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April 5, 2007

Topics

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This email is being provided to you as a user of Image Management System for Insurance (IMS I!)

We would like to email this newsletter to everyone in your office. Please send a list of all email address's in your office to tech@xanatek.com.

Tip of the Week – Using the Image Note as a Keyword Search

During the transfer of images from ScanCenter or iDirect (Zan Print Driver), users can enter a note with additional details concerning the image. Instead of using this area to enter a detailed description about the image, consider entering keywords that you would like to search for that is distinct from the image group, category, and description of the image. For example, might have a document that you scan on a claim for a wedding ring. Place this image within the image group "Claims", assign "Home" as the category and give a description of the date of the actual claim. You can now enter the policy number and the word "ring" in the note field. This will allow users to easily search for a document using the "Find Images Advanced Search" function from the "Image" tab.

Searching for Image Note Keywords

- 1) Go to the "Image" tab.
- 2) Right mouse button click on the "Advanced Search" area.
- 3) Click on "Add" from the popup menu.
- 4) In "Step 1", select "Notes"
- 5) In "Step 2", select "In"
- 6) In "Step 3", type "ring".
- 7) Press OK.

Now press the "Search" button and you will find all images having the word "ring" in the image notes.

This is an easy way of tagging images, but remember that scanning and transferring images should be a fast process. Entering only the image group, category, and description in most cases should be more than enough.

Boot Camp! – Sign up NOW!!!!

Seats are starting to fill up! Register now!

The next Boot Camp is May 24th and 25th, 2007. Mark your calendars and register for the camp at www.xanatek.com Please register as soon as possible as seating is limited and is going fast!

Early Closing - Friday, April 6

Xanatek will close at 12:00 pm on Friday April 6, 2007 in honor of Easter.

Referral Program

Make \$100.00 to \$500.00 by telling your friends and associates about us.

As many of you already know, Xanatek will pay you for each lead that purchases Image Management System for insurance and for

Image Archiver.

Here are the rules:

- 1) The lead has to be new to Xanatek. If Xanatek has already spoken to the lead, it does not qualify.
- 2) You have to notify us of the lead. Please call, fax, or email us with the lead info. We must get game and phone number to contact them.
- 3) First come first serve – Sometimes we will have more than one person refer the same agent. We will pay the referral fee to the first agent who tells Xanatek about the lead.
- 4) Paid-in-full – The fee will be paid after their bill is paid.

Here are some additional tips:

Have the lead remind us where they heard about us. In other words, have them tell us that you sent them.

Feel free to ask us how it's going! If you refer someone, we would be glad to keep you informed about the sales process.

Xanatek may change this program at anytime. We also reserve the right to distribute the amount between multiple lead generators when necessary. Amount of referral fee will be set at time of sale and is based upon purchase price paid by the lead.

Call Center is now available for your agency.

Until now, only large corporations with large budgets have been able to track and analyze all there incoming calls automatically! Xanatek is please to offer the Call Center! The Call Center is a powerful call tracking and reporting system that utilizes your incoming phone lines, caller ID and links with Image Management System for Insurance (IMS I). If you have looked for this technology in the past and found it to expensive, then look now, it's affordable! Just like IMS I, it will make your office more productive and efficient!

The Call Center has been designed to help you document and analyze your incoming and outgoing phone calls. All business owners know the importance of documenting conversations and logging all calls from customers. The Call Center will automate the process and much more!

Here are a few features that the Call Center offers:

- Logs all incoming calls
- Forces users to document conversations
- Tracks the number of calls each person handles
- Tracks all dropped calls
- Tracks all unanswered calls
- Tracks all transferred calls to voicemail
- Reports on average call length
- Reports on customers that call you the most
- Reports on daily call load (total number of calls)
- And much more!

The Call Center utilizes your current phone lines and caller ID. All the equipment and warranty you need will be provided by Xanatek. No changes to your current phone system are needed.

Call the office for pricing or if you have any questions!

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