

ASUPERIOR

contact center

Who We Are

ASuperior Contact Center is a family-owned and operated answering service, handling client communications since 1976. We provide live receptionists and multi-channel contact solutions **24•7•365** for companies of all sizes and across various industries.

Let us service your clients while saving you TIME and MONEY!



Connect

Meeting your clients where they do business **24•7•365**.

Our receptionists are here to answer and reply to your calls, chat, texts and emails. Regardless of the weather or holidays, we are here to provide your customers with the personal attention that has been our hallmark for over 40 years.

Impress

Services to create ASuperior experience for your clients.

The ability to have highly trained personnel available at a low cost is important to stay competitive. Our experienced staff can provide customer service for your business without the worry of personnel issues and costs such as payroll, absenteeism, tardiness and insurance. Monitoring, recording, and continuous training set our receptionists apart from our competition. They are consistently evaluated for professionalism and accuracy, allowing us to provide "Superior" service.

Engage

Relaying messages across various channels.

We are constantly investing in the most current software that allows us to meet your needs. We understand that you are busy and always on the go, so let us contact you on your preferred channel: text, email, or a phone call, we can do it all! Use our web portal for easy **24•7•365** access to your messages, on call schedule and account information.



Connect

Connect with your clients across multiple channels allowing them to do business the way they want.



VOICE

Your callers connecting with our LIVE receptionists 24.7.365.

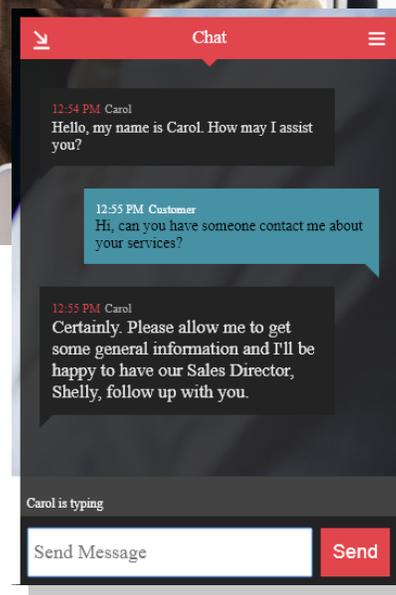
A phone call remains to be the preferred method of communication for many businesses and customers. Our traditional LIVE answering service offers you **24.7.365** peace of mind that your customers calls are being answered by a live receptionist even when you're not available.



TEXT

Let us handle inbound texts to your business number.

Customers are probably texting your business number and you don't even know it. Allow your clients to connect with your business by text and our receptionists will be here to reply. You can also use business texting to communicate important information to your clients, such as appointment reminders or special offers.



CHAT

Connecting with visitors on your website in real time.

Visitors viewing your website probably have questions. Do you have live chat available, so



EMAIL MONITORING

We'll monitor your ad lead response, website forms, and online service requests for you.

Are you confident that your company is effectively handling potential customer online queries? How QUICKLY are you responding? We can also monitor email alerts from devices, such as temperature alarms, that may require immediate review and action. Our receptionists are here **24•7•365** to respond to requests.

Impress

We thrive on customization. All businesses are different and we aim to assist our clients with their specific needs.



CUSTOM GREETING

Use one of our professional greetings or create your own.

Our standard greetings are customized with your business name and time of day acknowledgment. "Good morning, ABC company, this is ..." or create your own greeting. Additionally, we can provide custom recorded pre-announcements if you want to add notifications such as "This call is being recorded" or "If this is an emergency, please call 911." Add a custom IVR to assist callers prior to reaching our receptionists. *additional charges apply

CUSTOM FAQs

Give us basic FAQs to assist your callers.

You probably know the most commonly asked questions for your business. Empower our receptionists to provide ASuperior service by giving us answers to your FAQs. Examples include:

- Do you give free estimates or consultations?
- Do you have after-hours service fees?
- Do we need directions to your office or landmarks near your location?
- Are you running ads or specials that we need to be aware of?
- How can your clients pay their bill? Mail, online, dropbox, ACH?

CUSTOM CALL FLOW

Customize your callers' experience.

Different types of calls require different information. Use our standard call flow or create your own. We can incorporate access to appointment scheduling software, google documents or spreadsheets; we can even access a customer database so we have caller's information at our fingertips. Planning a well-researched call flow gives our receptionists the advantage of assisting your clients with ease.

BILINGUAL TRANSLATION

Need assistance with callers who speak another language?

We utilize a translation service to assist us with non-English speaking callers. They offer 200+ languages.

BUSINESS NUMBERS

Need a number? We have you covered.

Let us provide your business number and answer **24.7.365**. Request a specific area code or vanity number to use in advertisements, on various media, and track results to let you know if your ads are working for you.



ENGAGE

After connecting with your client, we need to get this information to you. Just like we do for your clients, we want to engage with you on any channel you prefer. Pick one or more...our goal is to make sure you get the information you need, how you want it.

TEXT

Our most popular dispatch method, fast and convenient.

Seconds after our receptionists save your message, you will receive a text message with all the information. Simply reply so we know you received the message. Worried you will miss our text? Rest easy, we will call you if you haven't replied to our message. If you're tech savvy, add a unique ringtone to our contact and you'll know it's us sending you a message. HIPAA compliant secure text messaging is available for those clients requiring privacy.

EMAIL

Dependable and accessible, 24•7•365

Our receptionists will save your message, and your email will be sent immediately. You can easily see all of your message information and, if needed, print for your records. Do you have specific employees with specific roles? We can save you time by emailing messages to the appropriate person within your company making your customer service flow more efficient. HIPAA compliant, secure email messaging is available for those clients requiring complete privacy.

WEB PORTAL

Online 24•7•365

Our web portal allows access to your messages, on call tables, reports and employee contact list. Make updates and changes when it's convenient for you. Need more? Custom applications are available.

ON CALL DISPATCH

We can access your calendars and relay messages to the right person at the right time.

Create and manage your schedule on our web portal. No need to fax or email calendars, simply log-on and DIY **24•7•365**. Multiple calendars? Not an issue for us. We can manage 100+ calendars based on product type, locations, type of service or time of day.

CALL TRANSFER

Sometimes a message isn't needed.

We understand that sometimes callers have a need to speak with you directly. We can transfer calls to you based on time of day or when it's an emergency. You can customize when and why we transfer a caller.

PHONE CALL

Message relayed with a traditional call.

We can relay messages with a phone call, but this can be time consuming and frustrating, as you will have to find a pen and paper. We primarily make a phone call to you as a follow-up to a text or email that hasn't received a reply. With click to call from cell phones, this is much easier than a pen and paper.

REPORTS

Receive groups of messages daily for your records.

We can send a copy of your messages grouped daily, weekly or monthly. We can email, fax or upload them to your web portal, allowing you to save or print for your records. Need more? We have data. We offer custom reporting for call statistics or messages.



We also offer custom plans

	DIRECTOR \$459*per month 300 Receptionist Minutes	ASSISTANT \$239*per month 150 Receptionist Minutes <small>Most Popular</small>	EXECUTIVE \$749*per month 500 Receptionist Minutes
Unlimited Users	✔	✔	✔
Live Receptionist	✔	✔	✔
Help Desk	✔	✔	✔
Custom Greeting	✔	✔	✔
Custom Script	✔	✔	✔
Hold Music	✔	✔	✔
Custom FAQ	✔	✔	✔
Standard Reporting	✔	✔	✔

ADD ON SERVICES

- Call Transfer: \$.39/min.
- Bilingual Translation: \$2.00/min.
- Business Number Local: \$9.95/mo.
- Business Number Toll-Free: \$19.95/mo.
- Live Chat: \$9.95/mo.
- Business Text: \$9.95/mo.
- Device Monitoring: \$9.95/mo.
- IVR/Auto Attendant: \$19.95/mo.

One Time Programming Setup fee: \$75.00

**Not sure which plan is best for you and your business?
Need More? Have Questions?**

Call **800.344.6470** or Contact Us directly to discover the plan that's right for you.