Toll Free Voicemail

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Toll Free Voicemail is Essential for Your Business

Managing telephone calls is a very important undertaking for running a successful business. As such, businesses need to incorporate features like toll free voicemail in order to ensure that they can respond to customer calls quickly and efficiently.

Why Voicemail is Important

Clients and customers should always have some sort of access to a businessâ€™s customer service teamâ€”even after hours. As a result, voicemail is the perfect option for callers who have an issue after hours that does not constitute an emergency. When a customer calls into a business after hours, there is nothing more frustrating than a never-ending ringing tone or a recorded message that indicates the business hours but does not give callers the option to leave a message. Toll free voicemail allows callers to leave the company a message free of charge and provides employees with several options for checking their messages.

Accessing Toll Free Voicemail

Once customers have left voicemails for the business, employees can choose from a range of retrieval options. They can use their own personal telephones to dial into their voicemail inbox or they can press a series of numbers on their business telephone. For more advanced options, employees can choose to have their pre-screened voicemails delivered to them via email; this way, they can respond to the most urgent callers first while saving other issues for later. In certain cases, these emails can be sent to several department members at the same time so that the workload can be shared and all customer calls are handled efficiently.

Call Forwarding and Toll Free Voicemail

Regardless of the size of the business, there will be times when all of the lines are busy and there is not an employee available to take customer calls. At this point, the customer has two options: they can wait on hold or they can leave a message. By combining call forwarding features with toll free voicemail, callers can choose which route they would like to take. Callers who choose to leave a message are ensured that they will receive a follow-up telephone call as soon as time allows, and this is often a much better option than forcing callers to hold. It reduces customer frustration and makes managing the telephone system simpler for all of the employees involved.

Call Screen and Voicemail

There are many ways for businesses to use the call screen feature. Filtering out telemarketing and sales calls from actual customer and client calls can help employees more adequately use their time. By sending soliciting calls directly to voicemail, employees can handle calls from customers more efficiently and still have the option to listen to the messages left by telemarketers at a later date. While marketing calls are the most common reasons for using call screen in the first place, there are other situations in which the combination of call screen and toll free voicemail can be a lifesaver.

Business owners understand that missing customer calls can be detrimental to the success of their companies. Virtual telephone system features such as toll free voicemail combined with call

forwarding and call screen can make managing customer calls less stressful for both the callers and the employees.

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