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LIVE TELEPHONE ANSWERING SERVICES

24-7 Answering Services

Overflow Call Answering
Services

Holiday Call Answering
Services

Lunch Hour Call
Answering Services

Industry Specific
Answering Services

Live Telephone Answering Services

We exist in a very competitive environment, and if you want your business to flourish and succeed, it is crucial to take advantage of every opportunity. Unfortunately many companies are not maximizing their business opportunities as a result of not having powerful communication strategies in place. Also, one of the biggest and most important challenges facing a growing business is customer service. To be successful, your business needs to be able to right channel all your customer interactions in a quick and professional manner and show your customers that you care about them.

Immediate Response, the key to winning and keeping clients. Ideally, every company should answer their phone or email when a customer contacts them – or at least reply within half hour or less. Anything else is unacceptable and translates to lost clients and lost sales.

Cititel is one of the leading Canadian companies that provide Telephone Answering and Messaging Services throughout all Canada. Cititel promptly answers all your incoming calls with a real person, 24 hours a day, 7 days a week! You can use us as you need, call forwarding to us anytime, including after hours, after so many rings, or when your phones are busy. We'll help you respond faster to your customer's needs and give you a professionalism that sows customers you care and are available to the around the clock.

How it Works

We take your calls just like a receptionist at a large company. When customers dial your phone number(s), a Cititel operator answers with specific business information. Calls are dispatched (or screened) as you pre-arrange-urgent calls are transferred directly to you and messages carefully taken for others. Callers can be given the option of recording a message to a voice mailbox or the operator – Cititel's system automatically delivers message to your cell phone, text pager, email or fax machine.

Cititel's Canada Telephone Answering Services helps your business increase revenue, lower costs, provide better customer care and maximize every opportunity. Request more information.

Call today for a free quote: 1.888.923.2533

