

SET THE TONE TO SELL.

THE POWER OF 30 SECONDS™

34%

of callers who hang up
do not call back.

68%

of all contact center
communications are handled
by phones.

Voice has the highest satisfaction
rating with consumers **(69%)**

Elements of a Successful Phone Call

- ✓ Personal
- ✓ Pleasant tone.
- ✓ Efficient/reasonable call handle, talk and idle time.
- ✓ Short time-to-answer.
- ✓ Active listening.



IndependentAgent.com/30Seconds