

HostMyCalls 10 Commandments for Our Agents

HostMyCalls believes that our Agents are the key to our continued success. We want to help our agents succeed and to earn their long term loyalty by delivering on these 10 commandments:

- I. Providing a differentiated service offering and strategy – To stand out in the crowded field of cloud communications, HostMyCalls offers a differentiated service and strategy including:

- *On-site installations and training to get the customer relationship off to a smooth start*
- *Unlimited call paths*
- *US based, native English speaking support staff*
- *Basic Call Center functionality with call queuing included at no additional cost*
- *Optional Enhanced feature-rich call center platform*
- *CRM and CTI Integration on multiple levels*
- *In-depth reporting*
- *Web portal administration delivering all of the control the customer can handle*
- *Flexible pricing to the situation*
- *Home-grown and best in class quoting software*
- *Proprietary tools for testing the Internet and networks*
- *Both onsite and remote redundancy options*



- II. Delivering excellent customer care and technical support – Upset customers harm your reputation, diminish your time to sell, lower your income stream and decimate your referral business. To insure the best installations, HostMyCalls tests the customer's network before installation with our unique and proprietary tools. In addition, we send techs on-site for most installations to set the phones, install ancillary equipment and train the users. HostMyCalls does not use a call center for post installation support. Experts are readily available for quality interactions with the customer. And every packet in our network is monitored for quick diagnosis of call trouble.

- III. Paying commissions accurately and on time – HostMyCalls knows that you are trying to provide a stable, reliable income stream for yourself and your family. Stability and reliability require your commission to be received quickly and accurately. We have worked hard to minimize human error and to provide several double checks in the process. In addition, we offer ACH deposits so the money makes it to your account as fast as the banking system moves.
- IV. Established channel program supporting Agents with dedicated “Top Gun” channel managers who can help close the deals – Our channel program has been supporting Agents since 2010. All of our channel managers have decades of experience in the telecom industry. They are comfortable with the technology and with selling it. When necessary, they can be used in direct contact with the customer to help close the sale.
- V. Fast response on all quote requests and sales engineering questions – When you have questions, you want quick answers. Whether it is a quote request or an engineering question, it is our goal to provide you with instant answers. We want you to have strong relationships with multiple people within our organization so that if one person is not available to answer your questions, you have several avenues for support.
- VI. Comprehensive product and service training – HostMyCalls product and service training includes a complete demo kit with PoE switch and phones. Our channel managers meet with our Agents in-person to provide instruction on its use. In addition, we conduct a monthly webinar delivering in-depth knowledge on our services and industry information.
- VII. Overall ease and simplicity of doing business – Whether it’s placing a new order or requesting service on behalf of a customer, our goal is to make each interaction with us straight-forward and simple. Our highly experienced team aids in this endeavor. We are constantly modifying our processes and developing our software for this purpose. In this very competitive environment, we fully understand people do business with people and our team is available and on your side.
- VIII. Enhanced marketing programs including lead development – We understand finding business can be difficult and we offer ongoing referrals and lead generation such as email campaigns, and other useful resources.

- IX. Flexibility in doing business – Customer needs frequently require flexibility. The quoting and billing systems of our competitors dictates how they do business. Since we created and continuously develop our own quoting and billing system, we provide more flexibility than anyone else. Here are some examples of our flexibility:
- *36, 24, 12 and month-to-month agreements*
 - *Customer can rent or purchase phones*
 - *Charges can dynamically be switched from NRC to MRC (including \$0 upfront cost) to meet the competitive and financial environment*
 - *Will provide free service at the start of an agreement to help a customer out of a contract*
 - *30, 45 & 90-day trial periods for customers uncertain whether hosted is right for them*
 - *Yearly and month-to-month auto renewals*
 - *Agents or HostMyCalls can perform installs*
- X. Innovation in all areas of endeavor – HostMyCalls strives to achieve success through their agents by putting the most innovative industry tools at their disposal. Here are a few of our industry innovations:
- *Quick and easy quote and contract generation*
 - *Flexible pricing models (MRC v NRC), term, free months...*
 - *One-page proposal with links to all proposal documentation*
 - *Automatic tracking and notification of prospect's view of proposal and fluff*
 - *Proprietary Internet testing tool*
 - *Proprietary and industry unique firewall testing tool*
 - *CRM & CTI integration through web applications, TAPI and custom SDK*
 - *On-site installations performed by HostMyCalls or the Agent*

How to become a



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