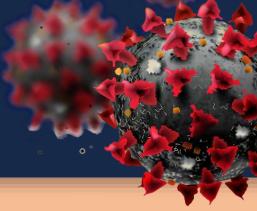# answerNet

Coronavirus Resource Hub

IN THE NEWS

CLICK icons to learn about how we're helping businesses during Covid-19.

Forbes
"Call Centers Can Help Americans Weather the COVID-19 "Calamity"

metro
"Rising to the Occasion"

The Philadelphia Inquirer
"Spike's Trophies makes Hall of Fame-worthy move to save its business and help COVID-19"

WSJ
"Isolated by Coronavirus, frightened Americans welcome calls from phone banks"

TRAVEL WEEKLY
Travel Leaders keeps travel advisors on the payroll with call centers

newsradio kyw 1060 AM
"Northeast Philly store owner finds jobs for his non-essential employees"

6abc
"Philly region coming together to help businesses stay afloat"

ON THE AIR!

"Monday Mornings Podcast" discusses helping businesses during Covid-19 with guest, Gary Pudles.

click here to request our factsheet:
Corporate Capabilities for Government Projects

A Message to our Clients:
Addressing your Coronavirus Concerns

I hope that you, your families and employees are all doing well and staying safe. I would also like to take this opportunity to personally update you on the successful steps AnswerNet has taken during COVID-19 to ensure the continuity of our business.

We've spent the last five years moving our calling infrastructure to the cloud, so we can continue to provide reliable, continuous and uninterrupted services. So, you should have *no difficulty* in working with your normal team. However, if you have an issue that isn't being handled to your satisfaction, please call our corporate office at **800-411-5777**. We'll make sure to get you what you need.

We'll be working hard to communicate with all clients and will send emails as well as post updates here on our website. Please also feel free to send us direct messages on any of our social media platforms below. We'll do our best to respond to you as quickly as possible.

Together, we can get through any challenge. Thank you again for your continued trust in AnswerNet.

Gary A. Pudles
President & CEO/ AnswerNet

READ Gary's latest message to Clients

Overwhelmed? Understaffed?
We can help right now.

Download:
"Covid-Relief for Business"

If your business operations have been disrupted during the pandemic, there are many ways we can help you stay in touch with your customers and employees.

Here are just a few:

- ✓ Hotlines
- ✓ Customer Service & Support
- ✓ Emergency Notifications
- ✓ Overflow/After-Hours Support
- ✓ Automated Services
- ✓ Interactive Voice Response (IVR)
- ✓ Virtual Receptionist
- ✓ Appointment setting
- ✓ SMS text messaging
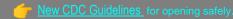
CONTACT TRACING SERVICES
We understand the process, *and the magnitude.*

Why put AnswerNet on your Contact Tracing team?

Full grasp of latest CDC Guidelines
We're subject-matter educated
Customizable and adaptable programs
Workforce management/staffing scalability
Experience gained from other Covid-related work
QA/Schedule adherence and oversight in place
Access to secure tech stack for complete transparency
Robust contact tracing platforms and API integrations

DOWNLOAD the info sheet!

CALL OR TEXT US:
(800) 411-5777

Follow us on social media!

f **Twitter** **in**

Keeping our employees safe & *productive!*

Without diminishing our service levels, we have successfully transitioned many of our agents to safe, work-at-home environments.

Part of this success was due to the time we spent carefully moving our infrastructure into the AWS cloud.

For those agents still in our contact centers, we strictly adhere to the most up-to-date CDC Guidelines and have put new protocols in place to ensure their safety, including **mask-wearing**, **additional sanitizing** procedures and **social distancing** practices.

But whether on-site or working from home, our agents remain engaged, productive and have the tools they need to effectively communicate with your audiences. Our lines remain quiet, secure and free of distraction.

ADDITIONAL RESOURCES:

CDC **JOHNS HOPKINS UNIVERSITY & MEDICINE** **FEMA** **IHME**

👉 New CDC Guidelines for opening safely.