

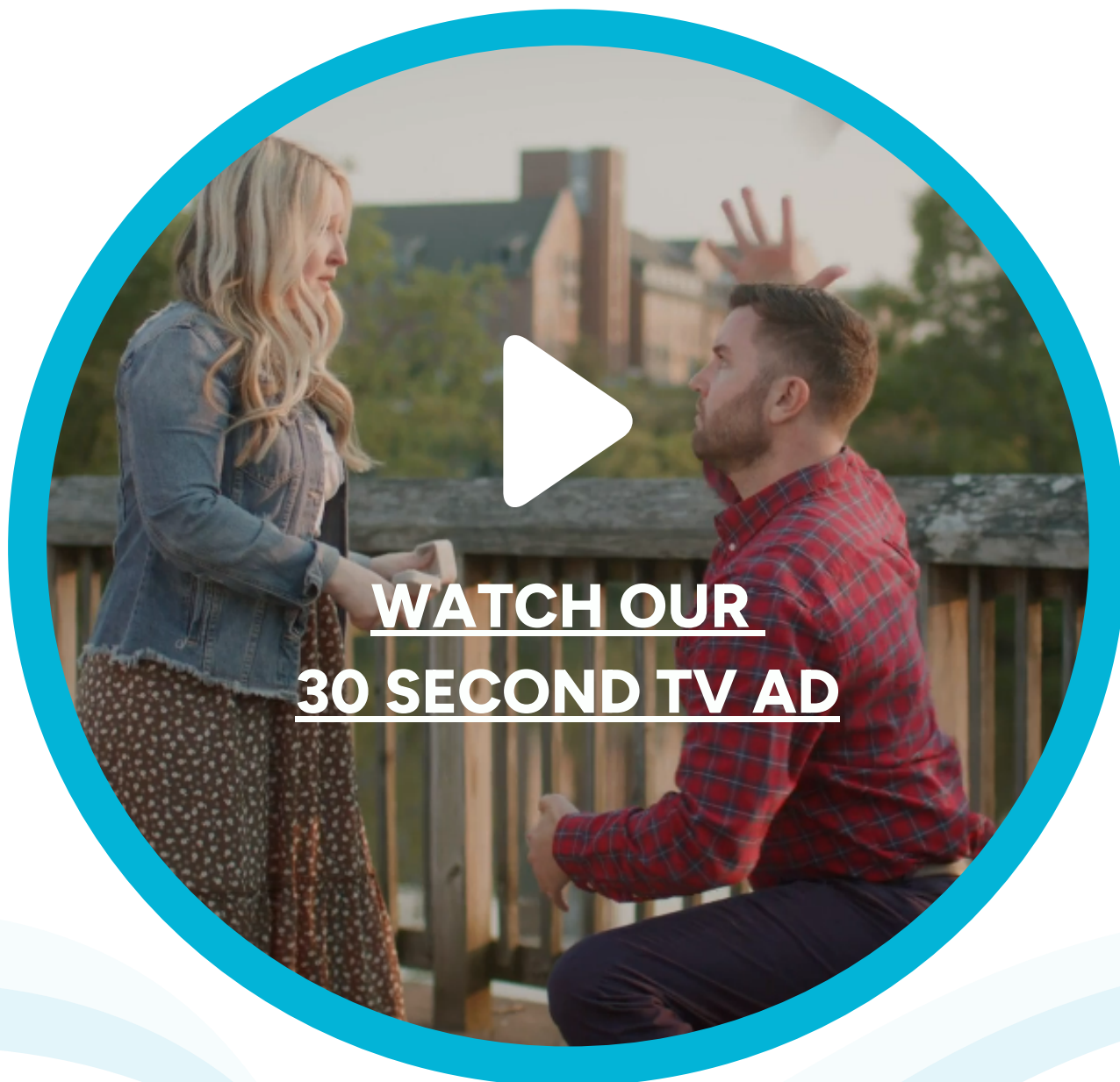
**asc** Answering  
Service Care  
We Get It. So You Don't Have To.

## 2024 Media Kit



**Your Calls & Chats Answered by  
Caring People.**

**CLICK BELOW TO WATCH OUR  
TV COMMERCIAL:**



Our answering service offers a range of solutions designed to enhance overall business efficiency. By professionally handling your calls, and seamlessly connecting with your CRM, the possibilities for improved workflow and productivity are extensive.



**YOUR  
BUSINESS**

## **Seamless Integration: Elevating Small Businesses with Professional Call Handling and CRM Connectivity**

We position ourselves as an extension of your business by serving as a dedicated communication hub that reflects the professionalism and expertise of your in-house team.

We adeptly manage incoming calls, guaranteeing personalized and efficient interactions. Utilizing advanced API integration, pertinent call data is seamlessly transferred to your business' CRM system. This streamlined process not only saves time but also ensures precise and instant updates, empowering businesses to maintain strong connections with their customers and improve overall operational efficiency.

1

### **CALLER STARTS INBOUND CALL**

Inbound call goes to a business office phone.

2

### **IT GETS ROUTED TO US**

We begin by warmly greeting the caller and then proceed to take the message.

3

### **WE SEND THE MESSAGE OVER TO YOU**

We send the message over using your preferred method, whether it's through SMS, email, your CRM, etc.

Our current portfolio proudly includes collaborations with renowned businesses such as McDonald's, Zander Insurance, DV Sport, TigerConnect, and more. These partnerships exemplify our commitment to delivering exceptional communication solutions across diverse industries. Through our tailored services, we've seamlessly integrated with each business' operations, enhancing their customer interactions and operational efficiencies. We look forward to expanding our network and bringing our expertise to even more businesses in the future.



We boast a track record of delivering tangible results. Our communication solutions have consistently driven customer satisfaction, increased retention rates, and optimized operational workflows for our business partners. With a focus on scalability and adaptability, our platform is equipped to accommodate the unique needs and growth trajectories of businesses of all sizes. Furthermore, our team of experienced professionals is dedicated to providing unparalleled support and guidance every step of the way, ensuring a seamless integration process and ongoing success for our clients.

# Being available 24/7 makes the difference.

In today's fast-paced digital landscape, clients often prefer the immediacy and personal touch of reaching out to businesses via the phone. Whether they have inquiries, require assistance, or seek to establish a connection, the phone remains a trusted and efficient channel for communication.

As such, ensuring prompt and professional responses to incoming calls is paramount in nurturing positive relationships and securing valuable opportunities for business growth.

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**65%**

of people have used a phone to call a business in the past month.<sup>1</sup>



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**74%**

of people call a business at least a few times a month.



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**85%**

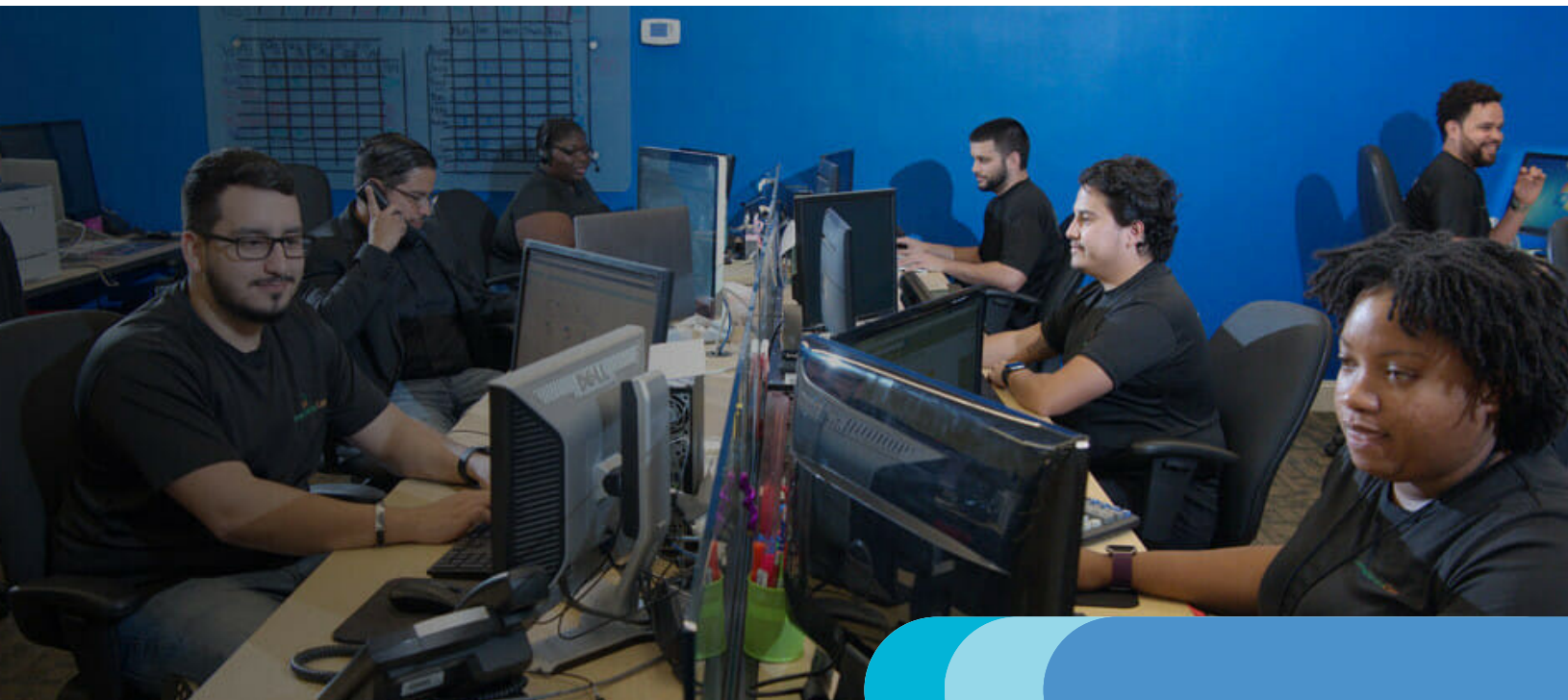
of people whose calls are not answered will not call back.<sup>3</sup>

<sup>1</sup> INVOCA

<sup>2</sup> IBID

<sup>3</sup> GITNUX





## An Overview of our Services

Our technology empowers you with the essential resources to effortlessly streamline your practice and maximize your time. Easily accessible via our user-friendly online portal or our intuitive app, you'll have the flexibility to manage your workflow with unparalleled convenience. Whether toggling availability, promptly responding to messages while on the go, or maintaining seamless synchronization, our platform ensures you remain in complete control.

Bid farewell to the hassle of managing multiple numbers—we provide the option to host or furnish you with a dedicated business line, ensuring the utmost privacy for your personal contacts. Enjoy 24/7 live answering service, personalized voicemail options, a seamless setup process, and much more!

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### **ANSWERING SERVICE**

We enable you to stay connected by answering your calls 24/7 with US-based live agents trained to greet professionally and courteously.



### **APPOINTMENT SCHEDULING**

We offer you an appointment scheduling option that's efficient, customizable for your business or practice and user-friendly.



### **EMAIL MONITORING**

Implementing an email inbox monitoring system not only prevents crucial email oversights but also enhances customer service and support for your clients.



### **CALL RECORDING**

Effortlessly record, store, and access phone conversations online, aiding businesses in understanding customer inquiries and staff monitoring, and more.



### **LIVE CHAT**

Allow your website visitors to engage in real-time conversations with a support agent of the website.



### **BILINGUAL SERVICE**

Whether your clients prefer to communicate in English or Spanish, our bilingual agents are ready to address their inquiries, ensuring they feel heard at all times.



### **LIVE SMS ANSWERING**

Communicate with your customers through text message. It is a great way to impress them while also saving time and money.



### **IVR**

Our IVR payment solution allows businesses to integrate directly with any Stripe, Authorize.net, and Fiserv. It's simple, entirely PCI compliant, and we accept all major credit cards.



### **SPAM BLOCKER**

Stop robocalls and block spam calls with our automated spam call blocker. It provides an extra layer of protection by identifying and filtering out robocalls.



The script our agents use not only guides the conversation but also empowers our agents to efficiently gather and relay messages. This approach not only reflects our commitment to professionalism but also ensures that each interaction leaves a positive and lasting impression on our clients. Notably, our scripts are entirely customizable and dynamic, adapting seamlessly to diverse scenarios.

## How we handle your clients' calls:

### Possible Patch

Good afternoon, this is Sebastian. May I have your name please?

First name \*

Last name \*

In case we are disconnected, may I have your telephone number?

Phone number \*

Extension

International phone

### Details

Client Type \*

May I have the reason for your call?

Details\*



# We are celebrating our 50th anniversary!

Answering Service Care has been family-owned and operated since 1974, serving over 4000 clients nationwide: including both small and large companies. We are accustomed to representing countless different industries: from lawyers, doctors, and insurance agents to plumbers, real estate firms, electricians, and more. ASC can help business owners free up valuable hours to focus on growing their business and generating revenue. It can be more cost-effective and efficient to outsource tasks to someone who is skilled at them like us.



## Over the last 50 years we've achieved incredible milestones:

- ✓ 4,000+ happy clients.
- ✓ Over 200 team members that assist our clients' callers 24/7.
- ✓ Kept our prices low while improving our services daily.
- ✓ Kept the company family-owned and family-oriented.
- ✓ Consecutive award-winning answering service. Recognized in the industry by ATSI & CAM-X for continuous excellence.



**asc**

 [AnsweringServiceCare.com](https://www.AnsweringServiceCare.com)

**We get it.**

