



## **SalesChasers VCC LLC Quality Monitoring and Sales Coaching Services**

SalesChasers will ensure your sales and service team members are representing you professionally and with a sales focus. SalesChasers works with your internal teams and external call center vendors to objectively ensure the quality monitoring you expect.



### **Onsite and Remote Monitoring and Coaching Support**

- Creation of quality and sales focused monitoring processes
- Short term or ongoing evaluation and coaching
- Objective scoring accompanied by subjective feedback for effective coaching
- Remote monitoring via recorded calls and live monitoring for onsite engagements
- Onsite coaching with no additional travel costs in Atlanta, GA and Columbus, OH



### **Call Center Vendor Monitoring Support**

- Ensure your sales goals and processes are followed by your outsourced vendors
- SalesChasers acts as your agent to partner with your vendors to better serve your goals
- Weekly collaborative remote monitoring and periodic onsite visits



### **Sales and Service Training**

- Training for representatives to handle all calls with a sales focus
- Improved selling skills, call basics and effective call control yield increased performance metrics
- Remote or onsite flexible engagements dictated by client needs



### **Sales Call Scripting**

- Increase results through more effective call scripting, including effectively answering question and handling objections
- Enhance flow of sales conversations with scripting revisions and consultation
- Layer sales techniques throughout each conversation, presentation and customer interaction