

# Amcom's Answering Service Solution

## Introduction

Amcom's Answering Service Applications offer a comprehensive toolset for organizations that provide answering services to any type of client (business clients, hospital departments, clinics, doctor offices and others). The Answering Service package integrates on-call calendars, multiple messaging, paging and billing functions. By streamlining each task, Amcom makes call handling more efficient, freeing agents to focus on listening to the caller's needs. Our configurable application design enables you to provide the exact call flow/call handling required by each location or client served.



## Customized Answering

As calls are presented to the agent, the system matches information being passed by the phone system to information in the database and automatically populates the agent's screen with the corresponding data record. When the operator takes the call, the operator's pre-recorded greeting (specific to the location dialed by the caller) will automatically be played. All information pertinent to properly address the call is ready for viewing. To page a person on call, transfer a call, or take a message, all it takes is a press of a button.

## Computer Telephony Integration

Computer telephony integration features provide automatic screen displays of important information (such as on-call coverage and any additional calls waiting in queue) as calls are answered. Operator Recorded Greetings allow calls to be answered in a customized fashion for each location you service, while integrated telephony functions allow agents to completely process calls from their PC keyboard. Amcom's unique software design eliminates guesswork so that calls are serviced accurately and efficiently.

## Call Parking

Amcom's unique Call Parking feature allows agents to park callers to a centralized holding area so that when the paged recipient calls in, the most available agent can quickly join the parties together.

## Messaging

The flexibility of this package enables you to create message templates and customize them for each client or share them among clients. Multiple templates can be created for a single account to ensure that vital information is gathered from callers for each type of call answered.

Information can be delivered via pager, e-mail, fax, web-enabled cell phones or voice messaging. Agents enter all messages in the same fashion regardless of the delivery method; the system translates the message into the appropriate format for each recipient. Single messages can have multiple delivery points. Faxes can be sent on demand or stored and batched at pre-requested times (e.g. when an office opens in the morning).

## Paging

When pages are pending for delivery, features such as "re-beep" will monitor the message to ensure that it does not go unattended. Other time-saving tools include Meet-Me Paging, which allows agents to offload traffic by parking the caller to a special holding line that prompts the caller to speak their name. When the paged party calls back to this line, they will hear the name of the person holding for them and can choose to accept or reject the call. Rejected calls can be routed back to the operator or to the recipient's voice mail box.

Amcom integrates with all paging companies and pager devices through industry standard protocols.

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## **Robust On-Call Calendars**

The On-Call feature tracks who is on call for various departments, offices, clinics and functions, preventing costly mistakes in coverage tracking. The system prevents problematic entries such as duplicate coverage and notifies the user attempting to make the update.

On-call calendars are flexible and can be set up months or even years in advance. Calendars may be maintained from your network via PC-attendant console, web, wireless devices, IVR or speech recognition. Departments, clinics and individuals may maintain their own calendars, get daily on-call lists or view monthly calendars if desired. Calendar access and maintenance is security controlled. As with all transactions, every on-call modification is logged.

User-friendly tools allow people to set exceptions, coverage, referrals and page-block scenarios in addition to standard on-call schedules.

## **Wake Up Call**

The Wake-Up Call feature helps operators quickly set, change and cancel wake-up calls. The system can also be set up so that callers can request a wake-up call without operator assistance.

People may set, change or cancel their own wake-up calls using Amcom's interactive voice response system. Once activated, the system automatically places a call with a pre-recorded wake-up message to the requestor at the scheduled time.

The Wake-Up Call module also checks for wake-up calls "not received" or similar errors. If a wake-up call is unsuccessful or a problem is encountered, the system sends

notification to the operator with detailed information.



## **Measurement and Tracking**

Calls are tracked from beginning to end and transaction numbers are assigned so that all events stemming from a call can be grouped together for historical tracing. For example, a call may result in a page being sent and re-sent, and ultimately the agent may reach the recipient by contacting them for delivery of the message. This sequence of events can be tracked. All transaction information in the Amcom system is available in a real-time or historical fashion via standard or custom-built reports and logs.

Amcom's Enhanced Operator Statistics package is available (with real-time monitoring) for customers who do not have adequate monitoring readily available. Real-time and historical logs and reports are part of the standard Answering Service package.

## **Billing**

Rounding out this robust application is the customized Amcom Billing Package with capabilities to bill for any number of transactions, by flat monthly fee or a combination of both. Standard tools, billing formats and reports are available. Exports can be set up to other systems if you already have a billing package and wish to blend Amcom transaction information into it.

## **Technology**

Amcom uses industry standard computing hardware and Linux and Windows operating systems. Oracle 9i RDBMS is fully integrated as the core master database. Application software is written using C++ and Java.

## **For more information:**

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