

Catch all your business!

with **Front Office Support** from



Most businesses are losing potential customers and don't even know it!

Research shows that roughly 75% of first-time callers that are sent right to voicemail hang-up and call someone else! The telephone is your best source of new business, and your clients' first impression of your company is often influenced by how you handle their call. Without the personnel and technology resources of your larger competitors, what can you do to take advantage of all your opportunities?

Introducing Front Office Support from CallNet:

Front Office Support is a **hosted receptionist service** that gives businesses a powerful **corporate-style phone system backed by a live Receptionist** to make sure all your calls are answered, and with the best customer care. Hosted means **we take care of the technology, expensive phone equipment, computers, personnel, and office space, while you are free to focus on your core business.** We specialize in telephony and customer service and offer an affordable solution that would cost anyone many thousands of dollars to build on their own.



Front Office Support gives you:

- **Receptionist Call Handling**—A Live Receptionist will answer calls with your company name or custom greeting. Your Receptionist can answer frequently-asked questions, give directions, and give basic company info.
- **Managed Transfers**—The Receptionist will pre-screen incoming calls according to your preferences and introduce them before transferring. If an appropriate person is not available, the Receptionist can take and forward a message via voice, email or text. Bottom line: your callers are never lost in the Voicemail maze. Our Receptionists make sure callers have the opportunity to get the information they need.
- **Flexible Call Packages**—Once you pick a Front Office Support package that fits your business, don't worry about hidden fees or overage charges. **We do not charge per minute** and we keep track of your call volume and let you keep unused calls by using a moving average instead of charging you for overages each month. If we need to adjust your call package we will contact you to find a plan that fits better.
- **Call Routing/Transferring**—You can have your Receptionist route all your calls to anyone, anywhere. This routing is flexible and can be based on your schedule—weekends, after hours, traveling, etc.
- **Multi-line System**—Our high-tech, corporate-style phone system can handle multiple simultaneous calls. It's the ultimate backup! No busy signals, frustrating call-waiting beeps, or going straight to voicemail. Every customer can speak to a live person! All you need is an un-forwarded phone line for reaching you. No equipment or capital costs!
- **Optional Custom Call Tree**—Provide callers with an interactive menu to help them quickly connect with the department or person they need to reach. Example: "For Sales please press 1, for Customer Service please press 2..."
- **"Follow me" option**—Incoming calls are forwarded to a number of your choice, such as your home, office or cell. If you are unavailable at the first number, callers are automatically directed to your second number. Callers only dial one number to reach you. (Requires additional line)
- **Conference Calling**—You can use our lines to host a conference call for up to 15 phones by contacting your receptionist and requesting a conference bridge number.
- **Voicemail**—Customize your own voicemail system. You can be notified when you get new voicemail messages, listen to them on the Internet, or receive them in your e-mail as a WAV file and simply click to hear them. You can then forward them to anyone else you want to hear the message.

Premium Add-on Services

Catch even more business with these valuable extras for your Front Office Support package!

■ **Additional Voicemail Boxes**

Integrate multiple associates into your FOS account by attaching additional enhanced voicemail boxes to their extensions. All voicemail is made available online where you can listen, save, and send messages as email attachments.

■ **50 Outbound Calls**

Have your Receptionist make calls on behalf of your business. Your image will grow by leaps and bounds when your Receptionist calls to reschedule appointments, reserve resources, or other communications tasks. Plus, you can focus your time and resources on income producing activities!

■ **Additional Toll-Free or Local Number**

Are you advertising in a particular city and want to publish a local number and be able to find out how many calls you received? We can order local numbers for you in almost any city in the U.S. and can provide toll-free numbers at a flat monthly rate.

■ **Order Taking**

Receptionist will interface with your website or e-commerce site and help customers place product orders, billing questions or other situations in which they will interface with your software or data base.

■ **Extra Inbound Calls**

If you anticipate a large call volume, you may purchase extra calls to avoid paying the full price for each call. Inbound calls can be bundled in increments of 50 (involving the Receptionist) per month. CallNet can also assess your call volume statistics to discover trends so that you may pre-purchase the right amount.

■ **Calendaring/Scheduling**

Your Receptionist can set up appointments and check for schedule conflicts. You keep one central calendar, and have one source for executive support. The calendar is maintained by the Receptionist for 1(one) executive and made available online.

■ **Automated Front Office (stand alone service)**

This introductory package includes a Custom Call Tree, Routing, Multi-line capabilities, and Voicemail (1included) only. It does not include a Live Receptionist.

Contact us today to start catching all your business!

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