

## Going Live

Our i24 team takes you through your activation process.

### #2 Contract

Thank you and congratulations! We'll now start the onboarding process with a detailed instructions interview.



You  
V.I.P.

### #4 Training

"We create a training video from your script which we use to train your agents. i24 is the national leader in Client Service Representatives training. (CSRs)"



**Mia-Kay Michaud**  
Skills and Values Guru

### #6 Activation

"Once you've watched the live demonstration and everything is in order, I will send you a detailed PDF document containing your passwords & instructions. Your account is now active."



**Suzanne Agagnier**  
Script Wizard



**Jeff Rosenstein**  
Sales Ninja

### #1 Discovery

"I will answer any questions you have and ask you what your needs are. Once I have that information, I'll send you a proposal."



**Derek Brookes**  
Champion of  
Customer Success

### #3 Script

"Once I receive your instructions, I program the call script. This is the protocol used by our call agents when responding to your calls."



**Eugénie Dubois**  
Queen of Quality

### #5 Demonstration

"With everything in place, we schedule a live video demonstration that will show you how your account will work. It's at this point that we make any adjustments before your account goes "live".



**Michel Leclerc**  
Director Client  
Solutions

### #7 Management

"Activating your account is not the end but the beginning of a relationship. I will be here for you should you need to make any changes or ask questions."

## Does outsourcing your call answering service make you nervous?

We make your account set-up process with i24 Call Management Solutions as seamless as possible. Whether you are new to using a call management company or you have tried other services, our setup process is transparent and designed to be client-friendly.

Following is what to expect when after signing with i24 to manage your client's calls.

1- Your call is our opportunity to answer your questions.

When you're, it's our turn as we ask you a few questions to determine your needs.

From this list of needs, we will send you a proposal.

This will include our suggested service solutions and their costs.

2 - Once you receive our proposal, look it over and let us know if you have questions or if you decide to move on to the next step. If we're moving on, we'll interview you to get detailed instructions.

We'll ask you to give us instructions for how you'd like your calls answered. We'll also need to know who to send messages to, schedules and other pertinent information.

3 - We'll then pass along your instructions to our programmers. Our 'script wizards' will create the protocols our call agents use for your calls. This protocol contains the on screen instructions for responding to your calls.

4 - We'll then create a custom call agent training video. This will ensure they will reflect your company image in tone and expertise. Our commitment to protecting your image is why i24 has recently won it's 26th consecutive National Award of Excellence.

5 - Our next step is to invite you to a live video demonstration. We will show you, step by step, how your account will work and answer any questions. We'll also go through your protocol and if there are any changes needed, we'll make them before we go "live".

6 - Once the live video demonstration is completed, we make any necessary changes then forward you an important information sheet. This pdf document will have your instructions and passwords.

7 - Your account is now active - But we're not done yet.

Signing with i24 Call Management Solutions means we're in for the long haul. Change is a part of business. We make it easy for you to keep your account as current as possible.

To keep us current, we'll be in touch with you periodically to see how we are doing and to answer any questions. We will also take this opportunity to inform you of any new technologies or services we offer.

Our goal at i24 Call Management Solutions is to be integral to your success - one call at a time.

We do this by committing ourselves to service, respect and transparency.