

INBOUND TELECOM CUSTOMER SERVICE SOLUTION BRIEF

★ ★ ★ ★ ★ US Based Enterprise Contact Centers ★ ★ ★ ★ ★

CUSTOMER SERVICE

Mass Markets is an industry leader in commercial and residential customer service. With substantial experience across multiple industries, our comprehensive solution is leading edge and includes acumen in phone, web & email interaction.

Mass Markets' innovative customer service selling agent training and program design enables our customers to turn a traditional service center into a revenue generating extension of sales and retention teams all while improving customer satisfaction.



PHONE



E-MAIL



WEB

SELL.
SAVE.
SERVICE.
SOLVE.



TELESALES

SELL.
SAVE.
SERVICE.
SOLVE.



Next Gen Chat, E-Mail & Social Platform

First Class Onboarding and Training

Demonstrated Operational Execution

Advanced Workforce Management

Sales Culture and Acumen

Transparent Client Interaction

High Impact Quality Assurance

Best in Class Talent Acquisition

Robust Reporting & Analytics

Mass Markets utilizes a workforce management & talent acquisition solution ensures proper staffing selection.

Our experienced management and front line agents are a key business advantage when achieving sales targets.

End-to-End, Mass Markets can provide multi-channel support, scripting, technology and reporting

Systems enable client visibility from anywhere in the world so our clients can be part of the solution.

PRICING

Mass Markets' operates telesale programs under a wide array of flexible compensation structures including an hourly and hybrid hourly + performance structure. Our pricing reflects the cost advantage provided through our operating model balanced with our partner's desire to attract and retain contact center agents and management. Aligned compensation and track record of lowering program cost structures while improving performance and quality continue to win more business from our sales partners.

EXPAND YOUR RESOURCES

FACILITIES & HUMAN CAPITAL

✓ Four Midwest facilities and over 500 experienced residential and commercial sales & customer service agents.

REPORTING & ANALYSIS

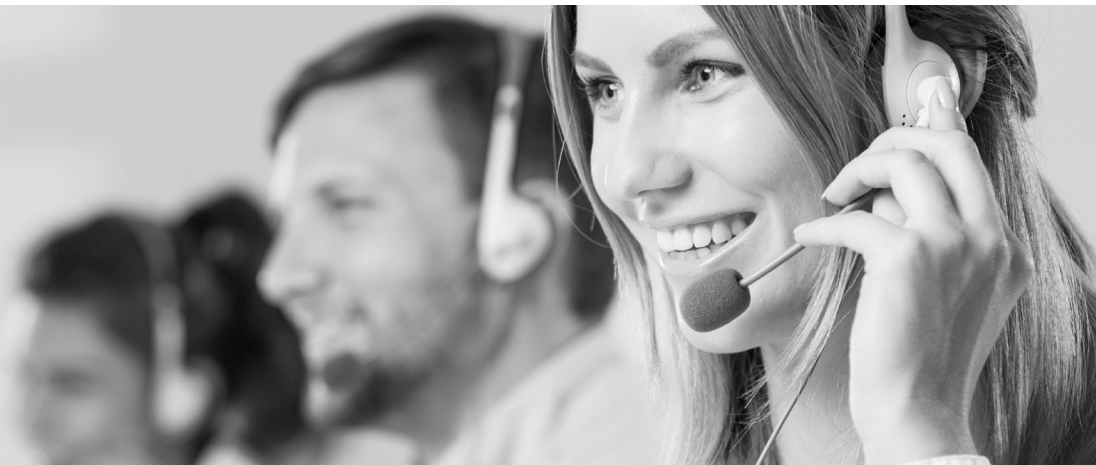
✓ In-depth reporting and analysis provides critical & impactful business intelligence on behalf of our partners.

OMNICHANNEL CAPABILITIES

✓ Integrated inbound & outbound cloud contact center supports phone, chat, and e-mail sales & service interactions.

LEADERSHIP & COMPLIANCE

✓ Experienced executives and client success managers own compliance and constant optimization of partner programs.



Arming clients with the most effective tools, resources and consultation services to exceed marketing goals is our primary mission. Mass Markets offers a suite of products, software and services that allow organizations to effectively target, reach, and connect with customers. Mass Markets' Anything-as-a-Service accelerates the transformation of your business by utilizing intelligent infrastructure and domestic labor.



WWW.MASSMARKETS.COM



(866) 577-2461



INFO@MASSMARKETS.COM

SERVICES

Customer Care & Retention

Live Chat Sales & Service

Outbound Sales

Lead Generation

Technical Support

Retail Pay Per Call BPOaaS

Relationship Management

Direct Response

Back-Office Processing

Survey & Market Research

E-Mail Response

Customer Saves

Customer Acquisition

Inbound Overflow & IVRaaS



SECURITY

Mass Markets' information security & compliance measures are aligned with Fortune 100 requirements.

INDUSTRIES

Retail/Consumer Products

Telecom/Cable/Wireless

Transportation

Software & Technology

Market Research

Travel & Hospitality

Professional Services

Publishing & Media

Energy & Utilities

Financial Services

Automotive

Insurance

Government/Non-Profit

Healthcare

Corporate Headquarters



2937 Sierra Ct SW, Iowa City, IA 52240



7780 Office Plaza Dr S #100
West Des Moines, IA 50266



120 Industrial Drive
Spearfish, SD 57783



870 Cottonwood Lane #600
Dakota Dunes, SD 57049

Additional Locations

ABOUT US:

An Anything As-A-Service (XaaS) leader, Mass Markets provides domestic based Business Process Outsourcing (BPO) inbound and outbound contact center services and cloud technology platforms that deliver a distinct business advantage through performance and efficiency. An industry expert, Mass Markets has experience executing high quality business-to-business and business-to-consumer interactions across a wide range of industries, products and verticals.



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