Selecting An Answering Service -Checklist-

When looking for a telephone answering service, it's easy to become overwhelmed by all of the choices out there. Almost every company will highlight their excellent quality, awards and recognitions, and state-of-the-art technology. These should all go without saying.

So, what qualities really matter in an answering service?

	Dexcomm	Answering Service B *Name:*	Answering Service C *Name:*
They're located in the U.S. and highly trained. It's important you know who is representing you and who has access to your data and information, something that can't be guaranteed with lax training standards or overseas agents.	✅	☐	☐
They have a quality assurance team on staff. Most firms should have a full-time call evaluator that listens to calls for each call center agent on a monthly basis. If possible, learn what goes into an evaluation.	✅	☐	☐
They have redundant systems for power, data, and calls. When the power goes out, you still need agents to be there for your customers' calls. Confirm they have redundant back-up solutions for power, data, and calls.	✅	☐	☐
There's a dedicated point of contact when you need help. Do they just react to customer complaints or do they proactively improve by meeting with clients, reviewing call recordings, and seeking feedback?	✅	☐	☐
They are privately owned. Would you rather work with a company that reports to you or to their shareholders? Ask who their parent company is and if they're publicly traded.	✅	☐	☐
They take the time to understand your needs. You wouldn't set a new hire loose with no orientation. An answering service is the face of your business. Onboarding should be a thoughtful process and not rushed.	✅	☐	☐
You know what you're paying for. Watch out for billing schedules that look inexpensive but turn out to be filled with fees! Ask about holiday fees, additional service charges, and whether they invoice monthly or every 28 days (12 vs. 13 invoices per year). Also find out how they define a minute (a 61-second call could be counted as 2 minutes).	✅	☐	☐