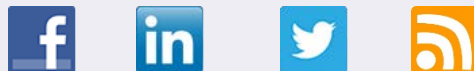




Professional. Friendly. Courteous.

1.800.557.1550 - info@sound-tele.com - <http://www.sound-tele.com/>





SOUND TELECOM

Friendly. Professional. Courteous.

ABOUT

Sound Telecom is a leading provider of 24/7 Inbound and Outbound Contact Center solutions and Cloud-based Phone Systems. Since 1986 we have professionally served customers nationwide with US-based agents. For more information, please visit us at www.sound-tele.com.

VISION

Guided by our mission and our values, our vision is to build a legacy of excellence one call at a time and to provide your business with the opportunity to grow.

MISSION

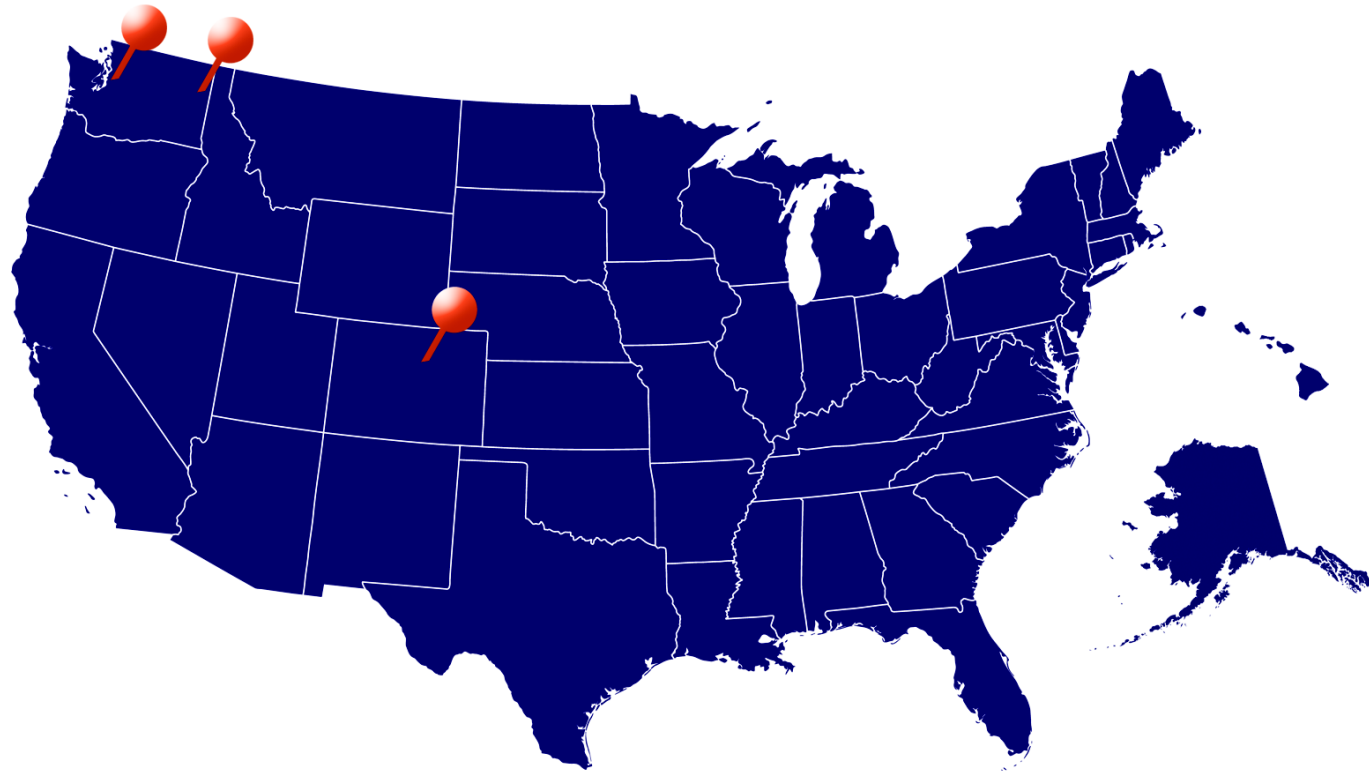
Our Mission is to be a strategic link in our customers' communication processes, committed to exceeding their expectations around the clock. Read more on our [Mission Vision Values](#) page.

Wherever you are, we are ready to answer.

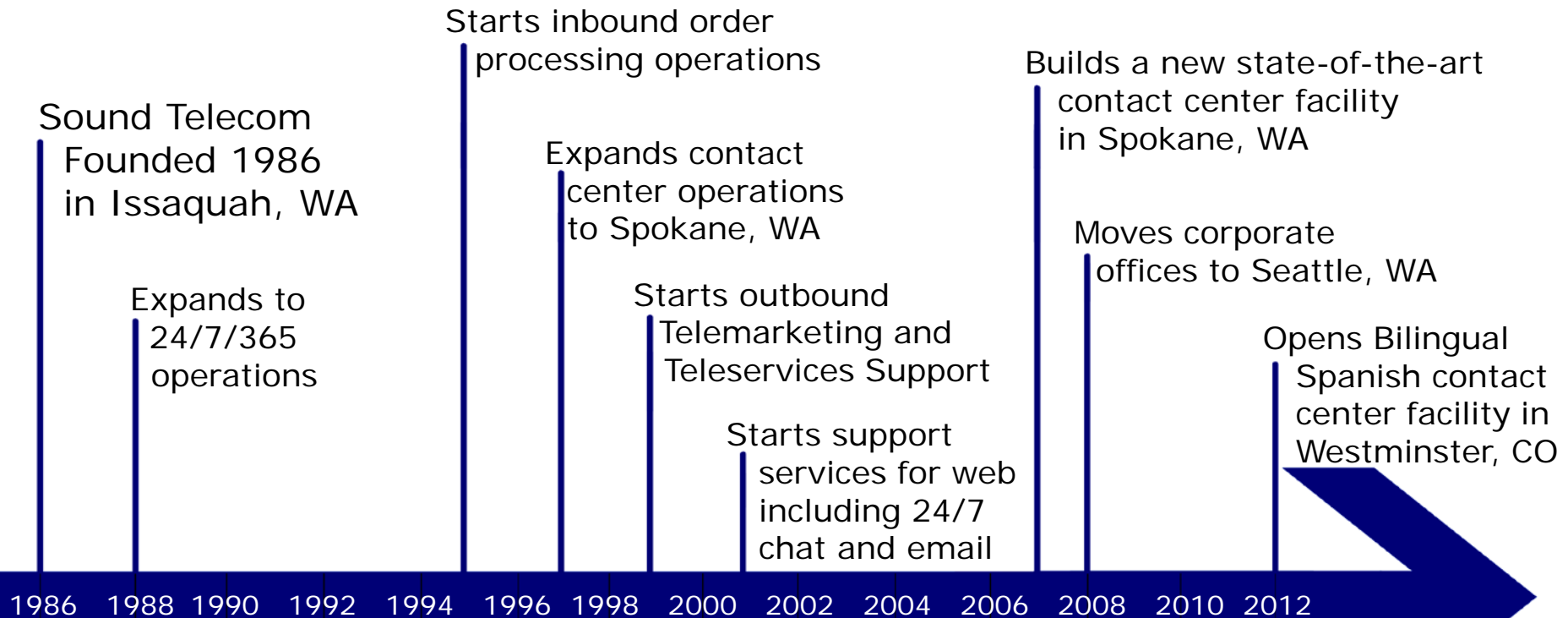
**Seattle,
Washington**
Corporate Offices
and Contact
Center Facility

**Spokane,
Washington**
Contact Center Facility

Denver, Colorado
Bilingual Spanish
Contact Center Facility



HISTORY AND MILESTONES



Three time winner of the
Inc. 500 fastest growing company award
2007 – 2008 – 2012

People Are Our Greatest Assets.

Sound Telecom has a culture of mutual respect and open discussion. We empower our employees to share their voices and their viewpoints. Our company works from the ground floor up for you.

- We rigorously interview and test each of our candidates for hire.
- We provide comprehensive initial training to fold new hires into our culture.
- We provide detailed ongoing and progressive training.
- We regularly monitor agents and provide immediate feedback and incentive.



SERVICES OFFERED



We are a robust, multi-channel BPO customer support service center.



[Inbound Call Center Services](#)

Order Entry, Order Processing, Helpdesk, Technical Support and more on a 24/7 basis.



[Outbound Call Center Services](#)

Instantly add life to your marketing campaign. Public Relations, Surveys, Customer Retention and more.



[Telemarketing and Telesales Services](#)

Build sales, generate leads and close qualified appointments. Telemarketing will grow your business.



[Third Party Verification \(TPV\) Services](#)

Maintain FCC compliance by with efficient, friendly TPV.



[Disaster Recovery Services](#)

Let us ensure your business continuity. Our managed call center network and geographically stable support centers keep your business online.



[Web Support Services](#)

Customer today rapid email response, web chat and more. Give your e-commerce interface a sturdy service backbone.



Our world-class call centers are prepared to grow your business.

Sound Telecom's contact center facilities are engineered to protect one of your greatest assets – your business. From raw power to PCs, our fully redundant systems work day and night for you.

Features include:

- ✓ Over 20,000 square feet of contact center space at 3 US based locations
- ✓ Diesel CAT backup power generation system
- ✓ Redundant UPS system
- ✓ Secure, confidential facilities
- ✓ Secure data storage with layered backups
- ✓ Multiple carrier networks with automatic fail-over Secondary "hot" PBX switches



MISSION CRITICAL

Mission critical support and technology.



Our world-class call center is prepared to grow your business...

Fully redundant. Engaged comprehensive back-up systems.



- ✓ Geographically ideal location
- ✓ Stable power grid
- ✓ International airport access
- ✓ Highly educated local workforce

Sound Telecom located its primary call center facility on one of the most stable power grids in the USA. Further, we have engineered redundancy at every level.

No matter if you are located in the snowy Northeast or a flood zone in the Midwest you can be sure that Sound Telecom is online and operational.

PHASED IMPLEMENTATION

We phase in your call center support services over a pre-designed period of time

COMPLETE CUTOVER

We plan all aspects of your initial launch in advance and then “turn on the switch” well-prepared to handle your calls on the scheduled Go-Live date.

MANAGED SCALABILITY

Ongoing growth plans will be met with efficient support at all levels.

Cost effective, Scalable Customer Support Solutions

Sound Telecoms' client solutions are customized and flexible! We build your support program to work the way you want it! Our facilities are designed for scalability, and our platform technology keeps you on the cutting edge!

The right people. The right place. The right time.

SOURCING

We are centered in highly educated workforce locations.

PROFILING

A proper profile is developed and we find the agent to fit.

INTERVIEWING AND HIRING

We rigorously interview and reference to ensure hiring accuracy.

ONBOARDING AND CULTURE

We bring new hires into our culture and into yours.

TRAINING AND TESTING

Agents are trained and tested on all service programs.

SERVICE GROUPING

Agents are assigned service groups based on skills.

PROGRESSIVE MONITORING

We progressively monitor agents during the life of your project.



Sound Telecom excels at one thing...

Supporting You.

First – We listen to you and understand what you want to achieve. The goal of our performance programs is to meet or exceed **your** desired outcomes.

Second – We measure **and oversee your** program every step of the way. All areas of support are evaluated **constantly**:

- ✓ Quick Speed of Answer
- ✓ Proper staffing
- ✓ Low Queue times with minimal Abandons
- ✓ Broad reporting capabilities

Third – We provide **quality** feedback and evaluation in **order** to make critical adjustments early on.

Our Goal - Satisfaction with every customer interaction.



Quality monitoring programs.

Sound Telecom welcomes you to participate in our quality assurance programs. After all, they are designed with **you** in mind.

- **INDEPENDENT QUALITY MONITORING**

Sound Telecom employs a team of remote agent monitors to provide unbiased review of your performance.

- **QUALITY PROGRAMS DEVELOPED FOR YOUR CAMPAIGN**

Sound Telecom will build quality around the performance measurements that you want to achieve.

- ✓ **Voice Logger Recording and Monitoring**
- ✓ **Progressive and Ongoing Agent Training**
- ✓ **Regular Business Reviews**

Service platforms designed to Support your needs.

- ✓ 24/7/365 Live Answer
- ✓ Real-time email response
- ✓ Oracle-based chat support
- ✓ Robust scheduling
- ✓ Dynamic scripted environment
- ✓ Customized call processing
- ✓ Detailed, custom reporting



Success Story #1

Inbound Support



Change first sentence to Since 1986 we have helped businesses like yours grow and succeed.



Charles River Laboratories is a global leader providing in-human patient testing, research models, pre-clinical and clinical support services.

PROBLEM -

Charles River outgrew its ability to effectively handle the high volume of calls that they received by prospects interested in applying for clinical trials testing.

SOLUTION -

Sound Telecom developed a scalable call center solution that would take over all of the processing work that had been done in-house by Charles River staff. All aspects of their internal call center were replicated and an implementation strategy that migrated all internal service operations to Sound Telecom's state-of-the-art call center facility. Sound Telecom maintained Charles River's professional brand image and effectively managed their highly sensitive inbound and outbound applicant screening and scheduling processes.

RESULT -

Sound Telecom was given two months to take over the management of all aspects of Charles River's internal call center operations. An innovative plan was developed and Sound Telecom successfully executed that strategy in less than 6 weeks, on time, on budget and without any interruption of service.

Success Story #2

Web Services Support



Change first sentence to Since 1986 we have helped businesses like yours grow and succeed.



The Boeing Company is the world's leading aerospace company and the largest manufacturer of commercial jetliners and military aircraft. The Boeing Store sells Boeing apparel and collectibles to fans around the globe.

PROBLEM -

The Boeing Store was challenged with logistical issues related to processing orders and shipping merchandise to customers world-wide. Many customers are located in different parts of the world and do not always have access to international phone dialing. Additionally, the Boeing Store wanted to avoid building out internal call center support.

SOLUTION -

Sound Telecom presented to The Boeing Store its efficient Oracle-based online chat services program. It was determined that while many customers could not always call Boeing for customer support, web access was nearly ubiquitous. So Sound Telecom launched 24-7 online web chat through which we respond to and process customer queries daily. In addition to chat support Sound Telecom also provides The Boeing Store with live agent inbound support. Our agents both chat with and speak to customers on nearly every continent.

RESULT -

Sound Telecom provides The Boeing Store with a highly efficient web services support model that keeps their customers happy while efficiently maintaining their sterling reputation.

Success Story #3

Direct Response and Telemarketing



Change first sentence to Since 1986 we have helped businesses like yours grow and succeed.



Online Trading Academy students learn trading fundamentals, technical analysis, risk management and financial education skills they need to become professional stock traders.

PROBLEM -

Online Trading Academy required a 24/7/365 call center support service to effectively handle incoming calls generated by a nationally broadcast infomercial. They also needed help boosting attendance at their Power Training Seminars.

SOLUTION -

Part 1 - Sound Telecom carefully crafted a call center support system that perfectly integrated live agent response to local, regional and national infomercial advertising . We worked directly with Online Trading Academy's marketing team to effectively support a highly nuanced TV and Cable advertising program. We turn inbound callers into registered students.

Part 2 – Sound Telecom simultaneously developed a targeted Business to Consumer telemarketing program designed to call prospective students at home and gain their registration to important local training events. Our programs have effectively boosted participation at events by 60% or more helping local OTA offices gain higher new student conversion rates.

RESULT -

OTA registers hundreds of new students each month with Sound Telecom's Inbound Support and Outbound Telemarketing programs. Online Trading Academy continues to maintain its position as the leading trading education school in the world.

Leverage Sound Telecom's Customer Experience for Maximum Performance.

Since 1986 Sound Telecom has established a reputation for building customized solutions that meet – and often exceed – our client's specific needs. We pride ourselves on developing mutually beneficial, long-lasting partnerships by treating each client with the utmost respect, professionalism and courtesy. Please take a moment to consider just a few of the many [customers](#) that Sound Telecom has served.

Microsoft



THANK YOU

**Our team would like to thank you
for your interest in us.
We look forward to serving you.**



SOUND
TELECOM

**Let's start your solution today.
Give us a call!**

1.800.557.1550

Or email us at:

info@sound-tele.com

