



MESSAGE CENTRE SERVICES

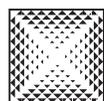
An effective business requires clear, concise and dependable communication not only to operate, but to flourish. A few simple steps can eliminate the potential for unanswered calls and customers left wanting.

Spectrum Message Centre provides professional 24/7/365 telephone messaging solutions for businesses of all types and sizes. Combining a personal touch with a focus on quality, our dedicated tele-receptionists are certain to increase customer satisfaction while reducing costly overhead expenses.

Deploying state of the art equipment and a strong business continuity plan, our Message Centre is always at the ready to answer your calls and fulfill your clients' needs.

We are the proud members of both NAEO (National Amtelco Equipment Owners) and CAM-X (Canadian Call Management Association), two organizations that complement our commitment to constant improvement through continued education.

Every missed call is a missed opportunity. How many are you willing to lose?



SPECTRUM
COMMUNICATIONS

ANSWERING SERVICE



Answering service accounts are ideal for any company that offers around the clock support to their clientele. These accounts are expertly tailored to not only meet your firm's needs, but to surpass your client's expectations. Once we obtain your call handling instructions they are programmed directly into a customized account. All company information is stored at the operator's fingertips, allowing for personalized and knowledgeable call-taking in any given situation.

Upon completion of a call, your customer is thanked and told exactly what will be done with their message. Our operators then determine the urgency of the call and the appropriate protocol to follow. All 'on call' and personnel information is maintained in a pre-programmed contact directory for accurate and timely dispatching. Our state of the art equipment also deploys inner timing mechanisms, auto-actions, and fail-safes allowing for no step to go unnoticed, and no procedure to be forgotten.

ABSENTEE REPORTING



Employee absenteeism is one of the most significant employer issues that companies face today. The best weapon to combat poor attendance is to have a structured call-in policy in place. We can supply your firm with an off-premise phone number that employees are to call when they are unable to fulfill their shift. Our operators will capture the employee's name, phone number, shift start time, and the reason they are unable to attend work. Each call is assigned a unique serialized call number that both the worker and the company can use as a reference point. All information can then be sent to specific individuals, departments or groups by fax, email or text.

EMPLOYEE SAFETY CHECK-INS



Effective in 2010, the Ontario Ministry of Labour made amendments to Bill 168 of the Occupational Health and Safety Act. A specific risk noted in the program is employees who work alone or in small numbers. The Ontario Ministry of Labour recommends workplaces implement a plan to increase employee safety, such as setting lone workers on a check-in schedule.

Spectrum Communications' 24/7 Work Alone Program is designed to help any sized business improve employee safety and reduce liability. With several employee check-in line solutions available, we can protect your greatest asset: the health and wellbeing of your team.

Options include: dedicated numbers, hosted services, live operator check-ins, detailed escalation lists, ANI reporting, call logs, and stored call recordings. These solutions can be utilized as an answering service add on, or an independent structure.

VIRTUAL RECEPTION



Virtual reception packages are geared towards smaller operations that do not have full time reception in their office. These customers enjoy some of the great benefits of an answering service without utilizing the full package capabilities. We assign the customer a dedicated phone number that rings into a live operator 24/7. All calls are answered in your company name and a comprehensive message is taken. Immediately after the call is completed the message is sent out via SMS or email.

APPOINTMENT SCHEDULING & CONFIRMATION



In today's fast-paced world, you need to be efficient while still providing the level of personalized care your clients have come to expect. They're depending on you for support 24/7/365, and that's where we can help. Our welcoming knowledgeable receptionists can answer all of your calls, manage appointment scheduling and cancellations, and even provide friendly call-out appointment reminders.

EMERGENCY LINES



Emergency response service is vital to any business' emergency plan. Whether the emergency is a power loss, downed trees, fire or a flood, communication is critical. Protect your employees, customers and assets by employing emergency response service. We supply a cost effective solution which includes a dedicated number with live call response, toll-free calling, strict on-call escalation compliance, comprehensive documentation, and more.

MESSAGE TRANSCRIPTION



Message transcription customers are assigned their own telephone number which rings through the voice mail system. Their callers hear an announcement such as, "Thank you for calling Sue at Spectrum Communications. I am unavailable to take your call at the moment; however, if you would please leave your name, phone number, and a brief message, I will be paged to return your call. Thank you."

The message is then held in the voice mail system until the first available operator is open. The voice mail calls the operator, who transcribes the message and then pages it out.

VOICEMAIL



Stand-alone voice mail refers to a voice mailbox rented by a customer. We assign a phone number to the customer and they use the line similar to an answering machine. There is no contact with a live operator; instead, the caller dials the voice mailbox directly and leaves a message. It is up to the customer to check in for messages.

A LA CARTE



- Text and email confirmation
- Fax and email reporting
- Customized reporting
- Work alone support
- On-call schedule management
- Ticket/confirmation numbering
- Local and toll-free numbers
- Voicemail check-in/notification
- E-invoicing

PAPERLESS FAX TO EMAIL



Receive faxes from anywhere with paperless fax to email from Spectrum Communications, allowing you to receive faxes through your existing email account so you have the option to save, delete, forward or print. This environmentally friendly service allows users to save money on toner, paper, maintenance and repair, and distributing faxes around an office. With many customizable features such as: local or toll free numbers, one-year data storage, the option to receive in multiple file formats, and scheduled fax delivery, paperless fax to email is the perfect solution for progressive businesses on the go.

BUSINESS CENTRE



Spectrum Communications is pleased to be able to offer business centre services at our Woodstock Message Centre location. Conveniently located at Highway 59 and Highway 401, and a half-way point between Toronto and Windsor, we can offer a variety of services for professionals who may need an office or small boardroom space on a part-time or recurring basis, or who may need virtual office capability anytime. Our business facilities are ideal for small off-site meetings, seminars, interviews or training sessions.

OUR TECHNOLOGY



Spectrum Communications proudly utilizes Call Centre Innovations by Amtelco, the leading provider of call centre technology, to power our Message Centre. This allows us to provide our customers with inventive and contemporary services for today and tomorrow.

We have gone to great lengths to ensure that no matter what event may occur, we can continue to provide our clients with consistent, uninterrupted service. Some of the tools we have in place to achieve this are:

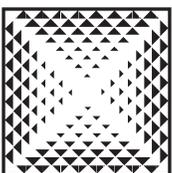
Business Continuity:

- Dedicated emergency plan in the event of a natural disaster
- Real-time back-up server
- UPS emergency backup power
- Natural gas generator
- Emergency support team
- Remote login capabilities
- Multiple locations to share/switch call flow
- Data backup
- Spare equipment

Message Retention and Storage:

- Voice logger
- Network archiver

Don't see what you need? Fully customizable programs are available, including various message delivery options



SPECTRUM

COMMUNICATIONS

Visit us at our Message Centres:
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