



A newsletter for the customers of Rochester Telemessaging Center

Healthy...

Experts are recommending Slow Burn exercise. Rather than rushing through a strength training routine, going very slowly (10 seconds up and 10 seconds down) and holding positions is easier, more effective, and safer for your body. Reducing injury-causing stress on ligaments, tendons, and joints makes it safe for the elderly also. Slow Burn requires less time each week compared to more conventional workouts.



Wealthy...

 Enter your loyalty card or member ID number
Store loyalty cards that offer discounts (and even credit card companies) also record your purchases for marketing purposes. AND they sell your information to other interested parties, like life and health insurance companies, that use your buying history to evaluate your purchases and adjust your rates based on your healthy or unhealthy choices. Pay attention to what you buy using those cards. You might not want to allow them to know everything you purchase; protect your privacy.

...and Wise

Distracted driving has been in the spotlight since cell phones appeared on the scene but our vehicles are now coming equipped with internal distractions. Drivers admit the technology, both voice-based and touch-screen, can take their eyes off the road for 40 seconds or more – yet only 2 seconds of distraction dramatically increases the chance of a crash. If you are the driver, your safety and that of others in your car and other vehicles, demands your full attention. Leave the bells and whistles until you can pull off the road. Be safe.

Life ~~Is Changing~~ Has Changed

When we weren't paying attention, life changed dramatically. Consider these facts:

- The largest taxi company owns no taxis (Uber)
- The most popular media owner creates no content (Facebook)
- The largest movie house owns no cinemas (Netflix)



Our communication methods continue to evolve at the speed of light, it's taking us, as humans, time to "catch up" to what we have created. Just as we master one app we find dozens, no hundreds, perhaps thousands more. One thing has not changed. We still want a human being to help us when things go wrong and we still become very frustrated when we can't reach a person when we want them. That's where your answering service becomes your valuable partner, providing first call resolution for callers used to instant gratification.

Take the time to give your answering service the proper tools and we can handle more than you ever thought possible. Consider us an employee; that's what we are. We can answer inquiries, check the status of orders, and even provide first level help desk assistance. When your customers can't get information when they need it, they go to the next person on the list. Don't let that happen to you; capture every lead and give every current client a fast and personal answer. It will change your life, and business, for the better.

Visit RTC – Virtually

You are invited to come for a visit; you're always welcome. . It's great to sit with clients and show them what our agents see when we receive a call for their business. If a visit isn't possible, we do the next best thing. We'll send a printout of your account profile so that you can see the actual words our agents see. We can also invite you to share your profile via computer so you can see how agents move from one screen to another. However, neither of those options give you the whole "feeling" of what it's like to visit Rochester Telemessaging Center.

We are very proud of where we live. Now we can invite you to see where everything happens, even if you are miles away! Please go to www.RTCenter.com and click on Virtual Tour. You'll travel our halls, see our calm surroundings; it's the perfect atmosphere for work that can become pressured at times. Take a peek into our Server Room, this is the equipment that connects your calls. See the Operations Center, where our agents take your calls, and stop by our break room where we relax. Take a look at all the awards adorning our walls.



We believe that when people work in a beautiful space they're at their best and do their best. Visit RTC and you'll see why we are the best!

