



*80% of callers just hang up when they get voice mail...*

Only 1 in 5 callers leave a message when they get voice mail – you could be missing out on 4 times as much business and never know it! For over 15 years @liveconx has ensured contractors like you never miss another opportunity or a critical customer or supplier call.

### STAY CONNECTED, EVEN IN THE FIELD

Whether you are an HVAC, plumbing, electrical, maintenance, landscape or other service or repair contractor your business is in the field. Yet, life in the field is demanding – you don't always have time, or simply can't be reached for that important call or contact.

We get it – that's why for over 15 years @liveconx has been providing a wide range of contact response, message dispatch, virtual reception and other call answer services tailored to contractors and service representatives like you.

Choosing @liveconx means:

- ▶ never missing out on another business opportunity
- ▶ knowing a professional, timely response is provided for every call, email or other contact
- ▶ lower office administration costs
- ▶ affordable after-hours call response
- ▶ more time in the field with customers, less time playing catch up on administrative tasks

### INTRODUCING CONTRACTORS@LIVECONX™

It is not a product, it is not software, it does not burden your staff or require hours of training — **contractors@liveconx** is a service.

An innovative, personalized and affordable service designed to keep your customers, prospects, suppliers and work crews connected with you and your business every day, all day – even when you are in the field.

@liveconx offers the industry's broadest range of call answer and contact response services and **contractors@liveconx** is a flexible bundle of the most common options tailored to meet your exact requirements.

**Quality customer service** is a hallmark of your business – ours too. Over two-thirds of @liveconx customers have been using our services for more than seven years. We're also the only contact response center to receive the prestigious CAM-X Award of Excellence for more than 21 consecutive years.

Highlighted below are the most popular services that can save you time and money, enhance customer satisfaction, and quite possibly help grow your business!

- 📞 **On-call schedule management and dispatch with confirmation.** If you provide 24/7 repair or maintenance service the sophisticated, automated resource management systems used by **contractors@liveconx** will save you time and money by managing and maintaining your after-hours and on-call personnel schedules.
- 📞 **Call logging with time stamps, dispatch confirmation, optional voice recording & customized reporting.** All the details and insight necessary to effectively manage your resources, control costs and verify compliance with any contractual response time guarantees.
- 📞 **Flexible message dispatch.** We don't rely on just one method to reach you. Based on your preferences we will call your cell phone and/or SMS text, page, or email you. We can even offer an escalation process based on a tailored classification of call urgency.
- 📞 **Virtual reception and call overflow.** Many small businesses find it more economical to use our virtual reception service than to hire internal staff. However, if you already have a receptionist our call overflow service can take the pressure off during those really busy times, or after hours, ensuring every caller speaks to a live person – so you never miss out on the 4 out of 5 callers that usually hang up when they get a machine.





**contractors@liveconx™** employs an innovative combination of real-time communications, automated resource management and live person response to keep your customers, prospects, suppliers and work crews connected with you and your business every day, all day.

📞 **Appointment confirmation & reminders.** Nothing is more frustrating than the time wasted going to an appointment and somebody isn't there. **contractors@liveconx** will confirm appointments with clients, and/or provide schedule reminders to your field staff or crew boss, so nobody wastes their time again.

📞 **Create and dispatch online work orders.** Sometimes things change – jobs take longer, emergency calls arise – and you need to issue new work orders to in-field personnel. **contractors@liveconx** has all the technology necessary to provide real-time work order dispatch to mobile workers.

📞 **24/7, Bilingual service.** Of course, **contractors@liveconx** operator representatives are bilingual and all our services are available 24/7.

## REPORTING & ANALYTICS

Our automated resource and call tracking and management systems provide a wealth of critical information that equips you to better manage and control costs. Some of the available reports include:

📞 **resource utilization.** Detailed up-to-date statistics for total hours worked, and more, so that your pool of available resources is utilized in the most effective and productive way.

📞 **work order dispatch log.** Details of all dispatched work orders by date/time, client or employee/sub-contractor.

📞 **call/contact reporting & voice recording.** Detailed contact/call logging including time and date stamps, personalized reporting and optional voice recording provides complete audit trails for all responses.

📞 **new business lead metrics.** Detailed information on leads – who is calling, lead sources (calls, website), how they heard of you (referral, advertising, directory listing) provides valuable insight into potential business opportunities and marketing effectiveness.

## COMPLETE CONTACT RESPONSE & CALL ANSWER SOLUTIONS

**contractors@liveconx** is only one of the many personalized solutions available from **@liveconx**. A full range of innovative contact response and call answer services are also offered.

Take advantage of:

📞 **Event registration and management** services for employee workshops, training or just for special one-time events.

📞 **SEMS** (substitute employee management service) to schedule assignments from a pool of resources, on demand or with short notice, and/or fill absentee employee vacancies.

📞 **Outbound surveys or questionnaires** conducted by our professional call center representatives – gauge customer satisfaction or gather important market insights.

For more information about **contractors@liveconx** or any of our other contact response and call answer services call **1 (800) 267 9132** or visit our web site at **www.liveconx.com**

**@liveconx™**

DIVISION OF CHRISTIE & WALTHER COMMUNICATIONS

408 Pitt Street  
Cornwall, Ontario  
K6J 3R2

