



Professional Services  
for Inspectors



**INTEGRATED CUSTOMER SERVICE  
AND CALL HANDLING SOLUTIONS  
EXCLUSIVELY FOR HOME INSPECTORS**

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**[americascallcenter.com](http://americascallcenter.com)**



# WHY YOU NEED A PARTNER LIKE ACC?

ACC is the leading provider of professional services exclusively for home inspectors. We are the strategic partner you've been waiting for, and we're here to dramatically improve your business and quality of life.



## MORE INSPECTIONS

Did you know that 85% of callers who can't reach a company on the first try will not call back and 75% won't leave a voice mail? Put down the phone and let us book more inspections for you.



## MORE TIME BACK

Your time is valuable and should be spent on activities that produce the greatest return for your business. Let us book your inspections, manage leads, and sell add-on services.



## MORE ADD-ON SERVICES

Ancillary services are an important benefit you provide and can be a vital part of your revenue stream. Our team has the expertise to sell more services and help you earn more per inspection.



## MORE FREEDOM

We work with you to create a partnership that results in our specialist operating as a true extension of your business - leaving you to have more freedom to do the things want to do.



## MORE REVENUE

Imagine your own customer service team at a fraction of the cost. No missed calls. No lost leads. Amazing customer service every time. Leaving you with a thriving brand and more revenue!



## MORE CONTROL

Our team is ready to collaborate and customize solutions that work for your business and only your business. No cookie cutter approach. You're in control and call the shots.

*"ACC has been an invaluable asset to my business. The first year they increased my inspection numbers by 38% and my total gross revenue by 20%. If you are on the fence about a call center, get off and give ACC a try!"*

**Jerry Endres** - Owner, WIN Northwest Michigan

# FIND THE PERFECT PLAN FOR YOUR BUSINESS

Review our full list of ACC service items with detailed descriptions to find the plan that works best for you.



## LEAD & SALES MANAGEMENT SERVICES

START  
UP

PRO

PRO+

ON  
DEMAND

		START UP	PRO	PRO+	ON DEMAND
<b>Active Call Response</b>	Manage your calls during live hours with the highest degree of urgency	✓	✓	✓	✓
<b>Active Call Back</b>	Enable customers to receive a call back from the office	✓	✓	✓	✓
<b>Active Email Response</b>	Receive and process your emails; trigger automated emails from your CRM	✓	✓	✓	✓
<b>Text Message Management</b>	Manage SMS sent to your business; trigger automated SMS from your CRM	✓	✓	✓	✓
<b>Tailored Scheduling &amp; Booking</b>	Schedule & book inspections for new & returning customers + agents	✓	✓	✓	✓
<b>Special Requests</b>	Contact you with special requests from clients & agents about scheduling, services, pricing, etc.	✓	✓	✓	✓
<b>Urgent Requests</b>	Immediately contact you with urgent requests from clients & agents	✓	✓	✓	✓
<b>Educate Clients</b>	Educate your clients on the inspection and inspection process to book more inspections	✓	✓	✓	✓
<b>Upsell Add-On Services</b>	Actively upsell add-on ancillary services to all price shoppers to book more inspections	✓	✓	✓	✓
<b>Price Shopper Management</b>	Provide specific details and value of your services to all price shoppers to book more inspections	✓	✓	✓	✓
<b>Price Quote &amp; Lead Follow Up</b>	Send price quote emails to leads on orders that don't book on the original contact	✓	✓	✓	✓
<b>Ad Management Services</b>	Ability to set up separate phone numbers to be used for specific marketing campaigns that forward to main line		✓	✓	



# ORDER MANAGEMENT SERVICES

START  
UP

PRO

PRO+

ON  
DEMAND

		START UP	PRO	PRO+	ON DEMAND
<b>Enhanced Afterhours IVR</b>	Allow customers a way to check availability or general pricing after hours	✓	✓	✓	✓
<b>Enhanced Order Processing</b>	Manage scheduling and follow-up for info unavailable at initial booking	✓	✓	✓	✓
<b>MLS Number Validation</b>	Gather MLS number & details to validate against customer's info	✓	✓	✓	✓
<b>Full Access Confirmation</b>	Confirm property access prior to arrival on site		✓	✓	✓
<b>Inspection Agreements</b>	Send inspection agreements to client and/or agent	✓	✓	✓	✓
<b>Appointment Confirmation Calls</b>	For inspections booked by ACC, call clients 24-36 hours prior to inspection			✓	
<b>Email Corrections</b>	Obtain valid email for bounce backs and resend email events (valid for those using a integrated CRM)	✓	✓	✓	✓
<b>Confirmation Follow-Up</b>	Resend confirmation emails as needed. Applies to inspectors using ISN & HIP	✓	✓	✓	✓
<b>Agreement Follow-Up</b>	Resend inspection agreement as needed. Applies to inspectors using ISN & HIP	✓	✓	✓	✓
<b>Invoice Follow-Up</b>	Resend invoices as needed. Applies to inspectors using ISN & HIP	✓	✓	✓	✓
<b>Report Follow-Up</b>	Resend inspection report as needed. Applies to inspectors using ISN & HIP	✓	✓	✓	✓
<b>Coordinate Credit Card Payments</b>	Send a pay link to be completed by client based on your payment terms	✓	✓	✓	✓
<b>FlexFund</b>	Advocate for FlexFund, powered by Guardian and ISN, as a payment option	✓	✓	✓	✓
<b>Coordinate Two 3rd-Parties</b>	Arrange all outsourced third-party vendors via email only		✓		
<b>Coordinate Three 3rd-Parties</b>	Arrange all outsourced third party vendors via email and phone			✓	



*"ACC has saved me a ton of time and they have consistently paid for their per-job fee by getting higher fees on our jobs. They are very easy to work with. My phone was like a crying baby...and now I've got my life back!"*

**Joe Ziolkowski** - Owner & Head Inspector, On Target Home Inspection



## CRM INSPECTOR SERVICES

START  
UP

PRO

PRO+

ON  
DEMAND

<b>Enhanced Order Management Services</b> (Contact for Custom \$)	Manually upload, send, or resend inspection reports		✓	✓	
<b>Enhanced Order Management Services</b> (Contact for Custom \$)	Update pricing & services via Client Services Team (allow minimum of 24-48 hours to complete)		✓	✓	
<b>Enhanced Order Management Services</b> (Contact for Custom \$)	Pull general reports via Client Services Team		✓	✓	
<b>Enhanced Order Management Services</b> (Contact for Custom \$)	Manually send/resend emails & agreements		✓	✓	
<b>Enhanced Order Management Services</b> (Contact for Custom \$)	Send/receive SMS messages within the CRM System		✓		
<b>Enhanced Order Management Services</b> (Contact for Custom \$)	Create email events and templates as needed via Client Services Team		✓	✓	
<b>Enhanced Order Management Services</b> (Contact for Custom \$)	Engage with clients to request/remind them to leave a review			✓	
<b>Database Cleaning</b>	Perform clean-up of your CRM agent database			✓	
<b>Radon Scheduling &amp; Access</b>	Coordinate radon drop-off and access for drop-off			✓	



## NON-CRM INSPECTOR SERVICES

START  
UP

PRO

PRO+

ON  
DEMAND

<b>My ACC Online Access</b>	Access to MyACC, view appointment schedule & details + stay in sync with your ACC office team	✓	✓	✓	✓
<b>Pre-Inspection Emails</b>	Send pre-inspection confirmation emails for customers not currently using a business management system	✓	✓	✓	
<b>Inspection Agreements</b>	Send inspection agreements for inspectors not using a business management system		✓	✓	

*"After only three months using ACC, my average fee went up nearly 30%! That more than pays for their services and I'm not ever having to answer the phone. I wish I would have signed up sooner!"*

**Sheehan D. Thomson** - Owner & Lead Inspector, OnSite Home Inspections





# BUSINESS DEVELOPMENT & MANAGEMENT

START  
UP

PRO

PRO+

ON  
DEMAND

<b>Business Number Hosting</b>	Provide free number hosting for phone & text. Unlimited calls and messages	✓	✓	✓	
<b>Call Reporting (Basic)</b>	Monthly reporting on call volumes (I/O) and text (if applicable)	✓	✓		
<b>Call Reporting (Advanced)</b>	Monthly reporting on call volumes (I/O) and text (if applicable) with duration, source, and TTA		✓	✓	
<b>Competitive Research</b>	Perform market pricing analysis for your geographic area to establish a competitive pricing matrix			✓	
<b>Agent Introduction</b>	10 agent introduction calls monthly	✓	✓		
<b>Agent Outreach</b>	Perform post-inspection "thank you" and "check in" call to your agents	\$	\$	✓	
<b>Client Outreach</b>	Perform post-inspection "thank you" and "check in" call to your clients			✓	
<b>Agent Marketing</b>	Perform calls to agents highlighting promotions, significant announcements, new services, etc.			30 per Qtr	
<b>Database Cleaning</b>	Perform clean-up of your CRM agent database			✓	
<b>Personal Notes</b>	Write and send personalized, hand-written notes to clients			✓	
<b>Welcome Packets</b>	Assemble and send your welcome packets to new agents			✓	
<b>Business Consulting</b>	Conduct audit of your services and pricing; provide feedback and suggestions on value-added adjustments			✓	

## START UP

Pricing starts at:  
**No Base for 1 yr + \$40 per inspection fee\***  
*(Includes a \$299 implementation fee)*

## PRO

Pricing starts at:  
**\$275 Base + \$26 per inspection fee\***  
*(Includes a \$299 implementation fee)*

## PRO+

Pricing starts at:  
**\$365 Base + \$31 per inspection fee\***  
*(Includes a \$299 implementation fee)*

## ON-DEMAND

Pricing starts at:  
**Block of 10 = \$520**  
**Block of 20 = \$840**  
**Block of 50 = \$1800**  
*(Includes a \$299 implementation fee)*