



OUR WORKFORCE. YOUR SUCCESS.

LEAD GENERATION



Our specialist team will identify prospects that meet your criteria as a qualified lead.

The best use of the time and energies of your sales representatives, especially your top ones, should be spent on pursuing hot leads and closing business, not cold-calling for potential customers. Let **IDT Global Services** do the prospecting for you.

Our dedicated market lead generation team can:

- Generate Face-to-Face Appointments
- Qualify Leads
- Research Prospects

IDT Global's educated, dedicated telemarketing specialists will cost-effectively, open sales opportunities for your sales team. Whether you need help with a short-term campaign or long term revenue objectives, **IDT Global** can build a campaign to meet your needs.

Working with your sales professionals, **IDT Global** will develop phone approaches, direct marketing campaigns and prospect lists to enable our team to create sales opportunities.

Generate Appointments - Our team will secure scheduled face-to-face and conference call appointments with interested and qualified prospects. These appointments put your team on the fast track to more sales. We also provide extensive details with each scheduled appointment to ensure that your sales representative has a productive first meeting.

Qualify Leads - Our team will identify prospects that meet your criteria as a qualified lead.

Research Prospects - Our team can research prospects, providing you with key information essential to building your database.

ADDITIONAL SERVICES:

- Customer Service
- Customer Retention
- Database Management
- Inbound Services
- Seminar Enrollment
- Surveys and Polling

No language issues or cultural disconnects

When choosing a lead generation partner, there is often the option of high quality local agents or less expensive offshore alternatives. However, the offshore cost savings is more often than not reflected in a lower level of service. **IDT Global Services** renders this choice irrelevant by providing onshore quality and noticeable cost savings.

IDT Global offers call center agents who are native-born, native-speakers to North American and major European markets. Our agents are better able to relate to your contacts without any language barriers or cultural disconnects. Our lead generator agents care about the success of your company.

In addition, **IDT Global** is capable of handling calls in more than fifteen different languages. There is no other outsource center in the world that can provide this cultural mix and language capability all under the one roof of U.S. management.

SUPERIOR AGENT QUALIFICATIONS

While the diversity of our agents is impressive, it is their high level of education and professional expertise that distinguishes **IDT Global** from any other on or offshore facility.

THE TECHNOLOGY ADVANTAGE

Low phone costs and high technology

As a subsidiary of IDT Corporation, our global network-of-centers are built upon IDT's proprietary broadband network.

Our Contact Center uses IDT Corporations proprietary global communications network, which eliminates the 'middle-man' and provides greater reliability. This network also provides enhanced features that maximize efficiency and results. Contact center technology includes predictive dialing; automated call distribution; data gathering; Nortel Symposium System and Telephony@Work software.

ABOUT IDT GLOBAL SERVICES

IDT Global Services (formerly IDT Contact Services) is a leading provider of outsourced contact service solutions.

We provide quality, multilingual, turn-key contact management solutions. We offer around-the-clock, inbound/outbound, multimedia, legal and financial services. With facilities in Newark, New Jersey, Puerto Rico and Jerusalem, Israel, our multi-channel services are delivered over the IDT broadband network, providing optimal reliability, performance and security.

IDT Global helps maximize the value of our clients' customer relationships by communicating effectively with their customers, resulting in enhanced and meaningful business interactions and increased profits. With **IDT Global**, there are *no language issues and no cultural disconnects*.

IDT Global solutions are a seamless extension of our customers' activities, strengthening their performance with above industry standard service at below industry standard cost.

IDT Global Services was founded in July 2002, as a wholly owned subsidiary of IDT Corporation.

ABOUT IDT CORPORATION

IDT Corporation is the fourth largest U.S. long distance telecommunications company and has been publicly traded since 1996 (NYSE: IDT). IDT Corporation is headquartered in Newark, New Jersey and has offices in 17 countries serving retail and wholesale customers around the world. IDT Corporation's annual revenue approaches \$3 billion and holds \$1 billion in cash with no debt. Forbes named IDT Corporation as one of the 500 most profitable corporations in the United States. www.idt.net.



IDT GLOBAL CUSTOMERS

IDT Global Services has partnered and provided superior market research, sales, retention, technical support and other outsourcing services to international industry leaders such as:

- America Online (AOL)
- American Greetings
- Market Response
- NUR Macro Printers
- Big Word
- Rubric
- Le Vif Trends Tendances
- Numerous Charitable Foundations
- IDT Telecom
- Bank Leumi
- OneTel (2nd largest UK phone service provider)
- Algemeen Dagblad (Second largest Dutch daily newspaper)
- Netgear
- OfficeMax
- Barnes & Noble
- Sears
- Exxon Mobil
- Walgreens
- Hess
- Optimum Voice
- Western Union
- The Wall Street Journal Europe

For more information about IDT GLOBAL SERVICES call: 1.888.438.8843
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