



On-call telecom sales team

A proven, telco-focused sales team ready to scale your revenue

Certified associates, **live now**.
Peak season won't wait for a hiring plan.



Every telecom peak season opens a short, predictable revenue window for device launches, promotions, and plan upgrades. Along with it comes a short, predictable staffing gap. If you wait too long to start your hiring and training clock, you could lose the first 45–60 days of the season to sourcing and ramp.

TTEC's award-winning RevGen team is at the ready

A carrier-certified offshore sales team built specifically on telco products **already exists, already trained, and is already converting at scale**. TTEC's high-performer team lets you capture peak-season revenue without the hiring lag.

How we do it

The model is built on a proven program already trusted by a top-3 national wireless carrier — not a pilot, not a build-from-scratch proposal. The team, leadership, and infrastructure are already running, so you deploy capacity rather than build it.

Within 5 weeks, you can expect an expert team and operations including:

- 🔧 **Carrier-grade, security-compliant facility** — live and audited
- 🔧 **Team Leader, QA, and training** layer from day one
- 🔧 **Flexible 24/7 staffing** — nights, weekends, and holidays covered without new hires
- 🔧 **Telephony/connectivity extension** if needed
- 🔧 Education-hub location with a **deep, renewable talent pipeline** for capacity that holds up past peak season

Why work with TTEC

Experts

Telecom-certified agents, already trained on live telco product

75%

Shorter ramp time for associates (15 days compared to 45–60 for a typical program)

37%

lower annual churn vs. comparable programs

7%

shrinkage rate

Source: TTEC clients

Proven results at a top-3 national wireless carrier

One team moved fast to deliver impressive results across three lines of business during the peak 2025 season with certified, India-based sales team — already trained on telco products and already converting at scale.

We exceeded client goals and beat industry averages across channels and lines of business.

RESULTS

2.5M+

customer interactions

11.3%

conversion rate for internet products

12.2%

GA conversion via business messaging

14.6%

FWA CR via mobile chat

PHASE

ACTIVITY

Week 1

Prep

Award and contract signed. Hardware audit and network stress tests

Week 2

Train

One-week bridge/**refresher training** on your product ecosystem

Week 3-4

Beta

Live production begins. Gradual production rollout, live volume, OJT

Week 5

Scale

Full agent pool **live at full production**

Find out how much of this season you can **still capture**

Talk to TTEC about your specific peak-season timeline



About TTEC

For over four decades, TTEC has partnered with iconic and disruptive brands to turn customer interactions into meaningful connections. With a global ecosystem of CX experts, we design, build and deliver AI-powered, digital-first customer experiences that span the entire customer lifecycle. Our unique combination of operational excellence and deep technical expertise sets us apart as we work with clients to maximize moments that build trust, inspire lasting loyalty and deliver valuable business outcomes.

Together with our team of architects and builders at TTEC Digital, we integrate data, analytics and AI within the world's leading CX technology platforms to help clients optimize what they already have, integrate what they need next, and achieve powerful business outcomes. Learn more at ttec.com and ttedigital.com.