



Funeral/End-of-life Services

AnswerNet Services Tailored To Your Needs

- *Answering Services*
- *Customer Service & Support*
- *Hosted CRM*
- *Appointment Scheduling*
- *Virtual Receptionist*

Key Benefits

- *Empathic, professional and highly trained agents*
- *Vast experience in the funeral industry*
- *Scripts customized to your needs*
- *24/7/365 call center support*

Key Features

- *Calls handled during regular business hours, after-hours or during call volume spikes*
- *Agents can handle appointment scheduling or email management*
- *Network of multiple call centers provides business continuity in the event of a disaster*
- *Store call data in your CRM, or we can build one for you*

Losing a loved one is a traumatic situation. Grieving customers need empathetic, knowledgeable customer representatives when discussing funeral arrangements or other end-of-life services. Let AnswerNet's highly trained, compassionate agents handle these delicate calls—day or night.

AnswerNet can provide your end-of-life business with the 24/7/365 telephone answering service that it needs. We can process these calls during regular business hours, during call volume spikes or after normal business hours.



AnswerNet's agents can also act as your receptionist—scheduling meetings, listening to voicemails and managing inquiries via email. All information can be recorded into your Customer Relationship Management (CRM) system. Don't have one? AnswerNet can customize and host a web-based CRM platform for you. You can feel confident that your customers will experience the same level of expert service that your business has always provided.

Plus, our network that has multiple contact centers allows us the flexibility to provide business continuity for our clients in the rare event of a service outage. We can simply reroute calls and contacts to other sites that are located out of the problem area so you can be comforted by the fact that no call will be missed.

Trust AnswerNet to provide compassionate agents that will handle any call with the utmost professionalism and empathy. Call us today at 1-800-411-5777.

