



**Call Center
Management Services
Service Value Partnership**

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Sales, Marketing and Business Development Services

Proactive Customer Service and Sales Support – Surprise your customers! Don't wait for them to call you. Using our proactive outbound customer service product, you can let your customers know that you value their business. You can follow-up on an existing order, give them the chance to purchase from you again and they will be glad you reached out to them.



Customer Win Back & Reactivation – Our Customer Care group utilizes our fully integrated CRM technology to maintain seamless customer communications. We have a solid track record of winning back and reactivating recent or long dormant customers.

Up Sell and Cross Sell and Inventory Reduction – Whether providing direct response services for campaigns or enabling companies to test new or special offers with existing customers, CCMS3 is expert at converting opportunities to sales.

B2B Lead Generation & Customer Acquisition – We understand how to provide benefits to the customer that close the sale while being customer centric in our rapport and interaction. We are sensitive to the existing business relationship but understand the financial value each sale brings both to the customer and our clients. Our in- and out-bound telesales and marketing can supplement your own sales programs or become a lead generator.

B2B House File - Data Verification – Update and maintain Circulation Fitness Programs and data bases, by verifying the contact data in your house files. Results, a reduction in mailing costs and increasing sales by making sure you are reaching the buyer.

Customer Satisfaction Surveys & Market Research – Identifying and satisfying customer needs is essential for developing marketing programs, identifying target markets, understanding market segments, and responding to competitive threats. CCMS3 uses a variety of tools and approaches to help you investigate consumer preferences, attitudes, and behaviors so you can make informed decisions.

Sales as a Service processes – We can train your team how to become an inbound call center generating sales while supporting customer service and order entry. Focus on selling as a product of the service process yields higher customer satisfaction and increased revenue.

Business development strategies – We analyze and make business development recommendations such as how to leverage your current market position and whether your in-house file supports diversification. We can help you develop a business plan that strengthens your growth potential.

Call Center Services – A complete lineup of inbound/outbound, e-mail, chat and web support services for the Call/Contact Center.

Call Center Management Services

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