i24 IMAGE.COM
50 ANS YEARS · 1970-2020

Going Live
Your journey through the i24 activation process

#1 DISCOVERY

"Together we will explore your needs and once I'm sure I've fully understood your objectives, I'll send you a service proposal within minutes. "

JEFF ROSENSTEIN
Sales Ninja

2 CONTRACT

You

Congratulations, the onboarding process is now triggered and our team will jump into action.

#3 SCRIPT

"I will use your call-handling protocol instructions to create your personalized call script that our agents will utilize when responding to your callers."

DEREK BROOKES
Champion of Customer Success

#4 TRAINING

"I will create a training video that we will use to ensure all agents have the same level of knowledge about your call handling requirements. "

MIA-KAY MICHAUD
Skills and Values Guru

#5 DEMONSTRATION

"I will schedule an on-line live demonstration of your script with you in order to ensure we've captured all call-handling procedures properly and make any last changes before going live."
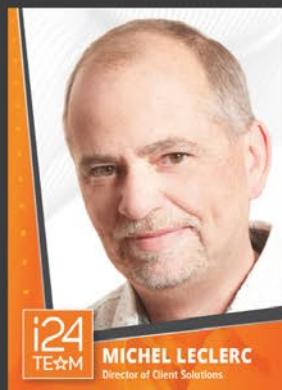
EUGÉNIE DUBOIS
Queen of Quality

#6 ACTIVATION

"I will then activate your script and send you all the instructional information you'll need to use your service effectively."

SUZANNE AGAGNIER
Script Wizard

#7 MANAGEMENT

"I am here to help you through any questions or concerns and to ensure your satisfaction starting from day one"

MICHEL LECLERC
Director of Client Solutions

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CALL MANAGEMENT SOLUTIONS

Does outsourcing your call answering service make you nervous?

We make your account set-up process with i24 Call Management Solutions as seamless as possible. Whether you are new to using a call management company or you have tried other services, our setup process is transparent and designed to be client-friendly.

Following is what to expect when after signing with i24 to manage your client's calls.

1- Your call is our opportunity to answer your questions.
When you're, it's our turn as we ask you a few questions to determine your needs.
From this list of needs, we will send you a proposal.
This will include our suggested service solutions and their costs.

2 - Once you receive our proposal, look it over and let us know if you have questions or if you decide to move on to the next step. If we're moving on, we'll interview you to get detailed instructions.
We'll ask you to give us instructions for how you'd like your calls answered. We'll also need to know who to send messages to, schedules and other pertinent information.

3 - We'll then pass along your instructions to our programmers. Our 'script wizards' will create the protocols our call agents use for your calls. This protocol contains the on screen instructions for responding to your calls.

4 - We'll then create a custom call agent training video. This will ensure they will reflect your company image in tone and expertise. Our commitment to protecting your image is why i24 has recently won it's 26th consecutive National Award of Excellence.

5 - Our next step is to invite you to a live video demonstration. We will show you, step by step, how your account will work and answer any questions. We'll also go through your protocol and if there are any changes needed, we'll make them before we go "live".

6 - Once the live video demonstration is completed, we make any necessary changes then forward you an important information sheet. This pdf document will have your instructions and passwords.

7 - Your account is now active - But we're not done yet.
 Signing with i24 Call Management Solutions means we're in for the long haul.
Change is a part of business. We make it easy for you to keep your account as current as possible.
To keep us current, we'll be in touch with you periodically to see how we are doing and to answer any questions. We will also take this opportunity to inform you of any new technologies or services we offer.

Our goal at i24 Call Management Solutions is to be integral to your success - one call at a time.

We do this by committing ourselves to service, respect and transparency.