

Experience

Live Transfers

Lead Generation

800

# System Features

## Smart Solutions for Call Center Management

### Comprehensive Call Center Management

Once we've called someone interested in your message, our management system can transfer the contact to your call center or office in seconds. All you have to give us is a phone number to transfer your contacts to. What sets us apart from everyone else, is our comprehensive campaign delivery and management system. Below is a list of all of our call center management features, most of which cannot be found anywhere else. Go ahead and see for yourself, login to our Web Management System to see how easy it is to control your call center campaign.

#### Free Web Based Account Management

- Change your "Transfer" Phone Number in Real Time
- Increase / Decrease the Number of Call Made Per Minute
- Change the Caller ID Shown on your Outgoing Contacts
- Change the Number of Simultaneous Calls Allowed
- Playback Recordings for Quality Control
- Add Numbers to the In-House DO-NOT-CALL List
- Turn Your Campaign Management ON or OFF Real Time
- Run Real Time Reports
- Change your Scheduled Broadcast Hours

#### Free "Call Announcement Feature"

When a contact is transferred to you, our campaign management system can optionally set an announcement to say "You Have a Transferred Call" prior to it being connected. This will allow your call center or office staff a moment to change their frame of mind and handle the opportunity appropriately.

#### Free "Mark For Removal Feature"

If a caller presses "1" to have their call transferred, but then asks to be placed on the Do-Not-Call list once connected, simply press the Star Key ( \* ) on your telephone at any time during the conversation. The caller will then hear a recording indicating they have been removed from the list and the call will be disconnected.

#### Free Conversation Recording

At no additional cost, our management system will record ALL contacts transferred to your call center to ensure your staff is doing their job effectively. You will be able to listen to the call center recordings by visiting our Web-Based Campaign Management system.

#### Free Simultaneous Call Limitation

You only have a limited number of people who can answer the phone at the same time. When a specific number of people are simultaneously talking with your call center, your broadcast will AUTOMATICALLY stop. This ensures your call center will never be inundated with too many contacts, but enough to keep everyone busy.

#### Free Do-Not-Call Maintenance

We maintain a Company Wide Do-Not-Call list and scrub ALL outgoing campaigns against it. Over time this has helped dramatically increase the quality of contacts our customers receive. We also scrub all phone numbers against the National Do-Not-Call List.

#### Free "Automatic Transfer Retry"

If our campaign management system transfers a contact and your call center lines are busy, we will retry your phone number every two seconds until we get through. During that time, our campaign management system will play hold music.

#### Free Database Usage

We offer our clients FREE usage of our entire database for our broadcasting services. We have over 250 Million phone numbers. This typically saves our clients anywhere from two to ten cents per contact!

#### No Setup Fees

Our campaign management system is the low cost leader in Voice Broadcasting. We focus on volume and will not nickel and dime you. You will know your exact costs before your call center management campaign begins.

#### All Digital Network

Your contacts will be made via fiber optic connections to major providers such as Qwest, Broadwing, and Global Crossing. WE DO NOT USE Voice Over IP or Rely on the Public Internet which results in poor audio quality and low response rates.

800Transfers.com

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# Get ready for success!

## 6 easy steps to a successful campaign

### Testimonials...

Owner, Debt Settlement Company

*"Consumers who benefit from our services are often reluctant to answer the phone in the first place. With 800Transfer's service we spend less time trying to contact consumers and more time helping them with solutions to alleviate their debt."*

Merchant Services ISO, 20+ Years Experience

*"I just wanted to drop you a line to let you know I'm BLOWN AWAY :) I think I've had the account active for a total of maybe 25 minutes today and already I've got 2 leads turn into approved applications. The service is totally awesome."*

Owner, Mortgage Company (30 Loan Officers)

*"I've bought mortgage leads for years – tried just about every company out there. 800Transfer's proprietary solution is consistently my best option to get the lowest cost per funded loan. Some of my other lead vendors are double what I get by taking call transfers from 800Transfers."*

step 1

#### CONCEPT DEVELOPMENT

Identify the main point of your lead transfer campaign. Our team will work hand in hand with your staff to ensure both parties are on the same page. Are you trying to introduce a new product or service to your existing customers, or are you offering your products or services to a new client base?

step 2

#### TRAINING

Inbound sales agents must understand exactly how to handle these types of lead transfer calls. This is absolutely necessary and should not be overlooked. When a call is transferred to your office the last thing your receptionist should say is "How can I help you?". You already know how to help them.

step 3

#### MESSAGE RECORDING

You must move beyond simply delivering a message. You must create an emotional reaction that demands an immediate response. We have a large database of generic greetings in a variety of different industries, or you can write your own script for us to record, all free of charge. Our system uses the highest quality audio capable of being played over telephone lines (64kpbs/sec).

step 4

#### DATA SELECTION

We control an internal database of over 250 Million Numbers nationwide. We provide our clients with access to our business database or consumer database free of charge. Our team carefully coordinates with clients to leverage proprietary data for maximum return on your lead transfers. Our data is the best in the industry, and we scrub it on a weekly basis for maximum efficiency.

step 5

#### CALLING

Our team closely monitors the lead call reports, while our intricate system of checks and balances ensures flawless call execution and transfer on every single phone call. Our data center can provide all the bandwidth necessary for lead transfers while still maintaining a perfect quality message on every call. We have reporting tools in place that allow us to adjust your campaign settings to ensure maximum efficiency.

step 6

#### LEAD TRANSFER OPTIMIZING & ANALYZATION

Our advanced digital platform allows us to record ALL transferred calls for quality control. Together with our comprehensive lead transfer reporting system, we provide an enormous amount of data for analysis by top management. Our lead transfer reporting system provides data on : Exactly how many lead calls were transferred? What were their phone numbers? How long were they spoken to? What hours of the day were most responsive? What days of the week were most responsive? What were the most responsive areas? What percentage of lead call transfers were spoken to for over a minute? Over 2 minutes? Once your lead transfer results are analyzed, there are dramatic increases in campaign performance that keep most of our clients coming back again and again.

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