

The HVAC Answering Service Specialists



call management
resources

CallCMR.com • (800) 475-7300



Turn Up the Heat

Anyone in the HVAC business knows that demand changes with the seasons. Sometimes it's manageable and easy to stay on top of, other times you can be deluged and find it all but impossible to keep up with the influx of calls and messages. Every customer who slips through the net can potentially drift into the open arms of your competitors.

If you're feeling deluged by incoming calls and messages, it's time to take control and turn up the heat...





We Know the HVAC Business

At Call Management Resources we are HVAC answering service specialists; we understand the unique needs of HVAC repair companies. We can help you to increase your operational efficiency and profitability with a suite of services designed to suit you.

Never miss a call

Every missed call counts. When a prospect is in dire need of a repair but their call goes straight to your voicemail, do you think they're going to wait for your call? Afraid not. There's a good chance that they'll just move on to your next competitor on their list.

Thanks to our US-based agents answering the phone 24/7/365, you'll never miss a call when you're on a job.



Fast and efficient response

We know that your prospects don't have all the time in the world. That's why our goal is to answer your calls in 3 rings or less. Not only will this prevent your prospects from giving up and trying out your competitors, but it also shows that your service is fast, responsive and on the ball... The perfect choice to suit their needs.

Expert 24 hour live answer services

We do far more than answer calls. We provide 24-hour customer service to your clients and prospects, giving them the quality of service they'd expect from you, even when you're soundly tucked in bed.

Technician dispatching

Who's going where and when? We can dispatch technicians to service calls with our error-free dispatching without you lifting a finger. Gone are those sleepless nights fielding a 3 a.m. emergency call and making sure an employee is on their way.

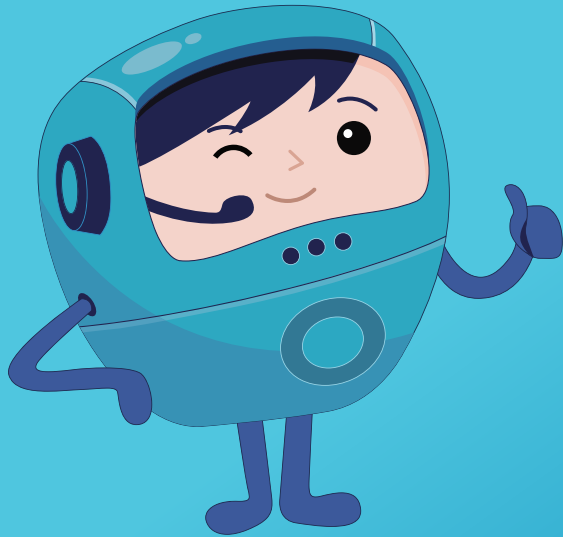


Appointment confirmations and ETA notifications

Tired of wasting time showing up to an empty house? We can text or call ahead to confirm your client is there to let you in; potentially saving you time and making for a happy customer who knows you are on your way!



Specialized call screening to filter out the fluff and get to the gold



We don't want to waste your time with junk calls. That's why we can set up call screening that's specialized and based on your preferred parameters. Like the filter on an HVAC unit, we filter out the fluff so that you don't have to!

- ★ We answer over 4 million calls per year.
- ★ Our average client stays with us for 12 years.
- ★ Approximately 100 employees work for us and are expertly trained through 4 levels of training.
- ★ Over 500 companies trust us to answer their calls.
- ★ Our goal is 100% agent accuracy and we incentivize bonuses based on accuracy and customer care.
- ★ 35% of our call center agents have been with us for more than 5 years!



About Call Management Resources

Call Management Resources has been providing answering service and call center solutions since 1959. While other businesses have come and gone, we have maintained a trusted partnership with our clients by understanding the industries of our clients, anticipating needs and recommending innovative solutions.

We are an industry leader by providing the highest customer service, advanced technology and the most experienced call center agents.



Our Agents



The heart of any call answering business is the agent answering the phone and we have some of the best agents in the business.

After thorough testing, Call Management Resources moved to a remote working environment for a majority of our call center staff over 5 years ago. This has enabled us to attract the highest caliber agent and retain talent that would have been unavailable if we were recruiting in a single location. It has also made for happier, more productive agents and happier agents give better customer service to callers.

Capabilities

- ★ Live Agent Answering
- ★ Overflow Answering
- ★ Attendance Management
- ★ Live Transfer or Call Patching
- ★ Dispatching
- ★ On-Call Answering
- ★ Email Paging
- ★ Claims Processing
- ★ Virtual Reception
- ★ After Hours Coverage
- ★ Appointment Setting
- ★ Interactive Voice Response (IVR)

**Our key capability is working with you
to design a solution that is custom fit
for the needs of your business.**

Contact Call Management Resources today and let one of our answering service and call center solutions experts discuss ways that we can delight your customers, streamline your business' processes and improve your bottom line.

**Missed Calls Cost You Money.
Answered Calls Make You Money.
We Answer Calls.®**



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