

CALL CENTER - OUTBOUND SALES

ALL VENUES: IN BOUND/OUT BOUND/INTEGRATED IN-OUT I've worked in hand dial, paper list settings, auto- and predictive dialing settings, with both limited and unlimited resources. I've worked with groups of 5, and centers employing 250+ people. In any environment, any setting, I make an immediate, **NOTICEABLE** difference! These translate into increased productivity, reduced costs, and greatly reduced turnover of agents. All of these factors translate into greater profits!

CALL CENTER DESIGN AND BUILD: Startup, expansion, rebuild: From planning and design, site layout, technology, agent recruiting and retention, internal leadership and management, metrics design and reporting, process and fulfillment operations, team building and leadership programs.

BASIC AGENT TRAINING: I've refined the experiences of 25+ years in phone sales into 10 basic lesson plans designed to increase productivity and effectiveness of individual agents. These take the form of 10 lessons, delivered by webinar, each lasting 10-25 minutes with interactive Q&A. They are designed to be presented over a two work week period (10 days) and are best scheduled at the beginning of a working shift. This offering is best used in settings of 10-15 agents with one or two team Leaders.

LEADER SESSIONS: 2-4 Sessions of 30-45 Minutes, during which we discuss and implement various measures designed to re-enforce agent lessons, assess and address resource management issues, assess and address motivational initiatives, compensation issues, and general Leadership Training.

ADVANCED AGENT TRAINING: I have an additional 15 Lessons **for advanced agent training**, and I am available for on-site evaluations, training presentations, and management consulting. Each situation is unique, and can only be quoted individually.

These are all **custom** programs unique to your setting, your business operations. Each lesson is presented using your company's management goals and policy to tie it directly to the daily operation of the call center. All interaction with your company is protected by NDA.

In general, based on direct experience, a minimum increase in agent output/production of 10-15% in less than 30 days can easily be expected. In cases where lessons are properly re-enforced and incorporated into operational programs, initial and immediate results can be seen in excess of 20-25%.

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