

OUR TEAM MAKES YOURS BETTER

AGR Group has nearly two decades of customer interaction under its belt, with literally millions of conversations about essential home services, billing, and industry trends. We have a fundamental understanding of the customer mindset, which is essential when it comes to offering products or services in a sales function, or answering questions and concerns during an inbound call.

We never forget the underlying mission of an effective call center. Customers have questions they need answered or problems they need solved. We take care of it with superior preparedness, product knowledge and clear communication.



Client trust is the most treasured asset of any service provider, and AGR Group has been earning it every day since 2002.

Personal commitment to our partners' success sets us apart from the competition.

1 CUSTOMER CARE

2 OUTBOUND

3 VERIFICATIONS

4 LEAD GENERATION & COMPLIANCE

For a free sales quote, visit:
AGRGroupInc.com

AGR GROUP™

AGR GROUP NEVADA, LLC
 6275 S. Pearl St., Suite 100-300
 Las Vegas, NV 89120

Phone: (877) 860-5780
 Fax: (702) 410-5785



1 CUSTOMER CARE

2 OUTBOUND

3 VERIFICATIONS

4 LEADS & COMPLIANCE

CUSTOMER CARE

Every AGR Group client is assigned an Account Manager who will manage their partner's needs through every aspect of the service, from technical implementation to scripting and staffing. Our Account Managers are available 24/7, with direct lines to company leadership for issues that need escalation. We are always available to you. That is our pledge.



REDUNDANCY

Automated response systems are effective in registering reported outages, but in times of emotional distress, hearing a reassuring voice on the other end of the line can mean a lot to a customer. Live-operator response during an emergency boosts customer confidence and brand affinity.

INBOUND SALES

AGR Group built its reputation on customer acquisition for the retail energy industry. We boldly declared "if we can't sell it, nobody can," and it's still true today. We are more than script readers. We are sales experts, schooled in a professionalism and proprietary approach that translates equally well to conversions through inbound calls.

CONSERVMORE

Environmentally conscious messaging is important to us, which is why we developed Conservmore in the first place. We specialize in green outreach initiatives, and can help your customers save money in their homes.

conservmore
 Energy Savings Starts at Home

RESIDENTIAL

AGR Group is a legendary outbound telesales provider. We focused exclusively on the energy industry for nearly 20 years, and now bring our expertise to all industries and service providers looking for organic growth.

COMMERCIAL

The commercial sales process is rarely a one-call close, as the decision maker is reached, partners are consulted or presentations are given to advisory boards. But our dedicated commercial sales reps "own" a prospect from first contact to resolution, which fosters a trust-building relationship that often aids in the sales process.

COLLECTIONS

From gentle reminders to more pointed conversations, our courteous and professional representatives kick-start your sluggish cash flow. Our call centers are PCI Compliant, which means we can handle customer payments safely and efficiently.

RETENTION

Every new customer is an investment, and it's much more cost effective to spend incrementally to retain or win back a customer who's already on board than it is to move on to the next prospect. We expertly remind the customer of your product benefits and preserve the longterm relationship.



LIVE

Live TPV remains the gold standard in verification services, as there's nothing like a human voice to clarify and confirm the terms of a deal. For AGR Group, it requires finding the sweet spot between delivering a warm, personal interaction and maintaining sharp efficiency to keep the numbers in line for our clients.

AUTOMATED

Through an intuitive, self-service application, clients can upload prerecorded scripts, assign data capture points and customer prompts, and edit scripts as needed. Custom reporting is accessible through the client portal.

SALES INTEGRITY

Let AGR Group lessen the burden on your internal resources and assist with the remote monitoring you're already conducting. Based on criteria developed by you, or in partnership with our Quality Control team, we can evaluate the performance of your sales vendors through monitoring of their outbound activity.



LEADS AND DATA

Most leads providers are simply middleman brokers who repackage old data and mark it up for resale. They don't understand the quality drivers of good data. At AGR Group, we stand behind the data we sell and work closely with our clients to maximize its effectiveness.

DIGITAL LEADS OPT-IN

What if there was a way to get around the DNC list and reach receptive prospects ready to sign up and stick with you long-term? AGR Group knows how. Our Opt-in program generates a web-based lead whereby the consumer proactively chooses to be contacted regarding your product. With that consent you are able to dial a residence on the DNC list, or even a cell phone, which is forbidden without express consent.

COMPLIANCE

Running a compliant campaign isn't impossible. It just shouldn't be left on the shoulders of uniformed or over-burdened internal resources. AGR Group can be your guardrail in establishing a compliant and effective marketing effort.



In fact, clients under AGR Group's direct supervision have never incurred a financial penalty for compliance infractions. Now that's an investment you can't afford not to make.

AGR GROUP'S CAPABILITIES

☒ ACCOUNT MANAGEMENT

☒ CMS INTEGRATION

☒ ONLINE CHAT

☒ E-MAIL

SAFE HARBOR COMPLIANCE ☒

OVERFLOW SUPPORT ☒

IVR COLLECTIONS ☒

FLEXIBLE STAFF ☒