



Nearshore Contact Center Services for Maximum ROI

MAKING A HUMAN CONNECTION

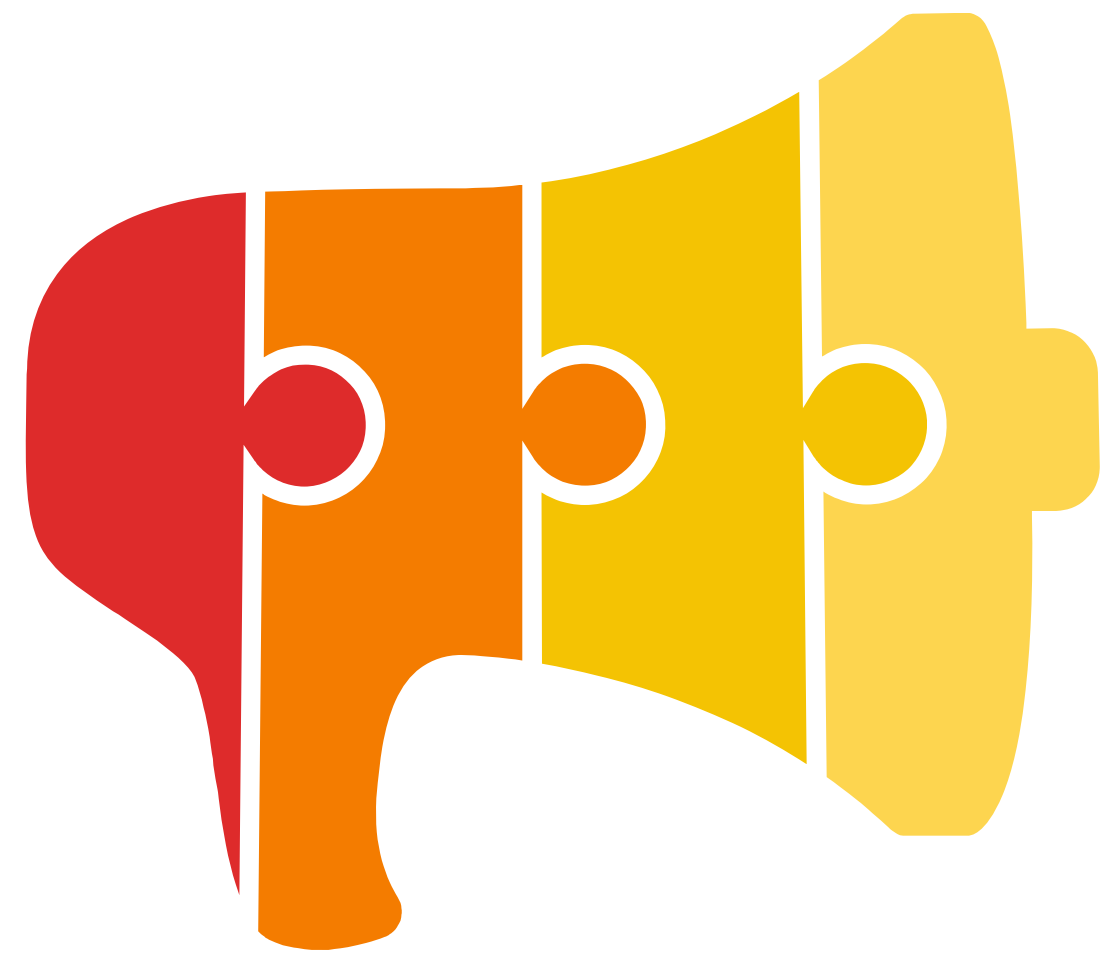
www.ListenTrust.com

YOUR REVENUE & GROWTH IS OUR BOTTOM LINE

ListenTrust specializes in high touch customer care services with emphasis on **Revenue Retention & Revenue Generation**.

We have mastered the art of **maximizing revenue** while promoting our clients' brands and delivering the highest **CSAT and Net Promoter Scores**.

Delivering the right balance of **Value & Performance** compared to offshore or domestic centers.



NOW
SHOWING

THE
LISTENTRUST

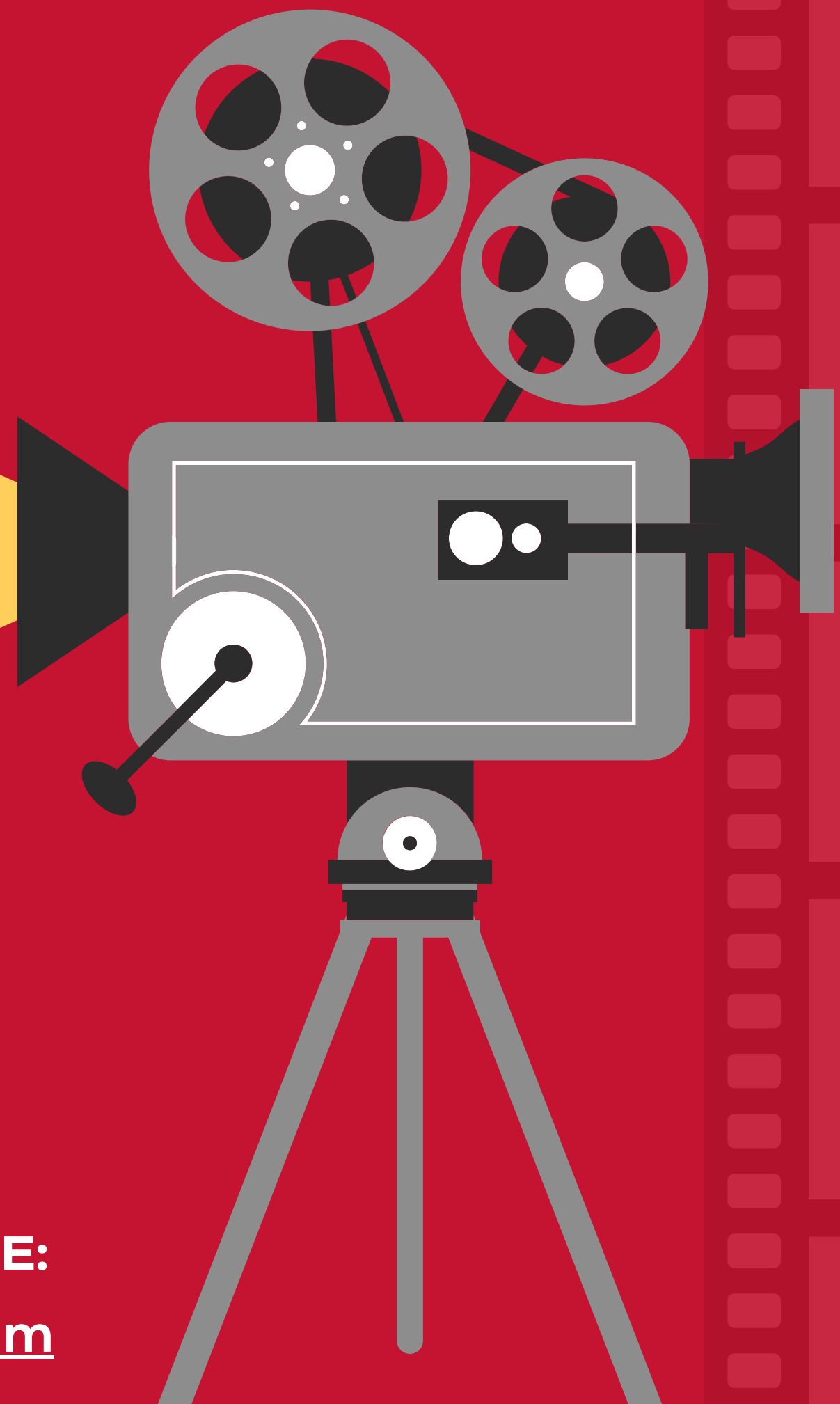
Brand Story



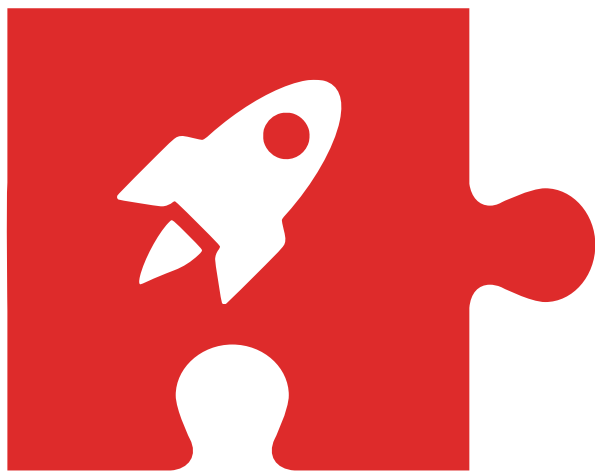
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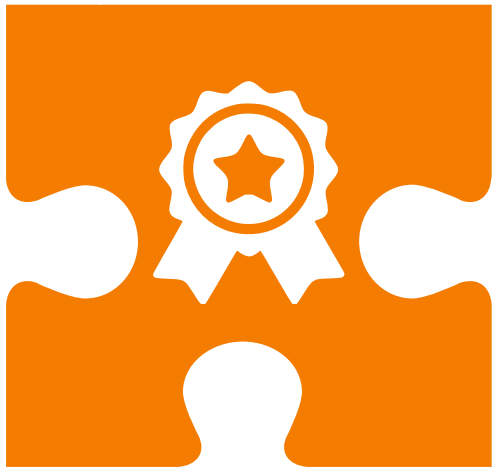
VISIT OUR WEBSITE:
www.ListenTrust.com



Now in business for over 18 years, ListenTrust services some of the most well-known Direct to Consumer brands, including...



DermaWand®



WHAT OUR CLIENTS SAY ABOUT WORKING WITH LISTENTRUST



LUIS BERRIOS

- Senior Operations Executive
- Expert in Transforming Customer Service & Quality Solutions
- Driving Operational Excellence and Team Empowerment



“In my current role as Managing Director of Operations, we were in search of a BPO that could support us while we established, designed, and built our Hispanic market for our Purity Products brand. To be successful and to gather momentum into our strategic plan we needed a BPO that would behave like Purity Products. We wanted all of our customers to receive world-class customer service throughout all of our customer service channels.

We also have an aggressive performance management plan in which many KPI's must be met for our customer care and Direct response call centers to be successful.

The ListenTrust team bought into our vision and has consistently met or exceeded all of our goals. We became so confident with their ability to handle our contact center calls that they now handle both our English and Spanish operations. During the start of COVID-19 in March, ListenTrust was able to scale up for us and be there for our customers when our call volume doubled. The management team is a pleasure to work with and is always available to assist with any questions. I consider ListenTrust our family and our Purity Products Hermosillo Department.”

LISTENTRUST

Nearshore Operations

Convenient - Safe

THE BEST OF BOTH WORLDS



In business for over 18 years.



U.S.-owned business with domestic corporate offices and executive team.



530-seat contact center operation located in Hermosillo, Sonora, MX - South of Tucson, AZ.



24/7/365 Operations

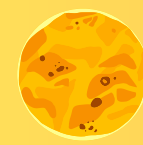


PCI-compliant & Third-Party Certified Annually.

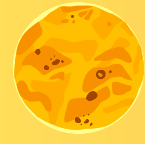


Leveraging a well-educated and eager agent workforce.

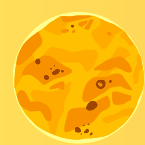




Time Zone alignment with the Continental United States - Pacific/Mountain Time Zone.



Modern and comfortable accommodations close to our facility.



Quick direct flights to Hermosillo from major U.S. air hubs.



Agents and Management Team are highly “enculturated” with the U.S. Many are regular U.S. visitors and follow the NFL, MLB, NBA and other U.S.-based professional sports in addition to U.S. culture in general - Music, Movies, TV, Social Media, etc..



English speaking Agents are accent-neutral and highly conversational with U.S. specific English - A high percentage of agents have lived and worked and learned English in the U.S.

ListenTrust™

We specialize in multichannel customer support (Phone, Email, Chat, Social Media, etc..) for:

Consumer products & Services

Real Estate

Insurance Services

E-commerce

Nonprofit

Legal Services

Housewares

Donor acquisition services

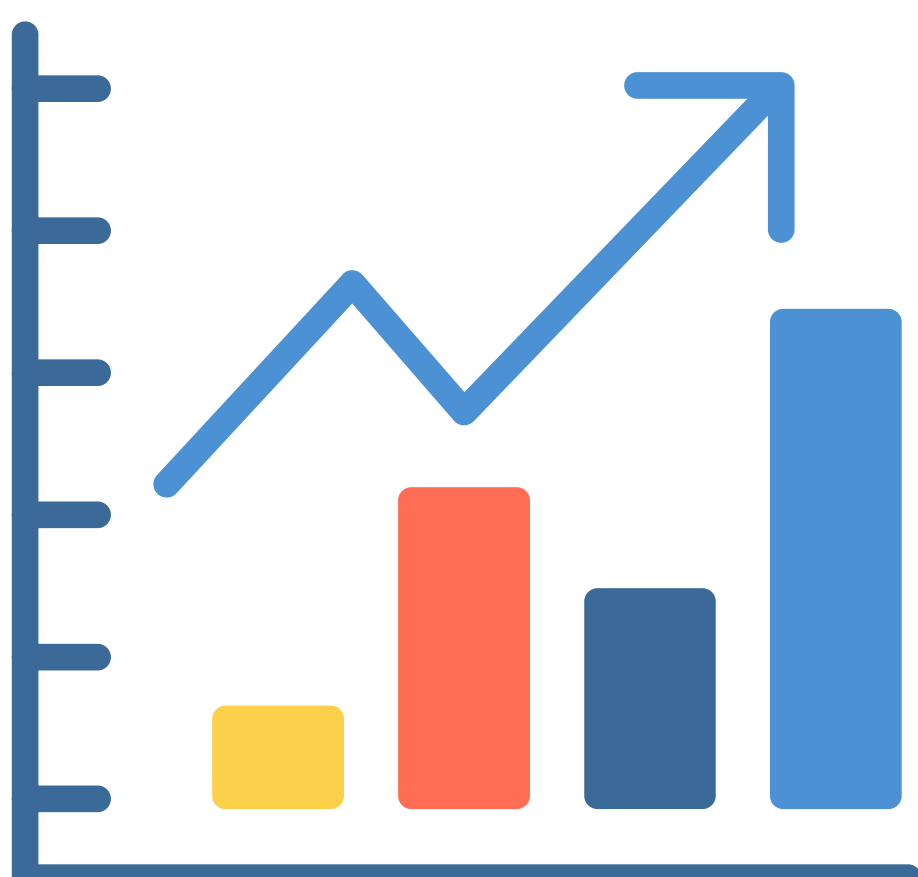
Financial

Nutritional Supplements

Donor Support

Education

Health, Beauty & Fitness



ListenTrust™ CaseStudy

Customer Service Solutions – Well-Known Digital Marketer

Your Company Is An Overnight Success! Now What?

Never before has the potential for a digital marketer's business to skyrocket to success been as great as it is in today's market. While this is a great "problem" to have, it does come with some real business challenges:

- The need to rapidly scale to handle call and order volume
- The need to provide exceptional customer service, upsell products and services, and minimize chargebacks
- The need to free up valuable company resources to focus on continued business growth and development

The Client

The client is a well-known online marketer that focuses on firearms and tactical equipment including high-performance flashlights.

Client Objectives

The client was fortunate in that their business skyrocketed to success. Unfortunately, given the rapid growth of their business, they didn't have the infrastructure nor expertise to handle the call volume they were receiving. This put additional resource strain on their executive team and constrained their ability to scale the business.

Initially, the client thought they were receiving around 200 calls per day and even at that call volume, they were struggling to keep up. However, upon receiving a carrier level report from AT&T, the client discovered they were actually close to 15,000 calls each day. More than 14,000 calls were going unanswered, and this combined with email inquiries not being addressed in a timely manner, resulted in extremely high levels of chargebacks and customer dissatisfaction. In addition, there were significant missed revenue opportunities as a result of missed calls.

Based on the number of complaints filed, the Better Business Bureau issued the client a grade of "F". In fact, the BBB had received more than 470 complaints alleging failure to ship product ordered, failure to issue refunds, defective product, failure to respond to phone calls or emails and overall poor customer service.

The client had a critical and immediate need for a call center to provide customer service support, and they engaged ListenTrust to provide the solution.

The ListenTrust Solution

With our flexible and scalable operations and team, ListenTrust was able to quickly engage 30 customer service agents at our facility in Hermosillo, Mexico and get the program running and taking calls within 48 hours.

Additionally, answering the vast number of calls that had previously gone unanswered provided deep insights and learnings about the client's customers, their needs, and expectations. ListenTrust shared this knowledge with the client regularly so they could optimize their communications materials and better manage customer expectations.

The Results

ListenTrust ensured all calls were answered quickly and efficiently, helping customers confirm their orders were shipped appropriately while addressing any shipping errors or delays, reducing chargebacks and improving the client's online reputation, while driving improvements with their BBB ratings. Equally important was to give the customer an option to speak to a live person instead of waiting for a response to an email inquiry. Awareness of customer demographics and the ability to respond in a manner most preferred by the customer was a critical consideration as well.

ListenTrust's ability to manage the call volume and address customer service concerns freed up the client's executive team to focus on building their business, and developing and marketing new product offerings to generate new revenue growth and expansion.





What Can ListenTrust Do For You?

For more info or to book a discovery call contact:



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www.ListenTrust.com

Click here

Book Now

<https://meetings.hubspot.com/tom55>

