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Alternate Access[®] Installs Phone System for Management Services On-Call

Wave VoIP Phone System Provides Call Center Capabilities for Small Business

Raleigh, N.C. (March 9, 2011) – Alternate Access[®], a leading provider of converged communications solutions, recently installed a Wave IP 2500™ phone system at the office of Chapel Hill, N.C.-based Management Services On-Call. The phone system will provide the small business with comprehensive call center capabilities, enabling its staff of nearly 30 to manage client call flow via such features as call queues.

“We are pleased to continue our partnership with such a valued customer,” said Alternate Access CEO Kelly Lumpkin. “When it came time for Management Services On-Call to move to a new phone system, they returned to us for advice. The Wave phone system allows small businesses to have the call center functions they need without making a large investment in extensive call center software.”

By implementing call queues, Management Services On-Call will be able to ensure that each incoming call will be routed to the correct employee with the expertise to handle the specific needs of the caller. Each call queue also offers users a bird’s eye view of how efficiently incoming calls are being managed, as well as specific statistics for each agent.

“On day one, we realized a significant decrease in calls that had typically gone to voice mail,” said Management Services On-Call President Cameron Cox III, MHA, FACMPE. “The queues have also provided greater flexibility in managing our client interaction and communications by allowing ‘temporary holds’ rather than immediately proceeding to voice mail for callbacks.” Cox also explained that the queues’ reporting features allow for greater transparency, which, in turn, assists management in accurately measuring productivity and allocating resources appropriately.

Founded in 1997 by Cox, Management Services On-Call began primarily as a medical billing company. Cox also provided consulting services to physicians looking to start a practice, renegotiate managed care contracts, or develop new business lines. Over the years the company has grown to have active revenue cycle clients representing 18 specialties, as well as expanding its consultant work to include veteran practice administrators and MHA graduates. The company also added a division focused on assisting practices with the transition to electronic medical record systems.

For more information on Alternate Access, contact Press@AlternateAccess.com or call (919) 831-1860.

About Alternate Access

Founded in 1993, Raleigh, North Carolina-based Alternate Access provides intelligent business phone systems to small-business and branch-office clients locally and nationwide. Their innovative phone system solutions help increase profits by boosting staff performance and efficiency, enhancing customer service, and adding management reporting capabilities - all while decreasing labor, infrastructure, and recurring monthly costs. Products include Voice over IP phone systems, fax servers, unified messaging, Web collaboration, interactive voice response and call center applications, headsets and specialty phones. By employing extensive experience and best practices, award-winning Alternate Access works in partnership with its customers to build creative yet cost-effective solutions. For more information on Alternate Access visit www.AlternateAccess.com.