

Sales Advisory Services

Better processes = superior results

Our Sales Advisory Services utilize a four-phased approach to engagements with customized activities to drive client-specific deliverables. The four phases are: Look – Listen – Create – Teach.

1. Look: Operational and Market Assessment

We observe market conditions and customer behavior to determine the unique elements of the sales process for the company, and the purchase process for customers.

2. Listen: Current State Sales Assessment

We engage existing operational channels – management cadence, employee hiring, training, reporting, metrics, and customer engagement by sales channel – to prioritize the areas of opportunity to refine sales operations. Our performance assessments score current practices across the business.

3. Create: Revenue Channel Optimization

We execute defined process optimization projects, and create pilots to test and measure the effectiveness of sales channels and customer engagement strategies.

4. Teach: Transfer and Drive Adoption

We develop and deliver a Sales Management Training Retreat that drives a higher level of adoption for newly optimized processes.

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Strategic capabilities and services

Sales Assessment

Review and compare best practices of existing sales processes, management structure, data management, marketing integration, and use of analytics

Sales Lever Optimization

Conduct a series of targeted optimization projects intended to improve key levers by infusing process, people, and technology enhancements – enabling stronger adoption of more functional best practices

Revenue Jumpstart

Comprehensive assessment and optimization projects, sales pilot oversight and multichannel management to quickly start revenue generation

Small- and Medium-Sized Business (SMB) Market Penetration

SMB market analysis aligned with market penetration / sales process design; sales pilot oversight and management

Lead Generation Booster

Lead qualification design combined with multichannel lead sourcing, marketing optimization, documented sales handoff processes and sales life cycle management review

Accelerated Growth Advisor

Operational sales practitioner joins the executive/advisory team as an Advisor for start-ups, new lines of business (LOB), and best practice execution

Sales Laboratory

Quick start program design and execution for client-specific sales pilots for new product launch, new LOB launch, and market testing

Four Phased Approach to Advisory Engagements

Phase 1 - **Look**

Phase 2 - **Listen**

Phase 3 - **Create**

Phase 4 - **Teach**



Our Sales Advisory Services are an extension of our award-winning expertise in the technology, tools, processes and techniques that empower sales in today's digital environment.

Why ttec?

Our Sales Advisory Services are an extension of our award-winning expertise in the technology, tools, processes and techniques that empower sales in today's digital environment. For over 30 years we have helped clients achieve higher levels of sales revenue and reduced operational costs through a customer-centric structure that uses all available resources more effectively. We have the sales and marketing expertise of boutique firms, combined with the global scale and efficiencies of a large business process outsourcer. As a recognized industry leader (named Sales Outsourcing Provider of the Year in 2012, 2013, and 2014 (Stevie Awards)), we are heavy on operational expertise; we draw on that knowledge to help companies to effectively implement and adopt a more profitable sales approach.

About us

TTEC (NASDAQ: TTEC) is a leading global provider of customer experience, engagement, growth and trust and safety solutions delivered through its proprietary end-to-end Humanity™ Customer Engagement as a Service offering. Founded in 1982, the Company helps its clients acquire, retain, and grow profitable customer relationships. Using customer-centric strategy, technology, processes and operations, TTEC partners with business leadership across marketing, sales and customer care to design and deliver a simple, more human customer experience across every interaction channel. TTEC's 49,500 employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other. To learn more about how TTEC is bringing humanity to the customer experience, visit ttec.com.