



PROPERTY ANSWER



www.propertyanswer.ca

888-248-0002



Alliance Business Center

Why Choose Us?

Despite advances in technology, 80% of communications to a law firm is done by telephone.

Property Answer is an award-winning North American based answering service that offers a wide variety of services for property management firms, construction businesses, and real estate agents. A division of Alliance Security and Communications, our services include after-hours call support, lead qualification, appointment scheduling, message taking and emergency dispatching to preferred contractors.

If you're wondering if a telephone answering service is right for you, read on and [contact us](#) for more information. We have answers.



What Is a Virtual Receptionist?

Companies have a few choices when it comes to managing incoming calls. They can let the calls go to voice mail, which doesn't give the best first impression to clients and doesn't provide potential clients with help when they need it immediately. You can also choose to hire a receptionist. This allows for calls to be answered when the receptionist is in the office. However, paying a full-time employee to answer the phone can be expensive, and it still doesn't provide 24/7 service for your customers. You're often the first point of contact, and you have to focus on the job site or other areas within your business. You can also make the choice to invest in an [answering service](#), also known as a virtual receptionist.

A virtual receptionist ensures that your callers reach the people they need to speak to. You decide how calls are to be routed -- to your preferred line, to voice mail, or they can take a message for you -- and even prepare a custom greeting for the answering service to use when they answer your customers' calls. After the call is complete, the virtual receptionist will email, text, or provide your message or voice mail to you. The virtual receptionist also allows for clients to update their on-call forwarding manually online, or else we can update it for you, using an on-call list that is maintained within the calling system.





The Difference Between an Answering Service and a Call Centre

While an answering service is a type of call centre, the two are not interchangeable. Some of the benefits of choosing an answering service over a traditional call centre are as follows:

1. An answering service can specialize in multiple sectors, which gives the staff that will be answering your calls a diverse skill set to draw from. We work with property management firms, construction businesses, and real estate companies.
2. While a call centre focuses on volume, an answering service focuses on providing support to everyone who calls, just as you would do.
3. An answering service has back up and disaster recovery services, so you don't miss a call, even in a power outage.
4. Answering service calls are typically shorter in duration than those handled by other call centre services. This means a cost savings to you over a traditional call centre, as pricing is determined by the length of the call. However, don't let the typically short duration of the calls fool you. If the call requires additional time in order to satisfy your customer, then a longer call is what will be provided.
5. Answering services are available 24/7, meaning that your customers will reach a friendly professional at any time of the day or night.



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The Benefits of an Answering Service

Some of the benefits of an answering service include:

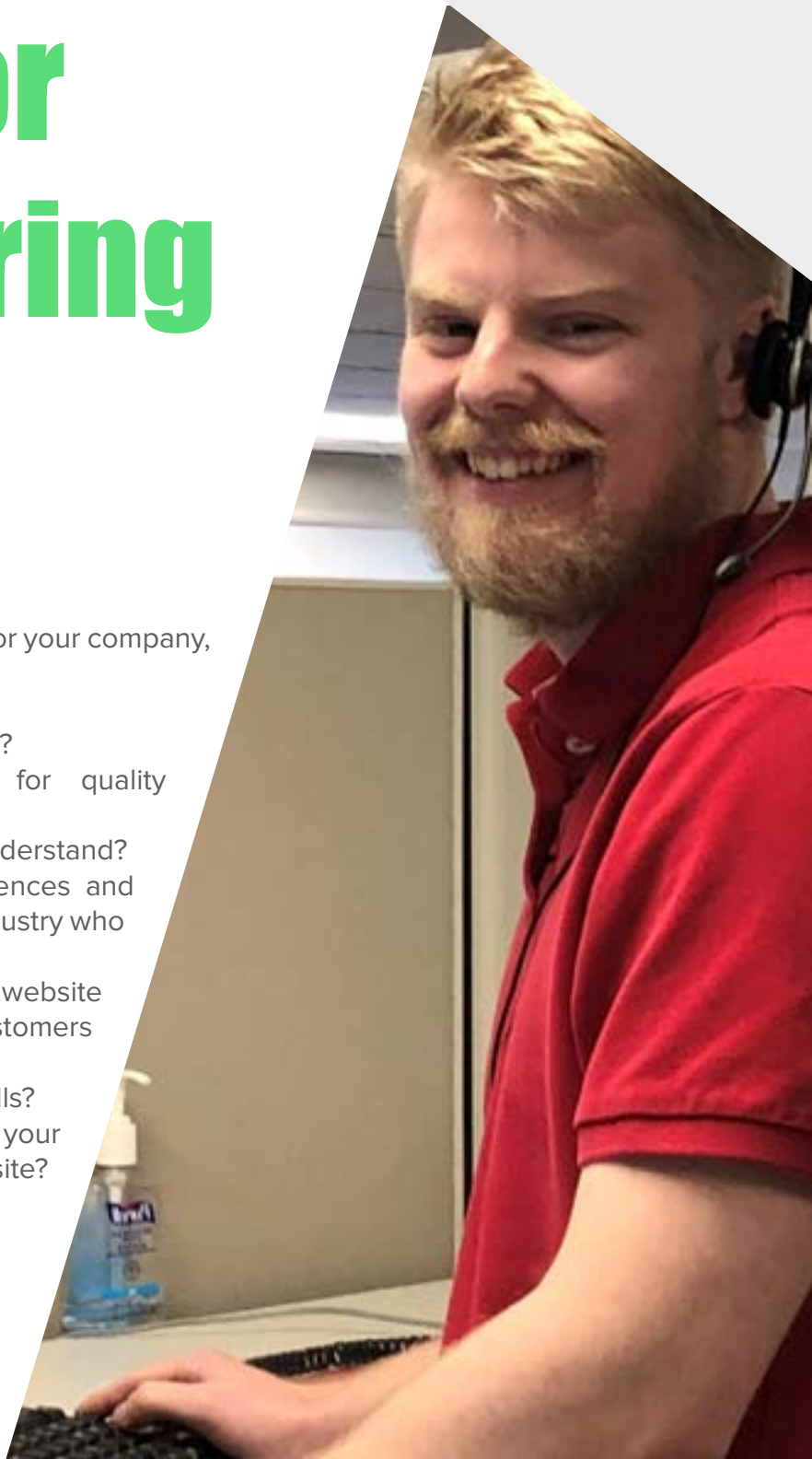
- Helping you to avoid the distraction of a ringing phone. You can concentrate on the task at hand, while we focus on answering your phone.
- Freedom to work on the go. You don't have to be in your office for your calls to be forwarded to you or handled in your absence, or have the distraction or work stoppage to answer a phone on the job.
- Save money without skimping on quality. Have a team of professionals to take your calls for the fraction of what it would cost for you to hire a full-time receptionist. The answering service team is never out sick or on vacation, and your invoicing is clear and predictable.
- Low turnover. Your customers and staff have the peace of mind that they will be dealing with the same professional receptionists with every call.
- Knowledgeable staff. No matter what your industry is, staff is trained by industry experts in order to present your customers with a calm and professional voice on the other end of the line.
- Quality management accreditation.
- Managing calls according to your needs. Your virtual receptionist is not a one-size-fits-all endeavor. You decide how calls are answered and routed. All calls are answered by your company name.
- Relieving stress. No more ringing phones when you're right in the middle of something. With an answering service, you can be assured that your customers are always greeted by a friendly professional, regardless of how busy you are.
- Making a great first impression on your customers. They won't get a full voice mail box or a call that goes unanswered.



Questions to Ask When Looking for an Answering Service?

If you're looking for a good answering service for your company, here are some questions to ask:

1. Is the staff trained by industry professionals?
2. Is the answering service accredited for quality management?
3. Is the price plan transparent and easy to understand?
4. Can the answering service provide references and testimonials from companies within your industry who have used their services?
5. Does the answering service provide website integration and live chat in order for you customers to have yet another way to reach you?
6. Will you have access to recordings of all calls?
7. Do you have multiple ways to access your messages, including via email, text, or website?





How Is an Answering Service Staff Trained?

The training of a quality answering service staff includes four very important principles:

1. Listening. This is one of the most important skills our call specialists must master and is a key element to our training.
2. Speaking. Our staff's tone of voice, language, sincerity, empathy, and use of positive phrasing is consistently monitored and measured.
3. Reading. Attention to detail is paramount when it comes to following our clients' customized instructions.
4. Writing. Capturing the caller's information with clarity and conciseness, correct grammar and spelling is consistently rated.

In addition to continuous training and testing of call specialists, close attention is paid to customer feedback, in order to maintain the highest of standards. Stats are run regularly to monitor call response time and to ensure minimal hold time.



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An Extension of Your Business

From the first time your answering service provider meets with you, they will be determined to find out everything they need to know about your business in order to provide you with the most personalized and customized service available. This personalized attention allows them to be a key component of your business success and provides you the peace of mind that your customers are being well cared for.

Some of the customized services that can be provided for you by an answering service include:

- Virtual administration
- Enhanced tele-messaging
- Live chat
- Qualifying leads
- Scheduling

Our Agents have been consistently recognized by NAEQ, ATSI, and CAM-X -- all independent professional organizations who do blind testing in order to ensure that all call centers are adhering to professional quality standards. In order for you to conduct your own quality assurance, all calls are recorded and you are provided access to those recordings.

Because services are provided 24/7, your customers can reach a live person any time of the day and you can know that no call is going unanswered -- giving you a competitive edge in a world where first impressions are crucial. Our companies are able to be available to clients, regardless of time of day for the equivalent of **a cup of coffee a day!**

How Much Does It Cost?

A number of pricing plans should be offered for answering services, based on your own unique needs. There is service available to suit anyone's budget and the ability to further save money through a number of customized solutions, including texting you the details of the calls you receive instead of having you take your time calling us for that information. You can also receive your messages by email or through accessing our website.

The usage rate is billed per minute but is calculated per second. Once your needs are determined, along with the type of service you require, then an average length of a call can be determined. A set up fee is required, based on the length of your script and the time needed for programming. [Contact us](#) to find out more about answering service pricing.

All plans are based on 24/7 access and your ability to randomly call forward, call forward after hours or around the clock. Because pricing is customized to suit your needs, you have the ability to increase or decrease your level of service at any time, based on what you need.

Whether you specialize in criminal, immigration, personal injury, family or real estate law, our Agents are experienced in representing firms. We ensure that we track usage with our clients to ensure that they're on the correct pricing plan.

For more information about our services and pricing, [contact us](#).

