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April 30, 2007

## Topics

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- **Referral Program**
- **Call Center Available - Have you thought about it?**

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

## Tip of the Week – ChoicePoint Imports

Our clients who use ChoicePoint and receive files in the DBF format can now import these files into IMS Prospects. IMS supports all 16 ChoicePoint prospect files. To request your copy of our import program, call Tech Support at 800.820.1665.

## Power Outage in South Bend –

**On 4/26/07 the downtown area of South Bend experienced an underground fire. It left much of the area without power during the afternoon. If you tried to reach our office, we apologize. We moved into the disaster drill and forwarded all phone lines to our cell phones, however you may have experienced non-stop ringing.**

**Xanatek always strives to provide the best possible service. Please know and understand that if our phones ring without voicemail or being answered, we are experiencing technical difficulties.**

### **Boot Camp! – Sign up NOW!!!!**

There is still time! If you are looking to get the most out of IMS I, then Boot Camp is for you! Remember the 2.5 hour training you got during the initial install of IMS I? Boot Camp takes the same training and extends it to 2 full days. You will get detailed instruction from the Xanatek staff and the chance to learn from other agents as to how they use IMS I. Seating is limited to a maximum of 12. Each attendee will have access to a computer to follow along with the instructor.

If you are serious about getting the most out of IMS I, then [sign up](#) now!

The next Boot Camp is May 24 & 25, 2007. Mark your calendars and register for the camp at [www.xanatek.com](http://www.xanatek.com) Please register as soon as possible, seating is limited and is going fast!

Seats are starting to fill up! Register now!

### **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!

**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](mailto:tech@xanatek.com).**

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