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November 6, 2007

## Topics

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- **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 II)

## Tip of the Week – Time Change

You may notice that your notes in IMS are not stamping the correct time after the time change last weekend. This can be correct by updating your server's time clock to the correct time. Simply go to the server and double click on the time clock and update clock to current time. This will update all machines and notes entered from that point forward will begin stamping time correctly again.

## Boot Camp January 31 & February 1, 2008

We know everyone wants to travel South Bend, in the heart of the winter. It's not sunny Florida, but it will be educational and fun!

If you want to get the most out of your software, then attend Boot Camp NOW! 2 Days of training, discussion, and fun! We take the same training that you received when you installed IMS I and expand it to 2 days. We cover all the details and more.

Sign up now at: <http://www.xanatek.com/bootcamp-registrationform.php>

Here are some comments from past attendees!

I found the boot camp to be chock-full of ideas to make my agency run smoother. I've been using IMS for 2 years already, but came away with 8-10 better ways simplify our way of doing things. It was great interacting with the other agencies in attendance as well as learning directly from the Xanatek folks themselves. Well worth the investment!"

Peter Wallin

Due to changes in staff I was put in charge of IMS from maintenance rights, doing downloads, the back-ups, and training other staff, it became very clear I needed help. Being in the class at boot-camp was an eye opener as to how much we were not doing nor were we utilizing. You possibly cannot learn everything or remember everything at the install so a refresher class is the way to go. Boot-camp was worth the time because we now have a system that is accurate, up to date, and is the core sources of information in our office. Without going to boot-camp our office would only be utilizing half of the system, why only use half of what you paid for.

Lisa M. Rains

## **HELP WITH CARRIERS**

**We still need you to call the following carriers if you represent them. Tell them you want your downloads to start with Xanatek and IMS !!**

*Mercury Insurance - Marvin Castillo -Business Systems Analysis-(714) 671-6571*  
*The Hartford – Maggie Kelly – (860) 757-1505*

## **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 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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