

CONTACT ONE

We'll maximize the efficiency of your time by setting up screening protocols to protect you from nuisance calls, move less-urgent calls to a more convenient time line and let the urgent calls get to you fast.

With Contact One you have the option of:

- Having live agent call screeners, who appear to your customers as your phone receptionist
- or working with our Enhanced Automated Systems (EASy) to handle the screening with courteous, effective prompts that allow you maximum flexibility to quickly identify callers so you can decide to take the call or send it to voice mail.

For clients who use our live agent services, we can even set up effective voice prompts that allow your callers to get frequently requested information automatically before speaking to an agent, saving you even more money.

