



- A customized service agent protocol that directs agents to respond and triage general customer inquiries.
- Tier one agent skill sets – agents can handle, respond and direct any general inquiry.
- Call agents available any time of the day or night, 7 days a week.
- Call lengths of five minutes or less.
- Simple account setup.
- Emergency message dispatch if required.
- Online access to call recordings, on-call schedules, account statistics and billing details.
- A reliable, friendly and professional assistant who never takes lunch, calls off, calls in sick or takes a vacation.
- Service level that averages the 70/30% ratio for answering calls. This means 70% of phone calls are answered live. During call peaks, 30% of calls are initially responded to by an automated personalized greeting (in your company's name) and then answered by an agent within an average of 30 seconds.

For more information about Shared and Dedicated service models, check out our blog post: [Should You Choose Dedicated or Shared Customer Service Support.](#)