

THE OPERATIONAL SIDE OF RUNNING A CONTACT CENTRE IS COMPLEX AND EXPENSIVE.

By using **ContactSuite** your organisation can remove these burdens and focus on giving your agents the tools and support they need to generate sales.

OUTBOUND FEATURES

ContactSuite is a cloud based contact centre management system that makes it easy for your organisation to use cutting edge contact centre technology without needing to buy your own technology infrastructure. Coupled with our Voice over IP hosted telephony system, you don't even need your own phones. As a result, there are no capital costs and there is nothing to purchase apart from headsets. This means agents can work from home, or anywhere there is an Internet connection.

Building a contact centre operation is difficult enough as it is without the added complexity of having to buy individual products from multiple vendors. **ContactSuite** has just about every outbound contact centre feature covered; knowledge base, campaign management, low-cost call routing, CRM, call recording, case management and detailed

online reporting. It even provides timesheets and payroll system interfaces.

Our subscription-based, no strings attached pricing means you can increase, decrease, or terminate your use of **ContactSuite** at any time. There are no fixed term contracts, no minimum fees, you just pay for what you need, when you need it.

LET YOUR AGENTS SPEND MORE TIME SELLING

Sales are your life blood. **ContactSuite** Outbound helps your sales agents spend more time selling.

Power dialing puts your agents in touch with prospects with just one click and ContactSuite's automated scripting guides agents through each call ensuring that information is communicated consistently.

The integrated knowledgebase gives agents immediate access to product information, policies and FAQs while objection handlers help them overcome buying resistance. Automated address validation ensures that agents

record valid customer details. You can even have email addresses automatically validated.

Once your agent has made a sale, ContactSuite's automated workflow can trigger fulfillment processes, such as automatically emailing an information sheet to the customer, or producing a mail merge document for posting. It can even update other systems needed for sales fulfillment, such as an order entry application or CRM.

Knowledge Base

Search Knowledge Base

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Home Summary [icon] [icon] [icon] [icon] [icon] [icon]

Glossary

TOP 10

Quick Filter

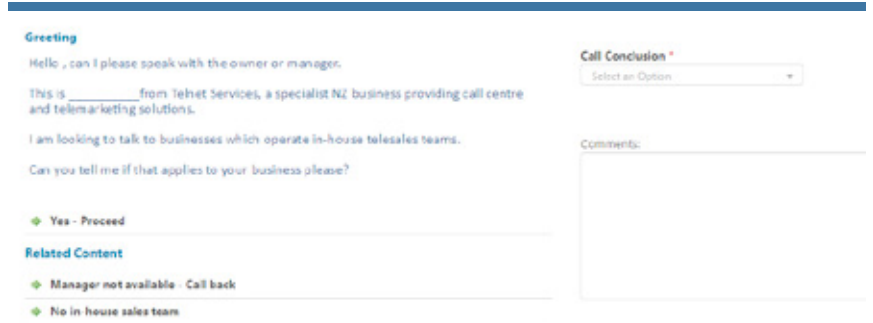
- Greeting**
Hello, can I please speak with the owner or manager This is _____ from Teinor Services, a specialist NZ Business providing call centre and telemarketing solutions. I am just looking...
- Yes - Proceed**

A sales agent's job is hard enough as it is. **ContactSuite** Outbound helps your agents to focus on selling, without having to worry about the sales process itself.

ContactSuite lets agents easily view the interactions a prospect or customer has had with your business in the past. Agents can use this information to guide how they interact with

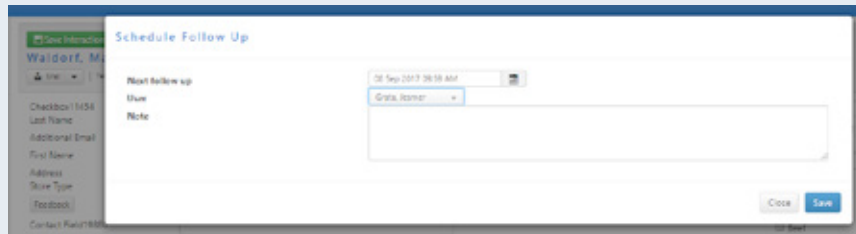
the customer, perhaps offering an upsell or a cross-sell, or creating rapport by referring to a previous interaction.

Scripting helps agents follow a sales process



honed from previous campaigns – one that generates good sales and low complaint levels. Scripts can be updated in real-time

so improvements can be rolled out continuously throughout the sales campaign.



If a customer or prospect wants to be called back for any reason, **ContactSuite's** automatic callback feature will prompt the agent to make the call when the time comes. Or if they don't wish to be

contacted again, with one click, the agent can place the prospect's details on a Do Not Call list.

ContactSuite can enforce dialing rules covering how often each prospect should be called and at what times of the day.

Prospects often ask for more information to help with their buying decision. **ContactSuite** can automatically email a brochure or a link to your website and schedule a callback in a few days' time.

TREAT YOUR PROSPECTS AND CUSTOMERS RESPECTFULLY

During dialling, **ContactSuite** shows the agent details about who they're calling so they can greet them by name and speak knowledgeably about their potential needs and any previous interactions they've had with your business.

KNOW HOW YOUR CAMPAIGNS ARE GOING

It's vital to always know how your campaign is going and whether your sales agents are performing well. **ContactSuite** Outbound eases this challenge with its comprehensive information capture and reporting features.

Call Breakdown Report - (SampleCo)								
From 01-Aug 2017 To 01-Sep 2017 - Printed on 09-Aug 2017 09:28								
Campaign	Campaign Totals /	Conclusion	Not Interested Reason	Sub Category	Total Contacts			
Cold Calling Campaign	41 4.9%	Call back Requested			13	31.71%		
		Not interested	Already have the product		2	4.88%		
			Don't like the brand		1	2.44%		
			Cannot afford product		1	2.44%		
			Other		20	48.78%		
			Works for a competitor		1	2.44%		
			Sale		Product A	2	4.88%	
			Hung Up			1	2.44%	
		Warm Leads Campaign	424 0.7%	Hung Up			86	20.33%
				Not interested	Already have the product		22	5.2%
	Don't like the brand				13	3.07%		
	Cannot afford product				15	3.55%		
	Other				60	14.18%		
	Works for a competitor				17	4.02%		
	No English				23	5.44%		
	Owens competing product				2	0.47%		
	Already spoken to				2	0.47%		
	Has no need for product				135	31.91%		
	Call Back Requested			37	8.75%			
	Sale		Product C	3	0.71%			
	Add to Do Not Call List			8	1.89%			

Online, real-time reports give you an immediate view of agent and campaign performance and include sales volumes, number of dials made, number of contacts achieved, sales per hour, contacts per hour and even the cost per sale.

Call outcomes are tracked using Call Conclusions which can be used for reporting and to trigger other actions. A call conclusion of "Sale" can trigger a fulfillment process or update an agent's incentive bonus. A "Not Interested" conclusion can prompt

the agent to ask more questions to find out why. This information is useful for decision making and for fine tuning the campaign. You can see some examples of **ContactSuite's** outbound reports at the end of this document.

Management of leads is another important consideration. **ContactSuite** manages the process of loading leads (manually or automatically), de-duplicating leads, checking that phone numbers are valid,

washing leads against Do Not Call lists and determining whether a lead should be dialed because it's been recently attempted.

USE THE TOOLS THE PROFESSIONALS USE

ContactSuite was developed by Telnet, one of New Zealand's largest contact centre outsource providers. We use **ContactSuite** to meet the diverse needs of our complex operation serving over 40 onshore and offshore clients. To maintain our competitive advantage, our in-house development team works continuously to enhance **ContactSuite**. By choosing **ContactSuite**, you gain access to these enhancements and can even request your own.

By choosing **ContactSuite**, you're accessing over 20 years of experience that we've gathered from providing outbound telemarketing services to NZ and Australian companies. We developed **ContactSuite** to address the specific needs of our industry and each year we use it to generate thousands of sales for our clients, making us one of the largest outbound telemarketing operations in New Zealand.

Other companies using **ContactSuite** include energy providers and companies involved in finance and insurance, telecommunications and health and beauty industries.

Join the **ContactSuite** team and let your sales agents focus on selling while **ContactSuite** Outbound looks after the rest.

NO INVESTMENT NEEDED - JUST A MONTHLY SUBSCRIPTION

Why spend money on expensive telephone and sales campaign management systems when you can just rent them when you need them?

ContactSuite is a cloud-based service charged for per seat per month with no investment needed in hardware or software. You don't even need a telephone because **ContactSuite** uses your PC to make phone calls. Your agents can just plug a headset into their PC, login to the **ContactSuite** website and start selling straight away, from anywhere. Calls are routed over the Internet so you'll mostly only pay local-call toll charges.

ContactSuite's optional call recording feature records every call and stores them online for as long as you need. You can use the recordings to evaluate agent performance and as a record of each sale or conversation.

There's no need to worry about backing up your valuable data - **ContactSuite** does it all for you.

CONTACTSUITE OUTBOUND KEY FEATURES

- Branching scripts with data capture
- Integrated knowledge base
- Custom objection handlers
- Call outcome classification
- Automated fulfilment actions
- Mail merge integration
- Address and email validation
- Scheduled callbacks
- Customer interaction history
- Multi-product selling
- Power and preview dialling
- Lead management tools
- Do Not Call management
- External system integration
- Online real-time reporting
- Per seat per month pricing
- No capital investment
- No data backup

CONTACTSUITE OUTBOUND REPORT SAMPLES

Call Breakdown Report

This report shows the outcome of successful outbound contacts made for each of your campaigns. The report can be used to monitor the success of each campaign and highlight typical buying objections so that you can fine tune scripts and develop objection handlers to overcome buying resistance and increase sales.

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			Other			20	48.78%		
			Works for a competitor			1	2.44%		
		Sale			Product A	2	4.88%		
		Hung Up				1	2.44%		
		Hung Up				86	20.33%		
		Warm Leads Campaign	424 0.7%	Not interested	Already have the product			22	5.2%
	Don't like the brand					13	3.07%		
	Cannot afford product					15	3.55%		
	Other					60	14.18%		
	Works for a competitor					17	4.02%		
	No English					23	5.44%		
	Owens competing product					2	0.47%		
	Already spoken to					2	0.47%		
	Has no need for product					135	31.91%		
Call Back Requested						37	8.75%		
Sale					Product C	3	0.71%		
Add to Do Not Call List						8	1.89%		
Hung Up						4	5.56%		
Hot Leads Campaign	72 2.8%			Not interested	Already have the product			1	1.39%
					Don't like the brand			1	1.39%
					Cannot afford product			5	6.94%
					Other			7	9.72%
			Works for a competitor			10	13.89%		
			No English			19	26.39%		
			Owens competing product			1	1.39%		
			Already spoken to			1	1.39%		
			Has no need for product			13	18.06%		
		Call Back Requested				3	4.17%		
		Sale			Product B	6	8.33%		
		Add to Do Not Call List				1	1.39%		
		Hung Up				16	3.76%		
		Existing Customers Campaign	551 2.5%	Not interested	Already have the product			32	7.51%
					Don't like the brand			6	1.41%
					Cannot afford product			26	6.1%
					Other			81	19.01%
	Works for a competitor					35	8.22%		
	No English					123	28.87%		
	Owens competing product					3	0.7%		
	Already spoken to					7	1.64%		
	Has no need for product					83	19.48%		
Call Back Requested						2	0.47%		
Sale					Product A	9	2.11%		
Add to Do Not Call List						3	0.7%		
Total								962	

Call Stats - (SampleCo)

From 01-Jul 2017 12:00:00 AM To 01-Aug 2017 12:00:00 AM

Agent Id	Agent Name	Dials	Positive Contacts	Sales	Rates	Project Hrs	Contacts Per Hour	Sales Per Hour
234	Andrea Jones	948	173	4	2.31%	49.35	3.42	0.08
261	Barry McCaffery	894	230	4	1.74%	36.33	6.22	0.11
262	Patrick Smith	1028	297	8	2.69%	75.28	3.84	0.11
263	Sue Patterson	347	69	1	1.45%	13.23	5.14	0.08
321	Mark Honeman	1159	313	9	2.88%	79.03	3.85	0.11
354	Wendy Hoven	835	258	3	1.16%	40.13	6.35	0.07
355	Debbie Jones	1289	328	6	1.83%	61.45	5.24	0.10
230	Debbie Croker	1657	127	1	0.79%	55.72	2.26	0.02
232	Sylvia Spring	1025	264	6	2.27%	118.37	2.18	0.05
233	Kate Smith	3294	727	13	1.79%	164.88	4.33	0.08
290	Baxter Smith	741	138	1	0.72%	56.37	2.43	0.02
322	Bill Sanderson	1188	230	3	1.3%	55.82	4.07	0.05
332	Alan Pettit	391	161	29	18.01%	164.72	0.80	0.18
381	Dave Green	365	118	20	16.95%	84.43	1.16	0.24
382	Leonard Smithers	418	116	3	2.59%	38.17	2.96	0.08
390	Andrea Marlow	2343	690	19	2.75%	86.10	7.79	0.22
423	Harrison Myers	1809	1,042	32	3.07%	134.17	7.53	0.24
449	Adam Williamson	2609	838	22	2.63%	109.62	7.44	0.20
450	Mohammed Itera	1208	539	18	3.34%	81.15	6.42	0.22
514	Brian McGregor	1449	347	2	0.58%	56.68	6.09	0.04
515	Niles Anderson	1023	274	12	4.38%	74.35	3.52	0.16
549	Tiziano Levoni	53	21	1	4.76%	1.48	13.48	0.67
Total		26,073	7,300	217	2.97%	1,636.83	4.33	0.13

Calls Stats Report

This report shows the performance of each agent working on a campaign and track their key sales KPIs, such as the number of contacts per hour and sales per hour they make. When combined with hourly labour costs, these statistics allow you to calculate the cost per sale incurred by each agent. Variances between agents can be used to identify high and low performers, allowing you to focus on transferring skills and learnings across the team to optimize overall team performance.

Timesheet Data Extract

ContactSuite keeps track of agent login, logout and break times and produces a timesheet data extract file which can be loaded into your payroll system to generate agent payments. Additional data can be easily added to the extract, for example, the number of sales made by each agent can be used to calculate sales incentives.

RoleType	UserName	FirstName	LastName	StartDateTime	EndDateTime	DurationInMins	TotalBreaksInMins	UnpaidBreaksInMins	Activity
Agent	ThackerayB	Bob	Thackeray	Aug 8 2017 10:29AM	Aug 8 2017 4:25PM	356	0	0	60 Login
Agent	HonemanM	Mark	Honeman	Aug 8 2017 9:41AM	Aug 8 2017 2:56PM	315	0	0	60 Login
Agent	SmithersT	Tom	Smithers	Aug 8 2017 10:18AM	Aug 8 2017 6:13PM	475	42	0	18 Login
Agent	JonesB	Barry	Jones	Aug 8 2017 9:06AM	Aug 8 2017 5:31PM	505	102	0	-42 Login
TeamLeader	SmithP	Patrick	Smith	Aug 8 2017 12:10PM	Aug 8 2017 3:55PM	225	0	0	60 Login
Agent	CalderG	Graham	Calder	Aug 8 2017 9:00AM	Aug 8 2017 4:03PM	423	57	0	3 Login
Agent	SpringS	Sylvia	Spring	Aug 8 2017 8:34AM	Aug 8 2017 4:12PM	458	112	0	-52 Login
Agent	PattersonS	Sue	Patterson	Aug 8 2017 7:53AM	Aug 8 2017 5:26PM	573	0	0	60 Login
Agent	OliverA	Anne	Oliver	Aug 8 2017 10:23AM	Aug 8 2017 4:54PM	391	90	0	-30 Login
Agent	McCafferyB	Barry	McCaffery	Aug 8 2017 11:11AM	Aug 8 2017 5:55PM	404	0	0	60 Login
Agent	JonesD	Debbie	Jones	Aug 8 2017 9:59AM	Aug 8 2017 5:36PM	457	65	0	-5 Login
Agent	WilliamsM	Matt	Williams	Aug 8 2017 9:06AM	Aug 8 2017 6:43PM	577	86	0	-26 Login
Agent	MandersV	Viv	Manders	Aug 8 2017 9:23AM	Aug 8 2017 4:30PM	427	67	0	-7 Login

DataExtract - 27-Jul-2017 - Cold Calling Campaign

CallId	Date/Time	Ph. Number	First Name	Last Name	Address 1	Address 2	Call Outcome	Sub Category	Product Sold
1267	27-Jul-17: 15:34	95679876	Andrew	Jones	23 Smith St	Mt Eden	Not Interested	Cannot afford	
1289	27-Jul-17: 15:44	34786547	Barbara	Wheeler	38a Jones Rd	Ellerslie	Sale		Product A
1378	27-Jul-17: 15:58	38763451	Nicole	Anders	1 Parade Way	Lower Hutt	No English		
1567	27-Jul-17: 17:35	27558082	Samantha	Abbey	14b McKay Place	Glenfield	Hung Up		
1588	27-Jul-17: 17:51	96308110	Mitchell	Mikkelson	40 Mewburn Rd	Ashburton	Sale		Product C

Campaign Data Extract

As leads are processed and completed, a data extract can be generated and loaded into other applications for additional processing or manipulation.

ContactSuite can also be directly integrated with other systems to enable a two-way, real-time exchange of information.



For more details please contact:

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