



Outsource your Help, Service and Order Desks

The average consumer is becoming more and more demanding every day. We allow you to respond to them 24/7.

We will be there for your busy day, heavy customer load or most importantly - disaster recovery.

Like a chameleon, we adapt to meet your needs and provide your customer the service they demand.



Why should I send my calls to you?

- Because we bill based on operator minutes. You only pay for what you use.
- We have been handling telephone calls since 1946. If it can happen, odds are that we have seen it and responded. By keeping up with new technologies we have grown as a business and continued to expand in order to offer new capabilities and services.
- We provide off-site security for disaster recovery scenarios, client response desks, level-one help desks, dispatch centers - you think of the application.
- We digitally record every call taken and keep it for seven years. We also retain detailed records for every call, including every number dialed to deliver it. No more "he said, she said". We can show you exactly what happened.
- Our management team works with you and your office staff to keep the details of your application current and effective.
- Using Internet technology we can do order taking, data gathering (intake information), appointment scheduling, appointment notification and outbound customer satisfaction contacts.
- For retail customers we can handle the phones when the store is full of customers needing attention. No need to abandon the customer in front of you to answer the ever-ringing phone.
- We capture caller information through Automatic Number Identification (ANI) whenever the carrier offers it.
- We can service your locations anywhere in the world where there is a telephone. If you have an unusual project, we can provide hundreds of operators waiting to take calls on very short notice.

What will I get from Answer Midwest?

Reliability - We have been in operation 24/7 since 1946.

Quality - We hire and train to provide you only the best award-winning professional operators to greet your callers, with a live voice every time. Our operators set the professional, caring tone you want for that first time.

Improved Customer Response - The world has adjusted to machines, but many people "hate them." Provide your customer a professional attendant from the first call.

Proven Service - We have won the ATSI Award of Excellence for Customer Service the last seven years in a row. We are proud and participating members of ATSI. Visit ATSI's Web site for more information at www.atsi.org/MemberBenefits.

Flexible Services - We can do as much or as little as you need. We build to fit your business and personal needs.

Appointment Scheduling - We can even schedule your appointments and provide you and your crew access, from anywhere at any time.

Detailed Record Keeping - We keep detailed records of each call and the subsequent message, including an audible recording of each call, for seven years. In short, we keep track of how well you perform to meet the needs of your customer.

The Ultimate Disaster Recovery - We prepare so you don't have to. We have critical spares equipment packages, our own battery and natural gas propane electric generator. We'll be there when you can't.

Answer Midwest, Inc.

618/463-2430 • 800/463-2430

Fax: 618/463-0072

www.answermidwest.com • E-mail:
garyt@answermidwest.com

