



*Providing Continuous Customer Service since 1976*

A Superior Answering Service and Call Center is a family owned and operated business providing live operator answering service 24 hours a day, 365 days a year for companies of all sizes and across various industries.

Utilization of telephone answering service can enhance your business and save you thousands of dollars in monthly employee costs. We understand that every telephone call to your company is possible business. We have tremendous confidence in our ability to provide quality telephone answering for your company.

- Open 24 / 7 / 365 - We're open even when you can't be. Regardless of the weather or holidays, our systems are running in order to provide your customers with the personal touch that has been our hallmark for over 40 years.
- Customer Service - Your business will "Rise Above the Rest" in your industry. Being available 24 hours a day, 365 days a year shows your clients how much you care about their business.
- State of the Art Technology – We have invested in the most current software that will allow us to meet your needs. Whether it's emailing, text messaging, or patching your calls, we can customize your account to meet your specifications. Let us know what you need, and we'll find a way to make it happen!
- Cost Savings - The ability to have a quality system answer your calls at a low cost is very important to stay competitive. Our up-to-date systems will help you increase your business without the worry of personnel issues and employee costs such as payroll, absenteeism, tardiness, and insurance.
- Immediate Service - We understand "busy" and the importance to needing something immediately. Our basic services can be activated and ready for use within 24-36 hours.

# Voice Mail/Virtual Receptionist

Voice Mail is our best value. If you are concerned about cost, but need your lines answered in a professional manner voice mail is an excellent choice. The quality is excellent and more professional than an answering machine.

## **How will my calls ring to *A Superior*?**

There are several options available through your phone provider – Call Forwarding, No Answer/ Busy transfer or local or toll free number.

**Call Forwarding** – you will pick up your line, enter a code, and dial your private answering service number (assigned by us upon setup). You control when your lines are answered by *A Superior*.

**No Answer/ Call Forward Busy** – your phone provider will automatically transfer your lines to your private answering service number after a certain number of rings (decided by you) or if the lines are busy. Service is also referred to as “overflow” answering.

**Direct/Toll Free** – a number that rings directly to your private answering service number 24 hours a day. Many telephone providers offer local numbers that you can have forwarded to us. *A Superior* provides toll free numbers upon request.

## **What happens when *A Superior* receives my calls?**

Our voice mail will answer all calls and present the caller with a greeting that would give your specific information and let the caller leave a message. A multi-level option is available for callers to press keys to reach additional mailboxes. You could have different boxes and greetings for each employee or department of your business. The greeting callers hear can be recorded by our professionals or by you for a more personal touch.

## How will I receive my messages from *A Superior?*

### Voice Mail has a variety of delivery options including...

- email of message in .mp3 or .wav file
- text message notification
- digital or voice page
- direct call to a list of numbers
- call in at your convenience

## Our Pricing

**\$19.95 for 500 minutes**

Includes Main announcement + 3 options

Includes one delivery option

*Additional Mailboxes \$5.00 per mailbox*

*28 day billing cycle*

*Excess voicemail minutes \$.10*

*One time programming fee \$20*

~ No long term Contracts ~



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