Answer United

Answering Services & Call Center Services



Support: 800-873-0444 | Sales: 800-937-5900 sales@answerunited.com | www.answerunited.com



Why Choose Answer United

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



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**

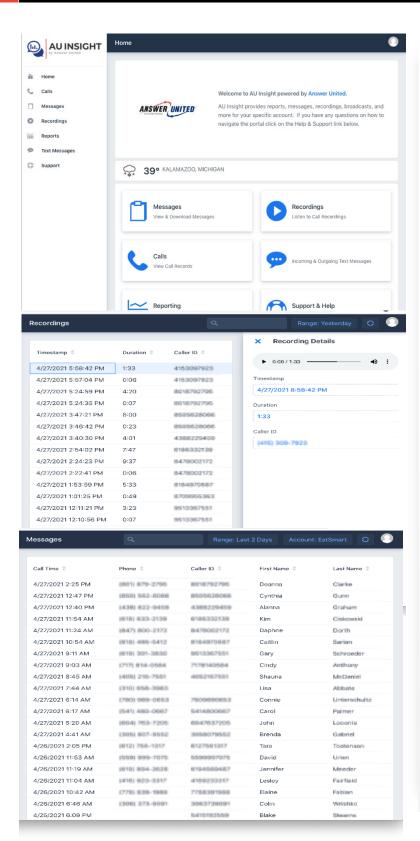
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Ways We Deliver Your Messages:

- 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



ANSWER UNITED

or Over 50 Years

ATSI

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"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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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				V
Notifications				V
Number of Users	Up to 1	Up to 5	Up to 25	Up to 250
Access to Messages			V	V
Listen Call Recordings				V
Support				V
Data Retention	l year	3 years	3 years	6 years
Exportable Reporting				Ø
Customized Configurable Reporting				V
Multi Location Support				V
User Management				
Custom Development & Integration				V



ATSI

HIPAA



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.

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How it works:

Caller Calls Into Your Business

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:



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.



