

Each month **thousands** of call center professionals are online visiting our communities searching for industry knowledge.

- Introduce your company to our audience when they are looking for your specific product or service.

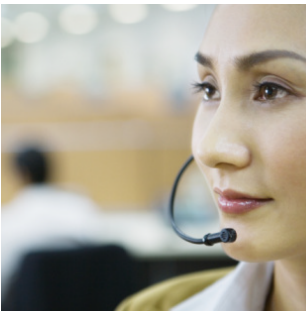


TELEPLAZA

In Partnership with **CALL CENTER JOBS** [.COM](http://CALLCENTERJOBS.COM)

Every day, people go online to find information and compare prices and products.

– Are they finding you?



Since its inception in 1995, TelePlaza has been delivering “niche” online content to the call center community. Our 20 years of experience has allowed us to evolve into an Online Media entity providing a “one-stop-shop” experience for the call center community.

Whether you are selling a \$200,000 cloud software solution or a \$79 headset, TelePlaza.com organizes and categorizes content so visitors can locate your company by keyword, metro area, industry specialization and call center application.

2,832

ON AVERAGE, OUR COMMUNITIES RECEIVE
2,832 VISITORS EACH DAY.



CALLCENTERJOBS.COM

Create multiple opportunities for buyers to find you

WE SPECIALIZE IN DEMAND GENERATION

Demand Generation is the art and science of creating, nurturing, and managing buying interest in your products and services through campaign management, lead management, marketing analysis, and data management. TelePlaza works with you to CREATE, MANAGE and DISTRIBUTE your content to the Call Center Community.

Today's buyer of products and services is different than just 10 years ago. Today's buyer acquires their information online, through various sources, on a timeframe that makes sense to them. Having your Content on TelePlaza and our Partner Communities makes your firm accessible to this audience 24/7/365!

Our community provides an environment that facilitates the process of delivering relevant information to today's buyer through Demand Generation. Create an Ad in your Category on CallCenterJobs.com – upload your White Papers, Articles, Press Releases, Webinars and Webcasts, etc. and make them available to our audience. Visitors have several ways to find you – by searching keywords, metro area, industry specialization and call center application. Plus everything that is new to our website is referenced in our newsletter, which reaches thousands of subscribers each month.

EDITORIAL CALENDAR

One of the more effective ways to get your firm exposed within the industry is in our Blog which includes an Editorial Calendar featuring content related to 45+ Product and Service categories featured on CallCenterJobs.com. A Guest Blog post is a great way to create content to tell your story to our audience. In addition, these blog posts get picked up on the search engines, providing your firm with additional visibility.



"Throughout our 15-year relationship with TelePlaza.com, we have continually received quality leads and most importantly, we have made multiple sales. Having a presence on TelePlaza.com gives us additional credibility and allows us to make contact with companies actively looking for our services online."

STEVE TRIFELOS

Intelemedia



CALL CENTER JOBS .COM

As of **November 15, 2014** TelePlaza.com has been acquired by CallCenterJobs.com and is managing the **NEW** Community Resource Center and Education section within CallCenterJobs.com.

*Community
Resource Center*

Supplier listings will appear on both sites.
All pricing and services are located on the following pages.

COMMUNITY RESOURCE CENTER

GENERATE LEADS THROUGH OUR
CALL CENTER AUDIENCE

Do you want to increase your presence within the call center community to generate leads and increase sales? Deliver your message in our Community Resource Center.

Why The Community Resource Center?

Today's buyer of products and services acquires their information online through various sources on a time frame that makes sense to them! Reach thousands of these modern call center professionals making \$70,000+ per year by listing your company in the Community Resource Center on www.CallCenterJobs.com.

SEND US YOUR CONTENT TO HELP BUILD YOUR BRAND

IN **3** EASY STEPS

Community
Resource Center

STEP

1

WE ORGANIZE AND CATEGORIZE YOUR CONTENT
ON OUR SITE IN THE FOLLOWING CATEGORIES:

PEOPLE

- Analytics - Consulting
- Hiring
- Personal Development
- Quality
- Social Media
- Telesales
- Training
- Virtual Agents
- Workforce Optimization

PROCESS

- Benchmarking
- Best Practices
- Blended / Workload
- Consulting
- CRM
- Planning
- Management
- Metrics / Analytics / KPI
- Self Service

OUTSOURCING

- B2B
- BPO
- Inbound
- Multichannel
- Multilingual
- Outbound
- Social Media
- Virtual Call Center

TECHNOLOGY

- ACD Call Routing
- Call Recording
- Cloud Contact Center
- Dialers
- IVR
- Mobile
- PBX
- Reporting
- Small Call Centers
- Speech Analytics

24/7/365
BRAND AWARENESS
REACHING EARLY, MID &
LATE STAGE BUYERS

WHO SEES YOUR MESSAGE?
14,000 PEOPLE
MAKING \$70,000+ PER YEAR

CALL CENTER JOBS **.COM**

SERVING THE CALL CENTER COMMUNITY SINCE 1998.
JOBS. EDUCATION. KNOWLEDGE.

COMMUNITY
RESOURCE CENTER

Questions? Call us at 1.888.353.7529.

Community Resource Center

STEP

2

CONTENT IS DISPLAYED IN OUR RESOURCE CENTER.

The screenshot shows the 'Community Resource Center' page on CallCenterJobs.com. The page is organized into several sections:

- Navigation:** HOME, SEARCH JOBS, CANDIDATE CENTER, BUYERS GUIDE, BLOG, ADD CONTENT, EMPLOYER CENTER, POST A JOB.
- Left Sidebar:**
 - Community Resource Center
 - People
 - Process
 - Technology
 - Outsourcing
 - Add Your Content
 - CONNECT WITH US (Facebook, LinkedIn, Twitter, Email)
 - Subscribe to Newsletter
 - PEOPLE (Hiring: 4, Quality: 2, Talents: 14, Training: 4, Virtual Agents: 1, Workforce Optimization: 4, Retention: 2, Site Selection: 1)
 - PROCESS (Analytics: 4, Benchmarking: 11, Best Practices: 42, Blended / Workload: 11, CRM: 4, Management: 10, Metrics / KPI: 33, Planning: 2, Self Service: 11, Social Presence: 7, Customer Experience: 15, Multi-channel: 11)
- Main Content Area:**
 - HIRING:**
 - Richard L. Bencin and Associates: Richard L. Bencin & Associates is the world's premier call center recruiting firm. It is the very first (since 1981) and the largest over the years by placing thousands of executives with clients all over the globe. [more](#)
 - EmployeeAnswers: If you have Top Performing people in ANY position we will use our [EmployeeAnswers](#) system to help you find the best talent for your business. [more](#)
 - FurstPerson: Who's answering your staffing challenges? Furstperson builds customized staffing solutions for inbound and outbound call centers. You'll benefit from our screening process which selects the top applicants. [more](#)
 - PEOPLE:**
 - 1 The Workforce Performance Report - Q4 Report: Key factors impacting the performance of today's customer facing workforces ... [more](#) (EVOLV)
 - 2 Call Center Building Ready for Tenant: 25,985 SF of office space for lease. Zoned general office and is built-to-suit. Great interstate access from 102nd and Fort streets in Omaha, NE. ... [more](#)
 - 3 Webinar: Contact Center Staffing: Hiring and Onboarding - Online Webinar by ICHI [more](#) (ICHI)
 - PROCESS:**
 - 4 Webinar: Hiring for an Exceptional Customer Experience - Technology Showcase [more](#) (CRMchange.com)

WE DELIVER YOUR CONTENT 3 WAYS

This screenshot shows the navigation menu for the Community Resource Center. It includes links for:

- Home Page
- Resources
- Outsourcing
- Software
- Services
- Add Your Firm
- EMPLO (Employee Login, Submit Your Res, Community)

Company Listing
Companies are organized by category.

This screenshot shows the 'SEARCH ADS' section, which includes:

- RSS Feed and Learn more... links.
- NEW! Education / Knowledge
- Review Product & Service Information
- SEARCH CONTENT button

Content Ads
Premium placement in categories.

This screenshot shows the 'Resources' section with a list of articles:

- 1 **Training Symposium - Nashville June 24-27**: Vital interactive instructor-led classroom training for contact center professionals - featuring an intimate environment and peer-to-peer networking. ... [more](#) (ICHI)
- 2 **eBook - How do you increase customer satisfaction? Get more from your existing staff? Stay motivated while increasing revenues?** Industry leaders around the world answer these questions with Genesys. The ebook shows you how 20 Genesys customers achieved results. ... [more](#) (Genesys)
- 3 **Conference**: May 8-9 in San Diego - Contact Center Expo & Conference (formerly ACCE) is known worldwide as an essential forum for educational growth, top networking, and the sharing of significant and proven best practices. [more](#) (ICHI)
- 4 **Case Studies**: Pronto's Processes Skyrocket NonProfit's First Call Resolution Rates. Pronto Connection

Resources
White papers, Webinars, Case Studies, Videos, etc. displayed in multiple areas of our site.

Community Resource Center

STEP

3

CONTENT IS DISTRIBUTED VIA OUR SOCIAL MEDIA NETWORKS AND INDEXED ON ALL SEARCH ENGINES!

The Social Media Influence:

Content added to the Community Resource Center is also distributed through our Social Media Channels so it is distributed to the RIGHT people at the RIGHT time.

Blog / Editorial Calendar:

Our Editorial Blog is an "organized and categorized" collection of resources housed in the Community Resource Center. Each week the Blog covers new and existing content by category as well as Supplier Profiles, Executive Interviews, etc.

SEARCH ENGINE OPTIMIZATION
YOUR CONTENT ON THE FIRST PAGE OF THE SEARCH ENGINES

CALL CENTER JOBS .COM

SERVING THE CALL CENTER COMMUNITY SINCE 1998.
JOBS. EDUCATION. KNOWLEDGE.

COMMUNITY RESOURCE CENTER

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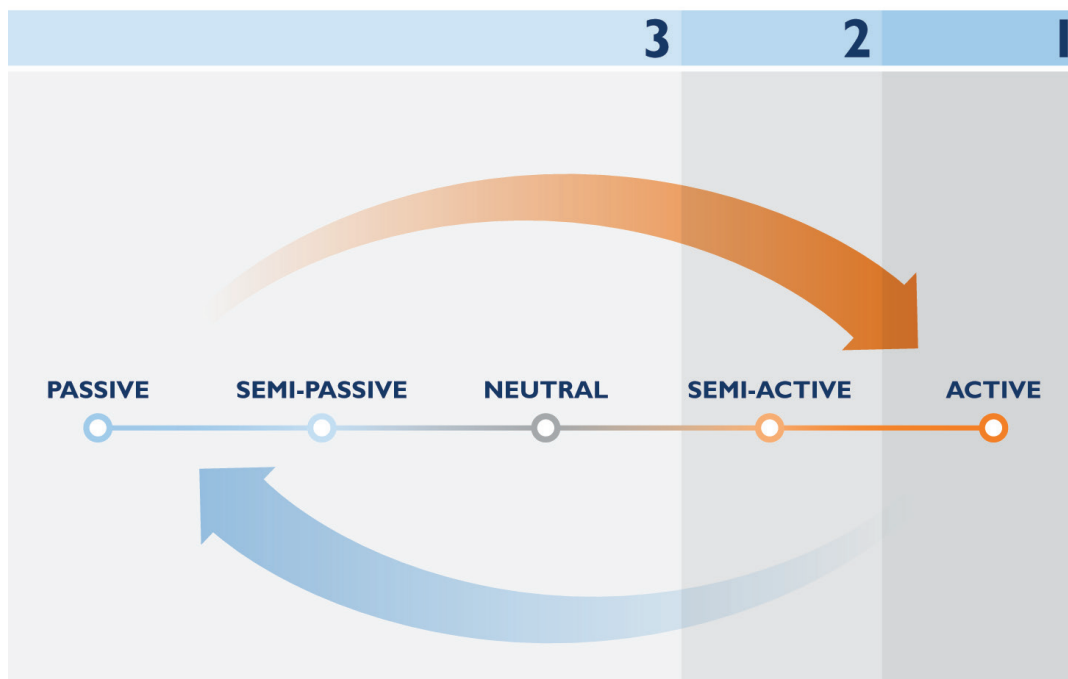
CALL CENTER JOBS .COM

SERVING THE CALL CENTER COMMUNITY SINCE 1998.
JOBS. EDUCATION. KNOWLEDGE.

Market your company to thousands of monthly visitors making \$70,000+ per year.

No longer just a job board, CallCenterJobs.com combines quality industry jobs and relevant industry content creating an environment where call center professionals can actively look for jobs or search for industry products and services in our Community Resource Center:

CANDIDATE LIFECYCLE



The Career Hub serves call center professionals by providing up to date content from industry suppliers – and – the ability to easily find open positions from quality employers that can further their career. We provide an environment where professionals find value in visiting CallCenterJobs.com at any point in the Candidate Lifecycle.

*Community
Resource Center*

 **JOB BOARD**

 **CAREER HUB**

Tracking your Online / Content Marketing results to determine a return on investment is a responsible – but also a time consuming and costly practice. Whether your firm has an Inbound Content Marketing program in place to track results or have decided as a company that you cannot create enough content to sustain a program, our service offerings will consistently KEEP your firm in front of our audience when they are looking for solutions for their call center.

We WANT your content! The more quality content we can provide our audience the MORE they will count on us as a reliable resource for quickly locating quality industry product and service suppliers. Our goal is to produce quality content – not to charge customers for every transaction with us! Become a customer and send us your content (content@callcenterjobs.com) when you have something new to promote and we will add it to the site at no extra charge!

Company Profile Package \$900/year

- Logo, Company Description
- Links to all Active Content
- Top 6 Listing in ONE Category
- Two (2) Resources Links
- One Content Ad per month
- Manual Job Postings – 12 per year

Content Ad \$600/year

- You create your one-page message
- Listed in up to 3 categories
- Ad rotate every 30 days
- Great for SEO purposes

Text Link \$350/year

- Company name and 25-word description
- Direct link to your site for SEO purposes

*Resource Listings \$100 each/year

- With purchase of Company Profile Package or Content Ad
- Webinars
- White Papers
- Case Studies
- Videos
- Conference
- Press Releases

**Ongoing listing in Resource Directory – refreshed every 30 days*

Blog Posts FREE to customers

Job Postings

- Single Job Posting \$225
- 90 days unlimited postings (Single location) \$375
- Annual Unlimited Ask for Quote

ACT NOW!

FIRST COME / FIRST SERVED:

Sign up today to reserve your spot at the top of your category & for BEST positioning in our database. Database search results are displayed by DATE so early entries will benefit from BEST search positioning!

Questions? Call us at **1.888.353.7529**.