



Because call centres don't need to suck.

Our common-sense recipe, augmented by tech, delivers world-class experiences quickly and profitably. **We've proven it.**



IS YOUR BUSINESS 7XP COMPATIBLE?

This is the **sadly familiar** lousy experience that most customers face:

The windy road of customer frustration:

- 1 I have an issue or want to buy something.
- 2 How the heck do I even contact this brand?
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- 4 A human (after 45 minutes)! Ugh – false alarm, wrong department.
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- 7 Finally the right human... or not. They're hard-to-understand, barely competent, and don't have the knowledge, resources or authority to help me. Screw this.

It's always the same: poorly engineered experiences and disengaged workers, led by managers whose best idea is to cut another dollar of cost. Don't get us wrong, we love making you money too – but it turns out that delivering great experiences also delivers more value for your call center dollar, period.

FIND OUT HOW



Today's **Lousy Call Centres** Odometer:

76,208,912 1,524,178,240

Annoyed Customers

Minutes Wasted

1,270,148,533

Dollars Wasted Forever

Thus far, today's great call center injustice – visualized*. And yes, we do take this personally. So personally, in fact, that our entire reason for being is to challenge sales and service mediocrity and replace it with something exponentially better: us!

*based on an estimated number of poor services experiences, lengthy call times, and needless costs that result, on a daily basis, among North American consumer brands.

Squeeze **more juice** out of the orange.

- 1
- 2
- 3
- 4

We've managed to formulate a tried-and-true sales approach that is industry agnostic. Using existing lead pools, we deliver more sales and a much better customer service experience *at a similar cost per sale.*

SEE HOW IT STARTED



What **our clients** are saying:



7XP is truly a different kind of call centre partner. Their unrelenting focus on quality and customer experience delivers superior results on revenue, cost AND CSAT. No one does it better.

Brent Johnston
Former President – Rogers Wireless

Ask us how our founders **impacted these businesses:**

Telcom

Financial Services

Retail

Automotive

Other



AT&T



ROGERS

SaskTel



Shaw)

T Mobile

TELUS

7XP CALLBACK GUARANTEE

Your time is valuable. You'll never wait longer than 24 hours to hear back from us.

CONTACT



7070e Farrell Rd SE #7
Calgary, AB
T2H 0T2, CA



Home
Who We Are
Our [Unorthodox] Approach
Work @ 7XP
Contact



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OUR UNORTHODOX APPROACH

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IS YOUR BUSINESS 7XP COMPATIBLE?

How the 7XP **co-sourcing** process works



Whiteboarding the real vision

We facilitate brainstorming sessions to align what we build with what you want, and establish the necessary steps that are required to make the vision you have for your business a reality.



Design a human experience

The ideation phase. We establish the steps that must be taken to create a more human-centric experience. Giving the human touch ties into generating more income and improving the reputation of your brand.



Build it!

Next, we put together a reinvented sales and service experience, custom-tailored to your company's objectives, augmented by technology (that we build or integrate to), and primed for maximum value creation.



Operate it

Finally, (and this is the best part) we run your new-fangled sales and service experience for you, allowing you to focus on your core product or service, what you enjoy best. This is where you let us make you look good.



Why the 7X Powered experience works

1

“Co-sourcing”, not outsourcing.

We’re not just another third-party vendor: we will operate as an extension of your business. And, like any healthy relationship, we will maintain open communication: your success is our success and vice versa.

2

Our **quality-first**, conversion-obsessed, approach.

A model with a quality-focused foundation means that everything else (like making lots and lots of money) comes easier. By creating strong relationships with your customer base, we’ve proven up to **4X** the sales conversion vs. ‘commodity’ vendors.

3

The **Prove-and-Grow** approach.

We love the idea of launching a pilot and competing with your existing models! We “bet” you we’ll show you substantial gains. After that, we’re very good at scaling fast.

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Great **tech** to drive great insights.

Half of the 7XP magic is our super-cool tech, which then enabled lots of analytics. When providing strategic guidance, we take into account every meaningful data point and metric that can be realistically gathered through our proprietary platform.



Our **Guarantee***

Let us help you and truly collaborate with us in the process, we call this co-sourcing not outsourcing.

We are so confident that co-sourcing with 7XP will yield an immediate 2-4x improvement in inbound and/or outbound sales productivity, while also seeing an increase in CSAT, that we won't ask you to commit or scale until we've proven it. Even then, we'll continue to prove it, as we scale.

7X Powered will **transform your COST centre into a PROFIT centre.**

Your product may be the best in your industry, but that becomes moot if your company is hemorrhaging sales opportunities and customers. We can transform your sales and service experience from a “necessary evil” into a highly strategic value creation channel.

LET US HELP

7XP CALLBACK GUARANTEE

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CONTACT

WORK @ 7XP

This company runs on **mindset**.

There's always room for more out-of-the-boxing thinkers, get-shit-done attitude-havers, and mediocre-service haters.

IS YOUR
BUSINESS 7XP
COMPATIBLE?

You're not just working for the company-issued
sit/stand desk.



We hire for slope, not intercept.

Be excited by your own potential. Regardless of where you start with 7XP, your long term possibilities are endless.



We love ideas, and get shit done.

You have the power and support to make your wacky (but genius) ideas a reality.



For us, data = opportunity.

You have access to useful data and insights to help you grow and improve.



Learning is a forever.

We want you to continue learning and improve your skills, that's why we invest so strongly in coaching and training.



We're big on human connection.

The idea of interacting with other humans doesn't need to completely fill you with dread. In fact, we'll show you, it's easy to get addicted.



Technology means we can build whatever we can dream.

We love the idea of implementing technology, wherever possible, to make your job easier and more efficient (and cooler).



Performance

You're a straight-up superstar, and you know it!

What the **culture** @ 7XP is all about.

7XP is built on the idea that positive human interactions are what make the world go round. This is a philosophy that drives our workplace culture as well. You will be encouraged to share your thoughts and ideas, and we will cheer you on as you grow with the company. We're together on the ride, highs and lows



Featured 7xP opportunities:

Sales and Service Associate – Work from Home/Fully Remote (Winnipeg)

About the role:

This role represents the front-line of our company mission! Everything we do will revolve around making our team members successful in this role and we know it. Don't worry about your level of experience – we've seen that experience has little correlation to success. We are looking for strong communicators and problem solvers. Whether you have real experience connecting on a "human" level or you are looking to challenge yourself to get more comfortable connecting with people you don't know, where there's "will" there's a way. We are searching for "will" vs. skill; we'll teach you the skill. That said, be prepared to show up ready to work hard.

Required skills:

Strong communicator and problem solver
Always giving your best
Team player (vs. individual contributor)
Not always too serious (know how to have a little fun)

If this is you, hit apply NOW!

APPLY NOW

Sales and Customer Service Associate – Work from Home/Fully Remote (Calgary)

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SEE ALL JOB POSTINGS



Don't see an opportunity that's **right for you?**

If you've got a snazzy skill set that doesn't directly complement one of the above openings, we'd still love to hear from you!

Name *

Email *

Phone

What drives you to want to work with us?

200 of 200 Character(s) left

How would you describe your people skills?

Have you ever worked at a call centre?

Great! Upload your resume: *



Select a file (PDF or Word)

SUBMIT

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[FIND OUT HOW](#)



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Odometer:

77,137,055

Annoyed Customers

1,542,741,100

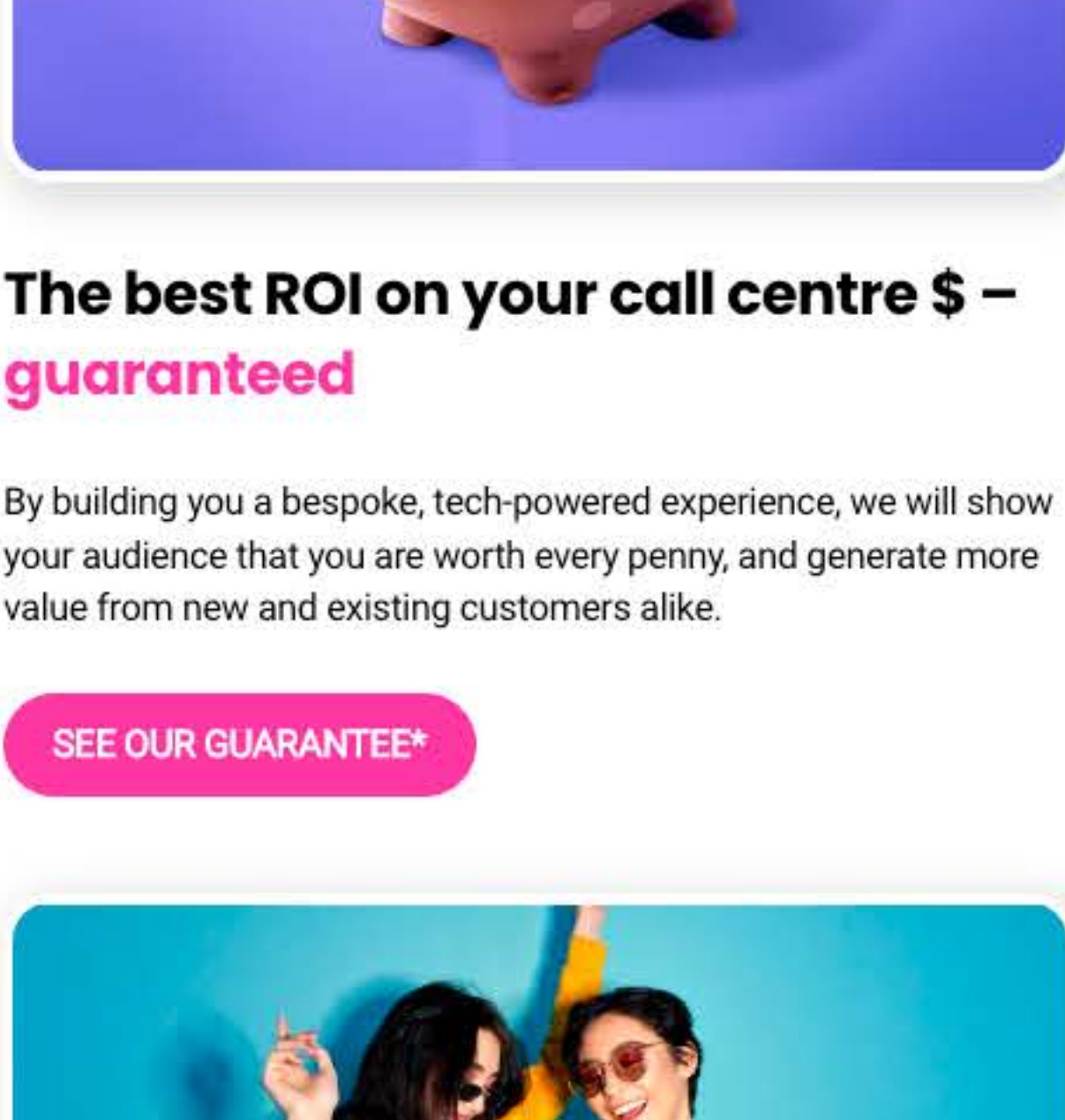
Minutes Wasted

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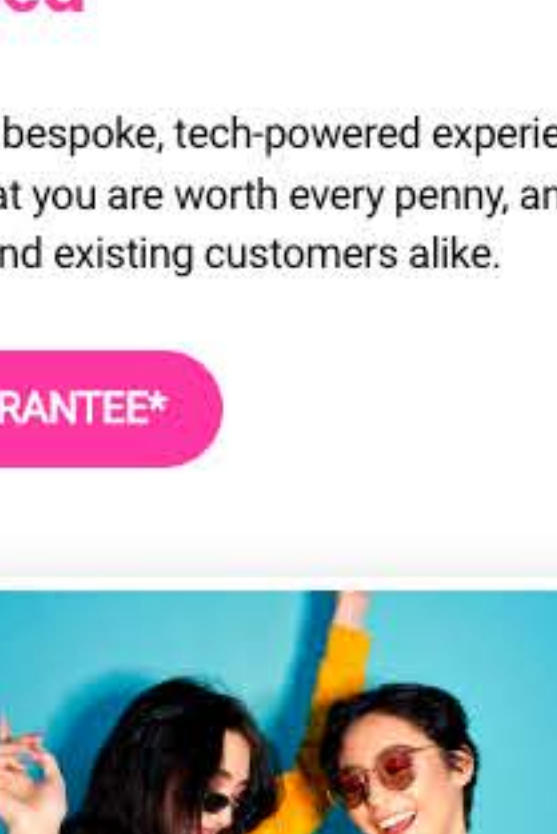
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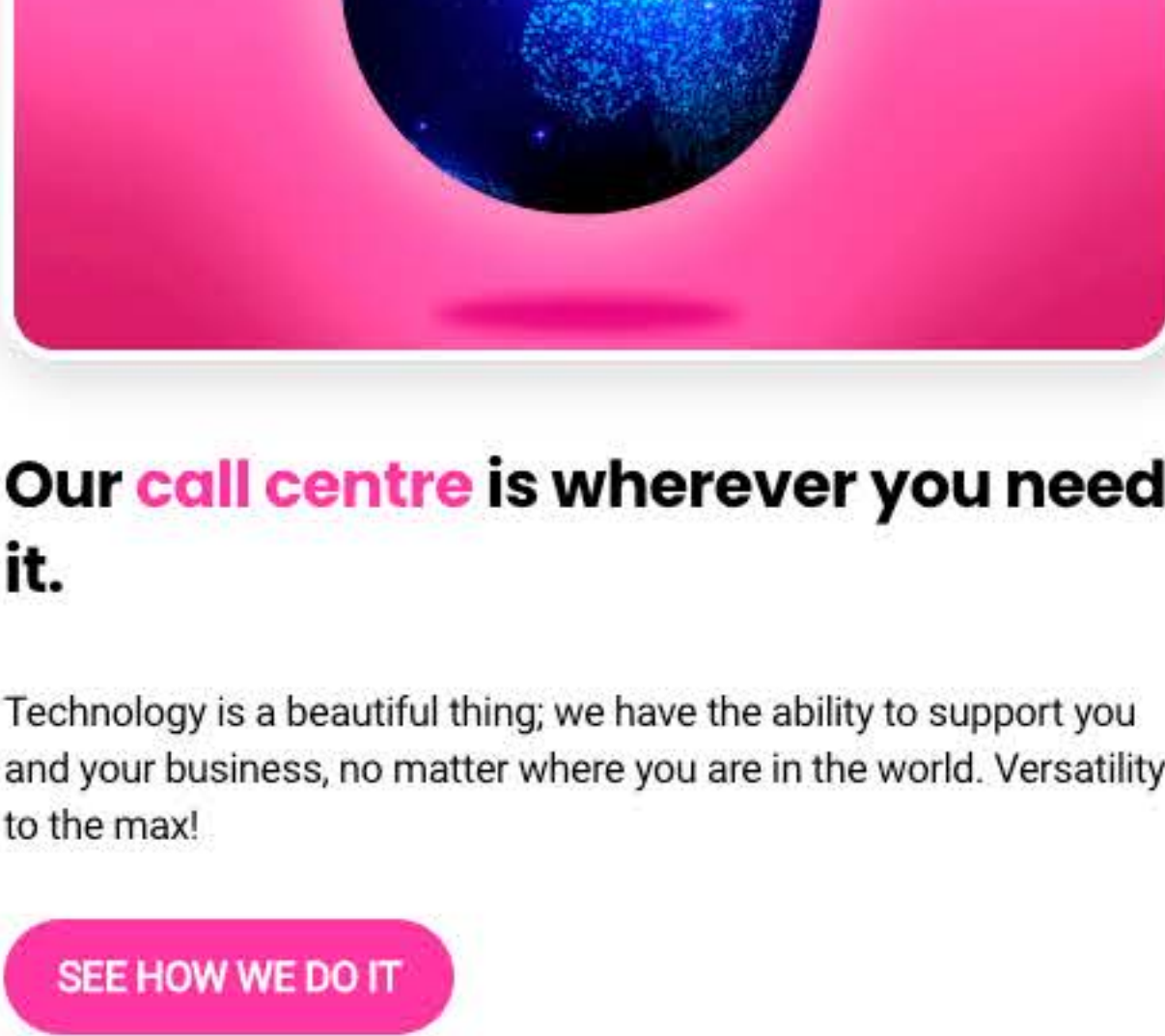
[SEE HOW IT STARTED](#)



The best ROI on your call centre \$ – **guaranteed**

By building you a bespoke, tech-powered experience, we will show your audience that you are worth every penny, and generate more value from new and existing customers alike.

[SEE OUR GUARANTEE*](#)



Work with **awesome** people.

We're always looking for talented peeps to add to the 7XP roster. If ridding the world of sales and service mediocrity sounds like it'd be up your alley, take a look at our current job openings.

[EXPLORE JOBS](#)



Our **call centre** is wherever you need it.

Technology is a beautiful thing; we have the ability to support you and your business, no matter where you are in the world. Versatility to the max!

[SEE HOW WE DO IT](#)

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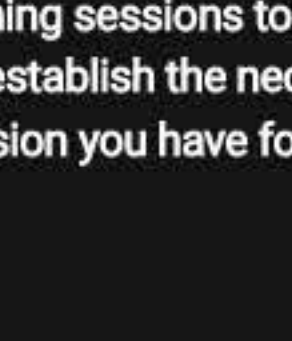


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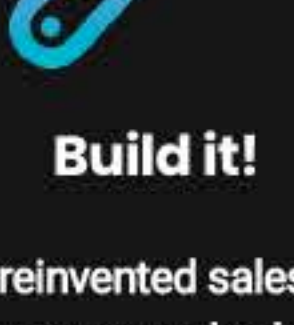
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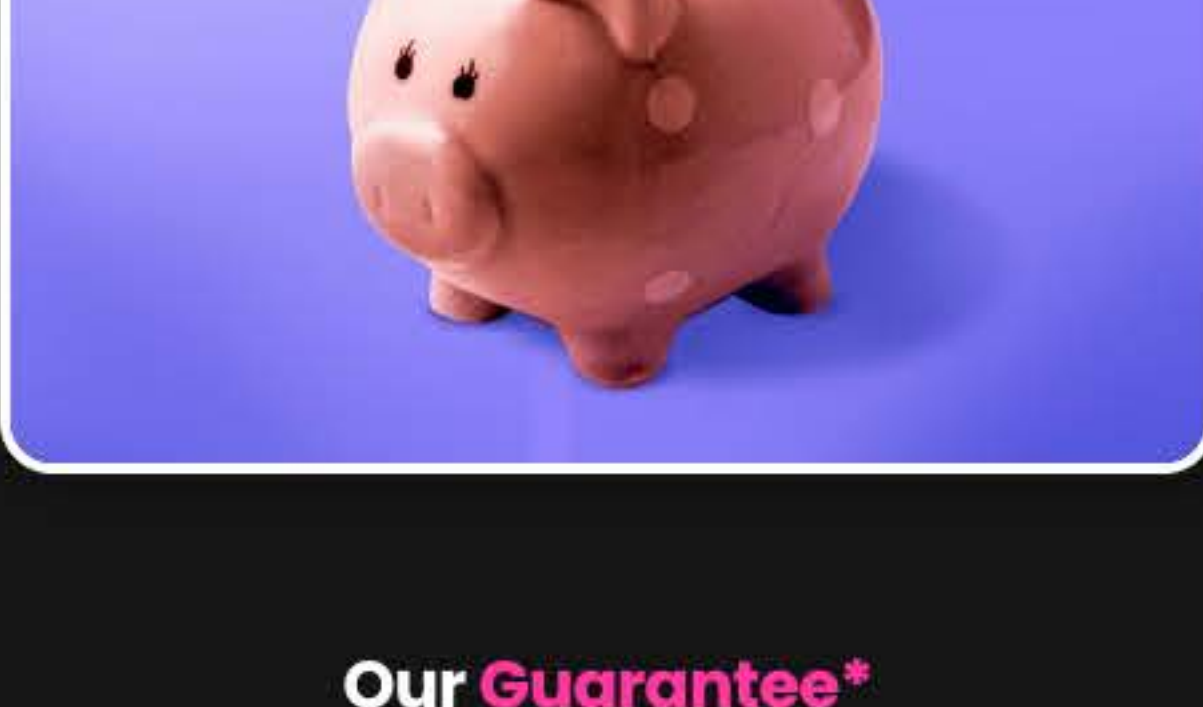
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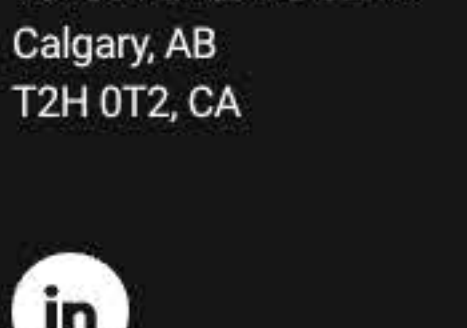
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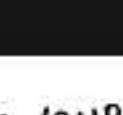
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