

AU Insight | Our Online Portal

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Welcome to AU Insight powered by Answer United.

39° KALAMAZOO, MICHIGAN

Messages: View & Download Messages

Recordings: Listen to Call Recordings

Calls: View Call Records

Reporting

Support & Help

Recordings

Range: Yesterday

Timestamp	Duration	Caller ID
4/27/2021 5:58:42 PM	1:33	4153097923
4/27/2021 5:57:04 PM	0:06	4153097923
4/27/2021 5:24:59 PM	4:20	8018792795
4/27/2021 5:24:35 PM	0:07	8018792795
4/27/2021 3:47:21 PM	8:00	8505628066
4/27/2021 3:46:42 PM	0:23	8505628066
4/27/2021 3:40:30 PM	4:01	4388229459
4/27/2021 2:54:02 PM	7:47	6186332139
4/27/2021 2:24:23 PM	9:37	8478002172
4/27/2021 2:22:41 PM	0:06	8478002172
4/27/2021 1:53:59 PM	5:33	8184870687
4/27/2021 1:01:25 PM	0:49	8709955363
4/27/2021 12:11:21 PM	3:23	9513367551
4/27/2021 12:10:56 PM	0:07	9513367551

Recording Details

0:00 / 1:33

Timestamp: 4/27/2021 8:58:42 PM

Duration: 1:33

Caller ID: (415) 309-7923

Messages

Range: Last 2 Days Account: EatSmart

Call Time	Phone	Caller ID	First Name	Last Name
4/27/2021 2:25 PM	(801) 879-2795	8018792795	Doanna	Clarke
4/27/2021 12:47 PM	(850) 562-8066	8505628066	Cynthia	Gunn
4/27/2021 12:40 PM	(438) 822-9459	4388229459	Alanna	Graham
4/27/2021 11:54 AM	(618) 633-2139	6186332139	Kim	Ciskowski
4/27/2021 11:24 AM	(847) 800-2172	8478002172	Daphne	Dorff
4/27/2021 10:54 AM	(818) 495-5412	8184870687	Caitlin	Serian
4/27/2021 9:11 AM	(618) 301-3830	6183013830	Gary	Schroeder
4/27/2021 9:03 AM	(717) 814-0584	7178140584	Cindy	Anthony
4/27/2021 8:45 AM	(408) 216-7551	4082167551	Shauna	McDaniel
4/27/2021 7:44 AM	(310) 656-3963		Lisa	Abbate
4/27/2021 6:14 AM	(780) 989-0653	7809890653	Connie	Unterschultz
4/27/2021 6:17 AM	(541) 480-0667	5414800667	Carol	Palmer
4/27/2021 5:20 AM	(604) 763-7205	6047637205	John	Loonite
4/27/2021 4:41 AM	(308) 807-9552	3088079552	Brenda	Gabriel
4/26/2021 2:05 PM	(612) 756-1317	6127561317	Tara	Tostenson
4/26/2021 11:53 AM	(559) 999-7075	5599997075	David	Urien
4/26/2021 11:19 AM	(618) 804-2628	6184569487	Jennifer	Meeder
4/26/2021 11:04 AM	(416) 923-3317	4169233317	Lesley	Fairfield
4/26/2021 10:42 AM	(778) 639-1988	7786391988	Elaine	Fabian
4/26/2021 6:46 AM	(306) 373-9091	3063739091	Colin	Wrishko
4/25/2021 6:09 PM		6415182559	Blake	Stearns

“Our favorite vendor, Answer United! As a growing company with a handful of Customer Care staff in-house, we had a critical need to find a partner that could handle our call influxes during prime time as well as assist in creating an Emergency Line which our clients could use that would reach our after-hours manager.

The Answer United group has exceeded our expectations in not only the quality of service, but their ability to make small, custom changes that really boost our ability to provide a higher level of communication to our customers. Looking forward to expanding our business relationship into the next year!”

— Jon L.

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Calls, Messages & Reports at Your Fingertips

- Call Message Data Collected, Available For 12 Months
- Data Accessible For Up To 6 Years
- Support Communication With Your Answer United Team
- Simple Clickable Reports or Robust Reporting As Needed



AU Insight	Basic	Basic +	Pro	Enterprise
Dashboard Access	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notifications	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Number of Users	Up to 1	Up to 5	Up to 25	Up to 250
Access to Messages	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Listen Call Recordings		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Data Retention	1 year	3 years	3 years	6 years
Exportable Reporting		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Customized Configurable Reporting			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Multi Location Support			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Management				<input checked="" type="checkbox"/>
Custom Development & Integration				<input checked="" type="checkbox"/>