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June 20, 2007

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

Tip of the Week – Primary Edit Window

We are always trying to make it easier and quicker for users to enter data into the system. Here are some tips that may help:

- 1) No need to capitalize the first character of a name, company or address. We take care of that for you now.
- 2) No need to add formatting to phone numbers. We also take care of this. Example: 8008201665 or 6843280. Just a reminder that if you don't enter a phone number that is 7 or 10 digits long. You will not be able to tab out of the phone number edit box.
- 3) Use the Tab key to move from one edit box to another.

4) A quick way to save the information without pressing the OK button with the mouse. Use CTRL+Enter and the information will be saved. This also works on most of our edit windows.

What is your speed?

Need a simple, yet cost effective method of speeding up your network? Check your network connection to see if you can go faster. Go to Control Panel and choose Network Connections. You should see Local Area Connection (or similar), do a right mouse button click and choose Status. In the window look for SPEED, if you are at 10 or 100 Mbps (Mega Bit per Second) you can go faster. 1 Gbps (Giga Bit per Second) is a faster speed that is affordable and readily available. A simple upgrade of your Ethernet concentrator and network card could greatly increase your speed. In most cases, you can purchase a 1 Gbps network card for less than \$40. An 8-port Ethernet concentrator that supports 10/100/1000 can be found for less than \$100. Talk with your computer consultant to get all the details. This is simple yet very effective solution to help you go faster!

The Hartford – We need YOUR Help!!!

We need your help! Hartford will not setup new clients for download until Xanatek has enough customers calling and logging download requests. Please Call Maggie Kelly at 860-757-1505 in the agency download department. Tell her you want your downloads to begin immediately with Xanatek and your management system IMS I!

PLEASE NOTE – The Hartford is the problem - not Xanatek! We are ready to begin as soon as they turn you on!

Boot Camp! – Sign up NOW!!!!

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 September 13 & 14, 2007. Mark your calendars and register for the camp at 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 name 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 their incoming calls automatically! Xanatek is pleased 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 be 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.

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Xanatek, Inc | P.O. Box 160 | Granger | IN | 46530