



Selecting An Answering Service

Call Greg with any questions 888-365-2424

If you are planning to do some answering service “shopping”, use this check list and compare

Activity Check List	Reasons to Select Direct Line	Direct Line	Answering Service 2	Answering Service 3
Professional Management – Creating the right atmosphere for success - your success		YES		
In business for over 30 years - same professional management		YES		
Strong Mgmt Team (1) Professional Executive Management (2) Professional Operations Manager (3) Highly Skilled IT Professional on staff (4) Experienced Sales Consultant		YES		
Dedicated Skills Enhancement Trainer constantly hones the skills of our well trained telereceptionists		YES		
We own our building – professional, quiet, pleasant, spacious		YES		
Compensate Telereceptionists including Benefits at high end of pay scale for answering services - 20-50% higher than most		YES		
Answering Your Phone – Professionally-Pleasantly-Quickly		YES		
A local phone number can be provided anywhere in the USA		YES		
All calls answered by the 3 rd ring		YES		
Personalized Auto Answer - Not Generic (when needed)		YES		
Incoming emails processed just like an incoming call		YES		
28 year member of ATSI (Association of TeleServices International) - Dedicated to enhancing the operational skills of our members – Larry Goldenberg is current President of ATSI		YES		
Winner of The ATSI Award of Excellence eight consecutive years - 2001 through 2009 - mystery shopper program testing our call handling skills		YES		
Processing Your Information- accurately-quickly		YES		
Pinnacle Computerized answering system - sophisticated scripting and branching capability for maximum accuracy and speed		YES		
Maximizing the power of our Pinnacle System with intelligent skills based call flow handling		YES		
Fully Web Enabled		YES		
All calls recorded on Digital Voice Logger		YES		
Integrated Voice Mail System. Available with emailing .MP3 file capability		YES		
Delivering your information- when you need it – where you need it!		YES		
Dispatching the way you need it – email, fax, text messaging, SMS, alpha or digital page, voice mail and patching / “warm transfer” or any combination of delivery methods		YES		
We are here when you need us		YES		
Direct Line is available 24/7/365		YES		
Each Client is assigned a Client Services Representative		YES		
Disaster Recovery Plan including Diesel Powered Generator		YES		
ATSI 24/7 Site Certified		YES		