

FUNERAL SERVICES

Special Interest Answering understands that Funeral Home business is a little different than normal business and needs handled with extra care and compassion. We have certain operators segregated to meet those special needs. Your callers will receive a level of service that is above average and that is absolutely necessary for your type of calls. Would you like to hear some actual funeral line calls? Email me at

ramona@247answering.com

and I will email you back some live calls of various types. You can hear the quality.

FEATURES

- *Visitations screens*
- *Detailed Obituary Information*
- *Direction screens so we can assist your visitors to you*
- *We can offer local florists of your choice to callers*
- *Absolute fluid patching of loved ones to a director if so desired*
- *Personalized message forms we create with you*
- *Personalized Hold Recordings*



TELEPHONE ANSWERING SERVICES

When you use Special Interest Answering Service, you can ensure your phones are answered by a live agent 24 hour a day 7 days a week and that your callers are getting exceptional customer service at a fraction of the cost of staff in your office for the same number of hours

Our courteous, professional agents are available 365 days a year to answer your calls. Our agents go thru a thorough training process to ensure that your calls are handled with the highest level of efficiency and professionalism in the industry.

UNINTERRUPTED SERVICE

Special Interest Answering has an infrastructure and back up systems in place to handle almost any disaster. We enjoy the comfort of a second set of phone lines that come in from a second carrier. Secondary email carrier, second text carrier, battery back up system, structure wide generator, back up generator and stations thru out the nation so that if conditions locally are not good, we have sources outside the effected area to get operators up and on line with your calls.



RELAX YOU ARE COVERED

Special Interest Answering is on your calls 24 hours a day 365 days a year. Even when you are in your office, we can have roll over services put on your office line so your customers NEVER get a busy signal. If your staff is overwhelmed the extra calls roll to Special Interest, our agents take your message and immediately deliver those back to your staff via fax, email or text for them to handle when things slow down during the work day.

SPECIAL INTEREST ANSWERING—NATIONWIDE SERVICE

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