



STRIVE

FREELANCING AGENCY



Customer Support & Sales Support Portfolio

Precision Planning,
Measurable Growth



Professional communication.
Faster responses.
Better conversions.



Customer Support

Timely and friendly assistance that builds trust and loyalty.



Sales Support

Streamlined support that helps close deals and drive growth.



Client Communication

Clear, professional communication across all channels.



Performance Reporting

Data-driven insights to track performance and optimize results.



Reliable support. Better service. Stronger growth.





About STRIVE

Customer Support & Sales Support Support

STRIVE provides reliable Customer Support and Sales Support services that help businesses manage customer communication, inquiries, lead follow-up, order support, complaint handling, sales coordination, and reporting.

Our goal is simple: to help you deliver exceptional service, strengthen customer relationships, and drive business growth.

OUR SUPPORT PROCESS



SUPPORT PERFORMANCE OVERVIEW



WHAT YOU CAN EXPECT

- FAST RESPONSE**
Quick, accurate, and friendly responses every time.
- BETTER CUSTOMER EXPERIENCE**
Happy customers lead to loyalty and repeat business.
- ORGANIZED COMMUNICATION**
Clear, professional, and well-managed conversations.
- STRONGER LEAD HANDLING**
Timely follow-ups that turn inquiries into opportunities.
- MEASURABLE RESULTS**
Reports and insights that help you track success.



Better support. Better service. Better growth.



Customer Support & Sales Support

SERVICES OVERVIEW



1. Customer Inquiry Handling

Promptly respond to customer questions across channels with clarity and care.



2. Email Support

Manage incoming emails, provide accurate responses, and ensure timely follow-ups.



3. Chat Support

Engage with customers in real-time to resolve inquiries and create positive experiences.



4. Call Support Coordination

Handle inbound calls professionally and coordinate with teams for smooth resolution.



5. Lead Follow-Up

Follow up with warm leads, nurture relationships, and move prospects forward.



6. Sales Support

Assist in preparing proposals, quotes, and presentations to support your sales process.



7. Order / Service Coordination

Coordinate orders and services between customers, vendors, and internal teams.



8. Complaint Resolution

Address issues empathetically and work toward fair, customer-satisfying solutions.



9. CRM Updates

Keep customer records accurate and up-to-date in your CRM or helpdesk system.



10. Reporting & Tracking

Track activities, measure performance, and provide clear, actionable reports.

WORK SAMPLES



Ticket Dashboard

Total Tickets	Open Tickets	In Progress	Resolved
248	57	86	105

Tickets by Status

Open	57 (23%)
In Progress	86 (35%)
Pending	45 (18%)
Resolved	105 (42%)



Lead Tracker

Lead Name	Source	Status	Last Contact
Jane Smith	Website	New	May 10, 2025
Mark Dela Cruz	Facebook	Contacted	May 10, 2025
Anna Reyes	Referral	Follow-Up	May 9, 2025
Luis Santos	Website	Qualified	May 9, 2025
Mia Garcia	Instagram	Proposal Sent	May 8, 2025

Support Summary

Overview (This Month)

Total Inquiries	Resolved	Resolution Rate	Avg. Reply Time
532	416	78%	2.4h

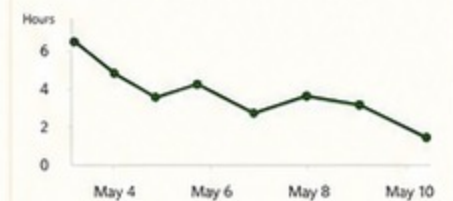
Inquiries by Channel

Email	214 (40%)
Chat	186 (35%)
Call	98 (18%)
Other	34 (7%)



Response Report

Average First Response Time



Key Insight

Average first response time improved by 28% compared to last month.



Happy Customers

Delivering friendly, reliable support that builds loyalty.



Faster Replies

Timely responses that keep your customers happy.



Better Follow-Up

Consistent follow-up that turns leads into lasting relationships.



Actionable Insights

Data-driven reports that help you decide and grow smarter.





Problems We Solve



Slow Response Time

Delayed replies create frustration and reduce customer satisfaction.



Missed Customer Queries

Important messages get ignored or buried, leading to lost trust and business.



Poor Follow-Up

No systematic follow-up means leads go cold and opportunities are lost.



Unorganized Support Records

Scattered conversations make it hard to track history and context.



Lost Sales Opportunities

No visibility on hot leads results in missed deals and revenue leakage.



Weak Complaint Handling

Complaints are not prioritized, causing dissatisfied customers.



Inconsistent Communication

Mixed or unclear responses confuse customers and hurt brand image.

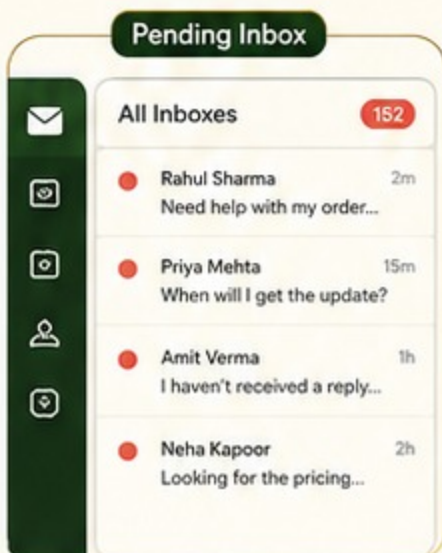


No Reporting Visibility

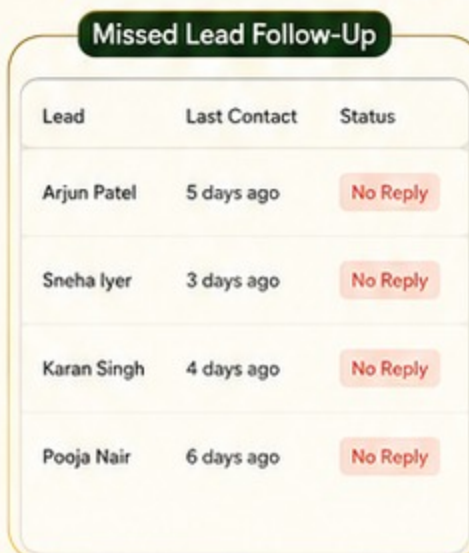
Lack of insights and reports makes it impossible to improve performance.

“ Without structured support, customer trust and sales both suffer. ”

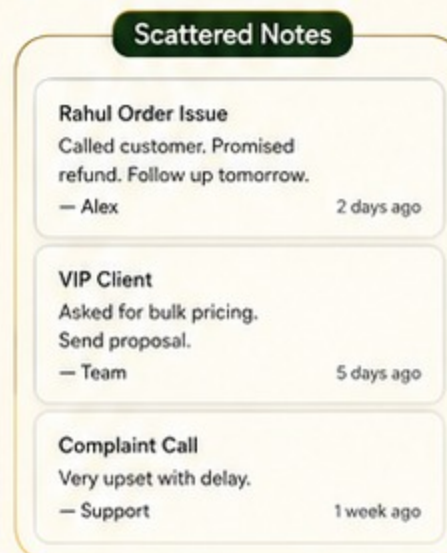
Before



High volume of unread and pending conversations.



Leads are not followed up, resulting in lost opportunities.



Important information is scattered across notes.



Slow response time and no visibility into performance.





OUR PROCESS

A Proven System. Quality Leads. Real Results.



1

Discovery Call

We learn about your goals, ideal customers, and campaign needs.



2

Target Criteria & ICP Setup

We define your Ideal Customer Profile and key targeting filters.



3

Research & Scraping

We find and extract verified leads from trusted sources.



4

Data Cleaning & Verification

We clean, validate, and verify data for accuracy and quality.



5

CRM Formatting & Delivery

Leads are formatted to your CRM and delivered on time.



6

Weekly Optimization

We analyze results and refine the process for better outcomes.



CLEAR COMMUNICATION



We keep you informed at every step with transparency and prompt updates.



ACCURACY



We deliver clean, verified, and high-quality data you can trust.



CONFIDENTIALITY



Your data and business information are always protected with strict confidentiality.



MEASURABLE RESULTS



We focus on outcomes that drive growth and deliver measurable business impact.



TASK PLANNING BOARD

TO DO



Define ICP

Source Selection

Keyword Mapping

IN PROGRESS



Lead Research

Data Scraping

Initial Verification

DONE



Data Cleaning

Email Verification

CRM Formatting

Focus. Organize. Execute.



DAILY RESEARCH CHECKLIST

- ✓ Source Validation
- ✓ Keyword Search
- ✓ Lead Extraction
- ✓ Data Verification
- ✓ Email Verification
- ✓ Quality Check
- ✓ Data Backup



Daily Progress
On Track

Consistent Steps. Reliable Results.



WEEKLY DELIVERY SNAPSHOT

Total Leads Delivered

2,847 +18.6%

Verified Leads

2,315 81.3%

Email Found

1,894 66.6%

This Week's Growth
Strong Momentum



PROCESS IN ACTION



A Continuous Cycle of Quality & Growth.



Our process is built for precision, consistency, and performance.

*Your Goals. Our Process.
Great Results.*



Better data. Better outreach.
Better business outcomes.



CLIENT CASE STUDY 1



E-COMMERCE STORE

*Better responses. Better order support.
Better customer satisfaction.*



CLIENT PROBLEM

The client faced delayed responses, order issues, and poor follow-up that were hurting customer satisfaction.



SERVICES PROVIDED

- Customer inquiry handling
- Order support
- Email follow-up
- CRM updates
- Reporting



PROCESS

- Ticket handling setup
- Response templates
- Daily support tracking
- Follow-up system



RESULT

Improved customer satisfaction and faster issue resolution.

INBOX / TICKET BOARD

STATUS	TICKET	SUBJECT	CUSTOMER	PRIORITY	ASSIGNED TO
OPEN	#12845	Where is my order?	Jessica M.	HIGH	Agent A
IN PROGRESS	#12846	Change shipping address	Michael T.	MEDIUM	Agent B
OPEN	#12847	Missing item in order	Sarah K.	HIGH	Agent A
WAITING	#12848	Request refund	David L.	MEDIUM	Agent C
RESOLVED	#12849	Order delivered	Emily R.	LOW	Agent B

ORDER SUPPORT DASHBOARD



1,248

Total Orders



320

Issues Handled



312

Resolved



98%

Resolution Rate

ISSUE CATEGORIES



Delivery Delays	38%
Order Changes	25%
Missing Items	18%
Refunds	12%
Other	7%

TOP INQUIRIES

Where is my order?	38%
Change / Cancel Order	24%
Missing Item	18%
Refund Request	12%
Other	8%

RESPONSE METRICS



1.2h

Avg. First Response

4.6h

Avg. Resolution Time

95%

Satisfaction Rate

CLIENT FEEDBACK

“

STRIVE has been a game-changer for our store. Their support team is fast, friendly, and truly cares. Our customers are happier and our operations are smoother than ever!



– Store Owner



35%

FASTER
RESPONSE TIME


2X

BETTER
FOLLOW-UP


90%

ORGANIZED
QUERIES


10+

HOURS SAVED
WEEKLY


Your Goals. Our Support. Great Results.





STRIVE

FREELANCING AGENCY

PRECISION PLANNING • MEASURABLE GROWTH

CLIENT CASE STUDY 2

COACHING BUSINESS

Content strategy. Educational posts.
Audience trust.



CLIENT PROBLEM

The coaching business lacked a content structure and had a weak online presence, resulting in low engagement and inconsistent leads.



SERVICES PROVIDED

- Content Strategy & Planning
- Post Creation & Design
- Audience Engagement
- Performance Tracking & Reporting



PROCESS

- Discovered brand voice & goals
- Planned content pillars
- Designed engaging posts
- Scheduled & published consistently
- Analyzed results & optimized



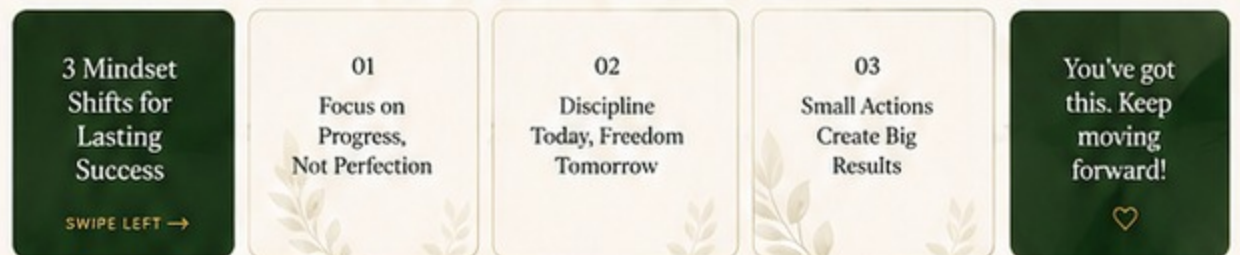
RESULT

A clear content strategy and consistent posting helped build trust, increased engagement, and generated quality leads for the coaching business.

CONTENT CALENDAR

MON	TUE	WED	THU	FRI	SAT	SUN
01 Mindset Monday	02 Coaching Tip	03 Client Story	04 Q&A Session	05 Self-Help Friday	06 Live Session	07 Inspiration Quote
08 Mindset Monday	09 Coaching Tip	10 Myth Busting	11 Q&A Session	12 Toolkit Thursday	13 Live Session	14 Motivation Post
15 Mindset Monday	16 Coaching Tip	17 Success Story	18 Q&A Session	19 Self-Help Friday	20 Live Session	21 Inspiration Quote
22 Mindset Monday	23 Coaching Tip	24 Client Highlight	25 Q&A Session	26 Toolkit Thursday	27 Live Session	28 Motivation Post
29 Mindset Monday	30 Coaching Tip	31 Monthly Recap				

CAROUSEL POST SAMPLES



INSIGHTS DASHBOARD



CLIENT TESTIMONIAL



★★★★★

"STRIVE transformed my online presence! Their content strategy and consistency helped me attract more clients and grow my coaching business."

- ANITA S.
Life Coach



24+

CONTENT PIECES



95%

BRAND CONSISTENCY



50%

FASTER POSTING
WORKFLOW



100%

ORGANIZED
CONTENT PLAN





STRIVE

FREELANCING AGENCY

Your Goals. Our Support. Great Results.



CLIENT CASE STUDY 3

Real Estate Agency

Lead-focused support. Faster replies.

Better reporting clarity.



THE CLIENT

A fast-growing real estate agency helping buyers, sellers, and investors find the right properties. They manage a high volume of inquiries across multiple channels daily.



THE CHALLENGE

Leads were being missed or responded to late due to a high inquiry volume. The agency needed better lead tracking, faster responses, and clearer reporting to support decision making and follow-ups.



THE SOLUTION

We provided a dedicated support system focused on timely communication, accurate lead management, and consistent updates. Our team used structured workflows and tools to stay organized and proactive.

SUPPORT ACTIVITIES

- ✓ Lead Qualification
- ✓ Appointment Coordination
- ✓ Inquiry Responses
- ✓ Sales Support Communication



THE RESULTS

The agency saw stronger lead management, quicker response times, and clearer insights—leading to better client experiences and more closed deals.



BETTER VISIBILITY

Real-time tracking and organized workflows gave the agency full visibility of all leads and activities.



FASTER RESPONSE

Quicker replies and proactive follow-ups improved lead engagement and client trust.



CLEAR REPORTING

Detailed reports provided actionable insights for smarter decisions and better planning.



STRONGER LEAD CONVERSION

Consistent support and timely communication led to more qualified leads and closed deals.



LEAD RESPONSE TRACKER

New Leads

128 +18%

Responded

114 89%

Avg. Response Time

18m -32%

Conversion Rate

24% +15%



CALL & CHAT SUPPORT

Recent Calls

- J** John D.
+1 (555) 123-4567 10:24 AM
- S** Sarah M.
+1 (555) 987-6543 Yesterday
- M** Michael T.
+1 (555) 456-7890 May 30

Live Chat

Hi, I'm interested in the 3-bedroom unit in BGC.

10:15 AM ✓

Thank you! I can help you with that. Can I get your preferred schedule?

10:16 AM

Sure, how about Saturday morning?

10:17 AM ✓

INQUIRY MANAGEMENT DASHBOARD



New	128	41%
In Progress	96	31%
Scheduled	56	18%
Closed	32	10%

CLIENT FEEDBACK SUMMARY

Overall Satisfaction

4.8/5



Based on 56 feedbacks

Timeliness

4.9

Communication

4.8

Support Quality

4.8

Overall Experience

4.7



08/10





WORK SAMPLES / SCREENSHOTS

Real examples. Real impact.

09 / 10



1 Target Lead List

Full Name	Job Title	Company	Industry	Location	Email
Sarah Johnson	Marketing Director	BrightPath Digital	Marketing	New York, USA	sarah.j@brightpath.com
James Carter	Sales Manager	Elevate Solutions	IT Services	Austin, USA	james.c@elevates.com
Michael Lee	CEO	Summit Analytics	Data Analytics	London, UK	michael.lee@summit.uk
Emily Davis	Operations Head	BluePeak Systems	SaaS	Toronto, Canada	emily.d@bluepeak.com
Daniel Kim	Business Dev. Lead	NexGen Tech	Technology	San Diego, USA	daniel.k@nexgen.com
Olivia Martinez	Growth Manager	MarketEdge Co.	Marketing	Miami, USA	olivia.m@marketedge.com
William Brown	Founder	CloudScale Labs	Cloud Services	Seattle, USA	will.b@cloudscale.io
Sophia Wilson	HR Director	PeopleFirst HR	Human Resources	Chicago, USA	sophia.w@pfhr.com

2 Company Research Board

BrightPath Digital

Company Overview

BrightPath Digital is a performance marketing agency helping brands scale through data-driven campaigns.

Industry

Marketing Services

Company Size

51 - 200 employees

Headquarters

New York, USA

Key Focus Areas

- Performance Marketing
- Paid Media Advertising
- Lead Generation
- Analytics & Reporting

Recent News

- Expanding services to include TikTok ads
- Recently partnered with eCommerce brands

Tech Stack



3 Contact Discovery Sheet

Name	Title	Email	LinkedIn	Source	Status
Sarah Johnson	Marketing Director	sarah.j@brightpath.com	linkedin.com/in/sarahj	LinkedIn	Verified
James Carter	Sales Manager	james.c@elevates.com	linkedin.com/in/jamesc	Apollo	Verified
Michael Lee	CEO	michael.lee@summit.uk	linkedin.com/in/michaellee	LinkedIn	Verified
Emily Davis	Operations Head	emily.d@bluepeak.com	linkedin.com/in/emilyd	Hunter	Verified
Daniel Kim	Business Dev. Lead	daniel.k@nexgen.com	linkedin.com/in/danielkim	Apollo	Verified
Olivia Martinez	Growth Manager	olivia.m@marketedge.com	linkedin.com/in/oliviam	LinkedIn	Verified
William Brown	Founder	will.b@cloudscale.io	linkedin.com/in/williamb	Referral	Verified
Sophia Wilson	HR Director	sophia.w@pfhr.com	linkedin.com/in/sophiaw	Hunter	Verified

4 CRM / Lead Tracker

Lead Name	Company	Title	Status	Last Contact	Next Step
Sarah Johnson	BrightPath Digital	Marketing Director	Contacted	May 15, 2024	Follow up email
James Carter	Elevate Solutions	Sales Manager	Interested	May 16, 2024	Send proposal
Michael Lee	Summit Analytics	CEO	New Lead	May 16, 2024	Intro email
Emily Davis	BluePeak Systems	Operations Head	Contacted	May 17, 2024	Follow up
Daniel Kim	NexGen Tech	Business Dev. Lead	Interested	May 17, 2024	Schedule call
Olivia Martinez	MarketEdge Co.	Growth Manager	New Lead	May 18, 2024	Send resources
William Brown	CloudScale Labs	Founder	Contacted	May 18, 2024	Follow up
Sophia Wilson	PeopleFirst HR	HR Director	Interested	May 19, 2024	Send proposal

5 Weekly Lead Report Dashboard



6 Client Feedback



"STRIVE delivered high-quality leads that converted into real opportunities. Highly professional and reliable!"

Mark T.

CEO, BrightPath Digital



"Their research and outreach process saved us countless hours. Excellent communication!"

Jessica R.

Sales Manager, Elevate Solutions



"Accurate data, timely delivery, and great attention to detail. Will definitely work together again!"

Daniel K.

Founder, NexGen Tech

TOOLS WE USE



Google Sheets



Microsoft Excel



LinkedIn



Apollo



Hunter



Snov



CRM Tools



Gmail



Google Search



Notion



Trello



Zoom /
Google Meet

Your Goals. Our Support. Great Results.





Results & Testimonials

Real support. Real results.



BEFORE

- Weak identity
- Inconsistent creatives
- Outdated marketing materials
- Unclear visual hierarchy
- Low brand recall

VS

AFTER

- Stronger branding
- Organized creative system
- Premium presentation
- Consistent visual communication
- Measurable growth



12+

Hours Saved
Per Week



3x

Better Brand
Consistency



70%

Faster Creative
Workflow



100%

Organized
Brand Assets



45%

Better Visual
Engagement

GROWTH OVER 8 WEEKS



Consistent strategy. Steady growth. Real impact.

CREATIVE MIX BY CATEGORY



*Balanced creativity.
Strategic impact.*



CLIENT CHAT

★★★★★

"STRIVE completely transformed our brand presence. The designs are modern, clean, and exactly what we needed!"

— Sarah M., Founder



CLIENT EMAIL

★★★★★

"Professional, responsive, and incredibly creative. Everything was delivered on time and exceeded expectations."

— James T., Marketing Director



PROFESSIONAL REVIEW

★★★★★

"STRIVE brings strategy and creativity together flawlessly. Highly recommended for any business looking to grow."

— LinkedIn Recommendation



Thank you for trusting STRIVE.