



Q-Tips

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Where the only call that matters is yours....

QCSS Embraces communication & innovation to transform human interactions into powerful & passionate customer experiences.

Help Your Business and the Economy

It's been quite a struggle for most businesses as our economy continues to strain. Across most industries the budgets of companies are shrinking. As a result, companies must research ways to find what types of services and practices will achieve the **greatest yield on their investments**.

Business owners have to look at both traditional ways as to how other businesses in their arena have been successful and also at ways that are different and progressive to market their organizations. It is a combination of these two methods which will help companies achieve success in these slow economic times.

This is where telemarketing comes in. It has been a successful form of marketing for a long time and has traditionally worked more effectively than many other marketing efforts, and at the same time has evolved to present day contact centers which are able to achieve a **maximum return on business investments**.



Contact centers help companies grow by offering a fixed cost in running marketing campaigns involving inbound/outbound calls rather than investing in the hiring of additional employees and having to invest in the technology and software needed to run a successful marketing campaign. By utilizing a contact center, you **increase response rates, build marketing intelligence and dilute risk with a fast and greater return**. Especially in the recent market, these centers act as a life support in resuscitating many struggling and slow-progressing companies.

Ask yourself the following questions:

- ◆ **Do you spend more time** trying to reach prospects than actually speaking with them?
- ◆ **Is searching for new prospects getting in the way** of assisting/upselling current clients?
- ◆ **Does your sales team not have time** to cold call?
- ◆ **Are you juggling** operational tasks and responsibilities with your sales initiatives?
- ◆ **Are you unable to follow-up** on mailings to boost your response rates?
- ◆ **Do you need help to identify and acquire** a list of potential prospects?
- ◆ **Does cold calling/prospecting affect your sales team's efficiency?**
- ◆ **Are you and your team much stronger at closing** than searching for prospects?
- ◆ **Do you have an inconsistent flow** of leads/appointments?

If you answered yes to **any** of these questions, you could really benefit from the progressive approach of working with an experienced contact center. We are here to help your team and the economy, do your part and help get business moving again in the U.S. **With very little to lose and an enormous amount of opportunity to gain**, call QCSS today and find out how other companies have been taking advantage of having a true partner by their side.

For more information on QCSS call today **800.609.9046** or email our

CSO Karin Hall: khall@qcssinc.com



QCSS, Inc. **generates revenue opportunities** for companies who want to **increase** the **efficiency** and **effectiveness** of their sales and marketing efforts. Our team of professionals performs inbound and outbound telemarketing, appointment setting, and other front-line sales activities that companies have traditionally found difficult to measure, manage and staff.

When we combine our **industry experience** with our clients' **aggressive sales targets**, we fill that unmet need called 'execution', and **empower our clients** to achieve **great results**. With QCSS, Inc.'s **proven process**, our clients **maximize** their front-line sales productivity, and ultimately their company's **profitability**.



SHOGUN Sales Management Mastery Series™

There is a myth in Corporate America that is ruining profits and destroying sales organizations. The myth is that upon promotion into a sales management position, a top sales producer mystically becomes endowed with all the skills and traits necessary to create and manage a sales team that produces superior results. Unfortunately, the preponderance of evidence suggests that this is rarely the case. In fact, data collected over the last 20 years shows that when someone from the top 20% of their sales organization is promoted to sales manager, less than 10% are successful. It is not a coincidence that world class sales organizations have formal training and mentoring programs to develop their sales managers.

Numerous studies have shown that the two factors that are the biggest determinants of consistent success of sales organizations are:

1. A clearly defined and executable sales process, and
2. Competent sales management.

It has been proven that the single factor that has the greatest impact on moving an organization's sales performance from mediocre to successful is the establishment of an effective sales process. The Samurai Sales Mastery Series™, which is based on the implementation of our revolutionary Buyer Process Management Model™, provides such a process.

"Processes allow ordinary people to achieve extraordinary results, predictably." – Michael Gerber (author of The E-Myth)

Sales management also plays a critical role in the generation of the revenue stream required to sustain and grow the company. It is the sales manager's role to oversee and enhance the implementation of the sales process. Good sales managers produce results. Bad sales managers produce an exodus of good sales people out of the company.

The Shogun Sales Management Mastery Series™ is designed to dramatically increase the competency of sales managers by developing their skills in the three critical areas of sales management:

1. Hiring producers
2. Managing for results
3. Developing their people

"Before you are a manager, success is all about growing yourself. When you become a manager, success is all about growing others." – Jack Welch (Former CEO of GE)

Learn more about the Samurai Business Group at www.samuraibizgrp.com or call **312.863.8580**

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