



From the desk of Karen Walters, D.C.

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Happy New Year! I'd like to thank the many thousands of you who have moved with us to our online systems. Based on the feedback we've received thus far, I believe this has been of great benefit to all. We appreciate your referrals & have been working hard to justify your continued trust in us. As usual, we have a variety of things going on. Here are just a few that may impact you right now...

New Phone System

We are excited to be updating our phone system Friday evening (1/3/2020). The new updates will allow callers — based strictly on your position within our phone queue — to opt out of holding & receive an automated call back. You will **not** lose your place in line. If we set our phone queue value to (for example) “3” & you're the third caller to enter the queue, a different message will offer the option to either hold or receive a return call.

This is a new feature & we expect to add refinements in the near future as Switchvox provides further improvements (e.g. allowing us to control your time on hold).

On Friday, January 3rd, our phone system will be shut down for the evening somewhere between 5PM & 6PM EST in order to install the new software updates.

More Help Desk Technicians

New Help Desk techs begin training as of January 6th to add to those we've hired over the summer. (It takes almost a full year to train them!)

FREE On-Site Training In Florida

January & February are booked solid. March is booking up as well. And some of you have already scheduled for May & beyond in 2020. We can't imagine why you wouldn't take advantage of our hospitality. More information is available on our website. Whether you want to get to know us better, need to train new staff, or simply want a valid excuse to write-off part of your Florida vacation, spend a day with us — and perhaps get to know ECLIPSE better.

Sincerely,

Karen Walters, D.C.

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