



Dear Friends,

As we move into the fall season, I want to take a moment to thank our customers, employees, and partners for their continued support of RTC.

Running a business is always a journey. There are challenges, changes, and plenty of opportunities to learn along the way. What continues to make me proud is the dedication of our team and the relationships we have built with our customers over the years.

At RTC, we continue to look for ways to improve the service we provide. Whether that means investing in technology, improving our training, strengthening our team, or finding better ways to communicate with our customers, our goal remains the same: to provide dependable service with a personal touch.

Technology continues to change our industry, but I believe great customer service will always come down to people. Having the right person answer the phone, listen, care, and help someone when they need it is what separates good service from great service.

As we head toward the final months of the year, I'm excited about where RTC is going and grateful for everyone who is part of the journey.

Thank you for trusting RTC and allowing us to be an extension of your team. We never take that responsibility for granted.

Herb Chinoski

Life in 25 Words or Less: "Plans are nothing; planning is everything."
—Dwight D. Eisenhower



Time to Check More Than the Clocks

Daylight Saving Time ends Sunday, November 1, so don't wait until the last minute to get ready. Test your headlights and outdoor lighting as the days get darker, check smoke and carbon monoxide detector batteries, and update any timers around your home.

At work, review anything that runs on a schedule — automated door locks and gates, lighting and thermostats, appointment or dispatch systems, alarms, voicemail, and after-hours call routing.

A few quick checks ahead of time can prevent some very inconvenient surprises!

Let Your Systems Do More of the Work

At RTC, we believe answering your calls is just the beginning. Our goal is to help make your entire operation more efficient. That's where API integration comes in.

An API (Application Programming Interface) allows two different software systems to communicate with each other. In simple terms, it creates a bridge between RTC and the software your business already uses.

For example, when a resident, tenant, or customer calls, our representative gathers the necessary information and enters it into our system. With an API connection, that information can then be transferred directly into your customer management or business software.

Why does this matter to you?

It saves time. Your employees spend less time manually entering information and more time taking care of your customers.

It reduces errors. Eliminating duplicate data entry helps reduce the possibility of information being entered incorrectly.

It improves response time. Your team can receive important information faster, allowing them to respond to customers and resolve issues more quickly.

It creates a seamless experience. RTC becomes more than an answering service—we become a connected extension of your team.

At RTC, we understand that every business has different needs and may use different software. That's why we are continually looking for ways to connect our technology with the systems our customers depend on.

Great people, great service, and smart technology—that's the RTC difference.



Scam Alert From the FTC: See a QR code parked somewhere? Don't scan it...yet!
[Click Here to learn more](#)

A Quick Check Can Make a Big Difference

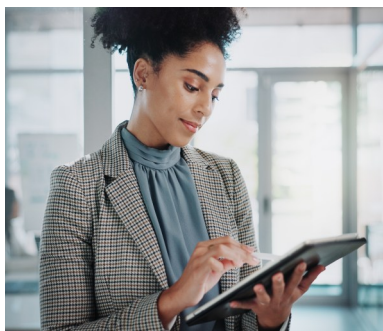
Your business probably doesn't operate exactly the same way it did a year ago — and your answering service instructions may not be the same either. A few small changes on your end that never make it to us can eventually create confusion for your callers, your staff, and our team.

Take a few minutes to review the information we have on file for your account. Are your office hours still correct? Do we have the right on-call employees, phone numbers, and escalation order? Have you changed how you want urgent calls handled or what qualifies as an emergency? Have you moved or added another location for your business?

Even something as simple as an outdated cell phone number can delay an important message.

Keeping your account information current helps us handle your calls accurately and gives your callers a smoother experience.

If it's been a while since you reviewed your account, this is a great time to do it. Call us and we'll be happy to help you review your information.



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