

HOW TO TEST YOUR ANSWERING SERVICE

- Call your call forwarding phone number directly as if you were a regular caller to your business/practice.

Take note of how the agent answers your call and make sure the greeting is as it should be:

- Does the agent sound professional yet cheerful?
- Did the agent get all of the information correct?
- Is any information missing?
- Did the agent ask all of the right questions?
- Were any key questions left out of the greeting or conversation? (if so, take note of them.)
- Did the agent have the full and correct answers to any and all questions you asked?
- Did the agent indicate that he/she would relay the message via the correct communications method and within the right time-frame?

**Questions? Have something from your testing to report?
Feel free to call us at 800.430.6511**