

## All your contact center solutions under one roof

For 25 years, InfoCision has provided the highest quality contact center solutions and the best return on investment to its clients. We offer a wide array of services to enhance your brand, including:

### Business-to-business

~ We specialize in market segmentation, list acquisition, product and service sales and lead generation.

### Customer acquisition

~ Our campaigns are 100-percent compliant with local, state and federal laws.

### Inbound customer care

~ InfoCision's expert Communicators receive extensive training and earn client- and program-specific certification.

### Customer retention

~ We have proven strategies for saving the business of customers who wish to cancel.

### Direct response

~ InfoCision maintains a best-in-class service level and abandon rate, ensuring that we take nearly every call during a spike.

### Issue advocacy

~ Our Communicators are familiar with your business and they know the facts about the issues that face your industry.

### Mail and premium fulfillment

~ InfoCision's capabilities include shipping and product order fulfillment with daily pick-and-pack mailings, thank-you cards and follow-up letters, quoting and purchasing of print and mailing materials, and data entry.

### Multimedia services

~ In addition to inbound and outbound teleservices, we can reach out to customers through a variety of media including bulk e-mail and fax, Web development and Web chat.



### Expert Communicators

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#### **Maturity:**

Average age is 37 years

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#### **Experience:**

Average call center tenure is more than 4 years

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#### **Commitment:**

75 percent are full time

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#### **Dedication:**

66 percent are their family's main provider