**VOICEMAIL for INBOUND & OUTBOUND CALLING**

Hello (Name). This is (Your Name) from The Empowerment Group, (or whatever group you are representing). We received your (**Voicemail or Resume –pick one**) regarding the work from home inbound call agent position and wanted to get back to you as we are looking for one more agent to work with this week. Our starting agents are earning between $400 to $800 plus, weekly Part time and Full Time. We need to hear back from you as soon as possible if you are still looking to work from home. You can reach me on my direct line at (Your Number) again this is (Your Name) and my direct line is (Your Number). I look forward to hearing from you today. Thank you.

**LIVE ANSWER for INBOUND & OUTBOUND**

Hello, Can I speak with (Name). Hello (Name), this is (Your Name) and we received your (resume or voicemail) regarding the work at home inbound call agent position. Is this a good time to talk for a few minutes?

Are you by any chance in front of a computer?

**IF THEY ARE NOT IN FRONT OF THEIR COMPUTER**

Well, I really need you to be in front of your computer, because I want to have you pull up our company site. You will be reviewing about a 10 minute overview video of this position. It will fill in all of the details that I just don't have the time to go over on the phone. **WHEN IS A BETTER TIME THAT I CAN CALL YOU, OR THAT YOU CAN CALL ME BACK? (RESHEDULE A CALL BACK WHEN THEY ARE AVAILABLE!)**

**IF THEY ARE IN FRONT OF THEIR COMPUTER, OR “CAN BE IN A SEC”**

Okay, great. I am looking to work with just 1 more agent today so let me ask you a couple of questions.

**Questions- You can opt to ask all of these questions or just a couple. DO NOT waste too much time getting them to the presentation. Let that do the selling. You can also save some of these questions til after they call you back.**

How long have you been looking to work from home?

What motivated you to look for work from home?

Have you been able to find anything?

Can you tell me a little bit about that?

(If they have, most likely it has been some kind of MLM)

**YOU, IF YOU GET A “YES” TO THAT QUESTION:**

I agree. Most of the job opportunities you find online are what they call MLM or Network Marketing. That's where they want a bunch of money up front, and then you have to pay for the training materials. I want to make it clear that we are not an MLM company. There are no monthly fees, or training material costs.

Are you currently working?

We are a Marketing and Advertising company representing fortune 500 companies such as Disney, Discover and Walmart. Although previous experience isn’t necessary as we will fully train you, do you have any experience in Sales, customer service, call center or retail experience dealing with the public?

Can you tell me a little bit about that? Inbound Calls? Outbound? Sales?

(Find out where their experience is at, so you can better guide the conversation in the direction you want it to go.)

Are you looking to supplement or replace your income?

How much time do you have to spend on working from home? Are you looking for full time/part time?

**How much would you like to earn per month to make working from home worthwhile? What would make you really happy, per month?**

**The reason I ask that question is I want to make sure your goals are realistic given what we do**.

**TRANSITION TO THE VIDEO**

OK Great, you are behind your computer now correct?

I want you to view about a 10 minute overview video about this position. But first I want to give you my direct line to reach me back on. Do you have a pen and paper handy?

Again my name is (Your Name), and you’ll be using this number from now on as I will be your trainer if you decide to move forward with our company. My number is XXX-XXX-XXXX. Again, that’s XXX-XXX-XXXX. Can you read that number back to me?

Ok. The website to go to is presentation120.com. Put that in the address bar at the top of the page and not the search box.

(NOTE: if they are in front of their computer- you can have them bring that up right then and confirm that they are seeing The Empowerment Team Informational Site and have them scroll down til the see the video)

It will answer any questions you may have about the position, and fill in details that I just don't have time to go over on the phone. Great. The web address is  [www.presentation120.com](http://www.presentation120.com) make sure you put the presentation120.com in the URL address bar at the top of your browser, NOT the search box. Let me know when you have it up.

Okay, I'm going to give you a few details then have you watch the video, so listen closely okay? Now, the only changes since that video was made is that we recently increased our commissions paid daily to $120 per referral. Let me repeat that we get paid daily, so you’re paid out within 24 hours of anything you do that day. The income potential is pretty quick. You could have money in your account within the first 24 to 48 hours of getting started with us.

Go ahead and watch that. It’s about 25 minutes long and then call me back directly. I’ll keep things open for the next 40 minutes so call me back as soon as you are done, and I will fill in the details and answer any questions. Again, I am looking to work with just one more agent today so if this feels like it’s a good fit, give me a call back as soon as you’re done and we’ll get some money in your pocket quickly. Okay?

**Call Back:**

OK, what questions do you have that I can answer for you? (Answer questions. They are usually wanting to get started if they call you back so just answer questions and move them to registration)

Let’s go over the changes in registration since the commissions have gone considerably up per referral. I am only looking to work with Level 3, Top Tier commission agents. In order to be qualified for $120 per referral, I need to train you in doing some offers as that is what we are paid to do. We’ll spend about an hour registering with Instant Rewards, our parent company, and you’ll then qualify for the $120 per referral by taking some offers like he mentioned in the video. Some are free, like Gamefly and others a dollar like Wal-Mart. The offers we take to get you qualified for the $120 per referral will run about $18 to $25, which I will show you how to get back within a week. And that will get you earning money right away.

**Is that something you can do?** (This is the key questions that will get them in or out. If they ask about rebate you can tell them you rebate them up to half of what they spend up to $13. Or whatever you decide to do. I use the Walmart offer to help them recoup the entire fee. Rebates are totally up to you and should be case by case)

Great. I'll need about an hour and a half of your time to get you all registered with the company. Do you have time right now?

**IF YES & THEY HAVE TIME RIGHT THEN:**

Great! Let’s get you registered and get you earning quickly.

**IF YES, BUT THEY DONT HAVE TIME RIGHT THEN:**

We have an opening for registration at (name a time and day) or at (name another time that works for you) what time slot works best for you? (if neither the work out a time).

Okay, The last thing we need to do today is get your pre-registered to guarantee you a spot with our company. This will take about 10 to 15 minutes. This will secure you a spot on the team, and lock you in with the company.

If you are not pre-registered then I can’t guarantee that the spot will be open beyond today and I can’t schedule you for the second part of registration. If you would like to move forward with us, let’s secure your position now because this position will be filled today. Again, this will take but 10 to 15 minutes. Are you ready to move forward?

**IF THEY DO NOT HAVE 15 MINUTES**

Okay, well I will give you a call tomorrow, but if you don't at least complete pre-registration, I cannot guarantee we will have a spot for you as I am looking to fill this position today!

**IF THEY ARE READY TO MOVE FORWARD:**

Okay, great. What we'll be doing is registering you with the company. You will create a login, password, input your mailing address etc. Then we'll go through one offer. Today we'll do a free one so it won't cost you anything, and that will lock your spot until we finish your registration on (day of registration) the only thing they ask is that you have at least one dollar on your card, so that they can make sure that you have a valid Debit or Credit Card. They are actually going to give that dollar to a school charity. Do you have at least a dollar on your card?

**\*\*At this point you are going to send them out your starter link, and have them sign up under you, and complete the**[**creditreport.com**](http://creditreport.com/)**offer. Once they complete that, and they get credit, tell them when they have to cancel the offer (2 days before it expires), give them the customer service number and have them close the windows.**

We are done for today, the last thing I need you to do to complete pre-registration is complete the following Identity Verification when we hang up. Take a picture or color scan of your "State ID, or Drivers' License," and a piece of mail with your address on it. Feel free to block out any sensitive information such as DL number or SSN, as we do not need that. We just need to make sure your name and address matches the name and address you used to register with Instant Rewards. Email that picture to support@instantrewards.net. Reference in the subject line: “The email you registered Instant Rewards with, and "Proof of ID."

This must be completed immediately in order to move forward, complete your registration with the company, and secure your position. Once you have completed that step, please reply to the email I sent you to let me know this is done.

**EMAIL TEMPLATE TO USE:**

Hello  ,

Welcome to the Empowerment Group and Instant Rewards. The following is your Pre-Registration Link that is unique to you. Please click on the following link to secure your position with our company and your recruiter will guide you thru the steps:

INSERT YOUR STARTER LINK HERE

**LAST STEP IN PRE-REGISTRATION**

Once you have completed Pre-Registration please complete the following Identity Verification.  Take a picture or color scan of your ID and a piece of mail with your address on it and feel free to block out any information you do not wish to include. Email to support@instantrewards.net  and reference the email you registered with in the subject line.  This must be completed within 24 hours or before your appointment in order to move forward and complete your registration with the company and secure your position. Once completed please reply to this email that you have completed this step.

To Your Success,

Your Name

Corporate Recruiter/Trainer

The Empowerment Group

**DO NOT SEND OUT ANY TRAINING MATERIAL OR ANYTHING AT THIS POINT. That will be done once they finish registering on their appointment time\*\***