



Infinity
virtual answering



Infinity
virtual answering

C: 100 M: 82 Y: 27 K: 12
R: 25 G: 66 B: 118
HEX: 1A4176

PANTONE
541 C, 2945 U

C: 87 M: 58 Y: 0 K: 0
R: 34 G: 107 B: 181
HEX: 226BB5

PANTONE
300 C, 300 U

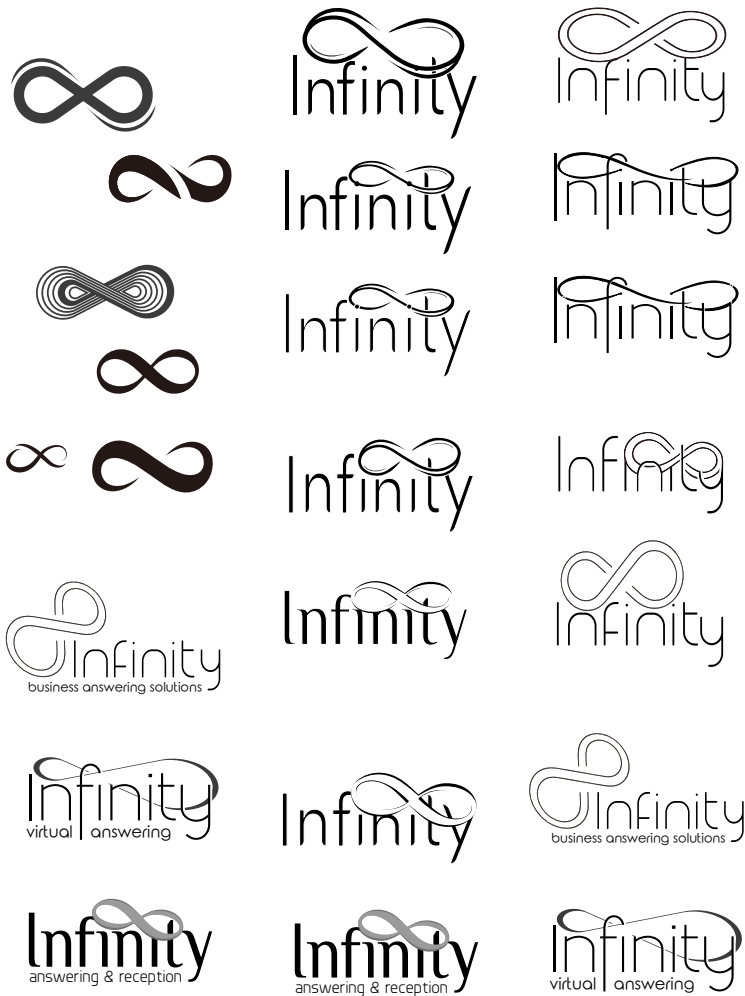
C: 0 M: 0 Y: 0 K: 70
R: 77 G: 77 B: 77
HEX: 4D4D4D

PANTONE
425 C, 426 U

Original

Infinity
Telecentre Inc.

Progressive Designs



Complete

Infinity
virtual answering

Infinity
virtual answering

Infinity
virtual answering

Infinity
virtual answering

Infinity
virtual answering



Coordination Experts

No matter what the task, we're up to it.

We manage all sizes of business including emergency only accounts, customer care lines, employee check-ins and full service coordination accounts that span across multiple regions and trades. There is no job or business need too big or too small.

Our accounts are tailored specifically for each client, making the process easy and efficient. We offer many options for communication, with the latest technology in full-automated smartphone messaging, paging services and support.



Diligent Responders

Customer Service agents are here for your business any time, any day, always.

We provide an immediate response on your behalf. You tell us what to do, then rest assured that you're covered.

Your clients and associates receive the same professional service we give our own: any situation or concern is handled according to your predefined protocols. We ensure **every caller receives great service following your guidelines.**

We'll keep your business responsive and agile, no matter where you are. All calls are acknowledged immediately and are communicated to the right person at the right time.



Trusted Partners

We've been providing **award-winning service** across various industries for **25+ Years**.

Whether it's providing **prompt service** directly to our clients, or serving customers on their behalf, we take immense pride in what we do. **We're here 24/7 to make sure your business communications are taken care of.** Your business will always be reachable, and we'll make sure the information gets to the right person at the right time.

No Obligation Quotes & Trials Available

Ways we can help:

- ✓ 24/7 Service
- ✓ Critical Situation Response
- ✓ Support/Service Coordination
- ✓ Customer Care Lines
- ✓ Work Alone Monitoring
- ✓ Employee Safety Check-Ins
- ✓ Remote Equipment Monitoring
- ✓ Data Collection
- ✓ Messaging Services
- ✓ Remote Reception
- ✓ Paging Hardware & Service



Customized to support YOU and to best benefit YOUR business.



Peace of mind knowing

You will NEVER miss an important opportunity or call again!

At Infinity, we understand that it's not always possible to bring your office with you or to provide an immediate response. That's where we come in.

We Guarantee we will take care of your calls while you take care of your business. If it's urgent, we'll make sure you get the message. All other information will be kept until it's convenient or sent to the appropriate person on your behalf. There are many ways for us to keep you informed so you decide what services work best for you.

Imagine never having to search for a pen and paper while you're on the road. **We can take the call and send all the details right to your phone.**



**HERE FOR YOU ALWAYS
BECAUSE BUSINESS NEVER SLEEPS**

519.432.6463
www.infinitytelecentre.com

571 Wharncliffe Rd S unit 3,
London, ON N6J 2N6

Blake Dawson
General Manager

519.432.6463
519.432.3908
blake@infinitytelecentre.com

3-571 Wharncliffe Road South, London, ON. N6J 2N6
www.infinitytelecentre.com

Infinity
virtual answering

- Customer Service
- Remote Reception
- Appointment Scheduling
- Service Coordination
- Emergency Response
- Data Collection
- Event Registration
- Fully Customized Service

24/7 Support

Infinity Virtual Answering
November 19, 2020

Infinity Virtual Answering offers after-hours reception services to ensure each and every call your business receives is answered professionally at any time of day or night.

If you have limited staff and resources, it's nearly impossible to be available for your customers at all hours of the day. That's where we come in, we will make sure your callers are well taken care of, outside of your normal business hours. Our operators will handle your calls according to your specifications. Our staff can't replace you, but they can be there for callers 24/7

We can create a custom after-hours phone answering service plan designed with your business in mind and our professional agents can manage calls as if they were a member of your internal team.

<https://infinitytelecentre.com/.../after-hours-reception.../>

After Hours Reception Services

We provide after-hours reception services so that every call is answered professionally, at any time of day or night.

Infinity Virtual Answering
February 4 at 11:09 AM

There are sometimes icky feelings when you hear the term call center.

We're shedding some light on the differences between Inbound and Outbound call centers in our latest blog.

At Infinity, we customize our call center services to suit your business need. Our professional call center agents are always ready to answer your call. Get in touch with our team to learn more about how we can support your business.

Work with a Trusted Call Center - we're an extension of your business.

<https://infinitytelecentre.com/inbound-vs-outbound-call.../>

Call Centers
Inbound vs. Outbound

Infinity Virtual Answering
January 6

The Most Efficient Way to Handle Your Calls

As social distancing laws influence how people interact with each other in person. It is now essential to have the ability to work from home and stay in contact with clients, colleagues, and family.

Are you a business who fields a lot of phone calls, with full voicemail boxes? If so, you may be dealing with call overflow, which puts you at risk of missing important phone calls.

Learn from the virtual receptionists at Infinity if an answering service is right for your business.

<https://infinitytelecentre.com/is-an-answering-service.../>

#workfromhome #callanswering #businessanswering #virtualreceptionist #smallbusinesssupport #business2business

Infinity
virtual answering

Is an Answering Service Right for your Business?

Infinity Virtual Answering
December 3, 2020

Focus on making your business grow, while saving money with 24/7 virtual reception services.

Enlisting answering services can greatly reduce overhead costs while still providing the same outstanding service to incoming callers.

Let us customize a program that will work for you. Get your calls forwarded right to you or have messages recorded and emailed for later. You tell us, and we'll take care of the rest!

<https://infinitytelecentre.com/.../answering-services.../>

WE'LL DIRECT YOUR CALLS TO YOU WHEN YOU NEED THEM. GUARANTEED.

Infinity
virtual answering

Infinity Virtual Answering
December 29, 2020

For many medical professionals, reliable answering services provide an ideal alternative to putting patients on hold.

By hiring someone else to answer calls, schedule appointments, handle cancellations, and make appointment reminders, office staff are free to dedicate their attention to the patients in the office.

With 24/7 availability, Infinity provides your patients with a level of convenience that simply isn't possible without external support.

<https://infinitytelecentre.com/.../doctors-medical-clinics/#virtualadmin#virtualanswering#medicaloffice#doctorsoffice#dentistoffice#chiropractoroffice>

Medical Office Reception Services

Providing your patients with a level of convenience and service that ensures they receive the dedicated attention and support they need and expect from your office.