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Introducing

'ACE' Telemarketing

Australian Customer Engagement

The Team Australian customer engagement telemarketing business team thaws the cold call, by keeping it local, warm and relevant!

*With positive acceptance and ready engagement, Team Australian telephone programs are far removed from the cold calling offshore call centre predictive dialer campaigns. The Team Australian telemarketing team achieve intelligent customer outcomes, simply by being real & providing genuine Australian service. By staying in contact we find the issues your customers and prospective customers are concerned about. We work in critical areas such as **customer acquisition, customer retention seminar attendance and competitive intelligence**. Coverage is consistently over 90%, while our first call positive response rates can reach over 35%+. Australians talking to Australians, it is as simple and fundamental as it gets!*

*Excellent ROI (Return on Investment) with the average cost per conversation from \$2.75 - \$3.50 (depending on script length).
Contact us for a quotation and case studies in your sector.*

Contact - Chris Payne

chris@customerengagement.net.au

Customer Engagement Australia Pty Ltd

Team Australian contact centre

Tel (02) 8069 8420,

Mob 0420 407 437

Level 3, 1049 Victoria Rd, West Ryde NSW 2114. Sydney. Australia

www.teamaustralian.com.au

Team Australian ACE

Australian Customer Engagement

Brilliant - How does it Work?

The Team Australian 'ACE' (Australian Customer Engagement) business model is Sydney based and focused on the customer and their relationship (or journey) with your brand.

Recognizing that time is precious for everyone, ACE provides one on one telephone contact (with email support) on a business to business basis. Working with lists where a clear relationship or relevance is established (usually client lists of existing customers, past customers, suspects and prospects within specific and relevant market sectors).

We provide a cost effective Australian solution by charging only for the actual time on a call or sending emails. Our team are all highly experienced contact centre staff (Australian ladies and mums – no backpackers). Our team work from Ryde in Sydney and from their home offices in Sydney, regional NSW and South Australia.

We like to work with clients who are focused on customer service (preferably SME's, with competitive products or services). This helps us to be proud of what you do and to deliver a genuine Australian intuitive interaction with your customers.

Most importantly we strive to maximize conversions and to constantly generate a positive engagement, leading to strong social, Facebook and Twitter feeds for your brand.

All caller and web chat conversations are entered into our Team Australian client CRM database and (where access is provided), into the client online site or server via VPN.

Our team have particular expertise in :- Software license & Subscription renewals, Financial Services, Pharmaceutical, Medical, Automotive, Home Building, International Travel, Wine, Education services, Comparison Sites, Product Recalls, Promotional Q&A /T&C support.

The Team Australian ACE service offers a definitive alternative to the offshore contact centre model of volume, maximum throughput. We do not use predicative dialers (producing the gap callers hear and hate, before the agent comes on the line).

At Team Australian the same person, with the skill set and training to engage the customer can, (where part of the service) quickly process the lead to your Sales or BDM team.

We train with you, run test calls to your team and provide full daily downloads of all call activity, so you know exactly what is happening.

[We look forward to working with you!](#)

Team Australian ACE
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