



Client Services

December 2007

Frequently Contacted People at NOVO 1

Contact one or more of the following people with account questions, issues or changes:

Judy Baksic
x6451
Unit President & Billing Manager

Debbie Ulrikson
x6455
Programmer

Dan Holman
x6458
IT Manager

Sherry Barth
x6453
Training Supervisor & Floor Manager

Thea Reeves
x6454
Account Manager & Floor Manager

Supervisor Station
x6456
Rotating Day,
Evening &
Weekend
Supervisors

NOVO 1 launches www.answer.novo1.com

NOVO 1 Call Center and Answering Services launched its new website this fall at www.answer.novo1.com. Features of the new site include updated content, easier navigation, and a design that is more consistent with the NOVO 1 corporate identity. Dan Holman, IT Manager, and Thea Reeves, Account Manager, have been leading the redesign project over the past several months in an effort to make the site more user friendly for both current and potential clients.

Current clients are encouraged to visit www.answer.novo1.com to learn about additional NOVO 1 services and make requests for account updates, changes and/or additions using downloadable forms. The site also contains a link to the NOVO 1 Web Portal that can be used by clients whose accounts include this feature.

To make suggestions for updates, additional features and content on the site, e-mail Thea Reeves (treeves@novo1.com) or Dan Holman (dholman@novo1.com).



Ever wonder about the face behind the voice?

Well, we do!

At NOVO 1, we are interested in our clients, the people we speak to on a weekly, daily or even hourly basis. For this reason, and our belief that putting a face behind a voice leads to better communication, we invite you to visit our call center in Waukesha.

Your visit could be as short as a tour of our call center, or more involved to include a review of your company history, account information at our center and/or introductions with the agents on the floor.

If you'd like to see the NOVO 1 Call Center and Answering Services in Waukesha, contact Thea Reeves at (262) 827-6454 to schedule a visit.

Happy Holidays!

Holiday Season Reminder

Are you closing your office Friday, December 22 for a long holiday weekend? Or Wednesday, December 26 because it's the day after Christmas? Office closings due to holidays are sprinkled throughout the months of December and January. Whatever your situation is, NOVO 1 is ready to take your calls 24x7, 365 days per year!

What we need from you are your scheduled office hours for this season so we can pass them, and any other information, along to your callers. You can fax this information to us at (262) 827-6459. Or, e-mail one or more of the following e-mail addresses:

treeves@novo1.com

(Thea Reeves)

sabarth@novo1.com

(Sherry Barth)

dulrikson@novo1.com

(Debbie Ulrikson)



During the Holiday Season more than ever, our thoughts turn gratefully to those who have made our progress possible. In this spirit we say,
simply but sincerely

Thank You and Best Wishes for
the Holiday Season and a
Happy New Year.

Grandma's Christmas Buttons



30 round or waffle-shaped pretzels
30 unwrapped chocolate Kisses or Hugs
30 Holiday M&M's

Preheat oven to 350. Place pretzels on a cookie sheet lined with foil or parchment paper. Place 1 Kiss or Hug on each pretzel. Put in oven for 3-5 minutes until Kisses are slightly melted. Press 1 M&M into the middle of each Kiss or Hug. Let cool & enjoy!

Pumpkin Cream Pie

1 lg. pkg. Jello vanilla pudding mix
3 tbsp. sugar
1 tsp. pumpkin pie spice
1 (13 oz.) can evaporated milk
1 egg slightly beaten
1 cup canned pumpkin
Baked 9" (deep) pie shell, cooled

Combine all ingredients. Cook in saucepan over medium heat until mixture comes to a rolling boil. Remove from heat. Cool for 5 minutes, stirring twice. Pour into shell. Chill for at least 4 hours. Serve with whipped topping. Add nuts if desired.