

BTL INTRODUCES FIRST DIGITAL CALL CENTER IN BELIZE!

Belize Telemedia Limited (BTL) has taken a step forward in its customer service approach by introducing their Digital Call Center- the first of its kind in Belize. Through the Digital Call Center, BTL and DigiCell customers are able to get their questions answered and service issues addressed through free Text messages, WhatsApp, Viber, Facebook inbox and the online “LiveChat” feature on DigiCell’s website.

The MORE WAYS to Reach Us medium under the banner DigiCell was rolled out in May 2016, and has shown tremendous uptake and utilization as customers have fallen in love with being able to reach BTL through the conversation channels that they are most comfortable with.

“Our Digital Call Center is another example of how we are seeking to revolutionize Customer Service in Belize. We have made these changes with Belizeans in mind, offering them a quicker response time from the convenience of cell phones – using the same channels that they use every day to connect to the world. It only makes sense that as a technology company, we endeavor to make best use of the technology we promote to make it easy for customers to get fast efficient customer service.”, noted Chairman of the Executive Committee, Anwar Barrow.

Customers can get their queries answered by sending a message to 608-8888 via WhatsApp, Viber or Text Messaging (FREE for DigiCell customers.) There are also the online mediums such as our Facebook page inbox, Twitter and the LiveChat feature on the DigiCell Website: www.digicell.bz

The Digital Call Center is available from 7am- 10pm, daily. Outside of these times, customers can reach our call center by calling toll free to 119.



MORE WAYS to Reach Us!



For More Information Please contact:

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