

Telemarketing Services FAQ

Does Absolute Customer Solutions require a long term commitment?

No, Absolute Customer Solutions does not "require" a long-term commitment though they would happily foster one. Absolute Customer Solutions understand that they may be needed for one project, a few, or for many years depending on the business seeking their services.

How soon can I get Absolute Customer Solutions to work for me?

Absolute Customer Solutions can set up services between two to six weeks depending on the project. There are several factors involved in determining how soon we can set up:

- * Absolute Customer Solutions' operation's workflow
- * Absolute Customer Solutions' programmer's workflow
- * Timeliness of client's project information

How do I gain information from my projects?

Absolute Customer Solutions will offer information via e-mail, website, fax, modem, or courier. Most make daily contact by e-mail and some clients pay to have a website create to offer "real-time" feedback.

Will Absolute Customer Solutions' telemarketers answer and make calls in the name of my company?

Absolute Customer Solutions will absolutely take care of your calls. We take pride in the fact that callers will not even know they are speaking to a third party provider.

What is "inbound telemarketing?"

Inbound telemarketing refers to calls received in which sales or other business-based information is relayed to a customer. Inbound telemarketers take orders, conduct customer service, engage in direct mail responses, do credit card authorizations, act as a help desk, etc.

How is inbound telemarketing charged?

It depends on each campaign and client, but Absolute Customer Solutions often bills per month.

What if I have an 800 number?

Most providers will allow you to route calls from an existing 800 number to the call center.

What is the charge for outbound telemarketing?

This will depend on each campaign and client, but Absolute Customer Solutions most often charges on a monthly or weekly basis. Management and supervisory time is most often included in the rates paid for representatives.

Can Absolute Customer Solutions arrange scripts?

Absolute Customer Solutions will certainly create scripts and offer our insight to any script you bring to us to use. Because of our experience in the field, Absolute Customer Solutions can help your business arrange highly effective scripts.

Can Absolute Customer Solutions provide me with lists?

Providing lists is not very common for telemarketing firms, but Absolute Customer Solutions can compile many different types of calling lists.