Full Value
Contact Center

WELCOME TO OUR FULL VALUE CONTACT CENTER

Experts on approaching the U.S. Hispanic cultured consumer !!

Full Value Contact Center

Who is Full Value?

What is Full Value?

Why Full Value?

How to get started?

FULL VALUE COMPANY

Full Value Contact Center

1. **Call Center company** helping sales-oriented companies do business on the phone

2. **Founded in 2001** in Miami

3. With more then **15 years marketing to the U.S Hispanic** cultured consumer, Full Value is where the experts in leading companies go to for customer maximization.

4. **Revenues** in 2017 >15m$, business profitable and growth-rate 2.5x p.a. >15 customers in >5 countries.

5. **Key product**, the Full Value call center, handles >0.5 million calls and >250,000 deals made on the phone EACH MONTH.

6. **Experienced in Direct Response**, Non-Profit/Charity, eCommerce – call center services in Inbound, Outbound, Customer Service and Lead Generation, truly an array channel of communication.

7. **All development done internally**, development team sits in Miami, United States.

8. **Local sales & support offices** in 5 countries (United States, Peru, Dominican Republic, Venezuela, Colombia), other Latin America markets supported remotely

WHY CHOOSE US

Full Value Contact Center

WE KNOW HOW TO NEGOCIATE AND SELL

Full Value is not another "call center system provider". We have learned to help companies do business on the phone, both inbound and outbound.

WE HAVE OUR OWN TECHNOLOGY

Operating on our own Technology allows for Set-ups, Reporting, Script Modifications, Live Recordings and System Synchronizations to be seamlessly for our clients.

MAKING SURE YOUR CALLERS GET THE RIGHT AGENT

We can assign skills to each agent based on criteria such as language fluency, product knowledge, or even across campaigns.

50+ PRODUCTS, 15+ CUSTOMERS IN 5+ COUNTRIES TRUST FULL VALUE

DIRECTV

Full Value Contact Center

15+ CUSTOMERS IN 5+ COUNTRIES TRUST FULL VALUE

Maximizing Customer Contacts to Create More Sales Opportunities

OUR TYPICAL CUSTOMER INDUSTRIES

Full Value Contact Center

Media & Publishing	Software & IT services	Insurance
Telecommunications	Food supplements	PayTV
Energy	Business services	Home improvement services
Investing	Performance marketing	HR/Contracting
Charity & Fundraising	Consumer credit	Others

OUR TYPICAL CUSTOMER ORGANIZATIONS

Lead generation & Inside sales units

- Internal & service providers
- B2B
- Outbound projects

Call center & Telemarketing org's

- Internal & service providers
- B2B & B2C
- Inbound & Outbound projects

Outsourcers

- Product owners working with service providers
- B2B & B2C
- Outbound projects

Other segments include, e.g., Debt collection & Teleresearch

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KEY FEATURES OF FULL VALUE

Full Value Contact Center

Web-based system
You only need Full Value & an Internet connection.

Full agent interface
Everything a call center agent needs – from dialing to order-taking to time management.

Smart outbound campaigns
Designed to manage campaigns, calls & sales – including email and SMS.

Contact database
Use Full Value as your CRM for customer acquisition.

Flexible operator choice
Let us be your phone company. Or choose any other operator.

Reporting and live screen
Run off-the-shelf or tailored reports & show real-time data internally and to product owners

Contact intelligence
Full Value is integrated with B2B/B2C data sources.

Telephony options
Use VoIP, GSM or landline calling – or integrate with any PBX.

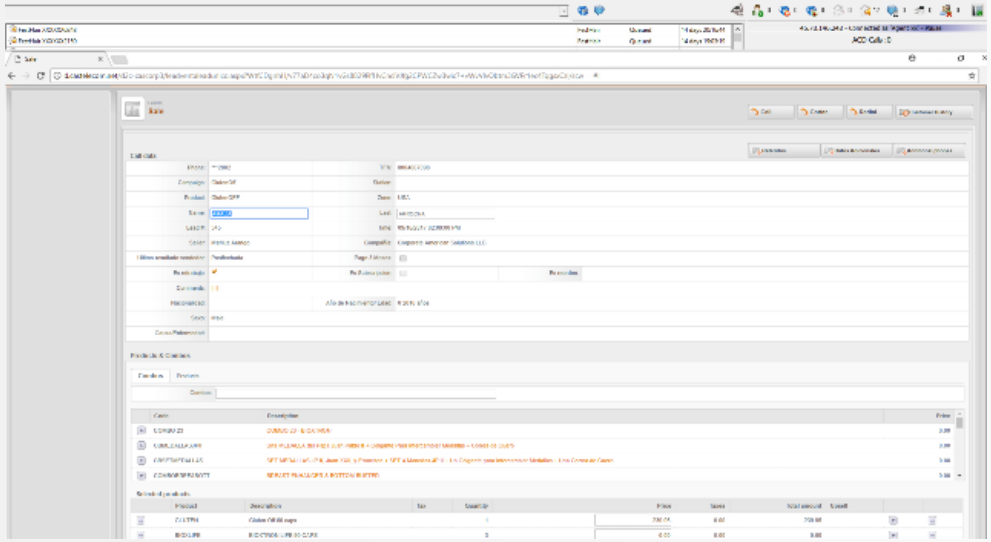
Dialer modes
Preview calling, progressive calling, predictive calling & more dialer options.

Quality control
Listen to call recordings & real time conversations. Track agent productivity.

Outbound & inbound
Make & receive calls. Use IVR. Full Value is the only system you need.

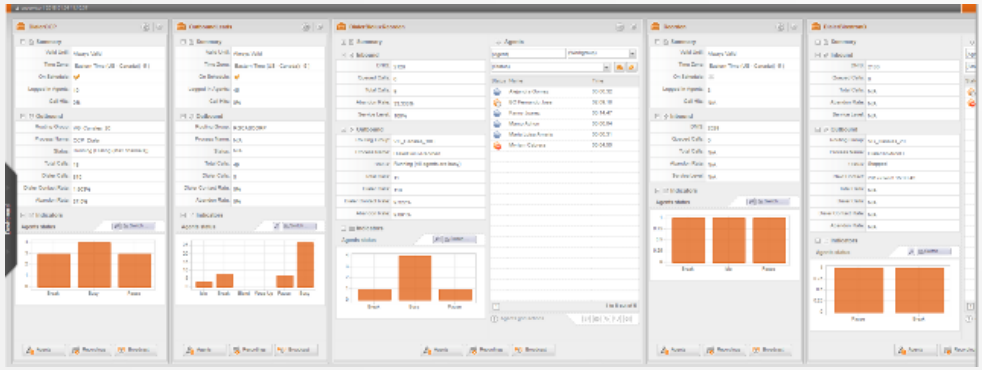
API
Link Full Value with your ERP & reporting systems.

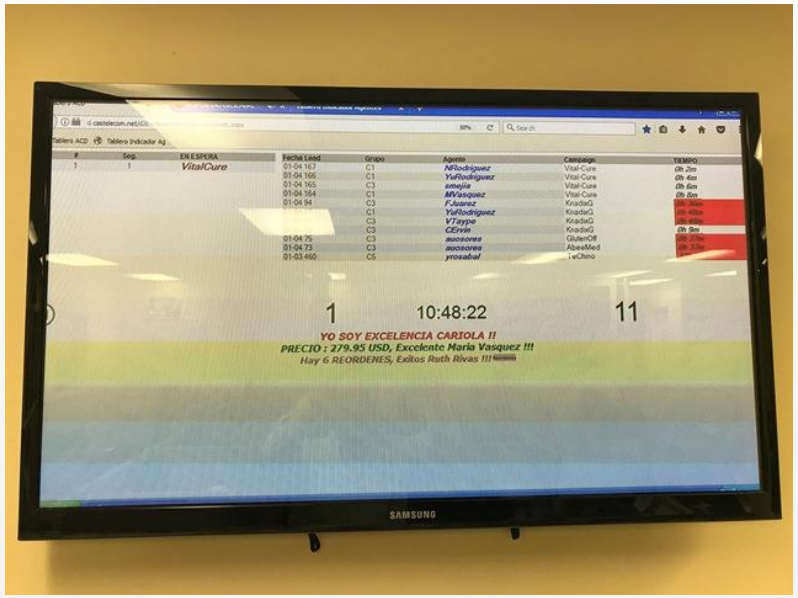
USER INTERFACES FOR DIFFERENT USER GROUPS



Call center agent / sales person

- User interface on computer
- All-in-one or integrated to 3rd party system
- Headsets





Manager

- Access all data and settings with web browser
- Can be pushed to 3rd party applications

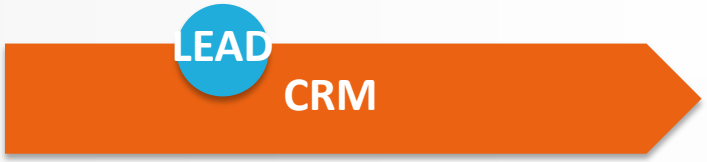
Team screen

- Selected data show to all office
- Can get special effects (bell for deal, etc.)

Full Value Contact Center

HOW FULL VALUE FITS IN AMONG OTHER SOFTWARE

Click-to-call on any CRM



Effective/automated outreach campaigns on any CRM

Cold leads exclusively on Full Value, follow-up steps on other CRM

Full Value runs the whole campaign

Full Value Contact Center

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BENEFITS TO EXPECT FROM FULL VALUE SERVICE

- Higher revenues
- Flexibility
- Less cost
- Better quality
- New business opportunities
- Link with other systems
- Control & coordination
- Less manual work
- Solid reliability

Full Value Contact Center

WHY FULLVALUE SERVICE?

	TCO* reduction	Revenue increase
Systematic and efficient customer outreach (through solid basic outbound features)	✓	✓
#1 complete feature set already today (e.g., sms, list handling/database, leaderboards etc.)	✓	✓
Rapid release cycles	✓	
Strong track record of reliability (>99.8% avail., no single outage in 3 months)	✓	
Flexible system to open (and close) new offices and projects quickly	✓	✓
Support to remote agents (viable telephony solution) & multi-office setup	✓	✓
Easy system for both agents and admin users to learn (quick recruiting & ramp-up)	✓	✓
Savings on phone bill (local carriers)	✓	
Same system used by subcontractors and e.g. sales departments (already in use!)	✓	✓

* Total Cost of Ownership

WHY FULL VALUE AS YOUR PARTNER?

	TCO* reduction	Revenue increase
Focus and R&I investments 100% in call center and inside sales systems	✓	✓
No compromises is reliability & data security (multitenant setup, separate virtualized DBs, 5 server providers, 2 full-time testers, SLL etc.)	✓	
Dedication to customer service (practically a 24/7 operation, chat support possibility to admin users etc.)	✓	
Company based in Miami (all communication & interfaces in Miami, local datacenter provider)	✓	
Perfect balance of being established and agressively growing/developing Full Value	✓	✓
Strong management team	✓	✓

* Total Cost of Ownership

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GETTING FULL VALUE IS SIMPLE & SAFE

Full Value Contact Center

Agent

25% < market price
/seat/month

Manager

25% < market price
/seat/month

Customer Service

25% < market price
/seat/month

- No fixed-term contract
- Starting from 1 Campaign
- Starting from 1 seat
- Use any operator

What are our obligations with the PCI Compliance?

Full Value Contact Center

We must ensure our customers' payment card data is being kept safe with every telephone transaction they make with us.

- Needing to test and
- Analyze systems
- Then fix and
- Report vulnerabilities

	Agent	Manager	Customer Service
Price	25% < market price /month	25% < market price /month	25% < market price /month
Features	• Phone book • Automatic redial • Call recording • Reporting • Call results • Agent tracking (incl. work-time tracking)	• Contact database • Contact lists • Campaign management • Product order • Call receipt • Email and SMS • Admin dashboard • Admin live listening	• Commission management • Manuscript • Meeting calendar • Account-level list mgmt and calling (“B2B”) • Conference calls and call forwarding • Admin live whisper
Agent interface	Basic	Advanced	
Outbound calling	Manual, Click-to-Call	Manual, Click-to-call, Power dial, Semi-automatic, Selective	
Inbound/outbound	Both		
Operator choice	Any VoIP or GSM operator	Any VoIP or GSM operator	Any VoIP or GSM operator
SMS	Included	Included	Included
User support	Included	Included	Included
Recording storage	6 months	6 months	6 months
Web service API calls	Unlimited	Unlimited	Unlimited
Extended security	SSL, IP restriction	SSL, IP restriction	SLL, IP restriction
SLA	99.98%	99.98%	99.98%

Full Value Contact Center

FULL VALUE SUPPORT CENTERS

Web site

fullvaluecc.com

Email

info@fullvaluecc.com

Global

Full Value Contact Center
7255 Corporate Center Drive, Suite E, Miami, FL 33126
Hotline: +305-529-3805 (Mon-Fri, 9am – 5pm EST)

Peru

Full Value Contact Center
Av. Guardia Civil 1321 Ofic.1202
Surquillo , Lima
Hotline: +4347523

Dominican Republic

Full Value Contact Center
Calle 30 de Marzo
Santiago de Caballeros 51000
Hotline: +telefono

Venezuela

Full Value Contact Center
Av. Diego Cisneros
Edf. Centro Empresarial DANISA
Hotline: +telefono

Colombia

Full Value Contact Center
Direccion
Direccion
Hotline: +telefono

Sales

First point of contact

Mr. Alex Bernuy
+1 305-529-3805
abernuy@fullvaluecc.com

Full Value Contact Center

FULL VALUE HAS AN ARSENAL OF FEATURES.

Full Value Contact Center

Calling methods
- Six methods (incl. B2B predictive)
- Light interface for click-to-call from browser

Reporting
- 200+ templates available
- DIY report template creation tool
- Live reporting to clients

User rights
- Multiple levels
- Individual campaigns can be blocked
- Offices & shifts

Agent management
- Activity log and revenue/cost per hour
- Work time approvals
- Company chat

Objectives/products
- Product fields
- Manuscript tool
- Meeting calendar
- Commissions

Campaign/list CRM
- Contact bank and DNC
- Order and contact stages
- Skills to link best agents with each lead

API
- Interface to lists & calls
- Also instant callbacks
- Some CRM integrations readily available

Contact capabilities
- Number live activity check
- B2B/B2C contact sources
- Link to product owner CRM/contact banks

Inbound
- “PBX in the web”
- IVR, skills
- Service level monitoring
- Call forwarding

Messaging
- SMS send and receive
- Email send
- Link to call results or send out message blast

Monitoring
- Live widgets
- Call monitoring options (full call recoding, call receipt, live listen/whisper)

Telephony options
- VoIP
- GSM
- Operator services
- Also: own PBX/landline