

[<Back](#)

 [Print](#)



December 7, 2007

Topics

- **Tip of the Week**
- **ALERT - Boot Camp January 31st**
- **Notice on page limitation!**
- **Sendoutoutcards.com**
- **Help with Carriers**
- **Referral Program – Updated! Please READ!!!!**
- **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 !!)

Tip of the Week – Work around for emailing out of IMS using a Yahoo return address

Yahoo Mail and Gmail have a problem sending e-mail messages through IMS because they use a form of security that our e-mailing components don't support yet. We don't have a workaround for Gmail, but this has been tested for Yahoo Mail and it works!

1. Go to <http://ypopsemail.com/> and download the latest version for Windows
2. During setup, tell it to run when Windows starts
3. In IMS, have the user put their Yahoo Mail login and password for the authentication.
4. For outgoing server name, put "127.0.0.1" and port 25

At this point the mail gets relayed through this YPops program and sends to Yahoo. It's a third party program, but it's completely free, and hopefully we'll have updated tools that will make this a non-issue soon enough anyway.

Alert - Boot Camp Date to be Changed

We apologize for any inconvenience this may cause. The date will be rescheduled in February due to a scheduling conflict. The next date will be posted soon.

Notice on Page Limitation –

Recently a few customers have tried to transfer more than 250 pages in a single batch to a client file. We currently have a limitation of 250 pages. Depending on your version of software, you may receive an error or the file may be corrupt. We apologize for any issue this may cause. We will be changing this in a future update. In the meantime, please remember to keep your transfer of images to less than 250 pages.

Sendoutcards.com

Have a look. This is web based service that will create and mail all your cards. They handle everything; you just have to pay them!

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 – Updated – Please read the fine print!

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.

*******Please send us email, fax, or phone call before the prospect makes a purchase. We often get many people saying they refer the same client. We want to be fair to everyone; you must contact us before the client makes a purchase. We will no longer pay the**

referral fee after the client has purchased and you have not contacted us. Often clients contact you after we have provided a user list. If we have provided the prospect a user list they no longer qualify as your referral unless you have contacted us before the list was given.

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 information before they purchase. We must get name and phone number to contact them. An email or phone call saying your referred XXX agency will not qualify. You must provide name, address and contact information.
- 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.

[Forward email](#)

 **SafeUnsubscribe®**

This email was sent to brent@xanatek.com, by scott@xanatek.com
[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) |
[Privacy Policy](#).

Email Marketing by



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