



## Telemarketing Outbound Call Center Services

Sales Elites takes a **consultative approach in program design and management** of clients outbound call center telemarketing campaign. Our goal is to turn each outbound telemarketing contact into sales and results. We select, assign, train, supervise and monitor top-performing outbound call center agents. Upon request, we customize scripts for different market segments using appeals that will get results.

Customized scripting

[Appointment setting](#)

List acquisition, scrubbing and testing

Live-agent outbound or outbound IVR

Multi-language capability

Customer surveys

Cross-selling/Up-selling

Warm transfer hot leads to sales reps

Optional high-productivity predictive dialing

Brochure/literature and product fulfillment

Live-agent or IVR outbound survey

campaigns to target prospects or existing customers

Inbound response via phone, email and/or live chat

### ***Customized, Attentive Customer Acquisitions Using Outbound Telemarketing***

Our goal is to turn each **outbound telemarketing** contact into sales and results. We select, assign, train, supervise and monitor top-performing agents. Ask us to customize scripts for different market segments using appeals that will get results.

We connect you to contact centers and staff who have had the most experience and success at handling similar outbound telemarketing projects in your industry vertical or regional market.

Get the most **outbound telemarketing leads** and sales at the lowest cost. We employ predictive dialing software on large-volume campaigns that enable high agent productivity.

### ***Effective Lead Qualification Using Outbound Telemarketing***

Determine your true sales prospects by asking us to qualify leads for your sales team. We can warm transfer hot leads. We can also close lesser-value **outbound telemarketing sales**. Your sales professionals are free to pursue the higher-value deals and build relationships with top buyers and prospects.

## ***Making...and Ensuring Appointments Using Outbound Telemarketing***

We take care of appointment setting so that your sales teams can focus on getting those handshakes and signatures. Our **outbound telemarketing agents** qualify leads, see whether prospects are interested and set up the times with our appointment scheduling program. We can also send out reminder emails or outbound voice messages to confirm appointments.

Hot prospects on the lines? Sales Elites outbound agents can patch in your sales staff to complete the deals. Customers/prospects wish to change or cancel appointments? We can supply toll-free numbers or email addresses.

## ***Quality List Management for Your Outbound Telemarketing Campaigns***

Sound accurate, lists are key to effective **outbound telemarketing campaigns**. Our list acquisition and scrubbing services eliminate duplicate names and phone numbers. We can test lists to help you identify ones that will be most productive.

We scrub names against Do Not Call lists. That way we reach customers and prospects that are potentially receptive to your offers. We help you meet all regulatory requirements to ensure program compliance.

## ***Caring for Customers by Using Outbound Telemarketing Services***

**Outbound telemarketing is a powerful customer care tool.** We contact your customers to ensure they are enjoying your product or service and to see if they have any questions, concerns or suggestions. Ask our outbound agents to notify customers about hot deals keyed to their interests or about critical information like software bugs that show that you are looking out for them.

When customers are on the line, it's a perfect opportunity for cross-selling/up-selling telemarketing targeted offers. Our outbound agents are trained to know the right moment when to turn outbound service calls into **outbound telemarketing calls**.

## ***A Consultative Approach for Your Outbound Telemarketing Campaigns***

We care about the success of your **outbound telemarketing campaigns**. We take a consultative approach in campaign design and management. Project managers meet with you throughout each step of your outbound telemarketing program to assess results and, if necessary, make adjustments.