

## **AnswerNow: One-stop source for professional communication**

When it comes to staying in touch, we have the tools you need to get the job done. We are available 24/7/365. Our fully trained staff does more than just answer the phone – they are the lifeline that your customers rely on in times of need.

### **Telephone Answering Services Remote Reception / Virtual Reception / Off Premise Reception**

Imagine a receptionist that promptly answers every call, engaging your customers from the onset. She sounds as though she's sitting in your office eagerly awaiting their call. She easily screens and transfers calls as appropriate for your business needs. She will patch them to your desk phone, reach you on your cell phone, or by any method you choose. If you want, she can even track you down on the beaches of Hawaii to reel in that big client that almost got away.

With AnswerNow, your receptionist never misses a day, asks for benefits, or takes holidays off. We are here 24/7 so you don't have to be. You can still have a life and make sure you never miss that business changing call!

### **Overflow Calls**

More calls than you can handle? There are times when everyone could use some help. AnswerNow can prevent you from losing valuable customers by handling your overflow calls when you can't, whether it's two or 200 calls.

### **24 Hour Messaging**

Are you sending your potential customers to your competition? AnswerNow helps create a 24 hour presence for you and your company. We're here to answer your calls 24 hours a day, 7 days a week so you don't have to be. Simple inquiry calls can be handled by our award winning staff so you gain new customers while you are sleeping! Existing client calls are dispatched based on your preferences so you can choose which calls are most important to you.

AnswerNow offers multiple dispatch options, customized to meet your needs. We can send your messages to you via pager, text messaging, email, fax, voicemail, or reach you directly on your home, cell or other phone numbers.

Your personal Customer Service Manager and Project Manager works with you to ensure your account is setup exactly as you imagine it prior to starting service. We'll also give you a web demonstration of your account so you know exactly how your calls are being handled.

### **Bilingual call center**

Latinos are the fastest growing population in the United States, and have significant buying power. If your call center doesn't have bilingual Team Members readily available to handle bilingual calls, the caller will simply move onto the next business that does. AnswerNow has bilingual Team Members available 24 hours a day to meet yours, and your clients, needs. Approximately 60% of our staff is bilingual, and undergoes proficiency testing before being permitted to interact with Spanish speaking callers.

### **Disaster Response**

The last thing you should have to worry about during a hurricane, flood, or any other disaster is what to do with your phones. Who's going to answer them? How are my customers, family and friends going to get a hold of me? AnswerNow provides a low cost solution for disaster response planning. AnswerNow has the capability to call phone trees with notification messages, provide an 800 check in number for friends, family and employees. We can set up emergency hotlines and traditional answering service for your company. Let us handle your calls so you can handle the people and things that are important to you during these trying times.

### **RSVP/Event Registration**

**Planning an event?** You can count on AnswerNow to have live, 24x7 availability to handle even registration. AnswerNow can integrate with your platform, or build our own registration form to gather necessary information from attendees, answer questions regarding your event, and help increase attendance! We are able to provide toll free numbers for your event registration hotline.

**Advertising online for your event?** If people are surfing online and find your seminar, often times, they won't pick up the phone to register, but they may require more information before investing. AnswerNow can either manage your "requests for more information" via e-mail, or we can even manage live chat and assist potential registrants via the web live!

**Have information you want to relay to registrants prior to the event?** With our automated software, AnswerNow will contact all even registrants and relay any last minute information you see fit.

Focus on planning your event, and making it the best you can, all while AnswerNow manages the registration process for you!

### **Appointment Scheduling**

Is your receptionist already over-tasked? Let AnswerNow manage your appointment scheduling for you. We can schedule incoming appointment requests, as well as make outbound calls to schedule appointments for your company. AnswerNow can either utilize your scheduling platform (if online or virtual access capable) or we also offer an appointment scheduling software solution.

Reduce no call. No shows. You have spent all this time and energy scheduling appointments, but then your client doesn't show up. AnswerNow offers automated appointment reminder services that integrate with virtually any scheduling software. Appointment reminders are customized for your business, and are sure to increase your revenues, and decrease lost opportunities with no shows.

### **Surveys**

What do your clients think of your service? If there was another service you could provide to enhance your Customer's experience, what would it be? AnswerNow will follow up with your clients to complete Customer Satisfaction Surveys. Direct feedback from customers can help you focus on Customer Service or Product Enhancement, which can lead to increased revenues.

### **Property Management**

Air conditioners breaking. Pipes bursting. Fire alarms going off. These problems always seem to happen when no one is in the office to assist the caller. Let our professional, award winning staff field your after hours emergencies, so you don't have to worry about a tenant angrily waiting at your door when you arrive to work the next morning. At AnswerNow, we will fiend routine and emergency calls, and be sure to deliver emergency messages to the appropriate on call person in a timely manner.

**What about prospective residents?** Don't waste your advertising dollars by posting a phone number for information that no one answers. Often times, prospective residents are researching properties in their free time, which often doesn't fall during office hours. Let AnswerNow act as an extension of your company. We will field calls regarding your properties, and even schedule appointments for property tours. Help streamline the flood of calls that come in at 8a every morning by offering 24 hour availability to your prospective residents.

**Interpreter services:** Day or night, AnswerNow is able to interpret between you and your clients. Some of our clients use us after hours in an on call provider situation while others use our services while their clients are in the office. Our bilingual Team Members can assist you in making your interaction with Spanish speaking clients a smooth process and ensure that there is understanding between all parties involved.

We offer customizable packages and competitive prices to fit your business needs.