

Comparison Chart

Answering Service Checklist



PROFESSIONAL MANAGEMENT	Creating the Right Atmosphere for Success.	Direct Line	Company 1	Company 2
	How long has your company been in business?	Since 1979		
	Is there an in-house Call Center Manager?	✓		
	Is there an in-house IT Department?	✓		
	Is there an in-house Training Department?	✓		
	Do all clients have a dedicated Account Manager?	✓		

OPERATIONS	Answering PROFESSIONALLY, PLEASANTLY & QUICKLY!	Direct Line	Company 1	Company 2
	Are local phone numbers provided anywhere in the U.S.A?	✓		
	Are all calls answered within 4 rings?	✓		
	Are you a member of ATSI (Association of Tele Services International)?	✓		
	Have you been awarded that ATSI Award of Excellence? If so, how many years have you won?	Since 2002		
	Is your site ATSI 24/7 Site Certified at the Gold Level?	✓		

TECHNOLOGY	Processing your Information ACCURATELY!	Direct Line	Company 1	Company 2
	What type of answering system do you have?	Pinnacle		
	Do you route calls based on Call Agent skill level?	✓		
	Are you fully web enabled for Order Entry Services?	✓		
	Are all calls recorded on a Digital Voice Logger?	✓		
	Do you have a HIPAA Compliant environment?	✓		
	Can you integrate direct to my CRM software?	✓		
	Do you have custom or generic scripts?	Custom		

MESSAGE DELIVERY	When you need it - Where you need it!!	Direct Line	Company 1	Company 2
	What are the message delivery options? (text messaging, email, fax, "warm transfers", web portal, voicemail?)	✓		
	Do you provide secure text messaging?	✓		
	Are you available 24/7/365?	✓		
	Answering on holidays for NO extra fee?	✓		

DISASTER RECOVERY	We are here when YOU need us!!	Direct Line	Company 1	Company 2
	Do you have a Business Continuity Plan?	✓		
	Do you have a Diesel powered generator?	✓		