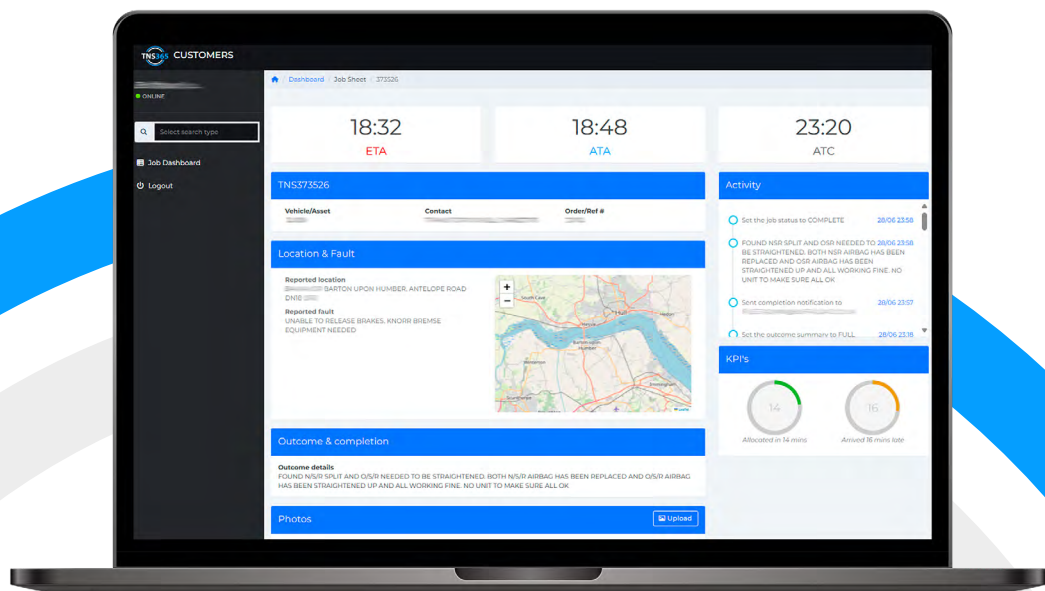
Tyre Replacement & Repair

Had a blown out or spotted a punctured tyre? Our team will get you back on the road in a little as 60-90 minutes.

Wrong Fuel & EV Recharge

Petrol into Diesel? EV ran out of battery? Our multi-skilled network will get you back on the road

Our engineers are supported by our bespoke in-house app, which provides them with precise and timely information while on site. This tool ensures that they have all the details they need to resolve issues quickly and effectively, minimizing downtime and getting your vehicles back on the road as soon as possible.



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With our comprehensive coverage and advanced technology, you can trust our network to be there when you need it most, delivering reliable and efficient service every time.

Here's What You Get

With our in house custom built job management software, we're able to provide a live breakdown dashboard for customers utilising our nationwide breakdown support service.

Create Jobs

We've crafted a quick and simple system so your team can report live breakdowns through the system.

KPI Reports

Offering true job transparency, we display live KPI's such as Allocation time and agent arrival times.

Live Updates

At every important stage of the job, our system sends out notifications to keep you informed along the way.

24/7 Call Centre

Find it easier to call us? No problem, our 24/7 breakdown call centre is always available and happy to help.





Ready to enquire about our services?

Call: 0330 0433 365

Email: sales@tns365.com

Web: www.tns365.com

