



Courtesy Call

VOLUNTARY GREEN PROGRAM SOLUTIONS

Drive customer participation with personal conversations

Engaging your customers with a personal call helps to grow awareness and program enrollments — all while boosting customer satisfaction. 3Degrees delivers trusted, reliable and effective outbound and inbound calling services for utility voluntary programs nationwide that help develop, launch and deliver results with high-quality sales or service campaigns.

How we deliver



COLLABORATIVE PLANNING

Our partnership starts with clear alignment on your goals and a detailed outline of how we plan to achieve them.



CUSTOMIZED TRAINING

Our agents are already trained experts on voluntary utility pricing programs, and they'll learn the details of your product, program, and customer service values so that they can answer customer questions effectively.



STRATEGIC SALES DELIVERY

We collaborate to design a sales strategy that meets your needs, including developing synchronized scripting and targeting to reach goals effectively.



SEAMLESS INTEGRATION

We call from local area codes, use the utility's caller ID, and validate numbers through telecom carriers to ensure the best possible deliverability and response.



ACTIVE MANAGEMENT

We closely monitor campaign results and adapt scripts and tactics to optimize performance and customer service.



STRICT COMPLIANCE

Our calls comply with all relevant federal (TCPA and FCC) and state telemarketing laws, including Do Not Call lists and autodialing rules.

KEY BENEFITS

- ✓ **PERSONAL** *With a focus on customer experience, we offer a personal connection that positions your utility as a trusted energy advisor.*
- ✓ **SECURE** *We adhere to strict data security protocols that maintain high standards for Personal Identifiable Information (PII) and the protection of your customers' information.*
- ✓ **INSIGHTFUL REPORTING** *Calls with your customers deliver crucial insights about the program and general customer sentiment, both of which can inform improvements to your program and marketing strategy.*
- ✓ **EFFECTIVE** *Deliver thousands of enrollments per year.*
- ✓ **ADAPTIVE** *Set up, scale, and make changes, as needed based on your goals and current events.*

3Degrees has conducted over 7 million calls across 10 utility programs nationwide, enrolling over 110,000 accounts.



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3Degrees™