

Call Center

Missing phone calls is bad for business. As even the most dedicated entrepreneur cannot be in two places at once and available 24-7, missing calls is also inevitable. Voicemail helps, but too often makes you look small and unprofessional; and just how many people hang up at the first squeak of an answerphone!

When you've worked hard to generate new business, tailoring your services and market positioning, and perfecting your advertising, don't ruin all that effort by relying on customers to talk to an answerphone. When it comes to your sales process, don't let the way callers are answered be the weakest link.

Call Center provides the solution. dmAnswers is an outsourced professional answering service, so affordable that it's within the reach of any business. A trained operator answers your calls when you cannot (or simply don't want to), answering in your company name in the way that you specify. Instead of getting a dreaded answerphone, callers are greeted by a polite professional, expert at coaxing even hesitant callers to leave a message and their contact details. These are instantly sent to you by email and SMS.

When you first sign up to dmAnswers you supply a range of basic details:

- your company name
- your preferred greeting for callers
- a call back time expectation: the timeframe in which the operator will tell a caller you'll get back to them
- the email address you want messages sent to
- the number on which you want to receive messages by SMS

You are then supplied with a private dmAnswers number, to which any of your phones can be diverted. You control how the divert works - whether it's automatic or only activated when any of your public numbers is unreachable or remains unanswered after several rings.

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