



## **Home Repair & Construction calls need quick response**

Your clients have a lot of questions and need answers. Let our 24/7/365 call center help you meet your customers' needs. We make sure you receive their messages in a timely manner.

- All of our agents work in our call center located in Georgia. We do not outsource our services.
- We handle your calls and messages according to your specifications.

You customize your clients experience with us. We obtain the necessary information and relay the messages to you. Select from a variety of ways to receive your messages.

### **Text Messaging:**

- Receive text message on your cell phone. Simply reply to text, no need to call us! We make it easy, since you may be working on a job site.
- Once we receive the confirmation, we cancel any further dispatch, so you're not contacted again. If you don't confirm the message, our agents can take steps to contact you directly via cell phone, home phone, etc. or proceed down a list of other contacts.

### **Email dispatch:**

- Similar to text messaging, we can send the message via email you can respond to confirm you have received the message. If we don't receive a response within a specified time period, we can follow up with a phone call and proceed with appropriate protocol.

### **On Call Scheduling via Web Portal:**

- You are in control of your on call schedule 24/7/365
- No more faxing or emailing your schedules
- Login to our web portal using your secure login/password
- Enter your On-Call Schedule and change when needed. All changes are automatically updated in our system

## **Need More?**

### **Service Requests via Website**

Let us help you make the most of your website. Add a "Service Request" form on your site. Have those forms email to us. We create a message and dispatch to the appropriate person. It's that simple. Your clients will appreciate the ease of requesting service without having to make a phone call!

### **Live Chat on your Website**

Adding "live chat" on your website gives clients and/or potential clients a different avenue of reaching you. We provide the software and agents 24/7/365 to assist your chatters with questions. We then obtain their contact information, pass this information along to you so you can reach out to them and follow up.