

Quality Contact Solutions provides quality call center solutions that achieve sales results. We exist because the world is driven by sales. We deliver exceptional results because our company culture is vibrant and alive. We offer the solutions and services to make the most of your contact center dollars. We specialize in B2B Outbound Marketing, B2C Outbound Marketing, & Inbound Customer Service.



## CASE STUDY

### B2B Lead Generation & Cold Calling

---

Increasing efficiency & reducing delivery issues for multi-family properties or gated and multi-tenant residential communities

### THE COMPANY

Our client is the world's largest online retailer and a prominent cloud service provider. Originally started as an online bookselling company, they've morphed into an internet-based business enterprise largely focused on providing e-commerce, cloud computing, digital streaming, and artificial intelligence (AI) services. Our client has individual websites, software development, customer service, data, and fulfillment centers worldwide.

# THE GOALS

The client had 2 primary goals:

01

Expand the capacity of their sales team

02

Benchmark existing vendor's performance against a new team



## THE SOLUTION

Some of the critical components of our client's B2B lead generation program:

- Using a consultative-based selling approach, we built trust with potential customers by first listening, understanding, and finding their specific problems & concerns.
- We designed and implemented a specific sales strategy that allowed full customization of customer solution presentations tailor-made to fit each customer's individual needs & goals.
- Created a *Dedicated Internal Sales Team* for our client, which is unique to QCS. Our team members are found throughout the country and in the assigned MSA's and bring their city/regional knowledge to help find properties, build rapport, and make the entire process more streamlined.
- Helped improve our client's internal program processes & pioneered new sales training techniques.
- Helped turn around our client's program's public image from one of a hassle and inconvenience to a benefit and the desired solution.
- Procured service commitments from some of the nation's largest property management companies & homeowners associations (HOAs).



## THE RESULTS

385,000+

property units covered

5,000+

sales transactions

250+

individual property management companies under contract

10+

individual services provided by Quality Contact Solutions



Our client's mission is to help reduce delivery issues and increase efficiency by providing delivery drivers with 1-click access to every customer's doorstep worldwide.

Quality Contact Solutions is proud to partner with our client to help achieve their goals.



## A LITTLE ABOUT US...

### Industry experts

We have a team of experts with specific expertise in various disciplines of the telemarketing industry. Each team member strives to give our clients the best possible experience.

### Winning culture

Our team hates losing even more than we love winning, which creates an environment that is motivated to drive performance and make sure our clients are successful.

### We make it easy

We work with our clients to own the entire process, so they don't have to. That means we build it, we call it, we manage it, we report on it, and we make it successful.

### Proven experience

Our team is deeply rooted in the industry. Drawing from a minimum of 10 years of experience, we have the know-how to help our clients succeed.

## Results

We take pride in working hard and smart. We pair creativity and proven strategies from years of experience to help our clients exceed their goals.

[REQUEST PRICE QUOTE](#)