

AnswerNet is pleased to partner with Paul Davis to offer these special services for PDR franchisees.

To set up services, contact:

**Stacey Bodnarchuk**

stacey.bodnarchuk@answerNet.com

Office: 1-833-262-1106

HQ: 1-267-942-6000

Or scan the QR code below to sign up now!



answerNet.com

# We've got you covered when Disaster Strikes!

## Franchisee Call Center Program

### Our features, your benefits...

- **AnswerNet will be there when your customers need YOU the most.**
- Live agent service available 24/7/365
- NO Monthly minimum minutes to franchisees
- Ability to edit on-call schedules in real-time
- AnswerNet's system integrated with PDR work order management system (RMS)
- "Jump the Line" service for insurance and commercial companies during CAT events
- Agents will handle six call types: New claims, Insurance company calls, TPA, 911/EMS, All other calls urgent, All other calls non-urgent

### Multi-site capabilities for disaster & high-volume impact

- 8 AnswerNet call center teams in 8 regions ensure that when one or more Paul Davis franchisees are experiencing high call volume events, it won't negatively impact other offices
- Our distributed staffing model and cloud-based systems allow us to quickly ramp up staffing, dedicate agents, and quickly adapt to any scale emergency event
- Agents in every site will take calls daily to preserve their skillsets and account knowledge
- Calls will be rotated across all sites

### Franchisee Pricing

**1-hour setup fee (line, scripting & testing) = \$100.00 US / \$134.00 Canadian**

**Portal setup = \$10.00 / \$13.40 Canadian**

**Flat rate = \$1.10/min. US / \$1.47/min. Canadian**

**Transfers rate = \$0.02/min. US / \$0.03/min. Canadian Billing: Monthly with autopay**

### ***If ZERO minutes used***

All you pay is your line rental of \$5.00 US / \$6.70 Canadian

All agents across 8 sites are trained & prepared!

***So when your phone lines receive unexpected volume...  
AnswerNet is ready!***