



Why Outsource?

TRI STATE ADJUSTMENTS CALL CENTER SERVICES

IN HOUSE

IF A PART-TIME EMPLOYEE CALLS 1,000 OF YOUR CUSTOMERS TO SCHEDULE APPOINTMENTS

- Employee attempts to reach each account up to 3 times (3,000 calls)
- Assuming employee can make 12 calls an hour working 20 hours a week, 240 calls per week will be made.
- Employee earns \$20 hour x 20 hours per week (not including phones, computers, management time, and other company costs)
- Campaign takes employee 3 months to complete

IN-HOUSE COST: \$5,300*

OUTSOURCE

IF TSA CALLS 1,000 OF YOUR CUSTOMERS TO SCHEDULE APPOINTMENTS

- TSA attempts to reach each customer up to 4 times (4,000 calls)
- TSA reaches 10% of accounts and attempts to schedule service
- TSA converts 30% of calls into service appointments
- Campaign takes TSA 2 weeks to complete

TSA COST: \$3,250*

**prices may vary based on project*

CAN YOUR PART-TIME STAFF REACH 1,000 CUSTOMERS IN 2 WEEKS AND SAVE YOU MONEY?

WHY OUTSOURCE?

- LESS EXPENSIVE THAN HIRING
- CAMPAIGNS ARE COMPLETED QUICKLY
- MORE ATTEMPTS ARE MADE TO REACH CUSTOMERS
- MORE APPOINTMENTS ARE SET
- IN DEPTH CALL REPORTING PROVIDED
- TRAINED, PROFESSIONAL REPRESENTATIVES
- NO ADDITIONAL STAFF REQUIRED

FOR MORE INFORMATION



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