



Marketing

Applications


Knowledge


Expertise

THE EXPERT WHO MAKE THE DIFFERENCE !

www.ontelconsulting.ca

3440 Place Decelles
Suite 408
Montréal (Québec)
H3S-1X4

 (514) 583-6835

 (514) 342-4709

« Customer Relationship Management:
Three steps process »

Marketing



The phoning experience

As telemarketing brokers, we will find for you the outsourcer that fits your needs.

Furthermore, we will manage the campaigns for you so you don't spend more.

- PHASE 1 : SURVEYS

We create surveys to test your market, then we analyze the data collected to create a client database.

- PHASE 2 : ACQUISITION

We select the right outsourcer for you to maximize the revenues.

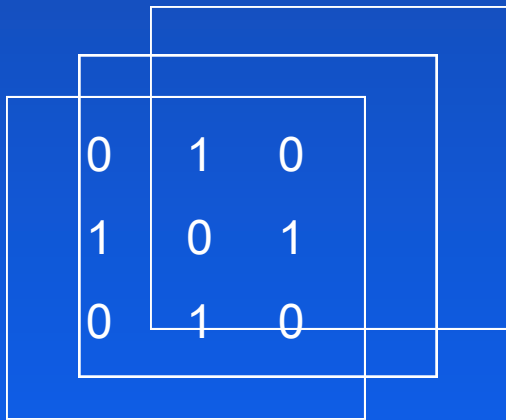
- PHASE 3: LOYALTY AND RETENTION

Our goal is to assist you in finalizing the last step by implementing loyalty and retention programs.

Thinking of starting a telemarketing campaign?
Sit back and relax by choosing our turnkey solutions!

«The chemistry of the elements: the perfect fit between your call center IT needs and our IT solutions. »

Application implementation



Where technique and vision merge

WORKFORCE MANAGEMENT SOFTWARE:

- *TCS, Calabrio, Genesys,...*

Let us help you with our expertise implement the right software without compromising your company's reality.

BUSINESS INTELLIGENCE SOFTWARE:

- *Crystal Software, Excel*

We help you track, manage and understand the data that your company relies on.

OUTBOUND DIALER:

- *Aspect Unison® Predictive Dialer (Davox), Alcatel Genesys*

Need to increase your sales or to retain more customers ?

We will deploy the adequate solution that fits your needs.

INBOUND SOFTWARE:

- *Nortel Symposium, Avaya*

Increase your R.O.I by having the proper customer service software.

« The way to the
accessible
knowledge.»

Knowledge



Our knowledge to your service

MANAGEMENT AND LEADERSHIP:

- Supervision

«Management of CSR »

- Leadership

«Leading by example: a winning strategy »

BUSINESS INTELLIGENCE SOFTWARE

«Building performance dashboards in Excel»

«Creating pertinent reports»

CONTACT CENTER SOFTWARES

- Workforce management
- Reports
- Outbound
- Inbound

CUSTOMER SERVICE

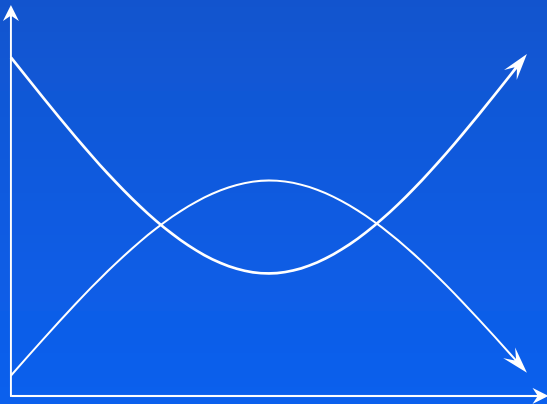
«Identifying your client 's needs»

SALES TECHNIQUES

«Telemarketing: a three steps approach »

«Time is money.»

Expertise



Increase your R.O.I

PROFITABILITY VS. QUALITY:

- Increase your profitability with our 5 steps workforce management program.
- We will help you eliminate non essentials tasks by implementing our effective Contact Center Business Processes .
- Increasing your customer service quality by reducing the average talk time seems impossible? Let us show you how.

Le carrefour du design

Design by: Raphaël E.