NEOLORE NETWORKS INC.

TECHLORE

"Insider Tips to Make Your Business Run Faster, Easier and More Profitable"

INSIDE THIS ISSUE:

"As a business owner, you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!"
-Jim Stackhouse
NeoLore Networks

Advantages of Using an Answering Service for a Business

Do you feel exhausted attending to phone calls from your customers all day long without focusing on other important tasks? If you are running a successful business, you might be receiving a lot of phone calls. Behind every call is a customer's expectation that you will help them. But you can't always provide help in a consistent manner, and you may end up ignoring a few calls to focus on other activities. Many of your calls wind up in voicemail, while the remaining customers feel neglected and hang up in anger. Not attending to business phone calls affects your business growth. Just imagine what a missed phone call may have cost you. Here are some advantages of an answering service so that you can decide whether your business is in need of such a service or not.

Every Business Can Afford an Answering Service

Hiring a receptionist instead of handing over your business phone calls will cost you a fortune. You need to worry about salary, vacations, sick days, training, and other facilities. Moreover, it will take months before a receptionist starts performing the way you want.

If you have an answering service, you do not have to worry about additional expenses. That's because it charges you based on the number of calls it receives, or

by the number of hours it spends attending calls. So compared to a receptionist, your incoming business calls will be answered in a far more professional manner.

Brings Professionalism to Your Business

When a customer or a client contacts you on your business number, you must make a great impression. If you hire a receptionist or receive your calls by yourself, your customers won't receive a consistent response. This happens the most when you or your receptionist are in the middle of an important task or exhausted due to an overload of activities.

If your business opts for a professional answering service, they will deal with every call in a consistent and friendly manner. This will make a great impact on your image and will boost your business reputation and engagement.

You can Focus on Other Things

When you run a business, you need to focus on tasks with higher priorities. But if you are answering the phone every other minute, your attention is divided, which is detrimental for business growth. No matter if the call is really important, but your focus will shift if you reach out of your phone and handle a totally different task than the one you were previously

handling. Due to this interruption, you need more than 25 minutes to develop focus and get back to the task you were doing.

Furthermore, you can increase productivity and focus by removing distractions around you. With an answering service, you will be focused while your customers receive the help they require. Professionals will handle your business calls and deal with all issues quickly while providing the best service.

Additional Services

Most answering services not only answer your phone but also have other capabilities. You can also perform other tasks, such as arranging appointments, transferring calls to other

employees and departments, sending faxes, and accepting payments. When you leave these tasks to an answering service, you free up time to complete tasks that are more complex.

Your Company will Look Bigger

Many customers like to work with a well-established business. If you are chasing large clients, you need to act professionally. However, if you are an emerging or small business, you may find it difficult to gain such clients' trust and attention. You can get your foot inside the door by creating the impression that you run a massive operation. An answering service can open new opportunities for your business, developing a professional attitude.

Pocketalk

Pocketalk is a multi-sensory two-way translation device. Pocketalk utilizes the best translation engines around the world to provide a consistently accurate experience across 74 languages, including localized dialects and slang. The Pocketalk camera

takes a photo and the large touchscreen displays translated text directly on top of the image. Pocketalk can provide an optional audio translation for the camera-translated text as well. Get one at https://www.pocketalk.net/

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Business Tools to Help You Work Smart Instead of Hard

You can make your life easier by selecting the right software for the task at hand. The technology sector is booming, and new and innovative cloud-based products are available for your all your work needs. With hundreds of options available, you may feel overwhelmed while choosing a tool for your tasks.

Here are some tools that can ease up your life:

Box – A collaborative platform.

The Box is a platform that makes your life easier by allowing you to share and manage files. Not just that, it also has a customizable interface with integration partners such as Google Docs, Microsoft Office, Salesforce for contact management, and EchoSign for contracts. You can manage the administration settings to ensure that the assets are in the right place and to check who has access to the files. This tool is so secure and versatile that even health care companies and engineers can use it.

Attendify – Application for conferences and events.

Logistics can be challenging and demanding when you are planning a large event such as a conference or a meeting. You need to figure out the area you would be using, manage schedules, and communicate with team members. This time-saving app can solve all the processes that must be hard for you to handle. Attendify can help you navigate through the logistics, customize the sponsorship, and build your own app for your event through a private social network.

When I work – Helps in scheduling employees.

This application can help you with one of the most challenging tasks – scheduling your team. If you have scheduled a team previously, you might know how hard and painful it is. Now, however, When I Work can make things a lot easier. This app will help you reach and schedule your team members' shifts with just a few swipes, taps, and clicks, effectively eliminating a lot of headaches. Whether you are a small business or manage a team of employees, When I Work is the perfect app for you.

ContentMarketer.io – Helps in promoting blog posts.

Every marketer and blogger knows that there's more to marketing campaigns than creating content. You should know how to promote and distribute it as well, and that too, using minimal time and effort. ContentMarketer.io automates your influencer outreach and helps in promoting and boosting your blogs and marketing campaigns. Create content, and ContentMarketer.io will ping the influencer mentioned in your post.

Boomerang – Helps scheduling emails.

Do you feel awkward sending an important email at 2 a.m., but you are sure that you will forget by morning? Boomerang can be your best friend. You can schedule, queue, and send your emails whenever you want without missing a single one with this Gmail plug-in. You do not have to worry about bombarding your vendors, clients, and teammates with reminders or queries at an ungodly hour by simply scheduling the email.

Alarming Facts About Cyber Security

The Internet was exciting and new to people when it was first introduced in the 1990s. Now, however, the internet is a dangerous place. Every year, cybercriminals develop new techniques and strategies to take advantage of vulnerabilities in networks to steal confidential business and consumer data. You need to protect yourself from cyber crimes by understanding the ways in which you can be a victim.

Here are some facts about cybersecurity that you should know:

- The average cost of data breaching for enterprises is $3.92 million.
- On average, a hacker attacks in every 39 seconds and 2,244 times a day.
- Around 94% of the Malware is transferred through emails.
- In 2019 an average time to recognize a breach was 206 days.
- On average, there are only 5% of companies' folders that are properly protected.
- Ransomware attacks cost, on average, is $133,000 on businesses.
- Internal actors are responsible for 34% of the data breaches.
- One out of 13 websites requests results in Malware.

Advantage of Virtual Private Networks for Businesses

1. You can reduce the risks of cyberattacks and security breaches using virtual private networks. VPNs reduce the level of threat your organization may face through the internet.

2. By using VPNs, you can provide security to your clients. All the information of clients, customers, and vendors stay secure.

3. Virtual private Networks encourage productivity for your employees.

4. With the help of VPNs, you can "stay in the U.S." when traveling abroad. This way, the restriction of other countries will not apply to you and your work.

5. VPNs are not expensive, and every business can invest in it easily.

How to Recover Lost Data from Hard Drive

Storing complete discographies and pictures of your favorite bands is now a piece of cake thanks to the availability of hard drives with huge capacities. In this case, the only thing that scares us is if we lose all our data from our hard drive in a single moment. Now, however, you do not have to worry; because we have a backup plan. Here's how to recover lost data from a hard drive:

Step 1: Firstly, you need to open the Run program by pressing **Win + R**.

Step 2: Type **cmd** on the Run program and click OK.

Step 3: Type following command and hit enter

"ATTRIB –H –R –S /S /D E:*.*"

Remember to replace E with the drive you want to recover data from.

Two-Factor What?

Two-factor authentication (2FA for short) is a system in which you must verify your identity in two separate ways to access an account. Sound confusing? It's not. Here's an example:

After enabling 2FA on a Gmail account, you have to enter your password each time you log in. Then you are asked to enter a six-digit code that you pull from your phone, a jump-drive-sized key fob or a program on your computer.

Only then do you have access to your account. That way, if someone steals your password, they still can't get in. If you aren't currently using two-factor authentication with your most sensitive data and systems, look into whether it might be an option.

The extra 15 seconds it takes to pull up that second code is laughably short compared to the time you'd spend dealing with a hacked account.

Take the NeoLore Cyber Security Survey

Has your company done a Cyber Security Maturity Assessment within the last year? Do you have an I.T security policy in place? Do you know if you've been hacked or are leaking data?

If your answer was "no" or "I'm not sure" to any of those questions, your company may be at risk for a devastating cyber attack.

Get the NeoLore Networks Cyber Security eBook for Free!

It Features

- Information on the various threats to your business
- NIST Security Framework
- CIS Controls
- Basic Controls

And More!

https://neolore.com/cybersecurity

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