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*Loud and Clear*

## **TWR Voicemail Tree Services**

TWR has now launched Voicemail Tree Service Features in our system. TWR now provides **BOTH 24-Hour Live Telephone Answering Service and Voicemail Services**. Voicemail through TWR is an automated computerized system that can be used to recording a greeting for your callers and providing a number of options to give information to your callers.

Up to ten (10) voicemail options can be recorded which can instruct callers to press the button on their keypad that most closely meets the reason for their call. With TWR, our customers can still choose to have the zero (0) button on their telephone to reach a Live Operator if their call does not meet any of the criteria recorded. Our live operators are available 24-Hours a day, 7 days a week, *including holidays!*

Voicemail Service is a very efficient, effective and economical way to handle routine calls for your business. TWR's automated computerized system can be used for providing information including office hours, directions, product orders, appointments and etc., all just as easily handled by voicemail over Live Operator service.

When shopping for voicemail services, it is a smart idea to choose a company who you can not only speak with on the telephone, but also meet in person! Voicemail Tree Services can turn your telephone system for your business into a feature-rich communications package!

### **How does Voicemail Services Work?**

The first steps that customers should take who want to set up Voicemail for their phone system, is to determine what information you would like to give your callers.

This should include how many options you need to provide and what you would like your callers to hear once they press a button on their phone keypad for the options you have recorded.

Customers should also determine whether they want one of the options to include the ability to press zero (0) to reach one of our 24-Hour Telephone Answering Service agents.

Once you have determined your greeting, Live Operator Option, the number of buttons needed and what you would like your callers to hear, the final step is to determine who should record this information. This could be you, one of your staff members, or you may elect to have one of our operators record the greetings for you.

TWR can help guide you through the set-up process. Once you have your Voicemail Tree Set-up complete, the rest is easy. You will be able to easily access your voicemail and retrieve messages through the personal pass code that you have selected. The unique tool that Voicemail service provides is that very little if any interference is needed with any operator since all of your calls and messages are right on a voicemail system!

You may contact **Gary McKenzie** or **Kay Miller** by calling **(301) 777-2692** or **(800) 262-7005**. The cost for Voicemail Tree services depends on the level of service needed and we can negotiate this with you once we determine the service you are seeking. Voicemail Services are an economical way to provide service to your customers!



