

AB Universal Messaging

We are your answer!

**BUSINESS
CALLS**

Important Information from AB Universal Messaging

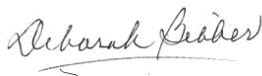
Dear Friends,

As we celebrate this nation's 250 birthday the lilting notes of Yankee Doodle' fife and drums will dominate children's school concerts everywhere. It is a fun song to sing but what does Macaroni have to do with the Revolutionary War? And aren't the words insulting?

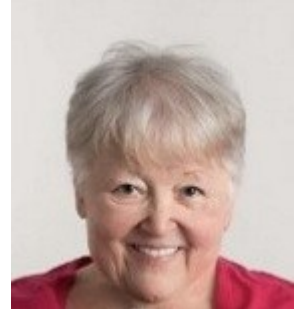
During the 1760's a group of British "Dandy's", wealthy young man who traveled the European Grand Tour and returned wearing ostentatious, exaggerated Italian and French fashions outside the court and onto the streets of London. Identified by their tall, powdered wigs, tight jackets, and flashy accessories, they called anything fashionable "macaroni" after the amazing pasta they had discovered during their travels.

The song, written by a British doctor named Richard Schuckburg , was intended as a slur toward American rebels, (Doodle being a country hick and a Dandy a conceited jerk). It portrayed the rebels as crude, rude and cowardly. The colonists, however, turned the insult into a rallying cry of resilience and defiance, and Yankee Doodle became a fighting song with many new verses added by the rebels as time went on.

And thus, a song meant to mock Captain George Washington's rag tag army, turned into a rallying cry heard throughout the colonies and undoubtedly helped to further unite the rebels who ultimately created the United States of America.



♪ *"Yankee Doodle went
to town riding on a pony,
stuck a feather in his cap
and called it macaroni!"* ♪



AB Universal is "Made in the USA"

When you hire AB Universal to help grow your business, you are hiring agents located right here in the USA; we have no offshore employees. When you select AB Universal to help you grow your business - only educated, gentle, caring people, who speak American English will strive to give your callers the best service possible. Our agents happily work from their homes and are supervised electronically through computer screens and wireless networks. Every call is recorded (unless our customer signs a waiver) and callers are notified of such by the only recording they will hear. Calls, messages and time stamps cannot be tampered with, thus ending the "She said he said" conundrum.

Your calls will not be answered by AI agents, or chatbots, or any other creation with a large language model (LLM) and a preprogrammed set of responses. Your callers will be greeted by people who will listen actively, show empathy, engage callers, and gather information effectively.

An AB Universal agent will immediately recognize urgency, ask follow-up questions, clarify information, handle callers who ramble, and manage language barriers. We will never need very specific triggers to classify a call correctly and won't frustrate your callers by failing to understand their needs. We can accommodate special client instructions, temporary procedures, and complex escalation paths without needing extensive programming. Your callers will NEVER cry, "PERSON, I NEED A PERSON!" Because they will have one immediately. We have so much pride in what we do; let AB Universal answer for you.

Life in 25 Words or Less: "There are two ways of exerting one's strength: one is pushing down, the other is pulling up. "
—Booker T. Washington

What Do You Wish We Could Do?

"I wish..." are words we occasionally hear when talking with our clients.

"I wish I could leave a short message for someone I know is going to be calling me."

YOU CAN! For example: "If Mr. West calls back before I return from lunch, please ask for a number where he can be reached between 1:30 and 6:00 p.m."

"I wish you could separate my invoice so I could bill each of my associates separately for the answering-service time used on their behalf."

WE CAN! We have been doing this for years. It may require redesigning your account profile and billing package, but the programming fee is nominal and is often more than made up for by the savings. This can allow property managers, for example, to bill building owners or others for the time used on their behalf.

"I wish you could connect me directly with my caller if it is an emergency."

WE CAN! We can keep the caller on the line while we call or text a secondary number to see whether you are available to take the call. If you are, our agent will connect you and quietly exit the call.

What do you wish we could do for you? Tell us. If we cannot do it today, we will ask our vendor whether it can be made possible. Some of our best features began with the words, "I wish..."

After all, you never get what you do not ask for.



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*Happy with our service?
Drop a review on our Facebook page and
receive a \$25 credit towards next invoice*

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