

Acquisition Sales

This is no longer just outbound calling – this is about a framework of meaningful interaction, built on a foundation of true customer intelligence.

Winning hearts – and wallet share.

Our award-winning sales solutions are designed in partnership with clients to acquire new customers through innovative programs that deliver a branded experience to customers. Solutions are powered by our Revana Analytic Multichannel PlatformSM (RAMPSM), a proprietary sales engine that dynamically applies analytics, processes and technology to meet revenue goals. This is no longer just outbound calling – this is about a framework of meaningful interaction, built on a foundation of true customer intelligence. We deliver a consistent experience that has been targeted for success well before the first contact is made.

Strategic capabilities and services:

Inbound Voice and Chat

In over thirty years of handling live customer interactions for clients around the world, we've seen and done it all. We have the technology, training, and human capital to deliver an inbound solution that improves customer satisfaction, loyalty, and sales. We can deploy a scalable solution that lowers costs, and architect complete programs for complex product offerings or regulated industries. Our highly trained associates – licensed professionals for certain programs – can work multiple channels simultaneously and can promote chat interactions to voice channels to capitalize on immediate sales opportunities.

Outbound Voice

Our expertise in outbound sales programs sets a performance benchmark for the industry. We can quickly ramp up sales operations in new or underperforming markets, support product initiatives that require unique or different skill sets than a client's resources may possess, and help clients to more effectively capitalize on their online marketing investments.

Small- and Medium-Sized Business (SMB) Acquisition Sales

We have helped global clients to surpass sales expectations by approaching this structurally complex market with a holistic blend of advanced analytics, lead nurturing, and old-fashioned relationship building. Once we've identified, nurtured, and engaged the right customers for our clients, a robust customer onboarding and consultation program enables their success, which in turn increases their spend on the products and services that benefit their business.

We're experts in deploying marketing automation, CRM, campaign management and multichannel touch plans (voice, email and SMS) to accelerate and maximize the sales potential of a customer.

Why TeleTech

We produce better sales and customer experience through our award-winning combination of technology, analytics and proven sales methodologies at scale. Our RAMPSM technology and analytics lifts performance through improved lead prioritization, propensity to purchase and propensity to churn scoring. We also apply metrics like lifetime value to make targeting and prioritization more precise. We're experts in deploying marketing automation, CRM, campaign management and multichannel touch plans (voice, email and SMS) to accelerate and maximize the sales potential of a customer. Coupled with our consultative selling methodology, our solutions lead to better conversion rates and customer retention – and of course better performance for our clients.

- We are the recognized industry leader, named Sales Outsourcing Provider of the Year in 2012, 2013 and 2014 (Stevie Awards).
- Sales results rise to the next level with smarter, technology-enabled, analytically-driven inbound and outbound programs staffed by professional inside sales teams.
- Integrated sales programs (voice, chat, @home) that drive the highest levels of conversion rates and NPS, consistently outperforming our competitors.
- We deliver billions of dollars a year in incremental revenue to clients.

Contact TeleTech:

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