i24 IMAGE.COM 50 ANS YEARS 1970-2020

CALL MANAGEMENT SOLUTIONS

WE ANSWER YOUR CALLS WHEN YOU CAN'T.

GLOSSARY OF TERMS

This is what we mean when we say…

AGENT refers to our team members who answer the calls from your customers. Agents only take incoming calls and are not equipped to provide call details. Questions should be addressed to the on-duty dispatcher.

CHECK-IN LINE refers to a 24/7 dedicated assistance line to our on-duty team-lead. You will need your client code and password on hand when you call.

CLIENT CODE refers to your unique client identification number that permits i24 personnel to trace a client account. This code is a 4 or 5 digit number.

CUSTOMIZED REPORTS refer to reports created to specifically address your needs. For example, we can give you a breakdown of your calls by language, gender, age, city, nature of call, or other details collected by our agents.

DAILY REPORT refers to an automated customized report sent at a predetermined time of each day. It includes all messages taken in your account since the last report was sent.

DATABASE MANAGEMENT refers to the use of your collected data included in your 'script' *(see definition below)* to assist our agents to move quickly through the call. This ensures greater accuracy while reducing costs. *Example: Instead of repeatedly asking your clients for their address and phone number each time they call, we can auto-populate that information into the script based on the last call received from their number. We can use your existing database or we can create one for you as we collect caller's details.*

DID (Direct Inward Dialing) refers to the unique 10 digit telephone number we provide you for purposes of call forwarding your telephone calls to us.

DIRECTORY refers to the listing of your personnel's contact numbers: cellular, office, E-mail address, SMS, etc.

DISPATCHER refers to the team that delivers the calls and messages to you. When you have a question with regards to a particular call/message always ask for the on-duty team-lead.

GLOSSARY OF TERMS

This is what we mean when we say…

INFOPAGES refers to the business details you shared with us during the setup process. They include your address and telephone number, hours of operation, products offered, type of service offered, etc.
Our agents, dispatchers and team-leads reference them as needed to serve your clients.

MESSAGE HISTORY refers to all actions taken by our dispatch team in their attempts to deliver a call to you. This includes call out attempts, SMS, or text messages attempts, E-mail attempts, etc. There is a message history on every call.

ON-CALL SCHEDULE refers to the calendar of who on your team is 'on call' to receive messages at any given period of time. Your script will be set up to retrieve the On-Call person automatically. It can be set for daily, weekly or monthly rotation.

PROTOCOL refers to the system of processing your information, instructions, procedures and etiquette into the way we manage your calls.

SCRIPT refers to an automated series of instructions carried out by our agents in a specific order. The script walks them through each question or response until all the information is either gathered from or provided to your client. Once the call is terminated, it is automatically set for dispatch.

SMS (Short Message Service) refers to the dispatch action of sending call or message information via a text message to a cellular telephone. No further action on the call is required on the part of the dispatcher.

SMS CONFIRMATION refers to the act of verifying that a SMS (text message) has been received. The message isn't considered "delivered" until the recipient replies with a one to four digit code. The code is found at the bottom of the original text and is subject to an expiry time. If a reply is not received within the pre-set timeline, the dispatcher is notified and the message is escalated to the next step of directives you have provided.

CLIENT PORTAL refers to our on-line space that permits you to listen to: all inbound and outbound calls, access your written messages, view your account statistics and view your 'InfoPages' *(see definition above)*. You can also access your billing history, including invoices, billable transactions and payments as well as your on-call schedule. The information accessed through Client Portal is available for the previous 60 days of activity.