

Phone Answering Service

Answering services are a vital function in the day to day activities of any business or organization. If you think the question is how important your answering service is, the real questions are these: how important is your face, your voice, your smile?

The minute you turn your phones over to an answering service, the person who answers the call becomes the face of your company, the voice of your business ethic, and the smile (or frown) of your customer service staff. Think about it.

If someone is calling in the middle of the night, it is probably an emergency. That means the caller is already under stress. The quality of your answering service can save or lose your customer's trust.

As you already know, customers are pretty expensive to come by. Generally, it takes up to three times more effort and money to get a new customer than it does to keep an existing one.

The larger the customer, the more expensive it is to replace her business. Whether you have a small, mid-sized, or large business of your own, the equation is the same. With all it takes to make customers happy, losing even one because of your Answering Service is not acceptable.

Whether it's a for-profit company, non-profit company, hospital, school, or church Go4Customer Answering Services will help your organization run smoother and more efficiently.



Who Needs Answering Services?

You're probably saying to yourself right about now, "What do I need answering services for when I can just hire my own secretaries to handle all my incoming call traffic?" Of course, you can hire your own internal secretarial staff to handle your phone traffic. Then again, why would you want to? Think about the costs involved in maintaining your own call center staff.

First, consider the staffing costs. You don't want to hire just anybody off the street. Phone encounters are usually the first impression customers and suppliers get of your business. You need your phone staff to represent you in a professional, knowledgeable manner. The hiring process needed to find the right people can be long and expensive.

Second, think about the cost of training your staff. Your employee will need to know your business and your people, and this can take time. Go4Customer Answering and message-taking services, on the other hand, hire highly qualified, professional individuals experienced in a high volume call center setting. People who work for answering services have proven themselves trustworthy and have shown they are the best at receiving and directing phone traffic.

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Will Go4Customer Services Really Save Me Money?

The answer is yes. Go4Customer Answering services are able to operate at low costs because they are able to spread the already mentioned costs of hiring and training, plus other costs such as investments of capital in resources and development across a much wider base than you. This is the business that we're in, and we excel at it.

How Do Go4Customer Answering Services Work?

The first step, and the key to our success, is our employees. Ensuring high quality answering services we will recruit only the best employees. By employing outstanding call center staff, we're able to meet and exceed the expectations of our clients.

Once the staff is in place, it's time to take calls. We use an automated tracking system to register where the incoming call originates and judging by the call's origin, the system routes it to the operator with the most appropriate skill and background. You're guaranteed that a knowledgeable, professional individual takes your company's important calls.

Your company gives detailed information and instructions to us on how to handle your calls. Depending on your instructions we might page an on-call employee, answer questions, or simply take a message.



Who Needs Answering Services?

If you have limited business hours but your customers need access 24/7, you need a service to answer incoming calls. If you've ever tried an answering machine, you know how ineffective they can be. There are a lot of businesses that need to use these services. Doctors, emergency home repair companies, local pager companies, newspapers, air conditioning and heating companies--the list is almost endless.

During your non-business hours, your customers need to talk to a live person, someone who can express empathy for their problem, and, hopefully, someone who can help them get it fixed or who can at least assure them that you will be notified and will contact them in the morning. The representatives must know what to say and how to say it.

What Makes Go4Customer a Quality Answering Service?

We offer the very latest in technology EPABX, Headsets, CRM Softwares to our agents. We've enough representatives on each shift so that your customer's call is answered by the second ring. Have someone play an irate customer or an upset customer. You might even want to let our service know that you are planning to make spot calls. What makes us a quality answering service is how we respond to each and every call.

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