

# Answer United

## Answering Services & Call Center Services



Support: 800-873-0444 | Sales: 800-937-5900  
[sales@answerunited.com](mailto:sales@answerunited.com) | [www.answerunited.com](http://www.answerunited.com)



# Why Choose Answer United

Answer United has coupled its highly trained agents with state-of-the-art equipment and software, which is flexible and allows us to design your account to meet your unique specifications.



Award Winning Answering Service



Over 60 Years in Business



24/7 Answering Service



Customer Facing Dashboard



Bilingual Answering Service



100% US Based Call Center



No Long-Term Commitments



## Custom Designed Service Offerings:

24/7 Live Agent Answer

Medical Exchange

Virtual Receptionist

Text/Email Support

IVR

Voicemail

Live Transfer

Express Check Out

Crisis Continuity

Website Help Desk

Chat Support

Dispatch Services

## Ways We Deliver Your Messages:

- Live Call Out
- Text Message
- Email Message
- Text / Email Delivery with Reply
- miSecureMessages
- File Transfer
- AU Insight, Our Online Portal

# AU Insight | Our Online Portal

**Recordings**

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**

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

Duration: 1:33

Caller ID: (415) 309-7923

**Messages**

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.

# AU Insight | Our Online Portal

## 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"/>

# Dispatch Services

Answer United can dispatch calls to your business 24 hours a day, 365 days of the year.

Dispatching can be done in a variety of ways, let's explore them.



How it works:

- 1 Caller Calls Into Your Business
- 2 Answer United Agent Answers Line
- 3 Based on Your Selected Dispatch Option, We Dispatch the Message or Caller to You

## Dispatch Options

**Text / Email:** For less urgent messages, the message is sent via text or email to multiple recipients. A reply is not required.

**Text / Email with Reply:** Message is sent via text or email to the on-call staff. The on-call staff replies to the text or email. If there is no response after a set amount of time, a call is placed. A cost-efficient option; saves most of the cost of a call out.

**Live Call Out:** For circumstances where a call-out or a live transfer is necessary, Answer United has a live dispatch team available for your business 24/7.

**Call Out Tree:** Answer United follows a step-by-step program to deliver messages. This is customized by you to meet your needs.

**miSecureMessages App:** A secure app that allows you to see when a message is read. Information is securely stored in the cloud. Take the message and easily pass to a coworker, all within the HIPPA compliant, secure app. See when something is sent, delivered and read. This saves the cost of a call out. Another feature of the app is you can chat with coworkers.



# Selecting the Right Call Center

The Call Center industry has many providers and pricing models, which makes your decision confusing.

The only real item about call center services that is understood by most consumers is price. Lowest price wins many choices first. Choosing price as your main criteria can result in painful errors, lost customers, bad service, and the higher cost of changing vendors multiple times.

Based on our 60+ year understanding of the industry, here are some generally accepted facts about the Low Cost Per Call or Flat Rate Services offered to you:

Smaller  
Call Center

Poor  
Staffing

Limited  
Technology

Fewer Product  
Benefits

These low-cost providers offset low margins by:

- Billing for Many Ancillary Fees
- Agents Answering Multiple Calls at a Time by Placing other Callers on Hold
- Paying Employees Less (Leads to Higher Turnover, Little/No Training, and Little/No Manager Oversight)

With a low-cost provider, you risk your calls being answered poorly or not answered at all. These centers expect their agents to handle multiple calls at a time, so the phone will ring until caller hangs up. This is precisely how these low-cost providers make up for their low margins.



"In this world you get what you pay for"

-Kurt Vonnegut

"Price is what you pay. Value is what you get"

- Warren Buffett