





## 24/7 RECEPTIONIST SERVICES

OmniCall is your team of friendly, professional receptionists handling the calls for your business 24 hours a day, 7 days a week. We act the same as your in-house receptionist, but for a fraction of the cost. Your clients will enjoy our stellar customer service, and your staff will appreciate the extra time given to do business instead of answering phone calls.

### HOW IT WORKS!

1

#### Forward Your Phones

Simply forward your lines to us when you're busy, away from the office, or after hours.

2

#### Clients Call Your Business

We answer each call with your personalized answer phrase.

3

#### We Transfer the Call

We then send the caller to the appropriate agent or take a detailed message.

### AFTER HOURS & BUSY TIMES

#### AUTOMATED SERVICE REPLACEMENT



Let us replace your automated service or phone tree with our always live receptionists. We're here to answer your calls 24 hours a day, 7 days a week, and every holiday. 82% of callers hang up if they don't reach a live person. Never miss another call with OmniCall.

#### MOBILE FORWARDING FEATURE



Do you use your cell phone for work calls? With call forward technology, you'll never have to worry about your callers reaching a voicemail. After 3 rings, the call will roll over to one of our receptionists who will answer the call live and take a message for you.





## ALL-INCLUSIVE FEATURES

We encourage you to take advantage of our free, all-inclusive features to maximize efficiency and keep within your budget.



### Texting & Emailing

Eliminate the hassle by having your messages texted or emailed to you. Messages are in an easy-to-read format that allows you to return the call by simply tapping the number on your screen.



### Web-Based Dashboard

Our dashboard is loaded with tools to make monitoring your account simple and easy. You have total control of your account, from your on-call schedules, to your messages, to your company information.



### Recorded Messages

Every inbound and outbound call for your account will be recorded and accessible via our web dashboard or by calling our toll-free check-in line.



### Call Blocking

Solicitors and wrong numbers can be such a waste of time. Provide us with the numbers you wish to block and we will program them in our system.



### Monthly Billing

We provide a balanced method of billing that only charges for the time our receptionists are working for you. We bill on a monthly basis, not 28-Day Cycle that charges you for one extra bill per year.



### Appointment Scheduling

If scheduling program is provided, we can schedule your appointments for no additional charge. (Program must be approved.) We can also provide our scheduling program for an additional fee.

## ADD-ON FEATURES

We also offer a variety of features for a low monthly fee. For more information, contact your client relations representative.

**Additional Numbers for Advertising:** Track your marketing with specific numbers for each ad

**Voicemail Boxes:** Set up Voicemail Boxes for each staff member as another option in your script

**E-mail Services:** Our receptionists can e-mail information packets via email to callers

**Number Porting for 24/7 Services:** Cancel current phone line so we can take over 24/7