

i24
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CALL
MANAGEMENT
SOLUTIONS

Integral to your success
- one call at a time

« Our company competes on quality, value and results. Not price.
Investing in quality service is an investment in customer loyalty. »



"I spend each day researching new and innovative solutions that will help our customers boost their bottom line by improving customer experience, delivering client satisfaction and developing customer loyalty. All this – without them needing to increase headcount or operating costs. Sometimes it's by improving service and sometimes it's by reducing expenses. More often than not, it's both."

Gary Blair
President & Chief Engagement Officer



i24 Call Management Solutions operates 24/7, 365 days a year managing incoming calls, emails and web form inquiries.

We take care of your existing customers so you are free to develop new ones.

2,500

Calls per day

106,790

Days

420,480

Hours

266,975,000

Calls in 48 years

How can we help you?

Your business is unique and so are your challenges.

As our mission to be integral to your success, we offer you customized solutions to your call management problems.

If you're missing calls, you're missing revenue.

We can manage your incoming calls during or after your regular business hours. We work around the clock (and calendar) to answer your calls when you can't.

Our award-winning agents provide your callers a seamless transition between your office and our phones.

i24 is a "HOLD-FREE" Call Environment

Our "WOW" specialists never put people on hold to respond to other calls; we handle your calls from beginning to end.

We stay solely focused on your clients during the entirety of the call.

Our Call Answer Services include:

- ◆ *Remote/Virtual receptionist*
- ◆ *Customer Care & Help Desk Services*
- ◆ *Order Taking & Data Entry*
- ◆ *Appointment Booking*
- ◆ *Tier 1 Technical Support*
- ◆ *Telephone Answering*

i24 is the call management industry leader in agent training, customized client script programming and data management.



Customized Service

i24 account programming starts with us learning as much as possible about your product, customers and company culture.

We listen to your challenges and customize a tailor-made call management solution that delivers accurate, professional and consistent service.

We want your callers to think they reached your office, not ours.

Our people are the heart of our business and the best at what they do. Their courtesy and efficiency have won them the internationally recognized, Award of Excellence for 22 years in a row.



We provide services across Canada

i24 does more
than simply
answer phones

Advanced Database Management

Customer Service Support

Emergency Dispatch

Order Taking

Call Overflow

Dealer Locator Helpline

Online Web Support

Appointment Scheduling

Virtual Receptionist

Off Site Worker Management



Progressive Billing

i24 offers a unique Progressive Billing structure decreases your costs as your usage increases. Most call management services sell monthly packages of minutes that aren't carried forward. This leaves you paying for unused minutes at the end of the month. With Progressive Billing, you only pay for what you use.



All-Inclusive Pricing

At i24 Call Management Solutions, we don't charge extra fees for statutory holidays, voice logger, SMS delivery, Web Portal, Web On-Call, compliance fee, technology fee or minor account maintenance.



Smartphone Integration

i24 texts (SMS) your messages. This saves you billable time on message deliveries. With text messaging, you have all the call details including the call back number. This makes returning a call as simple as clicking on the highlighted telephone number.



Database Integration

i24 captures caller details into a database. When that caller calls again, the contact and history details are auto-populated into their respective fields. The call record is updated with each call. This saves you billable time and contact mistakes. We can use your existing database or create a custom one.



Web Portal

The i24 Web Portal enables you to capture the name and phone number of every person that calls you—whether or not they leave a message. This allows you the option to follow up on a possible lead that may otherwise have been lost. Every call you receive will be accounted for.



Stay on top of your Web and Contact Forms

Are you managing your email or does it manage you? Left unattended, that pile of ignored emails comes back to bite you where it hurts—on your bottom line. Unresponded to contact forms are lost business. Direct your website contact forms and customer emails to us. We'll respond 24/7.

Complete Transparency

We build trust through transparency. You have full access to your account through your own web portal. Once logged in, you can review your messages; your call recordings, the number of calls you received, the average response time and your billing history. By listening to your calls, you have the opportunity to fine-tune how you want us to manage them.

Happy Agents = Happy Clients

i24 believes in making the job of our front-line agents as positive as possible. This translates into a work culture that reflects a high level of job satisfaction. The result is the lowest rates of agent turnover in the industry. Consequently, your clients are treated to consistent and continuous award-winning customer service.

One-Call Environment

i24 operates a one-call environment where your clients are never put on hold while agents respond to other clients' callers. This remains at the heart of our success. Since your calls are handled beginning to end, agents are solely focused on your clients.

On-Line Account Demo

Before we take your first call, we provide you with an on-line demonstration of your account. This allows us to make any necessary adjustments before your account goes live. We'll also create a unique training video for your assigned agents that will ensure call management consistency.

All Canadian In-house & Remote Agents

i24 engages both in-house and remote agents to ensure optimal staffing. When circumstances cause a higher volume of calls, our remote agents are able to log in on the fly to make sure your calls are handled promptly. All calls are answered in Canada, by Canadian agents who undergo the same stringent training processes and quality control monitoring.

Web OnCall Portal

Need to make an unforeseen change to your on-call person or schedule? Our Web On-Call service allows you to make spontaneous or scheduled changes regardless of the time or date. No need to call us, simply log in with your secure password and user ID.



A hand holding a smartphone is shown in a circular inset on the left side of the image. The background is a blurred image of a person's face. A list of industries is presented as orange horizontal bars on the right side of the image.

Plumbing – Electrical – HVAC

Property Management

After Disaster Recovery

Senior Care

High Tech

Energy Resources

Financial Services

Government

Legal Services

Insurance

Non-Profit

Personal Care

Real Estate

And many more...

Some industries that
benefit from
i24 Call Management Solutions



CAM-X Award of Excellence

For 22 consecutive years



ATSI Award of Excellence

For 11 consecutive years



FULLER LANDAU

Fuller Landau Family Business Award

For quality of business, multi-generational family involvement, and overall contributions to the community

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