

Voice Mail (vs.) **The Power of a Person**
Top 8 Reasons Why You Need The Power of a Person!

8. Voice recognition software doesn't always work, not all callers are comfortable with it and it frustrates your callers. If even one customer hangs up - how much money could it cost?
-Focus will become an extension of your office providing the extra customer service that everyone appreciates and deserves.
7. Voice mail systems can be difficult to set up and maintain at the office, and "go down" at inconvenient times.
-Focus' customer care department will setup and maintain your account, large changes or small, as needed 24/7.
6. Voice mail can't slow down or help the hard of hearing, the elderly, those with language barriers, speech impediments or callers with special needs.
-The kind agents at Focus will be patient with all your callers making sure we get the correct message and give the correct information to everyone.
5. What about a disaster plan for the V/M?
-Focus is 24/7 ATSI Gold Site Certified – This program has nearly 60 criteria that need to be met or exceeded including: generator backup, system maintenance, emergency procedures, data backup and criteria for a **99.9% annual run time**.
4. Call screening - voice mail can't tell if someone has an emergency or if they have recorded their message in an incorrect box. You could be paged for Non-ER calls in the middle of the night.
-A Focus agent will ask the questions you need to determine if a call should be paged (or not!). Voice mail can be a cost effective option if it is followed up with agent backup for emergencies; Focus agents can be that safety net.
3. Voice mail jail
-Never at Focus! An agent can quickly answer a question that could take several minutes to navigate in a voice mail system.
2. If electricity or phone lines go down so does the voice mail
- Focus can contact you if our system is interrupted. You have the option of taking your calls back. We also have multiple locations should there be area electrical or telephone outages.

AND the Number 1 reason why you need the The Power of A Person...

1. Have YOU ever listened through a voice mail system and thought "I just want to speak to a person?"
- Don't you think your callers will feel the same way?