

Resolver Group and Yomdel announce strategic partnership

Resolver Group & Yomdel are pleased to announce a new strategic partnership, combining Resolver's industry leading complaint and dispute resolution technology, with Yomdel's award winning suite of customer experience services.

Dec 10 2020 – Resolver Group & Yomdel are pleased to announce they have entered into a strategic partnership, combining Resolver's industry leading complaint and dispute resolution technology, with Yomdel's award winning suite of customer experience services.

With online technology playing an increasingly critical role in customer experience and complaint resolution, redress schemes are recognising the need to find new and innovative digital solutions for resolving both initial enquiries and more complex disputes. The Resolver-Yomdel partnership brings together long-established skills in customer experience and complaint resolution in areas of insight, design and engagement, to help transform complaint and dispute resolution.

"Since 2014, Resolver has been at the forefront of creating innovative complaint and dispute resolution products that are designed to bring better outcomes for consumers, businesses and redress schemes alike," said Alex Neill, CEO, Resolver Group.

"The Resolver-Yomdel partnership is a powerful combination. Yomdel's understanding of customer experience excellence, its ethos of championing the customer, and a product suite that spans multiple areas across complaints handling is uniquely complementary to Resolver. We believe this partnership can continue to generate industry leading dispute resolution products and customer experience across multiple sectors," she added.

"Yomdel has significant experience in providing first contact resolution and escalation services via live chat and other channels for a growing number of redress and complaints handling organisations," said Andy Soloman, Founder & CEO, Yomdel.

"The customer is at the heart of everything we do and by joining forces with Resolver we will be uniquely positioned to deliver both technology and exceptional customer experiences to help redress schemes quickly resolve consumer issues and drive efficiency into their organisations," he added.

ADDITIONAL INFO

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NOTES TO EDITORS:

About Yomdel



Yomdel is based in Billingshurst in West Sussex and was the first company in the UK to offer 24/7 fully managed live chat services. The company now offers a broad spectrum of customer experience services including live chat,

omnichannel communications, mystery shopping and a range of experiential and customer research services.

Yomdel's live chat services are used for online sales, lead generation or customer service and support.

Related links:

www.yomdel.com
<https://www.facebook.com/Yomdel/>
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About Resolver



Resolver Group is based in London and is the market leader in complaint resolution. Resolver offers consumers a unique, independent online

resolution service free of charge, as well real-time consumer insight and benchmarking at every touchpoint for businesses. Resolver's Accord ODR product also offers fully online, end-to-end dispute resolution platform for mediators, adjudicators and investigators to act independently to resolve disputes.

Related links:

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