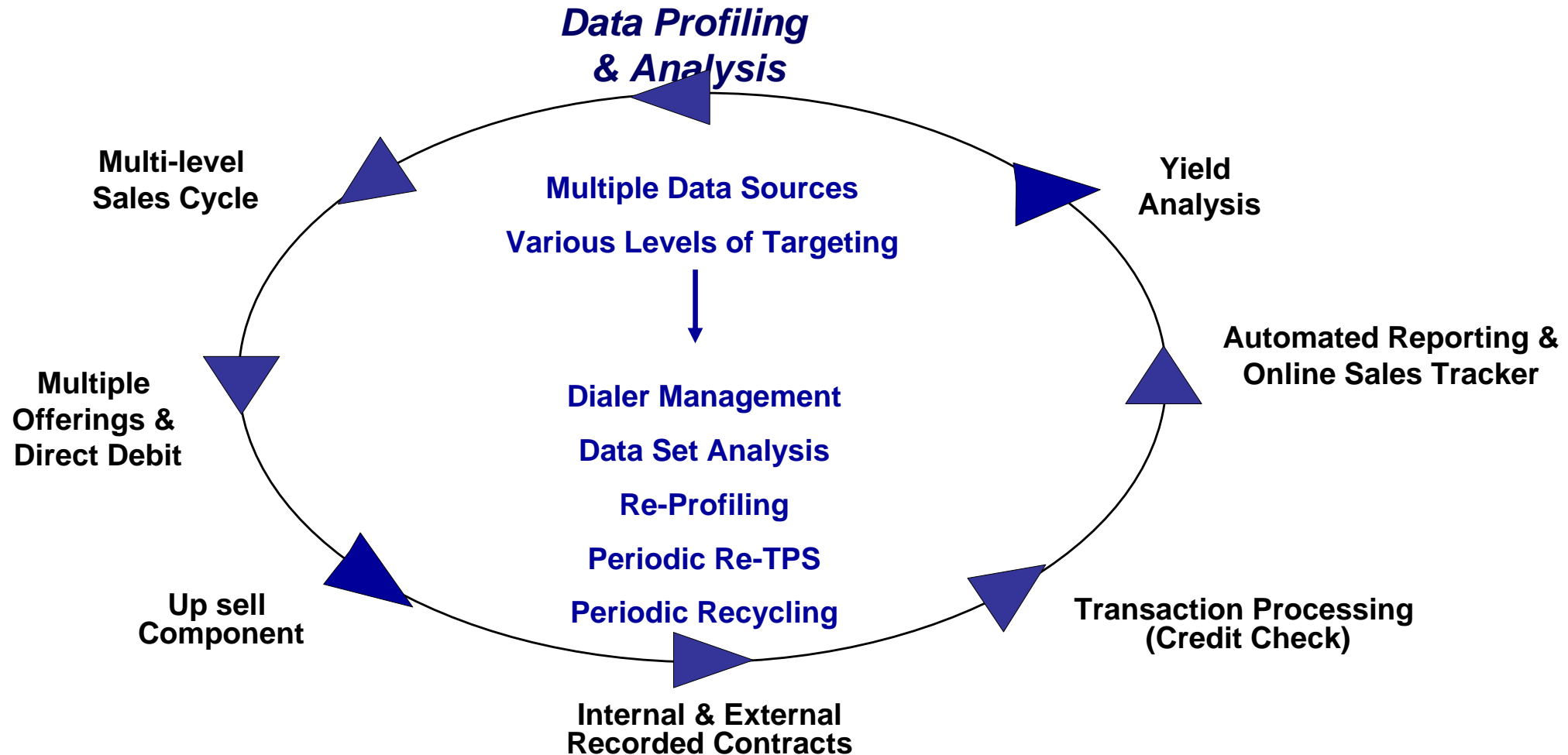


Client Case Study – Telemarketing

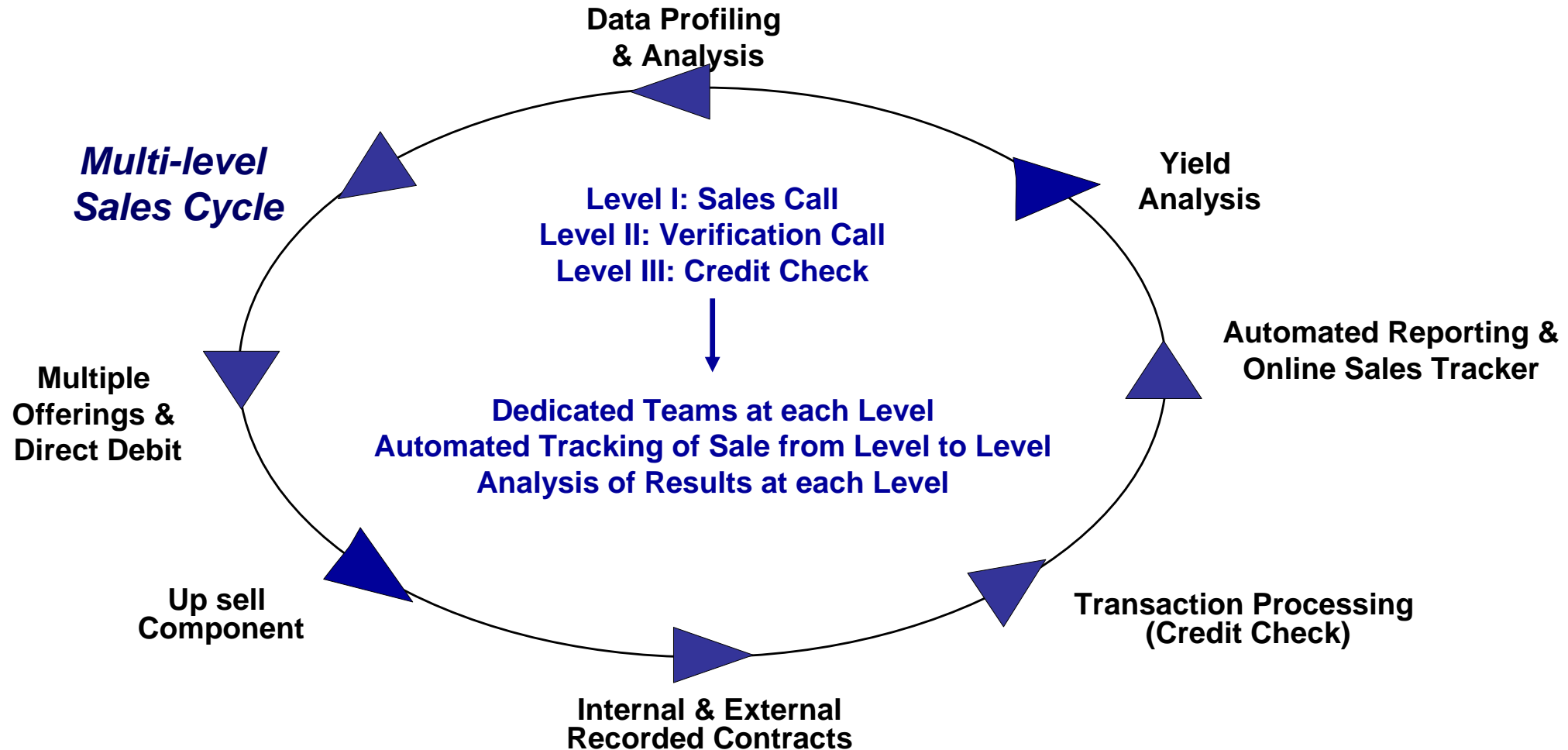


***“The Power of INTELLigent
Customer Contact”***

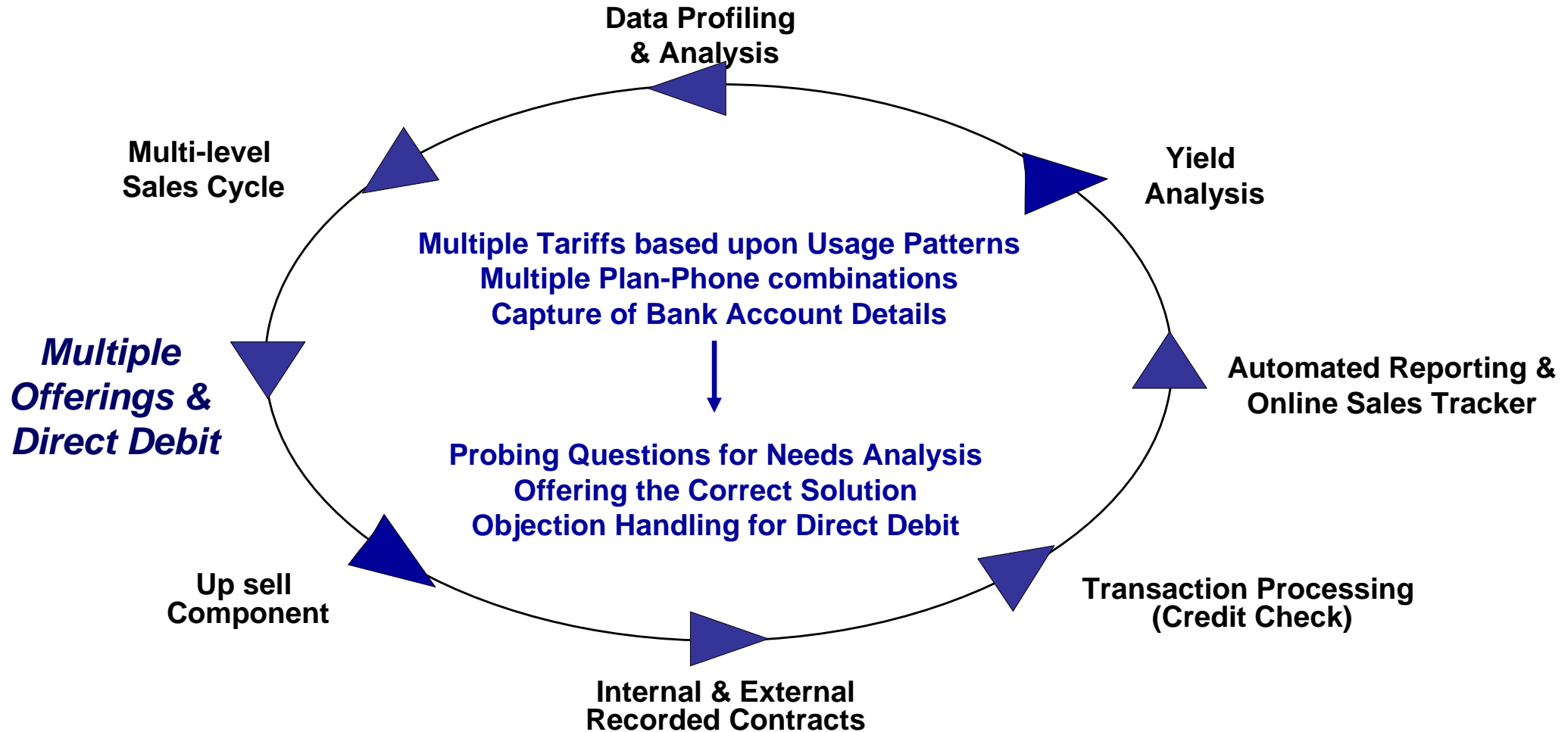
Case Study: Leading UK Wireless Distributor



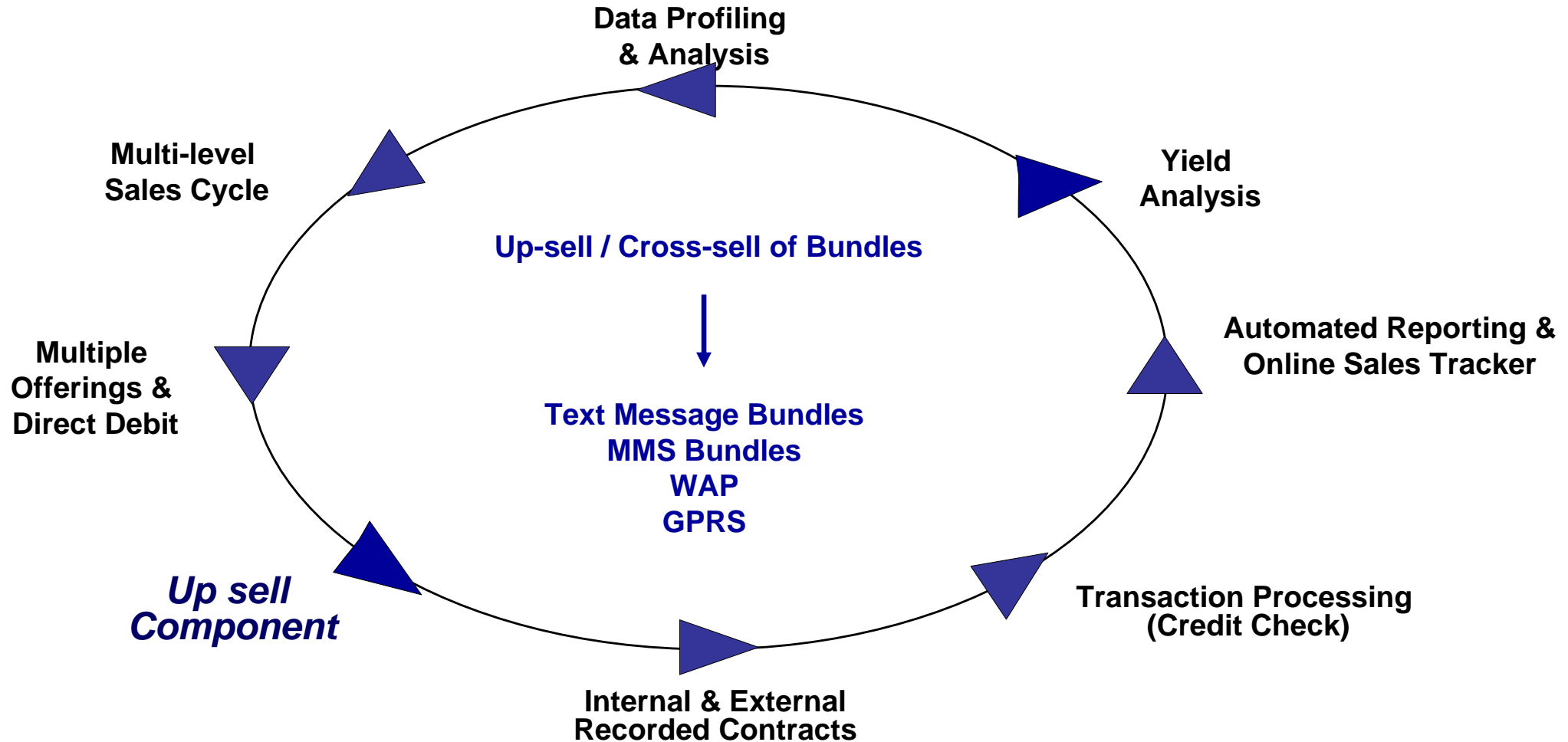
Case Study: Leading UK Wireless Distributor



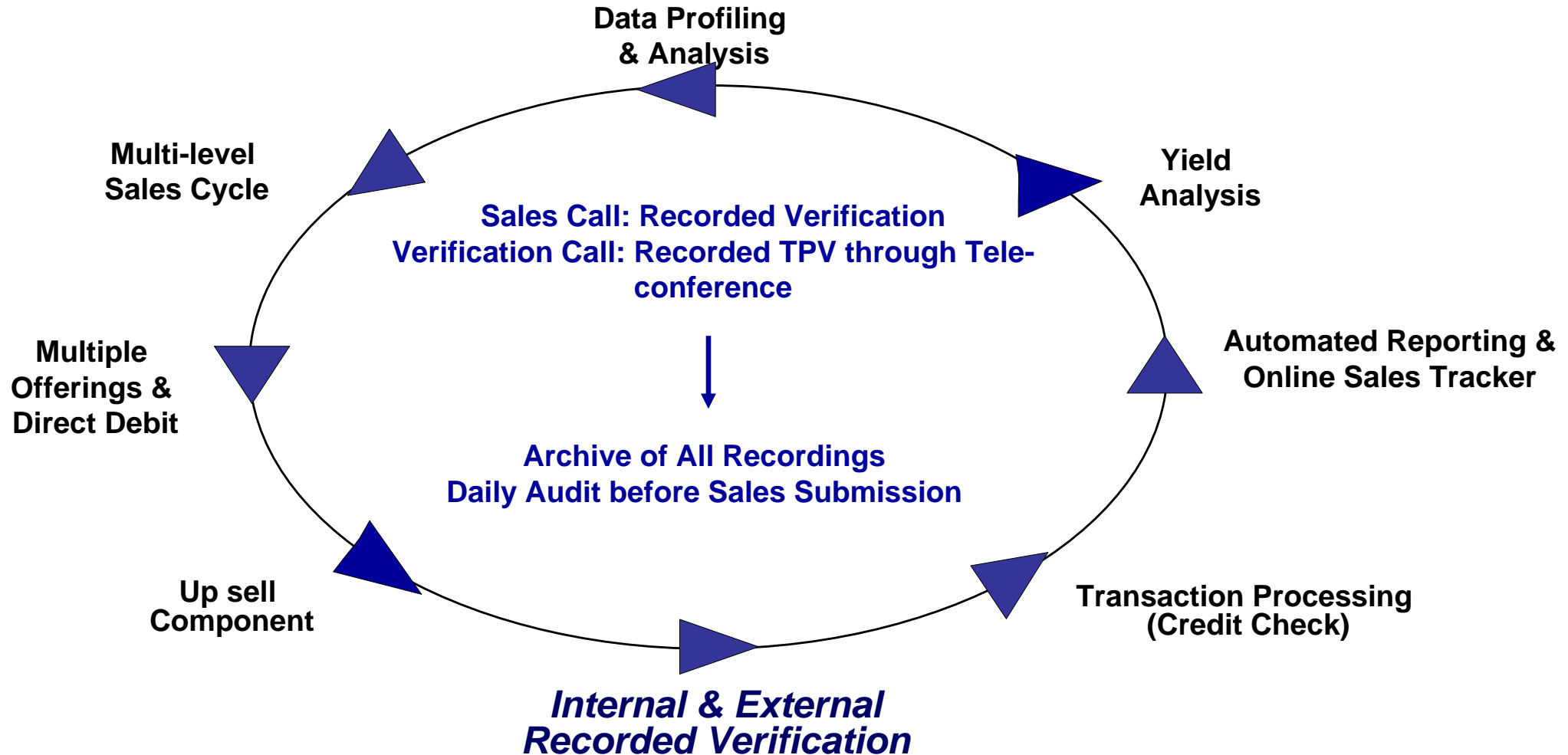
Case Study: Leading UK Wireless Distributor



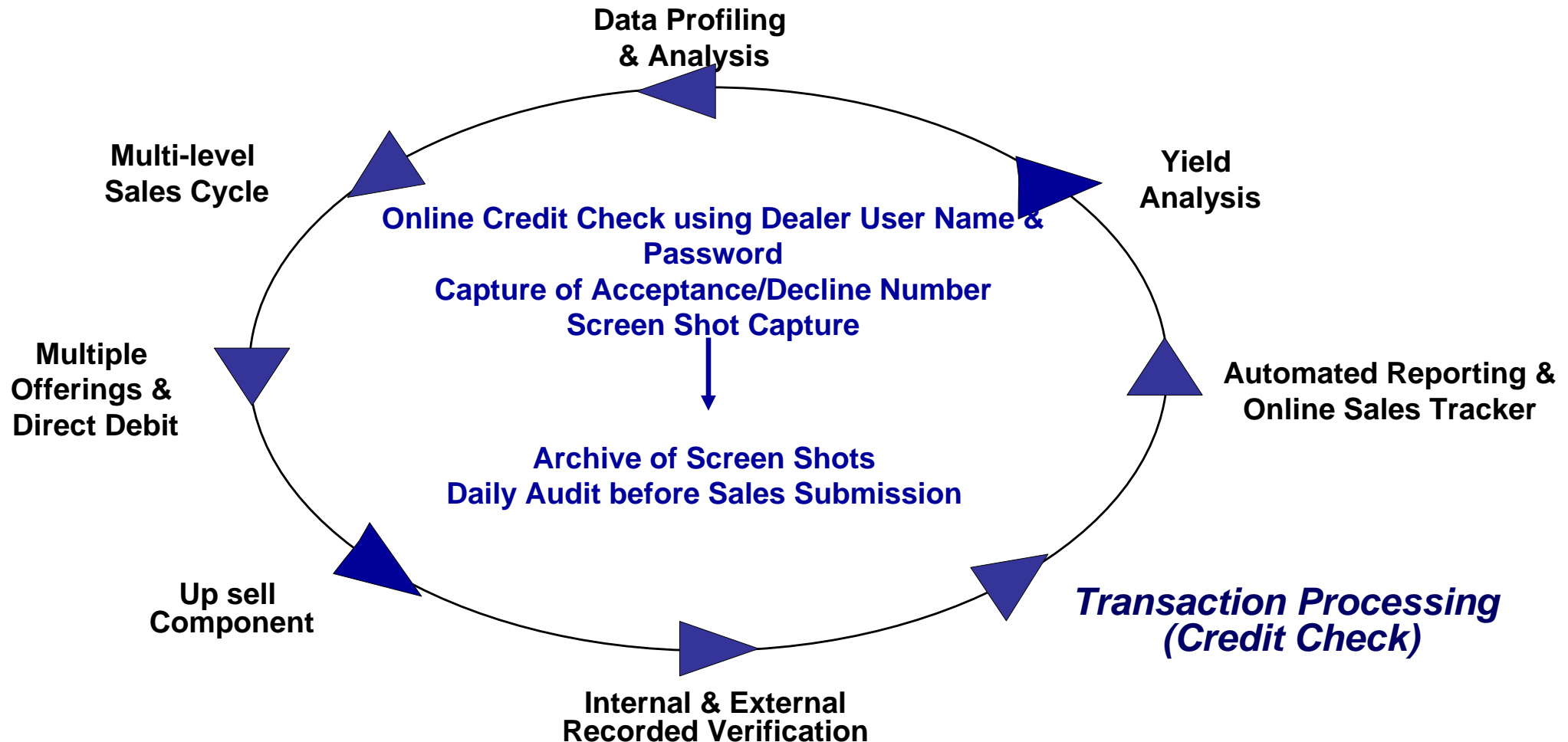
Case Study: Leading UK Wireless Distributor



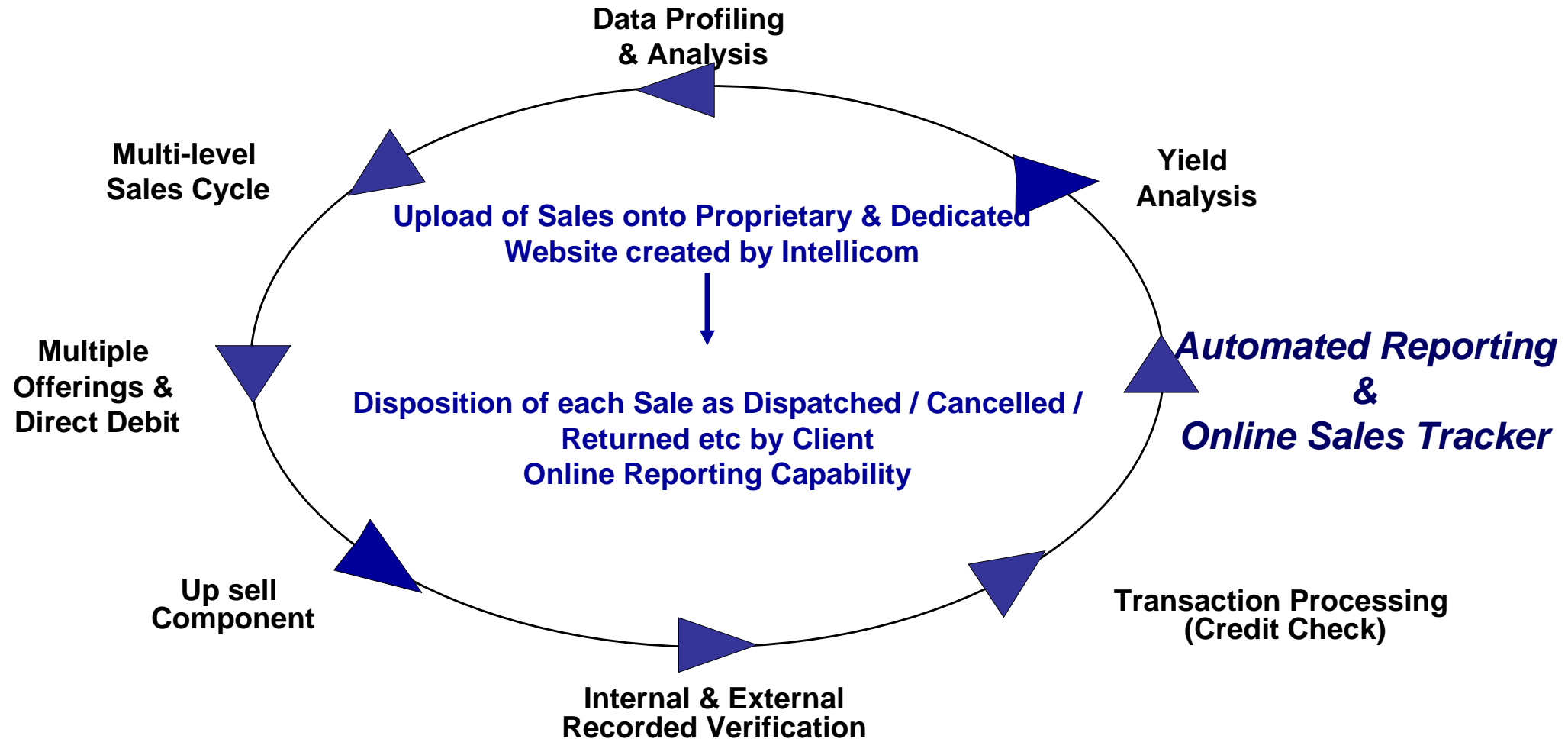
Case Study: Leading UK Wireless Distributor



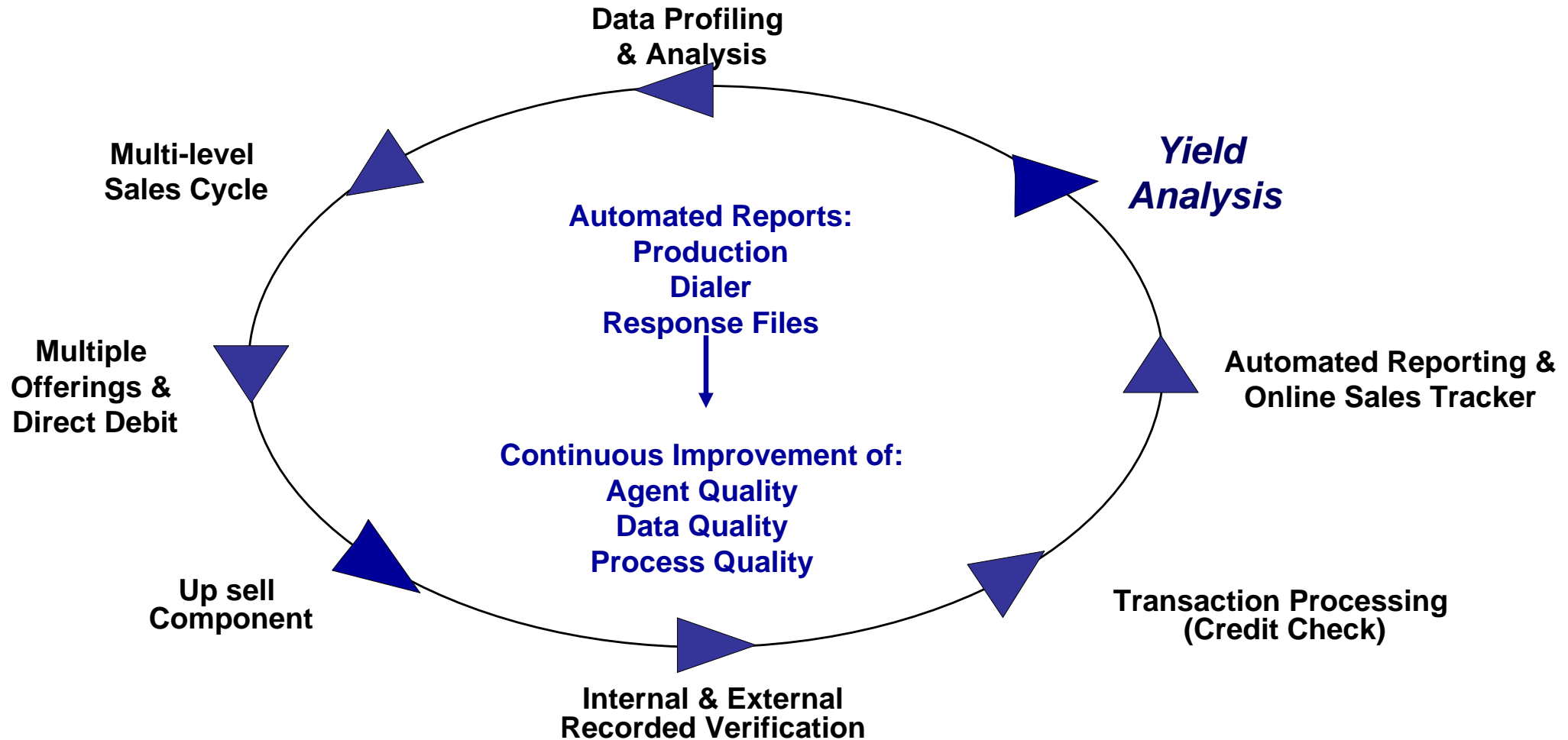
Case Study: Leading UK Wireless Distributor



Case Study: Leading UK Wireless Distributor



Case Study: Leading UK Wireless Distributor



Telesales For Major US Carrier, B2B & B2C

- Challenge - Reducing cost of acquisition while maintaining service quality
- Partner Of Choice – Engaged Intellicom along with a US based call center
- Results Achieved - Lowered cost of acquisition over 40%, outperformed US call center by 15.5% and retention rates were increased by 12% within danger period of first 60 days.
- Products Sold – DSL, LD, Feature packages & Voice mail etc.
- Consumer Satisfaction – Intellicom rated high in a combined satisfaction survey held during the project.

Telesales For Various Telecom Carriers – Wireless & Wireline in Australia

- Telemarketing of Mobile phone plans with handset and accessories to consumers.
- Intellicom targeted a profiled user database to increase specific product penetration.
- Process ramp-up 5 to 15 agents with 1 week of pilot.
- Achievements:
 - Acquiring over 2,000 new customers per month
 - Cancellations decreased to less than 10% from earlier 30%