

Work The Lead



Abstract

24/7/365 Outsource Call Center providing live customer service. Configure your entire use of an outsource call center through Work The Lead, a tab in your Salesforce organization.

Description

Work the Lead takes the contact center to a new level. Complete with lead capture, appointment setting, call transfers, order entry, Work The Lead ensures that leads are captured and then routed in the most profitable direction.

Our multiple-location lead management system populates the leads tab of individual Salesforce users.. included in our basic per minute pricing.

All changes to FAQs and scripts are live and immediately available to our CSRs. Toll Free and Point To Numbers cost nothing for active accounts and are active immediately. No more waiting.

Highlights

Name	Description	Type
Script Builder	Create dynamic scripts for outbound and inbound campaigns	X
Toll Free Numbers	Working, no charge toll free numbers that are immediately linked to your campaign.	X
Lead Distribution	Distribute leads to individual Salesforce users by zip code, area code, percentage and combinations of all three.	X
Campaign Types	Order Entry, Lead Qualification, Emergency On Call, Appointment Setting	X

Features & Benefits

- **Never miss an opportunity. 24/7/365 Lead Capture.**
- **No more waiting. Manage your Outsourcer through Salesforce.**
- **Instant set up.**
- **Easy management of multiple campaigns.**
- **Flag Leads and Contacts for Outbound Campaigns.**
- **Rollover minutes, no monthly minimums.**

Key Reports & Dashboards

Name	Description
Call Volume	Count of calls by date showing inbound or outbound volume.
Call Results	Disposition of calls. Shows the end result of a call and the level of successful or acceptable transactions.

Requirements

External Service	TeleDirect Communications
Salesforce.com Edition	Professional Enterprise

Specifications

Publisher	TeleDirect Communications
Type	Composite
Salesforce.com Certification	Yes
Pricing	Per Minute of Live Customer Service

■ = Custom Object, □ = Custom Tab, X = Composite Component

Work The Lead



Screenshot

Work The Lead
Professional, On Demand Customer Service

Setup • Help • Logout

Work The Lead
Visit the AppExchange

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Appexchange
developer network

Search
Go! Advanced Search...

Create
New...

Recent Items
WorkTheLead Logo
Tom Coshow
Tim Barr
test tester
Tom Test
Jack Black
Bob Jones
Dmitriy Test
Lana Soft
Recycle Bin

Control Panel
Logged in as Sys Admin Log Out

Work The Lead

Home
Campaigns
Locations/Leads
Products
Media Calendar
Toll Free Numbers
Call Reports
Account Information
Payments
Contact Us

Active Campaigns

Test Campaign View Campaign
Ring To Number: 916-349-7915

test View Campaign
Ring To Number: 916-349-7916

Locations

Dmitriy Andryushchenko View Location

Dmitriy Andryushchenko View Location

Sys Admin View Location

Tom Coshow View Location

Tom Coshow View Location

Tom Coshow View Location