

Telephone Survey



Callbox's highly trained agents do surveys over the phone to **determine** a company's current market standing. Through a telephone survey, Callbox representatives **interview** the client's customers and **ask them the right questions** to provide the market information that **applies** to the **client's business and/or industry.**

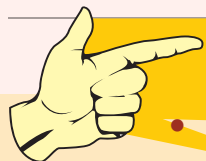
Information and feedback are two very important sources by which business moves are based. Telephone surveys are done if businesses need immediate knowledge on their customers' thoughts on the company, its product and/or services. Market research surveys done via the telephone is an indispensable tool for information gathering.

A telephone survey is a direct research tool which is reasonably reliable and inexpensive. It is wise and practical for businesses to launch a customer satisfaction survey or customer service phone survey and use the data gathered to plane more effective sales and marketing campaigns. But the question is "Does your team have the time to do interviews?"

Phone survey companies offer a variety of phone survey services — phone market research, customer survey services, and customer service satisfaction surveys. Callbox's highly trained agents do surveys over the phone to determine a company's current market standing. Through a telephone survey, Callbox representatives interview the client's customers and ask them the right questions to provide the market information that applies to the client's business and/or

industry. Our agents are trained to effectively collect as much valuable information as possible. Quality assurance analysts monitor all agents to ensure call quality. Our agents will follow a script which the client provides, or one which was created for the client by our sales and marketing experts. Additionally, the progress of the campaign may be viewed through Callbox's proprietary software PipelineCRM.

Contact us today to learn more about our Telephone Survey Services.



Other Services We Offer!

- Appointment Setting & Lead Generation
 - Targeted Call Lists
- Web Design
 - Search Engine Optimization
- Social Media Marketing
 - Event Telemarketing
- List Management

CALLBOX is an award-winning Sales and Marketing Company, providing world class customer contact services, IT, and other business solutions for clients from major countries around the globe. As a sales and marketing company, we provide global market access to medium-sized and large enterprises through direct marketing, web marketing, sales support database services, and advanced workforce management.

About Callbox

