

Did You Know?

Dexcomm Goes “Beyond the Call”
in Telephone Answering and
Communications Services

YOUR BUSINESS. EVEN BETTER.

With more than 65 years of telephone answering experience, our highly trained phone agents have successfully handled millions of calls, helping customers of all sizes, in all market segments, to make their voices heard.

But **DID YOU KNOW** that Dexcomm goes beyond the call with a full suite of communications options, programs, and services?

From ensuring secure messaging among team members, to scheduling customer appointments, to providing live web chat for website visitors, to delivering full call center intake services; we can seamlessly integrate your organization's communications to:

- Boost your efficiency and effectiveness
- Increase your customer service levels
- Increase your revenue
- Maximize your time
- Capture all of your opportunities

Take a tour of Dexcomm's wide range of services in this e-brochure to discover how, then call us toll-free at **877-DEXCOMM** to discuss a customized communication program that perfectly fits your needs.

Jamey & Janine Hopper
Dexcomm

YOUR VOICE. HEARD.

Dexcomm
518 Patin Road
Carencro, LA 70520
877-DEXCOMM
(877-339-2666)
www.dexcomm.com



Did You Know?

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DEXCOMM CONTACT CENTER SERVICES

Since Alexander Graham Bell first called out, “Mr. Watson. Come here. I need you!” the telephone has been America’s communications tool of choice. But, unlike Watson, you can’t always be there when the phone rings. That’s where Dexcomm comes in.

We offer complete, live telephone answering services so that customers, patients, and prospects are greeted by a real person, whenever they call. This level of coverage is more critical than ever in today’s 24/7/365 world, when every call is important and customers expect to be able to reach you at their convenience, including at night, on weekends, and on holidays. Here’s our telephone answering line-up.

24/7/365 Telephone Coverage

Never miss a call. Thanks to our highly trained phone agents who represent your organization professionally and compassionately. Callers are identified immediately, greeted promptly, and guided through a customized script with escalation protocols specifically designed for your operation.

It can be as simple as taking a name, phone number and message to be forwarded, or as complex as providing a series of responses following an escalating “decision tree” procedure.

Messaging & Call Scripting

Our call routing, messaging and scripting services help ensure that no call is left unanswered, no message is overlooked, and that responses are on message. All of us have some interaction via telephone each day. Turning those conversations into efficient, value-added touch-points is the way you can change an ordinary interaction into one that truly benefits your business. We can help make that happen. Benefits of Dexcomm call routing, messaging and scripting include:

- Intelligent multi-media call routing allows us to respond to calls, e-mails, SMS text messages, web chat requests, and message replies from your clients
- Advanced call management functions, including configurable call control, multi-lingual voice processing with advanced call queueing announcements, and built-in call recording.
- Customized agent call processing with call flow scripting and messaging based on your business’ needs.
- Agent-based and automated dispatching to any device.
- Flexible and secure messaging solution with miSecure Messages smartphone app.
- Reduced errors in agent call handling by as much as 90%
- Reduced agent training time by as much as 50%, allowing our staff to begin processing your calls faster.
- Generate more revenue through increased client contact channels and flexible response methods.
- Enable call screening and use specific call handling behaviors for repeated calls from specific telephone numbers.
- Call-forward remote access capability allows you to transfer your phone line to us from anywhere.
- Proprietary call distribution enables your calls to be handled by the same group of agents who are highly trained to understand the nuances of your company.



Overflow & Fill-In Answering

If your business occasionally experiences a surge in telephone calls that overwhelms your receptionist or call center, Dexcomm can quickly provide back up answering services on a temporary or long-term basis. Calls can be automatically forwarded to a trained Dexcomm phone agent after a predetermined number of rings, so that customers are not left waiting to speak with a representative of your business.

We can provide the same coverage for vacations, parental leaves, or sick days. There’s no need to burden your remaining staff with phone duty. Or Dexcomm can serve as your backup in case of a storm or power outage. Just set up your customized scripting and forwarding protocols in advance and we can be “on the job” when you need us.

Notifications

Dexcomm can handle delivery of appointment reminders and receive confirmations without staff involvement so that they can focus on you clients. Notifications are needed for multiple reasons: appointment reminders, emergencies, staffing shortages, delivery confirmations, events, meetings, and more. Benefits of Dexcomm’s notification solutions include:

- Notify appropriate personnel in crisis situations such as a network service outages and area-wide inclement weather or natural disasters.
- Create, edit, and trigger alerts from virtually anywhere with browser-based mass notification solution.
- Streamline inbound and outbound communications with contact methods including e-mail, fax, miSecure Messages, text messaging and telephone calls.
- Minimize the chances of human errors by automating dispatch and notification scenarios with MergeComm middleware.
- Provide a unique, secure messaging user experience with message attachments, color schemes, and editable contact information.
- Automate appointment reminders and notification services with a mobile and web notification system.



Virtual Receptionist

Tired of answering your own phone? If your business is still growing and does not have the resources to hire a receptionist, we’re the answer! Dexcomm can provide full-time phone answering services at a fraction of the cost of a full-time receptionist or switchboard operator. Our services include: voice mail screening, complete operator services, delivering messages to your phone via text, e-mail, fax, or personal voice mail. We also have express check-in service for instant message delivery, and automated reminder services.

DEXCOMM CONTACT CENTER SERVICES

Help Desk & Customer Service Support

Your customers expect to be able to reach you at any time, day or night. We can help you meet those expectations with Help Desk and Customer Service call services.

Simply provide us with basic information about your company and a list of frequently asked questions with responses. Then we can assist customers with everything from programming to basic computer set-up installation and troubleshooting. Dexcomm can also serve as your customer service department after hours or during regular business hours. You can outsource your entire customer service function to our capable and experienced staff.



Voicemail Interception Service

Don't worry about missing calls when they hit your voicemail. Live, friendly representatives will answer for you and reconnect you or take a message and relay it with a text, email, return call, fax, or even next day summary.

We can also set up a multiple-option voicemail "tree" that allows your customers or prospects to hear a recorded message before interfacing with our live operator to answer questions or close sales.

Dexcomm also takes your voicemail to a new level with individual voicemail boxes and customized features including a "Follow me!" service that automatically alerts you via text or email when a new voicemail is recorded.

E-mail Monitoring

You won't have to spend time checking and re-checking your inbox – we'll do it for you! Concerned that you may miss an important email when you are away from the office? Dexcomm can provide 24/7 email monitoring and alert you via phone or text when an email arrives from a specified set of addresses.

Job Applicant Screening

Tired of fielding dozens of calls from unqualified job seekers? Our voicemail screening program lets you pre-screen job applicants through an automated voicemail questionnaire. We'll set up the questions you feel are most appropriate to determine job qualifications. Callers' answers are recorded for you to listen to at your convenience. You only need to call back those who are the best prospects. It is an easy and simple time saver!

DexPrep Disaster Preparedness Program

Storms, natural disasters, power outages, and telephone outages can disrupt service. When failure is not an option, our DexPrep program can provide emergency telephone backup and serve your immediate notification needs to keep your business up and running.

We offer two levels of DexPrep solutions for your convenience.

- Level 1: Business continuity without emergency notification
- Level 2: Business continuity with emergency notification

Benefits of our DexPrep business continuity solutions include:

- Automatically maintain essential call handling functions in the event of a telephone outage, natural disaster, or power outage.
- Notification tools to contact the appropriate personnel in crisis situations such as a natural disaster or telephony outage
- Our browser-based mass notification solution enables operators to create, edit, and trigger alerts; your staff and clients are kept in the loop.
- Capture inbound fax messages and convert them to email, so you never miss an opportunity with a customer.



Automated Dispatching

Dispatching to your team can be automated to free up time and resources, and ensure quick and complete communication. We have specific protocols set up for commercial HVAC, oil & gas companies, and hospitals and care facilities. Here's examples of how they work...

Commercial HVAC/ Oil & Gas:

1. Trigger by a building sensor says that your thermostat is malfunctioning.
2. Email is sent to our system: Building thermostat is malfunctioning!
3. Our system then notifies appropriate building personnel: Building thermostat is malfunctioning!
4. Problem solved - automatically!

Hospital Throughput/ Bed management:

1. Trigger by hospital's admission/discharge/transfer system: Patient Discharge.
2. HL7 Message sent to system: Room is ready for cleaning.
3. Automated system notifies housekeeping through web app messaging: Room 204 is ready for cleaning!
4. Eliminates need to notify housekeeping, avoids mistakes, and improves efficiency by increasing bed turnover.

For more information:
877-DEXCOMM

DEXCOMM TEAM COMMUNICATIONS

Keeping the channels of communication open between members of your organization is a key to improving productivity. Dexcomm goes “beyond the call” to help you design and deploy a customized communications system that meets the needs of your people and your company.

Secure Text Messaging App

Our Secure Messages App is a fast, safe, and secure communication solution that solves common privacy and compliance concerns.

Doctors, cosmetic surgeons, dentists and other medical professionals trust Dexcomm to ensure their PHI communications are in compliance with Health Information Portability and Accountability Act (HIPAA) and Health Information Technology regulations (HITECH). Our full-time RN's, along with our Compliance Attorney provide ongoing training to our telephone agents, ensuring that we are up-to-date in protecting your patient information.

It is ideal for Physician-to-Physician and Nurse-to-Physician communications that must comply with federal HIPAA and HITECH patient privacy regulations. Code calls, admission questions, and daily report outs to other physicians or staff can be made effortlessly and securely.

Initially designed for the medical market, but applicable across a range of industries; it is used by all types of industries, including Information Technology (IT), Legal, Real Estate, Finance, Utilities, and more.

It ensures that all communications are documented, trackable, and reportable. In addition, all information is protected by end-to-end message encryption. Also, messages are not stored on your device in case it is lost or stolen. Messages are delivered quickly, and are kept separate from other email and SMS text messages.

Web Portal App

With our Web Portal App, all of your communications can take place in one space, saving you time to focus on other operations.

It provides 24/7 real-time access to status, messages, directories, on-call schedules, call log monitoring, and reporting in one convenient package for both desktop computer users and mobile device users. Users are able to connect with other users via a range of methods, including e-mail, Messages, SMS text messaging, pager, and fax. Users can also view and update their status, view directory information, view on-call schedules, and administer on-call schedules.

Layouts are customizable for ease of use and mobile friendly.



Scheduling

Save time and capture more appointments with Dexcomm. Appointments and reservations can be scheduled, then confirmed with our automated reminder calls and text messaging. Our online calendar programs can avoid double booking or time conflicts. We can work with your software or schedule appointments for you. Dexcomm's scheduling solutions are the most reliable and connected available.

Appointment Scheduling:

Messages and appointments are seamlessly integrated within our software, or they can be entered into your own software if you choose. When appointments are scheduled, we can notify your clients of their appointment time and date through our reminder services.

On-Call Scheduling:

Assign schedule coverage and then view schedule coverage within your personal web portal page. Dispatched messages can be sent to schedule contacts to ensure that your team has the information they need for their shift.

Workforce Scheduling:

We can create schedules in our software or yours with your data to automate the scheduling process.

Benefits of Dexcomm's scheduling solutions include:

- Up to date appointment to **make your day more efficient**
- **Simplified scheduling** with customizable shifts, roles, and rules that meet your specific needs
- Monitor employee and staff workloads by checking their work totals for the selected month, week, and even day.
- **Streamline your scheduling** with a simplified, flexible, and completely secure cloud-based scheduling application accessible by web or mobile interfaces.
- Integrate with popular calendar applications, such as Microsoft office to **bring your appointments directly to your calendar of choice.**

Employee Check-In Line

If you have employees in the field servicing clients, it is essential that they check-in to report progress or problems, or to be alerted to changes in scheduling or dispatch.

Dexcomm can set up a dedicated check-in line for your business so that employees in the field can report their status and be made aware of the latest news and information. This includes an automated notification system so management will know the check-in has occurred. It is an ideal option for companies with multiple service personnel in the field.



DEXCOMM OPERATIONS & MARKETING SUPPORT

Marketing and communications are inextricably linked. Dexcomm's suite of services can be applied to support your organization's marketing efforts, both internally and with prospects on a local, regional, or national basis. We can help you keep up with the technology that is driving communications today.

WebChat

Ever wish your customers could connect with you directly from your website?

You can add a WebChat feature to your website and have it staffed by Dexcomm 24/7. Our WebChat system allows users to communicate in real time through an easily accessible web interface, without the need for specialized chat software. Your customers can easily ask questions any time they are on your website. Dexcomm WebChat works with any browser, at any time.



Dealer Locator Service

Establish one national number for all your advertising. We can route incoming callers and connect them with the proper departments and distribute the information based on zip code, service required, or any preference your company may have.

Staff Training

Communicating effectively with customers requires the right approach. The “points of contact” with customers, patients, and prospects begins at “Hello!” and continues throughout all communications. We can help your team make the most of every opportunity.

Dexcomm is available to provide communications seminars and workshops to help train your front desk personnel, office staff, phone operators, tel emarketing people, and sales staff to become more effective communicators. Topics include telephone etiquette, voice control and modulation, telephone sales and closing techniques, problem solving, and more. We can also train medical office staffs on compliance with HIPAA regulations.

Full-day and half-day workshops are available. Or we can provide a keynote speaker for your organization's annual meeting, staff conference, or customer gatherings.

OSHA Hotline Hosting

Dexcomm can host and monitor this hotline for you, freeing up your administrative staff to attend to other duties. Companies subject to Occupational Safety & Health Administration (OSHA) regulations are often required to provide a hotline for employees to report suspected violations, dangerous practices, and incidents. We'll alert you only when a call is made to the hotline.



Customized Reporting & Analysis

Having the right reporting can shine a light on your path to success with customizable and precise statistics about your calls. “What gets measured gets improved ” is a time honored business axiom. We can provide complete reports of call activity, customized to track the key performance indicators (KPIs) you select.

Client, traffic, operations, billing, and management reporting is at your fingertips. Build accountability and credibility with powerful reporting. Measure and increase your profitability and get the data you need to analyze and improve your organization's communication procedures and better serve your customers. Benefits of Dexcomm's reporting solutions include:

- Generate reports on each aspect of the call process with event-based statistics.
- Schedule recurring reports to run daily, weekly, monthly, and yearly.
- Implement any of Dexcomm's existing 150 report templates based on SAP Crystal Reports.
- Customized call center report templates using SAP Crystal Reports for your unique call handling scenarios.
- Save reports in the file format of your choice. *We can send reports via email or fax or through our web portal.*

- Popular Reporting Options:
- Time of day call traffic reports
 - On-demand traffic and call summary
 - On-Call Reporting

Inbound Telemarketing

We can take orders from your customers, including size, style, quantity, shipping, tax, etc. Our software provides up-sell and cross-sell links, with full scripting and conditional branching capability so that every call can be both a customer service call and an order call.

Customer Hotline

Convert your advertising investment into dollars by adding a toll-free number with live answering for your advertising. Our professional, highly trained staff can support all types of advertising: pay-per-click, television, radio, display ads, print, billboard advertising, or social media.

Conference Calls

Dexcomm can set up and host conference calls with clients, staff or management. Access is available via phone or web, from anywhere around the globe.

