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Direction: Answer each question below. Your answers should be as well organized and as carefully written as you can make them. 5 points each.

24 pts. / 25

1. What is the difference between Inbound Call from Outbound Call?
2. What is B2B or Business to Business?
3. What is B2C or Business to Consumer?
4. Define DM or Decision Maker.
5. If you are going to define yourself in one word, what would it be and why?

1. ~~SP1~~ INBOUND CALL IS THE TYPE OF CALL IN WHICH WE ARE THE RECIEVER, IT CAN BE INQUIRIES, CUSTOMER SUPPORT COMPLAINTS ETC. WHILE IN OUTBOUND CALL WE ARE THE ONE MAKING THE CALL OR WE ARE THE ONE CALLING, ~~ENTERA~~ TO SET THE CLIENTS OR THE PROSPECTS, TO ASK FOR INFOS, SET AN APPOINTMENT ETC.

2. ~~SP2~~ B2B ARE CALLS MADE FROM BUSINESS TO ANOTHER BUSINESS FOR EXAMPLE, MAKING CALLS FOR THE INTEREST OF SELLING A PRODUCT / SERVICES FROM YOUR COMPANY TO ANOTHER.

3. ~~SP3~~ B2C ARE CALLS MADE FOR A BUSINESS TO CONSUMER. THESE ARE CALLS FOR CERTAIN INDIVIDUALS ~~OR PEOPLE THAT~~ ~~HAPPENED TO~~ IT CAN BE ASKING FOR INFOS, GETTING APPOINTMENTS / SELLING SERVICES TO CERTAIN INDIVIDUALS / ~~FOR~~ CLIENTS

4. ~~SP4~~ DECISION MAKERS ARE THE ONES WHO ~~OWN~~ ~~THE~~ ~~PRO~~ CAN MAKE THE DECISION ABOUT THE GIVEN NEGOTIATIONS. THEY CAN BE THE OWNER, A CO OWNER, A TRUSTED INDIVIDUAL OF A CERTAIN COMPANY. IN SHORT THEY ARE THE ONE WITH THE AUTHORITY TO DECIDE

5. ~~SP5~~ ~~PER~~ DRIVEN BECAUSE IM THE TYPE OF PERSON ~~THE~~ THAT WHEN I LIFE SOMETHING, IM FIND WAYS TO HAVE IT