



B2C Telemarketing

Inbound and Outbound Business-to-Consumer Telemarketing

Sales Elites is ready to meet your needs with **Inbound and Outbound Telemarketing, Order Entry, Customer Service, Technical Service and Lead Generation and Qualification.**

Experienced, trained agents establish and build consumer trust, identify needs and respond with targeted offers. Interactive voice response (**IVR**) on inbound telemarketing calls enables your **CRM** strategy by identifying customers. Our agents can then present them with targeted offers.

Cross-selling and Up-selling With B2C Telemarketing

People will always have needs they haven't vocalized. Our agents put forward targeted offers at the right times in the interactions (*inbound telemarketing or outbound telemarketing*), for maximum results. Customers will be glad they called, or you called them!

Quality Customer Care Through B2C Telemarketing

Looking after consumers is the best way to retain them for future telemarketing. Our staff provides courteous, friendly and helpful **customer service**. We can also make outbound **customer care calls**.

For complex products and services we offer **first level help desk**. Our agents can open trouble tickets, warm-transfer support issues and page/dispatch your technicians.

Quick Notification Through Using Outbound B2C Telemarketing

Generate a buzz before your new product arrives or service goes live! We can place outbound B2C telemarketing calls or send out **Automated Outbound Telemarketing IVR** notifications before they hit the market

Avoid losing customers by sending them outbound IVR **reminder messages**.

Product recalls or service changes? Outbound notifications keep consumers informed and loyal. Ask about our corporate **hotlines**.

Worry-free Compliance When Using our Business-to-Consumer Telemarketing Services

We ensure your inbound and outbound business-to-consumer telemarketing programs **comply with the latest telemarketing legislation and regulations.**