



Client Services

2nd Qtr 2010

A Few of Our Team Members



Roger
IT Director



Thea
Account & Floor Mgr.
HR Assistant



Sherry
QA & Training Mgr.
Floor Mgr.



Darla
Day Shift Supervisor

More team members will be featured in our next newsletter. If you're interested in meeting any of us before then, schedule a site visit to our Waukesha location by calling (262) 827-6450.

NOVO 1 technology provides complete account access & customized account features

Dynamic Call Scripting and Account Programming

Our dynamic call scripting software allows us to customize each of our client's scripts to meet specific business needs. And, when we say customize, we mean customize! We use web-integrated technology which allows the information provided to us to appear on our Customer Service Representatives' (CSR) screens. This information ranges from questions to ask callers and detailed call out instructions for our answering service clients, to product inventory databases for our order entry and catalog clients. Additional features we can incorporate into client accounts include on call schedules, links to access web maps for directions and e-mail response which allows our CSR's to answer e-mails from customers on our client's behalf - in real time - using pre-written responses. Below are illustrations detailing our dynamic scripting software and tailored account information.

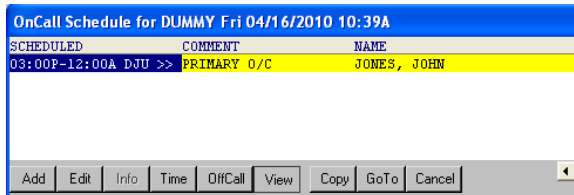
Will Call Back

Caller ID: 8174370450
Reason for Call Back: Other
Comments: OFC IS CLOSED
Agent: ARZ

Call Type: Operator Handled
Call documentation (i.e., wrong #, checking appt time after hrs): FAX MACHINE

Our scripting lets us document every call we take for our clients, whether or not we talk to a caller, place an order or conference a caller. For example, "Operator Handled" often refers to a call in which a person simply wanted a client's mailing address or fax number.

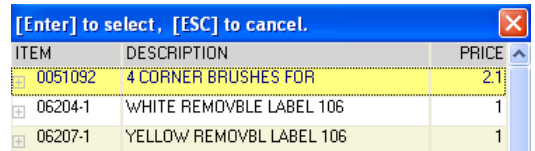
While many services provide this kind of call documentation, we can extend it to meet your needs and include the information you want us to capture.



Client On Call Schedule

Our on call schedules can accommodate many different on call schedules for one client (primary, secondary, back up, etc.) and be updated 24x7.

Databases, such as product inventories and company directories, can be built into our scripts for ease in product and/or information selection. This decreases call time by eliminating the need to ask for multiple pieces of information.



NOVO 1 Web Portal

Did you know for \$10 per month you can access your call recordings and messages we take from anywhere you have Internet access? NOVO 1 offers the Web portal which gives clients real-time access to their recorded calls and messages. Using the portal, clients can track messages from the time they are taken to the time they are delivered. In addition, detailed call statistics, such as the time it takes to answer a call and how long a caller was placed on hold, are available online.

The Web portal is easy to use and provides data protection through secure password verification. In addition, it has hidden cost-saving benefits because it eliminates the live operator time and/or message delivery costs incurred when clients check in for their messages and/or receive fax/email transmissions of their messages.

Date	Account	Duration
04/23/10 3:51am	5745	1.33 m

Call Details allow clients to listen to calls and view messages online.

Activity	Total	No OP	W/ OP
Secretarial	2	0	2
Checkin	1	0	1
Patches	0	0	0
Callouts	1	0	1
Assigned	2		
Answered	2		
Abandoned	0		
Time Summary	Total	No OP	W/ OP

Call Statistics provide call metrics including # of calls taken, average answer time & average hold time.

Upcoming Holidays

After seeing snow in April, the following spring and summer dates may seem a long way off. Actually, they're within the next three months.

Memorial Day

Monday, May 31



4th of July

Sunday, July 4

Planning vacations right before or after these dates? Are you closed on Monday, July 5 for a long weekend? Take all the time you want, because we're here to take your calls 24x7, 365 days a year! We only ask you to fax or e-mail us when you'll be out as soon as you know so we can schedule accordingly.



Refer a new client to us, and when they become a NOVO 1 customer, you could receive a credit of \$50, \$100 or \$150 on your next invoice.

No More Phony Phone Calls!

...or fewer of them anyway.

Ever have someone try to send a fax to your voice line with a caller ID of 000-000-0000? How about a pre-recorded message detailing the benefits of a new hair loss product...with a caller ID of 905?

Well, this irritating practice is illegal thanks to the Federal Government's Truth in Caller ID Act of 2010. The Act, which passed in Congress on April 14, 2010, makes it illegal to cause any caller ID service to transmit misleading or inaccurate caller ID information.

For more information, visit www.govtrack.us.

Frequently Asked Questions



Below are answers to some of our most frequently asked questions. If you have questions not answered below, please call us at (262) 827-6450 and we'll provide the answer!

***How do I notify you about changes to our account information (i.e., staff changes, changes to call out instructions)? What about changes in our on call schedules?

Please fax or e-mail changes to our Programmer, Debbie.

Fax: (262) 827-6459 Email: dulrikson@novo1.com

If e-mailing, please copy treeves@novo1.com and sabarth@novo1.com in case Debbie is out.

Please Note

Please send us this information by 2 pm CDT Monday-Friday so changes can take effect the same day. However, if you have to make changes after hours (after 2 pm M-F) or on the weekend, contact the supervisor by calling (262) 827-6450. When e-mailing changes, please send e-mails to sabarth@novo1.com, treeves@novo1.com and dulrikson@novo1.com. This ensures your changes are received even if one of us is out of the office.

Who should I speak to if I have a questions about the bill I received from NOVO 1?

Please call or e-mail our Site Director and Billing Manager, Judy.

Phone: (262) 827-6451 Email: jbaksic@novo1.com

Who do I talk to if I want to make changes to my script (the questions you ask callers) or add additional account features?

Please fax or e-mail changes to our Account Manager, Thea and our IT Director, Roger. We ask that you allow 2 business days for script changes and new features to be implemented.

Thea Phone: (262) 827-6454 Email: treeves@novo1.com Fax: (262) 827-6459

Roger Email: rschreiber@novo1.com Fax: (262) 827-6459

What if I have a complaint about your services (e.g., problem with the way a call was handled)?

Please contact the supervisor by calling (262) 827-6450. If the supervisor is unavailable, you can also call or e-mail our Account Manager, Thea, or our Site Director, Judy.

My log in doesn't work when I try to listen to calls on your Web portal. Who do I contact?

Please call or e-mail our Account Manager, Thea or our IT Director, Roger.

What was that phone #???



How can I retrieve a message I received 3 weeks ago?

Please contact the supervisor by calling (262) 827-6450. If the supervisor is unavailable, you can also call or e-mail our Account Manager, Thea or our Site Director, Judy.

How can I let callers know about a promotion my company is having next week?

While you can always ask us to add this information to your script temporarily, you can also set up a pre-recorded auto-answer or hold greeting. Callers will hear this before they speak with a CSRS and/or if they are placed on hold. NOVO 1 can quickly create greetings and messages that match a certain time of day, a company's holiday schedule, a temporary sale or product offering, and much more! Just like your on call schedules or account changes, custom auto answer and hold recordings can be faxed or e-mailed to us on a daily, weekly or monthly basis, depending on your needs.

Why don't your CSR's give out their full names?

Our CSR's are advised to give 1st names and operator numbers when asked by callers and clients. Callers often hear, "I'm operator #35," after a caller asks for a last name. "Why all of the Cloak and Dagger?" you ask. It's for the personal safety of our employees. Today, people can use sources like whitepages.com, Facebook and Twitter to search and find virtually anyone using a 1st and last name. Imagine talking to an angry caller, giving the caller your 1st and last name and then having the caller call back and say "I know where you live" or "You have a really great picture on Facebook." Yikes! So, if one of your callers insists on getting a CSR's last name and the CSR spells out the word "refused" or the number "fifteen," please know it's not out of disrespect to the caller or you; it's out of concern for personal safety.

Related Safety Tip



Do you want to block people from searching your Facebook profile on public search engines? Follow these steps below:

1. Log into Facebook
2. In the right corner, click on the Account drop down menu & select Privacy Settings
3. In the Privacy Settings, click on the Search link
4. Next to "Public Search Results," **uncheck** the Allow checkbox

Once this is complete, people will not be able to see a preview of your Facebook profile on public search engines such as Google.