

Contact Center Services Business Development
March 3, 4 Vienna, VA

Purpose: Would you like to start marketing and selling your contact center, help desk, answering service, and switchboard services? This course is designed for sales, business development, and marketing directors to learn about building the teleservices business. This training session provides information on identifying types of teleservices projects, how and where to identify prospects for commercial business, and how projects are priced to the customer. Time will be spent on developing an “elevator pitch”, how to create a unique message for your services, and how to approach prospects. Information will also be imparted on how the sales contract is structured and what to expect when closing the deal. Part of the day is also spent on building industry partnerships. This course begins with a site visit that is combined with the business planning course site visit.

Audience: Executives/CEOs, Project Managers, Middle Managers, Front-line Supervisors, AbilityOne/NISH Points of Contact, Marketing/Business Development Staff

HOTEL INFORMATION

Crowne Plaza Tysons Corner (McLean)

1960 Chain Bridge Road, McLean, VA 22102

Reservation: 888-465-4329 Tel: 703-893-2100 Fax: 703-356-8218

Room Rate: \$170 Parking: Complimentary

Reservations: Cut-Off-Date: February 2, 2010

**Transportation will be provided from the hotel to the NISH National Office, 8401 Old Courthouse Road, Vienna, VA 22182*