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GLOSSARY OF TERMS.

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INTRODUCTION

This glossary was created to help clients, partners, and industry professionals better understand the terminology commonly used in the call management, customer service, and contact centre industries. Whether you're exploring answering services, overflow support, lead capture, bilingual customer care, or customer experience strategies, this document serves as a practical reference guide. Our goal is to make industry concepts easier to understand so you can make more informed decisions and get the most value from your customer communication strategy.

GLOSSARY OF TERMS

ACOUNT NUMBER refers to your billing number. This code is a 6-digit number that appears on your invoice.

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 leader. 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.

CLIENT PORTAL refers to our online 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 on-call schedule. The information accessed through the Client Portal is available for the previous 60 days of activity.

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 (DirectInwardDialing) 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 calls and messages to you. When you have a question with regards to a particular call/message, always ask for the on-duty team leader.

EMAIL ALERT PROCESSING: We monitor and respond to inbound emails with speed and professionalism, ensuring timely communication and resolution. Our agents follow your templates and tone, keeping your inbox organized and your customers satisfied. It's a simple way to stay responsive without stretching your internal resources.

INFOPAGES refers to the business details you shared with us during the setup process. Letting the agents know about who you are, what you do, what we do for you, etc. 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 how we organize and apply your information, instructions, procedures, and communication standards to ensure your calls are managed accurately, consistently, and professionally.

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.

TEAM LEADER: The team lead acts as the link between agents, clients, and operations: they support the team, provide coaching, and handle situations or questions that go beyond agents' usual scope. They supervise agents, provide operational support, and manage escalated client requests, including O/C, shift changes, and after-hours calls.