



## **CARRY YOUR BUSINESS FURTHER**

The revolutionary live answering service.  
Built to be there, so you don't have to.

**[www.clementineanswers.com](http://www.clementineanswers.com)**

Contract Terms and Conditions Apply

# Meet Clementine...

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## Hi there!

Clementine is happy to meet you and has high hopes for a long working relationship with you. We're committed to making you look good and letting you carry on with your work while we take care of your calls. We don't just answer your phone. We make it our mission to act as an extension of your business. To take care of each caller promptly and professionally. To always be there when you can't.

Our personal approach and careful attention to the details is good for you, your business and all of your callers. We're easy to work with and easy to reach.

Clementine offers a myriad of services to simplify your business, and we're always looking for new ways to assist. We place a high priority on being innovative, tech-driven and ready to problem solve.

We look forward to working with you. Let us do what we do best – take care of your calls and your callers – so you can concentrate on what you do best and carry your business further.



# Answering Services

**Clementine does more than just answer your calls and send over your messages.**



## 24/7 Live Answering

After hours, at lunch time or any time, we can answer your calls whenever you need us to.



## Voicemail Box

Give customers the option of leaving you a message or speaking to an agent.



## Secure Messaging App

We know HIPAA Compliance is crucial, so we have teamed up with OnPage to offer secure messaging.



## Appointment Setting

Let us answer your calls, schedule appointments and keep your calendar up to date.



## Custom Dispatching

Messaging is just the beginning. Let us patch calls to you and escalate as needed based on your requirements.



## Multilingual

We have the ability to answer calls in languages other than English and translate back responses to callers.



## Messaging Portal

Access your calls online from your computer or smartphone with our safe, secure messaging portal.



## Call Recordings

Quality is important to us. That's why every call is recorded for quality assurance.



## Reporting

Learn more about your calls and your business with our custom reporting solutions.



## Virtual Receptionist

When you can't be there, our professional virtual receptionist acts as an extension of your business.

Have something else in mind? Need something you don't see here?  
Ask your account manager. We will work with you to create solutions to fit  
your business and your unique needs.

# The Clementine Difference

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## Our Agents

- **Training** - Our extensive, month-long program includes intense classroom training where agents learn our systems, customer service and call handling protocol.
- **HIPAA Certified** - Clementine agents are HIPAA Certified well before they answer a single call.
- **Account Training** - Extensive, custom training for agents is designed around your business and your needs.
- **Test Calls** - Thorough call testing is performed long before your first calls are answered.
- **Continuous Training** - We are continually perfecting the quality of our answering, and our agents continue their training in order to keep them current on HIPAA Certification and knowledgeable about industry standards.
- **Bilingual** - We have bilingual operators trained and ready and offer a variety of multilingual options.



## Our Technology

- **Portal** - Access your messages, on-call and contact list to make updates as needed and stay in touch with your account.
- **Support Team** - A talented team of experienced technicians are available 24/7, to keep systems running and your calls answered.
- **Redundancy** - Layers of technological redundancies – including Internet service and back up systems – ensure your service is never interrupted.
- **Location** - With several locations throughout United States, Mother Nature doesn't get in the way of answering your calls.



## Our Experience

- **Customers** - A wide array of customers trust us with their calls and their business.
- **Industries** - From small businesses to contractors to medical practices, the range of industries we serve is extensive and broad.
- **Agents** - Prompt, professional, highly trained agents are the hallmark of our company and ensure your business is in great hands.
- **Support** - We know how to support your business, but more than that, we learn your business, become a part of your company and an invaluable member of your team.