



1-800-344-6470

www.asuperiorcallcenter.com

Providing Continuous Customer Service since 1976

Thank you for your interest! Please review our services. We offer a variety of services that you can utilize at any time. Please let us know if you have any questions.

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 costs. We understand that every telephone call to your company is possible business.

- **Open 24 / 7 / 365** - We're open even when you can't be. Regardless of the weather or holidays, we will be here to answer your calls and provide your customers with the personal touch that has been our hallmark for over 30 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 taking orders, emailing, text messaging, or patching your calls, we can customize your account to meet your specifications.
- **Experienced Agents** - Monitoring, recording, and continuous training set us apart from our competition. Our telephone representatives are consistently evaluated for professionalism and accuracy in order to provide 'Superior' service.
- **Cost Savings** - The ability to have highly trained personnel available at a low cost is very important to stay competitive. Our experienced staff will help you increase your business without the worry of personnel issues and costs such as payroll, absenteeism, tardiness, and insurance.

Live Answering Service

How will my calls ring to *A Superior*?

If you already have a business number there are several options available through your phone provider or phone system vendor. We are happy to consult with you on available options.

Call Forwarding – Your phone provide will give you instructions on how 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 our 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.

Voice Mail or Phone System Transfer – many phone systems have the ability to forward calls to our private answering service number based on time of day, or a selection by the caller. Your IT staff or phone system vendor can assist with the programming for this feature

3rd Party Number – If you do not currently have a business number, you can obtain a number that rings directly to our private answering service number 24 hours a day. Many telephone providers (local or online) offer local numbers or toll free numbers that you can have forwarded to us. *Some popular online providers are Ring Central, Google Voice, and Grasshopper.*

Pre-Announce (Optional) - Once your calls ring to our answering service, we can provide you with an automated, customized Pre-Announce recording. Many businesses like to advise callers of their office hours. Or medical practices can advise callers to call 911 if their call is a medical emergency. Pre Announce can be very helpful to ensure every caller is given specific information before speaking with one of our agents.

What happens when *A Superior* receives my calls?

Our system recognizes your private number and presents the first available agent with a screen showing exactly how the call should be answered.

Answer Phrase:

Good Afternoon, Massey Law Firm, this is

Example

After greeting your caller, we will complete a custom script (list of questions) that you provide, such as, **caller’s NAME, COMPANY, PHONE NUMBER, and REASON FOR THE CALL**. We are not limited to the number and type of questions we can ask the caller. We realize all businesses are different and we develop our service around your business needs.

Live Answering Service

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

We offer many different ways to “dispatch” or “deliver” your messages. You can select one or a combination of delivery methods based on your needs or the type of message. For example, we may need to handle emergency messages in a different manner than a routine office call.

Web Portal allows you to access your messages, contact list, on call schedules from the convenience of your computer. You can also alert our agents of any special circumstances. Our web portal gives you more ease and control of your account. Customized applications are also available for additional charges. **HIPAA compliant*

Text Messaging is our most popular method of delivery due to its efficiency and dependability. We send our messages to you in SMS format. You can combine texting with web portal access, fax or email to receive more detailed information about each message.

Secure Messaging – our HIPAA compliant, secure version of text and email. You receive a “link” to access your message. The message resides on our secure servers for viewing, instead of us transmitting the data unsecured. We setup individual user accounts with passwords, for security.

Email is also very popular. We can email messages as soon as we take them or at a scheduled time each day. If you receive email on your cell phone, you would have immediate access to this information.

Fax remains a viable solution for getting hard copies of messages. We can send a fax as soon as we take the message or at a scheduled time of your choice. It’s nice to always have a “paper copy” of your messages. **HIPAA compliant*

Voice Mail continues to be the best option for people on-the-go who do not have access to text messaging or email. We provide a voicemail box for you to retrieve your messages. We can record the message or we can transfer your caller’s to the voicemail and they can leave their own personal message. You can call in to retrieve messages or we can notify you via email, text or by a phone call that a message is in your voice mail box. **HIPAA compliant*

Phone Calls are sometimes the only solution. Important calls require care and attention. We will make direct calls, following a specific protocol you provide, to ensure these important calls are relayed in a timely, efficient manner. **HIPAA compliant*

On Call Schedule Delivery allows us to reach different people based on a rotating schedule. We keep your schedule in our system so we are directed to call the appropriate person for specific dates and times. Manage your own schedule using our web portal.

Patching allows our agent to connect you directly to a caller. Many times you don’t want your client to wait for a call back. Patching is available at a separate and reduced charge of \$.39 per minute.



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Live Answering Service Rate

\$ 175.00 per billing cycle (28 days)

24.7.365 Agent Availability

150 minutes included – Excess minutes \$.99 each

- Minutes = time we spend on your account. Minutes for individual transactions are calculated in 6 second increments (1.1, 1.2 etc) and are not rounded to the next full minute. At the end of billing cycle they are totaled and rounded up to the next whole minute. Billable time includes any time spent on incoming or outgoing calls, working time on your account while not on a call (such as completing a message, managing on call tables, reading dispatch instructions, reviewing calls or messages, etc). Time for faxes, texts and emails DO NOT count towards billable time.
- An average inbound call taking basic information averages 1.2 -1.5 minutes. This package allows for 3-4 average calls per day, before you would exceed the allowance of 150

Three of the following Options are included in your base fee above:

** customized pricing available if you require more than one option below**

- | | |
|--|--|
| <input type="checkbox"/> Text/SMS – unlimited texts | <input type="checkbox"/> HIPAA Secure Messaging |
| <input type="checkbox"/> Email – unlimited emails | <input type="checkbox"/> Agent Call – plus usage minutes |
| <input type="checkbox"/> Faxing – unlimited faxing | <input type="checkbox"/> Web Portal – unlimited access 24/7 |
| <input type="checkbox"/> Voice Mail Message pickup with delivery | <input type="checkbox"/> Custom Pre-announce or Auto Attendant |

Additional Services: (may opt out)

\$.39/min for Patching/Call Transfer – billed as used Opt OUT Opt IN

\$2.00/min for Bilingual Translation – billed as used Opt OUT Opt IN

One Time Programming Setup fee: \$ 50.00

Need More? See Specialty Services on next page

All pricing is billed on a recurring 28 day cycle,

No LONG Term Contracts - Cancellation of Service requires 30 day written notice



Specialty Services

Customization is our pleasure! Select from our services below or contact us at 800.344.6470

Appointment Reminders – Missed appointments cost you money. Let us help you with reminding your patients/clients of their appointments.

Appointment Scheduling – with the use of online appointment scheduling services, we can assist you with scheduling without the worry of double booking. You will also have more time to spend on the appointment and not on the phone. You choose and pay for scheduler.

Conference Bridge – Need to have a conference call, but don't have the technology? Let our telecommunications system handle that for you.

Efax – Don't have a fax machine but still have the need to receive faxes? We can receive your faxes and email them to you in Adobe .pdf format. Simply forward your fax line or let us assign you a number.

Email Monitoring – We can receive important emails from devices (such as temperature alarms) that may require immediate review and action. Our agents will receive the email and relay the information to you according to your customized instructions.

Employee Call Out Line – Documentation of tardiness and absenteeism for your HR department is necessary. Assign a number for employees to call and report if they are going to be late or out of work. We document the date and time of the call and can notify the necessary personnel.

Live Chat – Offer your prospects and clients more ways to communicate with you. Offer "live chat" on your website and our agents are available 24/7/365 to assist your current and potential clients.

Toll Free Numbers – Doing business across the country or running special advertising? We can provide you with a toll free number to advertise for your business. Have it forwarded to your office line or directly to us. Use for tracking advertising response.

Custom Reporting – – Need special reports in a special format? We can provide you custom reports to meet your needs.

Need More? Have Questions?

Call Now 800.344.6470 or sales@ascc365.com