

Thank you for your interest in Telexmaxcenter. As a client with us you are guaranteed ONE individual representative that is committed to your account day in and day out. This representative will be someone you will hand pick through our interview process and train to your specifications to work exclusively for you and/or your firm. Our goal is to become an integral part of your team and our top priority is your success and growth.

We offer Full-Time representatives for \$12/hr and Part-Time representatives for \$10/hr for your business needs.

With Telexmax a Full-Time representative completes 160 hours and a Part-time representative completes 80 hours of service. The training period is paid for by Telexmax.

**We would like to spend a few minutes on the phone with you to go over additional details regarding our services. However, the following is a brief overview:**

- access to IM technology to listen in live, monitor computer screen and communicate via chat
- Phone number with your area code and caller I.D. is used so prospects think we are calling from your office
- You pick the hours you would like to be worked
- You get to interview and hire the person via phone interview that is eligible to work the hours you have requested
- 3 days of training is paid for by us so you can become well acquainted with your caller in what you would like done for you before they start dialing
- Every out bound call is recorded and available to you per request
- Every call both outbound and inbound is available via call log that you will be given access to view and monitor

***Quick Note About Our Rates:***

We are a month to month service after the first 60 day commitment so you do not need to worry about signing any long term contracts; we are confident that we will continually earn your business month after month. And your rate will not Increase as we agreed upon.

***Getting Started:***

Telexmaxcenter provides applicants for you to choose from to work exclusively for you housed in our state of the art facility in the Philippines. Because English is learned from kindergarten and the country is heavily influenced by Western culture, finding someone with a neutral accent and corresponding intelligence to back it up is plentiful. And with a surplus work force all with great knowledge of the American culture plus low labor costs, we are able to provide you with the power house team you are looking for rocket your company forward.

It costs money to expand, and even more to build a new team altogether. We not only save you money but we save you the time and headache it costs to get started. No need for long term office space agreements, office furniture, desktop computers, servers, Internet provider, phone lines, desks, chairs, and not even touching upon finding the right staff to fill the positions. Telexmax gives your company a low risk high value opportunity to expand your current business model seamlessly. Our goal is to increase your profits while reducing overall cost of operations.

At Telexmax we pride ourselves on producing the BEST and most cost-effective Virtual Office Employee support service you'll ever come across. All of our Employees are hired and trained exclusively by you and are dedicated to you, and you alone. Your virtual Employee can undertake all of the following tasks, plus much more!

- Appointment Setting B2B and B2C
- Lead Generation B2B and B2C
- Outbound Telemarketing
- Inbound Telemarketing
- Customer Service Representative
- Live Transfers
- Sales
- Survey
- Direct mail and Email Follow up
- Virtual Assistant
- Social Media Manager
- Cross sell and Up sell
- Calender Management
- Word Processing
- Excel Sheet Management
- Email & Voice mail Management
- Research Assistance
- Technical Support
- Help Desk
- Non Voice/Data Entry

## **SAMPLE TEMPLATE AND TECHNOLOGY WE USE:**

### **LEAD 1**

**Appointment date and time:** February 21, 2014 Fri (ANYTIME)

**Contact name:** Mr. Derek Mohan (*President*)

**Business Name:** Urban Electrical Corp

**Contact Number:** [646-752-8767](tel:646-752-8767)

**Address:** 347 Linden St Brooklyn, NY 11237

**Current provider:** Geico Insurance

**Expiration of the policy:** July 2014

**Business Entity :** Corporation

**Commercial Vehicle/s:** Yes (2)

**Business Entity:** Corporation

**Year founded:** 2011

**Location Type:** Single Location

**Revenue Estimate:** N/A

**Employee Estimate:** 1

**Sector:** Construction - Special Trade Contractors

**Category:** Electrical work

**Industry:** Electrical work

**SIC Code:** 1731

**Type of Coverage:** Coverage we could offer for him

**Type of Appointment:** Phone appointment

**Note:** He is interested for our free proposal, I caught him very busy (currently in the meeting), he said call him back tomorrow anytime to present the quote.

**LEAD 1 APPOINTMENT "US MAIL"**

**HomeownersName:**

Robert P Meads

**HomerownersNumber:** (530) 873-7083

**HomeOwnersAddress:**

14709 Wildlife Dr Magalia CA 95954

**HouseInformation:**

Confirmed Owner \$40,000 - \$49,999 \$100,000 - \$124,999 Single Family Dwelling

**HomeOwnersPersonalInfo:**

75+ Male Confirmed Owner

**HomeDescription:** Double-wide with foundation, 2 full baths, detached garage brand-new

**Vehicles:** 3, plus boat

1) 2000 Silverado chevy 3/4 Work truck

2) 1993 Ford Runner

3) 1979 Spitfire

33' Coachman travel trailer 1995



4) 20 ft thunderbird boat

Note: Also Huck don't forget to deduct hours off invoice(for the Reference), hoping you can submit tomorrow so we can continue dialing for you, I made a adjustment of time, it appears most arrive home after 6pm, and others I need to call Saturday I have 3 scheduled for Saturday. Thank you

**CALL LOG: Home & Auto full report system for each agent along with recordings.**

There are some calls made of the excel sheet that is shared in google drive, just was working on them to match call log history, programming new software to blend in with spreadsheet, so you will have two solid report system in place at your convenience.

START UP PROCESS:

- 1) Once you send in signed contract/wire transfer/credit card authorization, I will contact you and setup a time for you to meet the agent that will be dialing for you.
- 2) I will set you up with our remote IM system which you can even have on your mobile phone, have access any where office or home, user friendly but you will appreciate what it allows you to do, transfer file, video conf., message system, screen shots, white board etc. At the same time the dialer will be assigned area code for your location, when he/she begins dialing we want them have the impression dialing right from your office.
- 3) If you can take a minute to jot down some important notes of your agency, such as how long you been in the area, what makes your agency better than others, any charity events you participate in the community things of that nature, good tools we use when representing you. Also a Script for agent to use, I can help you with this if need be no problem at all, and Fact finding information needed when qualify the leads.
- 4) Also any major events going on or coming up - good conversational pieces we interject when speaking with Potential prospects.
- 5) Remember you have 5 complimentary days before agent official starts, at this time if you elect you can do one or two Mock calls with agents(optional), review script and objection or rebuttals, can review the focal point of campaign for Commercial such as Gen Liability, workmen comp, comm. auto, bundle package etc.

- 1) What I do on my end is have agent get very familiar with your website, product, service your provide, your location. You would really appreciate because i have agent go to Google Maps and we view the satellite image of your office and the entire neighborhood and have him make a note of any landmarks, or places that stand out like burger king next to you things like that. So if he/she needed to provide directions to your office.
- 2) They are trained and understand the insurance terminology, which is always a plus.
- 3) The agent has a template format that they will follow daily and send to you at the end of their shift with the appointments, Call log, and Xdates(which are a gold mine for many of the agents) or if you elect we can managed them and just call them on or before the expiration date of there current insurance provider, but I have that agents always get Xdates if they don't get a lead that day which is very rare not to have solid leads.
- 4) Would like to setup Google Calendar so agent can also put appointments there and you can also put days in office out of office etc., holidays things of that nature, also let agent know how far apart you would want them to set the appointments, 20 min or 1 hour etc.

## STATE OF THE ART REPORTING/MONITORING SYSTEM:

The screenshot displays the Fenero Contact Center software interface. The browser address bar shows the URL: <https://manager.fenero.com/Campaigns>. The page title is "Fenero Contact Center". The user is logged in as "HI, RODNEY!". The interface features a navigation menu with options: PROGRAM MANAGEMENT, REPORTING & QA, ADMINISTRATION, SUPPORT, and LOG OUT. The main content area is divided into several sections:

- Campaigns:** Manage auto-dialing, blended inbound/outbound calls, or general campaigns settings.
- Census:** Import new records, start or stop your lists, manage DNC, and search the population for leads.
- DNIS & ACR:** Manage local lines, toll-free numbers, and area code routing rules for your programs.
- Call Menu IVRs:** Create basic IVRs that allow you to build press-1, press-2 inbound call menus.
- ACD Queues:** Create inbound queues with welcome prompts, hours of operations, dispositions, etc.
- Email Queues:** Setup email accounts to monitor incoming email and route to the next available agent.
- Live Chat Queues:** Manage incoming chat queues, configure auto-responses, away messages and other settings for handling live customer chat interactions.

On the right side, there is a table with columns: Ratio, Last Called, Active, and a link for New Campaign. The table contains one row of data:

Ratio	Last Called	Active	New Campaign
0	Aug 26 2015 05:32 PM	Yes	<a href="#">Edit Copy</a> <a href="#">Delete</a>

At the bottom of the page, it says "Fenero Contact Center Version 1.5.5764.25739".

Registration Form | Zoho CRM - Home Page | Campaigns - Fenero Cont | Agent - Fenero

https://cloud.fenero.com/agent/index.php

**Rodney Fisher**  
Huck Flener B2C Farmers Insurance  
10/16/2015 08:15:09 AM

SALES TODAY  
0
CALLS TODAY  
0
AVG TALK TIME  
0:00 MINS
AVG WAIT TIME  
0:00 MINS
CALLS IN QUEUE  
0

Ready Pause Logout

**NOT ON CALL**

You're currently logged in as **RodFish** at extension **50001** Call Duration: 0

**Actions**

- Place on Hold
- X-fer or Conf
- End Call
- Dial Next #
- More Actions...

**Places**

- Contact Information
- Interaction Script
- Email Details

**Contact Information**

Company/Title:

First Name:

Middle Initial:

Last Name:

Address:

Address 2:

Address 3:

City:

State:

Zip:

Vendor ID:

Phone:

Alt. Phone:

Email:

Comments:

Call Notes:  
Previous Call Notes



**TelemaxCenter**  
Maximize your Horizon..

**Rodney B. Fisher**  
CEO/Broker/Call Center Consultant/Trainer  
185 Aplaya Purok 1 Santa Rosa, Laguna 4026  
639288091864 - 714-592-700  
[rod.telemax@gmail.com](mailto:rod.telemax@gmail.com) - [rodney@telemaxcenter.com](mailto:rodney@telemaxcenter.com)  
[www.telemaxcenter.biz](http://www.telemaxcenter.biz)