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July 12, 2007

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

Tip of the Week – Getting the most out of tech support.

Here at Xanatek we try to provide the best possible support to our clients. In fact, it is probably our biggest selling point. While, normally we have no wait time for you to receive support, sometimes we experience increased call loads during certain times of the day or during particular seasons. If you have a support question and are transferred to our voice mail system the fastest way to receive a response is to either leave a message or send tech support an email at tech@xanatek.com.

We typically return calls in the order they are received, but if you have a minor question sometimes email is the best course of action. Often, we can respond to emails while on another support call, decreasing the time you have to wait on a solution.

In addition: We have received a few calls regarding IMS downloads giving the error “support server is down.” Although, we are more than happy to help you with this, the solution is relatively simple and can save you the time of calling us.

Solution:

1. When you receive the “support server is down” message, you will notice a “settings” button appear on the login screen. Click this.
2. Under “Xanatek IP Address” remove the numbers listed and type in **xanatek.net**, and verify that the port is set to **6006**.
3. Click OK
4. You may receive a message saying there is an update available. Ignore this and close the IMS download program.
5. Re-run the IMS download program and your issue should be solved. If it is not then please contact tech support, it could be that we are having connectivity issues.

In Pursuit of Business

Many of you know Peter Wallin. He is an Erie agent in Elmira, NY and an IMS I user. What you might not know is that he is also an author. Peter has recently released a new book named In Pursuit of Business. Peter has taken his ideas and those of people like Tony Robbins, Steven Covey and put them in one text that is easy to read. I am sure it will reinforce the things you know or have forgotten while giving you many new ideas!

If you would like to learn more check out the website at <http://www.inpursuitofbusiness.com>

The Hartford – We need YOUR Help – Updated

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!

Boot Camp Is Now Full

Stay tuned we will be announcing the next one soon!

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