

# Answering Services

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## Call Center API Keys

In order to ensure it's linked up correctly, the [API key](#) needs to have the **Call Center Provider** selected in the dropdown menu.

Add a New API Key

Application\*

Merge Duplicates

☒ Merge duplicates?

Fields

☒ Name ☒ Email ☒ Phone ☒ Address ☒ Postal Code

Branding Scope

☐ Branding-scoped?

Lead Distribution

☐ Enable this key for lead distribution?

Dispatch Callback Campaign

None ▼

Owner Distribution

☐ Enable owner distribution?

Tips

☐ Accept tips via API?

Lead Notification

☒ Send lead notification email?

Default Lead Source

--Select one-- ▼ --Campaign/Partner-- ▼

Referrer Restrictions

Call Center Provider

AnswerConnect ▼



For services to be available for booking through an API key, they must be set to **self-service**. Enable this by editing the service and finding the **Self Service Scheduling** section, then checking the box for **Enabled**.

### Self Service Scheduling

Enabled?

☒ Enable this service for scheduling via API and self service scheduler

Require Payment?

☐ Require capture of payment info when scheduling via self service scheduler

Timeslot Limit

Limit the number of timeslots presented for self service scheduling

## AnswerConnect

AnswerConnect is a people-powered live answering service. They provide virtual receptionist services, so you can have someone available 24/7 to answer your calls, schedule appointments, and do all the other things you'd expect from a receptionist.

[Webinar](#) | [Blog](#)

## Franchise Answering Service

Professional, upbeat, friendly customer service experts answer your calls, reinforce your brand identity and ensure the lead and the appointment are captured.

### Tightly Coupled

AnswerConnect staff answer your phone as if they are your staff and have direct access to your serviceminder clients and appointments. They can add new clients and then schedule appointments based on your team's availability and your configured scheduling constraints — as if you were scheduling it yourself.

AnswerConnect is on 24x7 so you don't have to be.

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## Perceptionist

Founded over 24 years ago, Perceptionist Inc has become one of the largest North American providers of small business call center services.

They provide a way for businesses to capture 100% of their sales opportunities by offering overflow sales support during days, evenings, and weekends. Instead of sending customers to voicemail, calls are redirected to a team of specially trained sales representatives who know the business and have the skills to close the sale.

They specialize in supporting independent and franchise service businesses in the US and Canada. They provide:

- Inbound and Outbound Sales Support
- Chat Service and Messenger Sales
- Internet Lead Sales
- Software Integration Solutions

**Perceptionist** can be added through the MarketPlace or by [creating an API key](#) for them to use for scheduling.

Unique **Perceptionist Custom Fields** will display at the very bottom of each service details page (Control Panel > Services).

	Perceptionist Custom Fields
Default	<input type="text"/>
ExternalApptTimeFormat	<input type="text"/>

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## Nexa

[Sign up here](#) | Home Services Experts

Nexa is a leading provider of call answering and remote receptionist solutions for home services businesses across the country.

We train our receptionists to specialize in your business' procedures. Whether it's answering a call to capture a new

lead, or turning a new lead into a booked appointment, Nexa is ready to help you make the most of every call you receive, 24/7/365.

Our 500+ home services clients across the United States have benefited from our industry expertise. Nexa serves everyone: HVAC businesses, plumbers, electricians, commercial technicians, franchises, and more.

Learn more [here](#).

[Download the case study](#) on how we helped an HVAC company increase customer conversions by 20%.

Don't forget to ask about special pricing for **serviceminder** clients!

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## ProNexis

It's more than just an answering service! Access 24/7 sales & support, digital lead conversion, and business growth solutions all designed especially for home service businesses. With trained agents to answer your phones and technology like their Lead Machine, ProNexis can help grow your business with **serviceminder** integration

[Webinar](#)

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[More Info](#)

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