



Client Services

April / May 2008

Frequently Contacted People at NOVO 1

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

Available 7 am-3 pm

Judy Baksic
x6451
Unit President &
Billing Manager

Debbie Ulrikson
x6455
Programmer

Available 9 am-5 pm

Sherry Barth
x6453
Training Supervisor & Floor
Manager

Available 8 am-4 pm

Thea Reeves
x6454
Account Manager &
Floor Manager

IT Department
x6458

Available 24x7

Supervisor Station
x6456
Rotating Day,
Evening &
Weekend
Supervisors

NOVO 1 offers additional services and features...helping you expand your business and increase sales!

Recently, NOVO 1 has been installing upgrades to its telemessaging and call center system. Through these upgrades, we've found many new features and low cost solutions we can offer to clients as a complement to our current services. Below are details about a few of them.

Appointment Scheduling Software

During many calls we take for clients, we hear "I'm calling to schedule an appointment" or "I need to cancel my appointment." In the past, the options we offered were to take a message for the office, or to refer the caller to contact the office the next business day.

Today, we can provide real-time appointment scheduling that doesn't conflict with your current office schedule or appointments. This inexpensive solution is a Web-based scheduling software that can be accessed from any location with Internet capabilities. Features include appointment reports, recurring appointment scheduling and custom automatic e-mail appointment reminders.

Friday, April 11			
	Ken	Kathy	Laura
	waiting list	waiting list	waiting list
8:00am			
8:30am			
9:00am	Reserved		
9:30am			
10:00am			
10:30am			
11:00am			
11:30am			
12:00pm			
12:30pm			
1:00pm			
1:30pm			
2:00pm			
2:30pm			
3:00pm			
3:30pm			
4:00pm			
4:30pm			
5:00pm	Unavailable	Unavailable	Unavailable

Sample screen shot illustrating NOVO 1's new appointment scheduling service

Web Portal

The NOVO 1 Web portal gives clients complete access to their account features such as call monitoring tools and file uploading. Clients with the portal can listen to calls, view message summaries and call statistic reports. Our order entry customers are able to track and update inventory, new orders and changes by uploading to the portal on a regular basis throughout the day. All portal information can be viewed from any place with Internet capabilities in real time.

Quality Assurance Recording

The quality assurance prompt "For quality assurance purposes, this call may be monitored or recorded" can be played to inbound callers that are being returned to a CSR from voice mail or as part of the auto answer message.

Custom Auto Answer and Hold Recordings

Would you like a specific greeting played if your phones are answered automatically by our system instead of a live agent? Has your company recently changed its name? Is there important business information you'd like your customers to hear if they are placed on hold? NOVO 1 can quickly accommodate these requests by creating 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.

All programs and features listed above are either free or available for a small monthly fee. For more information contact Thea Reeves at (262) 827-6454 or treeves@novo1.com.

Upcoming Holidays



After the long winter we've had, the following spring and summer dates may seem a long way off. Actually, they're within the next three months.

Memorial Day

Monday, May 26

4th of July

Friday, July 4

Planning vacations right before or after these dates? Or, are you closing early on Thursday, July 3 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 let us know when you'll be out by faxing or e-mailing us as soon as you know.

Fax:

(262) 827-6459

E-mail everyone below:

treeves@novo1.com

dulrikson@novo1.com

sabarth@novo1.com

Any last minute changes?

Phone:

(262) 827-6450

Rave Reviews!

"I would like to point out that I have enjoyed the professional and dignified treatment from your staff and appreciate the opportunity to work with NOVO 1."

- Dr. A.G. Phansalkar
(Psychiatrist)

One of the reasons NOVO 1 earns industry-related awards year after year (including ranking among the Top 50 Teleservices companies in the United States) is the longevity of its employees. Many have been here for more than 15 years, and their hard work, experience and dedication to our company is the most meaningful reason behind the success of NOVO 1. Below is a brief tribute to four of our long term employees.

Employee Spotlight

Sue

Sue has been with NOVO 1 since 1984, and is one of our most experienced CSR's. She has worked as a supervisor for both 1st and 2nd shifts, and has assisted in the areas of training and client maintenance. Sue's dedication, account knowledge and sense of humor make her a considerable asset to the CSR floor.

Judy

Judy, our Unit President and Billing Manager, started as a CSR with NOVO 1 in 1988. Over the past 20 years, she has helped lead the call center through many organizational changes. Judy is widely recognized by her clients and her staff for her ability to create the perfect balance of people and technology, the results of which include high employee productivity and customer service levels.

Sherry

Sherry began working for NOVO 1 in 1988 as a CSR, and quickly moved into a supervisory position. Most recently she was promoted to Training Manager (2006) and Floor Manager (2007). Her success working in both capacities is evident in the respect she has earned from the employees and the quality of service we provide for our clients.

Diane

Diane was hired in 1990 and works as our 3rd shift supervisor during the week. In addition, she is an experienced CSR who provides excellent service to all of our "night owl" clients. Diane's dependability is one of the main reasons why we are able to call ourselves a reliable 24x7 call center and answering service.

CHANGE is inevitable

With this in mind, we rely on you, our customers, to give us accurate account changes in a timely manner so we can handle your calls correctly. New pager numbers, phone numbers, account instructions, staff changes and on call information should be faxed to (262) 827-6459 or e-mailed to all of the following addresses: dulrikson@novo1.com, treeves@novo1.com and sabarth@novo1.com.

On call changes must be submitted M-F, by 2 pm for them to take effect that evening.

Please allow 2 business days for account instruction or call handling changes to take effect.

NOVO 1 Client Referral Offer

Refer new customers to us, and when they become clients, you'll receive a credit on your invoice in the amount of:

\$25.00—Voice Mail client \$50.00—Live Agent client \$100.00—Order Entry client

Client referral cards will be mailed with next month's invoices. However, you can also fax or e-mail any new referrals to:

Judy Baksic, President, NOVO 1 Call Center and Answering Services

Fax: (262) 827-6459

E-mail: jbaksic@novo1.com

We promise you won't be sorry referring anyone to us. Read what one of our happy customers has to say about us in the left-hand sidebar!