



# Partner Experience Advocates

Connect with the experts, precisely when you need them, armed with the skills to provide you with thorough and accurate answers

Telarus Partner Experience is a team that gets you the answers you need to be successful in your day-to-day Telarus business to help accelerate your growth. Partner Experience helps you with opportunities and orders, and directly responds to your business questions or aligns you with the Telarus resources who can.

Working in conjunction with our engineering and sales groups, Partner Experience strategizes and develops a holistic view of an opportunity to ensure all needs of the customers are captured for your sales process.

In our new Go Beyond model, all Technology Advisor requests are directed to Partner Experience at [partners@telarus.com](mailto:partners@telarus.com) or using our Engage Our Team Tool  located in your Telarus Agent BackOffice. From there, requests are intelligently funneled to one of our skilled Partner Experience Advocates. As needed, they will route your request to the appropriate internal Telarus teams to address promptly and will follow up until completion of the request. Partner Experience tracks all opportunities, quotes, and orders giving you visibility in Telarus QuoteVue, housed in Agent BackOffice.

## Your Simplified Approach



## Best Practices

- Direct your outreach on new requests to [partners@telarus.com](mailto:partners@telarus.com) - your one stop shop for operational assistance within Telarus.
- Provide all pertinent details for your request (address, technology need, speeds, notes from customer), the more information the faster we can assist!
- Use descriptive subject lines to help identify for later tracking.



[www.telarus.com](http://www.telarus.com)



[partners@telarus.com](mailto:partners@telarus.com)



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