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An answering service is a business which receives and answers telephone calls for the organization it is employed for. Such a messaging solution is being used in many offices today. From a medical establishment where it is imperative that calls be answered on a 24Ã—7 basis to even a small business where customer relation is of utmost importance, an answering service has become quite popular across industries and domains.

What are the factors that one would need to look out for while choosing the best answering service company? For one, the providers should be able to deliver professional phone answering on a 24Ã—7 basis. A team of polite live operators answering calls efficiently and with conviction and dispatching messages where required sets apart the best providers from the average ones.

The technology being used is also of utmost importance for optimum call quality and functionality. The best answering service providers are able to create client-specific customized solutions and assign a dedicated team of call agents to better manage calls. This ensures that business does not stop even when a business owner leaves his office; there are competent operators answering telephone calls or dispatching calls promptly.

The answering service providers should also be able to ensure an uninterrupted service by whatever means possible. The best in the industry have powerful battery backups and gas-powered generators. This enables them to maintain service even when there is no power. In the extreme case of a natural disaster, the provider should be able to transfer calls seamlessly to some other secure location.

The best service providers also give the same importance to each and every call. They understand that missing a telephone call can be costly for the business in question. It might even mean a sales pitch going over to your competition. They understand this and make sure that all calls are answered promptly and efficiently. The answering service providers who are able to offer interactive voice-enabled services, customized message delivery, and a single point of contact are also a notch above the rest.

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Cullens Communications is an a answering service company with over 25 years experience of providing service to local customers in the State of New York. They are well-known for their state-of-art â€“technology, competitive pricing and high quality answering service.

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