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## Tradition + Technology = The Answer

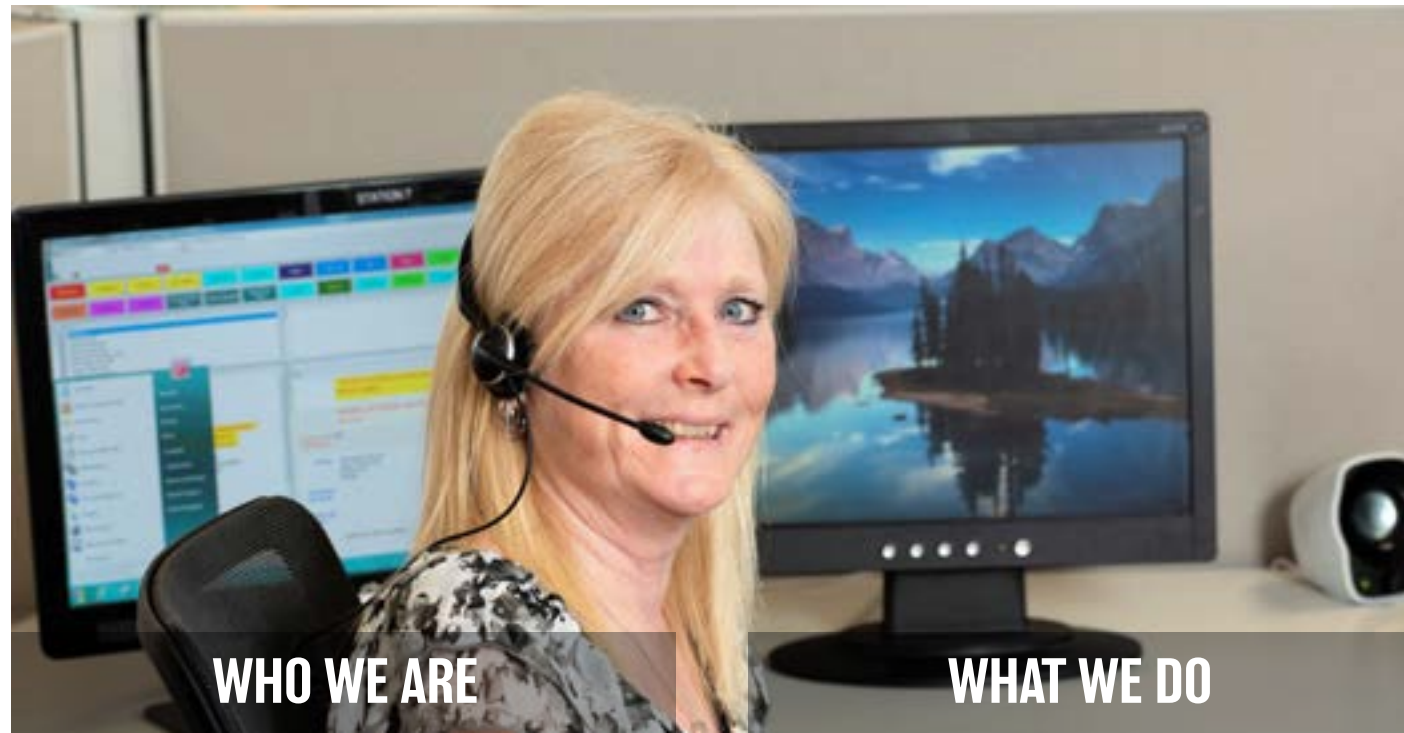


## About Us



Alliance Wireless Communications is a division of Alliance Security & Communications, an award-winning call answering solutions company founded within Eastern Ontario in 1948. With over 70 years experience in call coverage, and receptionist solutions, we're able to custom fit your needs with our services. We work with clients to ensure that we are always available during overflow peak times, after hours, and coverage over breaks or holidays.

Think of us as an extension of your business. Any administrative and call support gaps you need filled, we can do it. This includes virtual administration, qualifying leads, and filtering requests to urgent and non-urgent calls to ensure you're able to better prioritize your time.



From the first time we meet with you, we are about understanding your business- your corporate culture and personality- the dynamic that drives your revenues- and the issues you're seeking to resolve. We believe every client is unique, and no single solution can work for everyone.

It's that personalized attention to detail that sets the tone of how we work for you. When we represent you, we want you to feel your customers are cared for as if you were answering the phone. We want to be a key component of your business.

- Virtual Administration
- Order Taking
- Reservation Making
- Enhanced Tele-Messaging
- Live Chat
- Qualifying Leads
- Scheduling
- Maintenance Reminders

## The Answer



Based on our conversations, this is where we think our services will be best utilized by your company. Although we offer multiple packages based on your needs, here are some of the extra benefits we offer every client we have, on every call.



### Award-Winning Service

Our Agents have consistently been recognized by NAEO, ATSI and CAM-X. These independent organizations do blind tests on all partner call centers ensuring the Agents working are always top notch. It ensures your professional standards are maintained.



### Website Integration

Allow for us to add a live-chat feature to your existing website. With clients doing research before even reaching out to services they need, this allows for barriers to eliminated.



### 24/7/365 Representation

Vacations, holidays and after hours we're able to answer calls on your behalf, working with your own on call list to ensure that you aren't missing out on emergency calls, revenue opportunities, or saving money by ensuring we're on call so you don't have to be.



### Customized Solutions

Your business is unique, even among the competition. Therefore there are no cookie cutter scripts here; we are working for you on every single call the comes in. Through customized greetings and questions, you are able to build your answering service as you see fit.



### Call Recordings

Review calls and do your own quality assurance on how your business is being represented. We have multiple backup options ensuring no lost calls. As well, our Agents know they're being recorded, ensuring they are always top notch.



### Cost Savings

With pay-per-minute, you're never going to be charged for time that you have not used. Through customized scripting and ensuring that all calls taken are qualified to your definition of urgent so that there are less missed opportunities, or misdirected manpower.

## Choosing An Answering Solution



Now that you have reviewed the solution that we think is best for you, we believe that the best thing for our clients to do is to make an informed decision. An answering services does more than just take your calls, they are an extension of your business and we want to ensure that our core values align and that you can trust us with your business reputation.

Here are a few things we think that you should consider when looking at a call answering solution:



Calls Answered in Your Company Name



Low Staff Turnover (Your clients and staff can build a relationship with the call centre staff)



Staff trained by industry experts, and commitment to development of high quality staff in all areas of the call centre.



Quality Management Accreditations.



A range of client testimonials - preferably from your own industry



Clear and predictable invoicing (no hidden costs)

## Call Centre vs. Answering Service



Many professionals use Call Centre and Answering Service to describe the same service. Although an Answering Service is a type of Call Centre, a Call Centre isn't necessarily an Answering Service.

The nuance between the two is the way they process the calls that they take. Where a Call Centre may focus on volume, an Answering Service works as an extension of your business, providing focused support every single time your line rings through to us.



Answering services can specialize in multiple sectors. From funeral homes, legal professions, and Managed IT companies, Alliance Wireless represents customers from A-Z.



Back Up and Disaster Recovery systems. A good answering service consistently runs test to see where downtime could occur to make sure our customers aren't impacted by power outages, equipment issues, or unexpected events.



Average Duration of Call. Many Call Centre calls are longer in time, where a good Answering Service can get the relevant information and move on. That being said, we understand some calls are complex, so we treat every one of your customers as our own.



An Answering Service can be a 24/7 Virtual Receptionist for your company. We work hard to understand your unique issues and strengths are always put our best foot forward in maintaining your professional reputation.



## Pricing Information



As every company has unique needs, we like to ensure you're on the right plan for your account. Plans vary based on your needs, and we work with our clients to ensure that they are on the plan that is right-fit for them.

However, we have consistent features and benefits across the board allowing for the best level of customer satisfaction and engagement.

### ALL PLANS INCLUDE

- Toll Free Forwarding Line
- Voice Logger
- ePortal (listen to all your calls)
- Additional Delivery Options
- Live Chat
- Warm Call Transferring Services

### ADD ON OPTIONS INCLUDE

- Customized Reporting (Detailed Metrics)
- Voicemail Broadcasting
- Bilingual Support
- Optional Daily Recap

## Existing Call Centre Customer?



How do you know if your current call centre or answering service is providing you with the best possible service?

Ask yourself the following questions:

1. How would you rate them out of 10? What could they do differently to make it a 10?
2. Do you find the cost controllable, and know the cost range the service is in?
3. Why did you choose that particular company to handle your calls? When did you last benchmark their service?
4. Do you receive detailed reporting that is easy to follow?
5. Does your current call centre hold any professional accreditations or awards?
6. What business continuity plan does the call centre have in place in case your lines go down?
7. What is the current level of customer satisfaction?
8. Do your customers compliment your after-hours service?
9. How many unanswered calls do you currently have?
10. When an issue arises, how is it dealt with?
11. What is the current average answer time? Ask for your stats.
12. Are the calls recorded? Ask to listen to a random sample.





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