

## Webhelp Voice : outsourcing your call center

Use Webhelp's expertise and service quality to optimize your contact costs

### Cost reduction, variable business management, flexibility, sharing experiences...

There are many advantages to outsourcing incoming and outgoing phone calls. The Webhelp Group is here to help you outsource your customer relationship. Our approach is based on a clear grasp of your objectives and advice for the operational implementation.

### Webhelp Voice services

Webhelp works with companies throughout the customer lifecycle :

	Inbound calls	Outboundcalls
Pre-Sales	<ul style="list-style-type: none"> <li>• Product and service information</li> <li>• Communication campaign launch support</li> <li>• Demand generation</li> <li>• Store locator</li> </ul>	<ul style="list-style-type: none"> <li>• Lead generation</li> <li>• Sales team support</li> <li>• Appointment scheduling</li> <li>• Market research</li> <li>• Marketing surveys</li> </ul>
Sales	<ul style="list-style-type: none"> <li>• Sales support</li> <li>• Order processing</li> <li>• Reservation services</li> </ul>	<ul style="list-style-type: none"> <li>• Business and consumer telesales</li> <li>• Win-back</li> </ul>
After-Sales Customer satisfaction	<ul style="list-style-type: none"> <li>• After-sales service</li> <li>• Technical support</li> <li>• Fulfillment</li> <li>• Crisis Management</li> <li>• Help deskv</li> </ul>	<ul style="list-style-type: none"> <li>• Up-sells and cross-sells</li> <li>• Invoicing</li> <li>• Debts collection</li> </ul>
Customer loyalty retention	<ul style="list-style-type: none"> <li>• Loyalty program management</li> <li>• Customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Anti-churn campaign</li> <li>• Loyalty campaign</li> </ul>

### Close monitoring of your activity and the service quality

Webhelp's corporate culture of performance and operational requirements are measured by different monitoring indicators, specific to each operation.

They help guarantee campaign effectiveness (call duration, data quality, etc.) and profitability (average cost per contact, number of sales, etc.). Quality monitoring involves customer satisfaction indicators. You can analyze the feedback of your operations and benefit from Webhelp's advice on how to optimize your databases, acquisition costs and customer contacts. Thanks to Webhelp you can guarantee your customers optimum satisfaction.

## **Webhelp tools and technical infrastructures**

[Click here to see the technical specifications in PDF format](#)