



We are Your Answer

What is an answering service?



We give you a forwarding number

We answer your calls in your customized greeting

You choose when you want to forward 24/7, after hours, overflow, etc.



So when you are busy, need to focus or simply have too much volume to answer efficiently...

We can screen the call, take a message, give information or dispatch to an on call, just to name a few examples.

How do I know if I need one?



If you are...

Overwhelmed

Can't keep up with the volume of calls

Losing track of where things are at

Or worse, losing potential sales...

Any of these can be a sign you could benefit from an answering service.



We can start with a **conversation**.

We'll discuss...

Your type of business

The call flow

The types of calls you receive

Then we can discuss where we can help to take calls that will...

Support the customer's needs in a timely and efficient manner and give you peace of mind.

Who uses it?



We have a number of different types of businesses that utilize our service. Examples include;

- Real Estate Brokers
- Property Management
- Large Corporations (absenteeism lines, service dispatch, work alone safety check ins)
- Small business
- Service businesses (HVAC, Electrical, etc.)
- Crisis lines

Case Study #1



Company: A medium sized company that does contract services for a large retail chain. Providing electrical, plumbing, and heating contractors when needed.



Problem: One person was handling all of the calls, all the time, day or night and then determining if service was required right away or could wait until the next business day. If service was required right away, then she needed to find the right contractor for the area and get the service to the client site. This person was exhausted from being constantly on call with no down time!



Solution: We implemented a script to determine if service was required immediately, according to the company's directive. Then a database was implemented so that the correct contractor would be dispatched to the site according to the area the store was located in.



Outcome: Some much needed downtime and sleep for the dispatcher! We can do it, we are up anyway!

Case Study #2



Company: A large manufacturing company that services residential customers.



Problem: The company had an automated attendant answer all calls and direct to the proper department. They had a large number of hang ups, limited staff was not able to get to all of the calls that came through. Many callers declined to leave a voice mail.



Solution: Select options on the IVR were directed to Extend to answer live. The information is taken and then creates a ticket in the company's service software, so they can save time getting the initial information. Extend also implemented a database of the company's customers so that we would be able to seem more of an extension of the company, with the ability to pull their information from the database.



Outcome: A huge decrease in the number of abandoned calls and improved service levels for the company.

Testimonials

RealEstate
Lawyers

Extend Communications has literally extended our capacity to communicate with our clients, they provide an invaluable service and they do it well. I can confidently recommend their professional services."

Eric R.

Real Estate Lawyers.ca LLP
Toronto, ON

Testimonials



"I have worked with several answering services in the past and I find that Extend does a great job; they have been very professional and polite, my customers love them also. Thanks for doing a GREAT job."

Dusty R, Air Serv of Weld County



How is pricing structured?

Cost is made up of;

- Base Rate
- Cost per minute
- One time set up fee

Allows pricing to reflect the call volume so that it works for low to high call volume.

Once we understand the scope of what you are looking for, we provide a customized quotation to suit.

Extend Communications...

Where



+



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How can I find out more?



Give our Business Development contact a call or drop her an email. She can speak with you about how your business works and some of the different options we can offer to help.



Contact: Tammie Kovacs-Business Development



[Phone Tammie Direct at 519-754-2863](tel:519-754-2863)



[Email Tammie](mailto:tammie.kovacs@extendcommunications.com)



[Extend Communications Website](http://www.extendcommunications.com)

[Staff Login](#)[Client Login](#)[Pay Online](#)[About Us](#)
Extend Communications[What's New](#)
Keep up to date with Extend[Services](#)
Helping your Business[Industries](#)
Personalized for your business[Contact](#)
Location and Info

We Are Your Answer

We've been designing customized programs to serve businesses large and small and everything in between for over 55 years.

Exper

We provide
answering

Inbound Call Centre & Answering Service

Extend Communications is an inbound call centre and answering service for telephone, email and web communication throughout Canada and the United States. With 60 years of experience, we provide you with a customized solution to help you grow your business. We are staffed 24 hours a day, 365 days a year! When you are out of the office, at a meeting, gone for the weekend, or sick, we continue to direct your calls where they need to go; whether that means dispatching a service technician for an urgent call, providing basic information about your company or simply taking a message and directing to the appropriate staff. We can also handle your work overflow during the day so you don't miss a call or potential

Hear what Extend Communica...

