

# After Hours Answering Service



## WHEN YOU GO HOME WE DON'T

After-hours answering service is a service identical to that of 24/7 answering service but is typically used by companies who need call support only after they close down for the day. The after-hours service is tailored specifically to companies that have a full time staff during normal business hours but need or desire a service to be available after they go home.

At Contact One Call Center we answer for a wide variety of clientele that require after-hours telephone answering service. These include attorneys, doctors, plumbers, property management companies, and just about any industry that may have urgent calls after normal business hours.

When you use Contact One for your after-hours answering service we input your specific and detailed instructions into our system to insure that the live agent knows exactly what an urgent call is and how to deliver that call to the proper person. If our agents do not reach the proper person on the first attempt our agents will keep recalling the person until the message is delivered or move on to the next number in the call list, whatever works best for you company.

If the call is non-urgent we can direct the caller to call back during normal business hours, answer FAQ's like hours of operation, directions, locations, etc. or just take a message and deliver it to your company using a non-urgent delivery option such as fax or email. Whatever the method it is completely customizable to fit your company's needs.

With after-hours answering service from Contact One you will never miss an important call.

