

## Frequently Contacted People at NOVO 1

Judy Baksic, x6451  
Unit President & Billing

Ken Oaks, x6452  
Sales Manager

Debbie Ulrikson, x6455  
Programmer

Dan Holman, x6458  
IT Manager

Sherry Barth, x6453  
Training Supervisor &  
Floor Manager

Thea Reeves, x6454  
Account Manager &  
Floor Manager

Sue Ojeda, x6450  
1st Shift Standing  
Supervisor

Diane Kamke, x6450  
3rd Shift Standing  
Supervisor

Tracy Tonn, x6450  
Training/Quality  
Assurance Assistant

Renee Klosinski, x6450  
Employee Incentive  
Program Coordinator

Supervisor Station, x6456  
(Rotating Evening and  
Weekend Supervisors)

## Call forwarding makes your life easier, except when...

...you get a call from a customer or your supervisor who says "I tried calling the office, and there was no answer. It just rang and rang!" Ever heard that before? We, at NOVO 1, hope not. However, if you have, we have some information and advice to ensure you don't hear it again.

### What is call forwarding?

As many of you know, call forwarding allows you to transfer your incoming calls automatically to any other telephone number. What you may not have known is that call forwarding is a feature provided by your telephone company, not your answering service. As your answering service or call center, NOVO 1 provides you with the DID, or direct inward dial number(s), for your account. The DID is the number to which you forward your calls. (Don't know your DID number? Call the standing supervisor at (262) 827-6450.)

### What happens if call forwarding does not work?

If, after you have forwarded your lines, you call your office phone number, and the answering service does not answer, try the following:

- Dial your DID number. If the answering service answers, that means your DID number is working, and the forwarding problem is not on our end. Then, you will need to:
  - ✧ make sure you forwarded your phones correctly. If so,
    - contact your telephone service provider and let them know your call forwarding feature is not working.

**We recommend always calling your office number after you have forwarded your line(s) to ensure call forwarding is in effect.**

## Client and Account Maintenance Charges

Over the past several months, we've been asked by several customers about Client Maintenance charges that may periodically appear on monthly invoices. Most of these client inquiries have involved the questions "What are Client Maintenance charges?" and "Why are they on my bill?"

To explain this, it is important to understand that with your initial rate plan, the price quoted is live operator time, nothing more and nothing less. "Nothing more" means you are not charged for hold time. "Nothing less" refers to the fact that if there are changes to your account and any information within it, you will be charged a fee based upon your rate plan. Below are examples of changes that can be included in Client Maintenance charges:

- Any account information changes, additions or deletions (i.e., addresses, phone numbers, fax numbers, employee names, callout procedures, etc.)
- Any scripting changes (i.e., adding the question "What is the name of your company?" or changing your answer phrase)

Please keep in mind that the above list is not all-inclusive, and any Client Maintenance charges are based on the amount of time the updates take and the complexity of the changes. If you are thinking of making changes to your account and have questions about the cost involved, please contact Judy Baksic, Unit President, at 262-827-6451.



## Ask Dan, Our New IT Man!

Dan Holman joined NOVO I in July as the IT Manager, a position formerly held by Jeremy Bauer. Dan comes to us with extensive IT experience, having held positions at Medical Information Systems, US Cellular and ExecPC. Dan is married, and he and his wife Kelli have two children, Adrianna (6), and Tyler (4). In his free time, he enjoys playing guitar and fishing.

Dan says he enjoys working with our diversified client base, and likes the challenge of using technology to figure out how to meet their needs. If you have any technical questions about your account, such as "What happened to an order that was placed?" or "Why can't I access my account Web portal?," you can reach Dan by phone at (262) 827-6458 or e-mail at [dholman@novoi.com](mailto:dholman@novoi.com).

## Rave Reviews!

"I don't know how many travelers in the past were stranded before I started with NOVO I. The after hours service NOVO I provides has helped me serve my clients to the level they deserve. NOVO I is great to work with, and I would not have such a successful business without them."

- Dolores Cavallo,  
Traveleisure,  
Waukesha, WI

"I appreciate the wonderful service that you have provided me for so many years. People calling my business who spoke to you thought they were talking to someone in our office. I would highly recommend your service to anyone!"

- Marlene Blair,  
Excel Bldg. Services,  
Waukesha, WI

"Your quality customer service and professionalism have been greatly appreciated. I would definitely recommend your services to anyone!"

- Jessica Suhr,  
Westlake Clinic,  
Milwaukee, WI

## New Voices Call NOVO I Home

NOVO I has recently hired several employees, and while we can't put actual "faces to the names" in this newsletter, below are some fun facts about the different voices you've heard handling your calls since March 2007.

### Chiquita Moore

**Start Date: March 20, 2007**

Number of Children: 2, a son (age 1) and a daughter (age 6)

Outside hobbies and interests: Chiquita is currently attending Bryant & Stratton College to become a Medical Assistant.

### Marcie Thomas

**Start Date: July 16, 2007**

Number of Siblings: 5      Number of Children: 7 + stepchildren

Other employment: In addition to working at NOVO I, Marcie is a dental hygienist.

### Karlee Williamson

**Start Date: July 12, 2007**

Number of Pets: 6 (1 dog, 2 cats, 1 hamster, 1 mouse and 1 fish—whew!)

Her favorite hobbies include reading, swimming, drawing, and most importantly writing—she hopes to write a novel someday!

### Kaylee Keys

**Start Date: August 1, 2007**

Previous Companies Kaylee Has Worked For: American TV, Schlotzski's Deli

Karlee is the oldest of 5 children, and loves to shop. When asked if she knew anyone who worked at NOVO I prior to being hired, she said "Yes, my cousin Karlee Williamson!"

## NOVO I's 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 were mailed with last month's invoices. However, if you misplaced your card, you can mail, fax or e-mail any new referrals to:

Judy Baksic, President, NOVO I Answering Services

20825 Swenson Drive, Suite 200

Waukesha, WI 53186

Fax: (262) 827-6459

E-mail: [jbaksic@novoi.com](mailto:jbaksic@novoi.com)

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