

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, and Inbound Customer Service.

CASE STUDY

A photograph of two call center agents, a man and a woman, both wearing headsets and smiling. They are in a professional office setting with large windows in the background.

THE COMPANY

B2B Contract Renewals

Increased customer outreach by more than 25%

Our client is a telecommunications company offering high-speed internet, fiber, voice, phone, and TV services for residential and small business customers.

Quality Contact Solutions provided outbound B2B services on behalf of the client through Master Agent (TBI) and upsold/cross-sold additional services.

THE CHALLENGE

The company had two primary challenges that stood in the way of success:

01

The client didn't have the bandwidth to call all current customers and was looking to scale its program quickly.

02

The client was looking to reduce customer churn.



THE SOLUTION

Quality Contact Solutions scaled quickly, rolling out three different sales locations with a total of 50 people calling on the program.

- Our team increased results by comparing performance across locations and optimizing production based on the highest performing team.
- We implemented quality assurance teams, a verifications team, incentive management teams, and customer service teams that would service all accounts renewed and owned by Quality Contact Solutions.
- We built a customer support team for our book of business from the ground up. The benefit is that we provided direct support to our clients, which increased customer satisfaction and established meaningful relationships that would reduce customer churn and increase residual revenue.
- Quality Contact Solutions became the highest performing sub-agent, with the program producing millions of dollars.

THE RESULTS

25+%

increase in customer outreach

10,000+

businesses renewed or upsold

5%

decrease in customer churn

50

people calling on the program



Our client was named one of America's Best Customer Service Companies among Internet Service Providers by *Newsweek*.

Quality Contact Solutions was able to support the company's client-first model with our ability to scale quickly, the improved efficiencies of an outsourced model, and proven processes we've worked to refine over the years.



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.

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