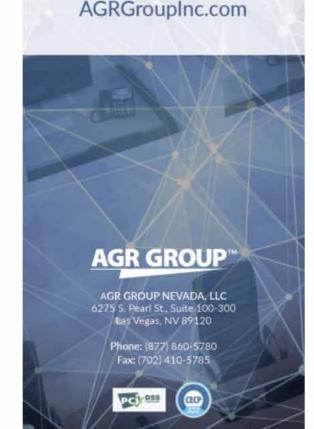
THE TRUSTED NAME IN BUSINESS PROCESS OUTSOURCING **AGR GROUP**



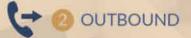




For a free sales quote, visit:



OUSTOMER 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

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.

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





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

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.

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.

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 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.

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.

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.



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 guardrall 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

SAFE HARBOR COMPLIANCE

OVERFLOW SUPPORT 🗸

IVR COLLECTIONS V

FLEXIBLE STAFF V



