



Affiliated Answering Service

Affiliated Monitoring's in-house Answering Service is a reliable, professional extension of your team—helping you stay responsive, protect your brand, and never miss an important call.

Why partners choose Affiliated

- **Seamless after-hours and holiday coverage**—without the staffing burden
- **Enhanced customer experience** with faster, more consistent responses
- **Custom call handling workflows** with defined escalation paths
- **More time for your team** to focus on core business priorities
- **Scalable support** as your call volume and customer needs grow
- **Dedicated internal support** with hands-on oversight
- **Centralized management** with continuous platform improvements



Your callers are supported by highly trained specialists using tools fully integrated with our monitoring platform—ensuring accurate information, consistent handling, and dependable follow-through for every interaction.



Deliver a polished, professional experience

- Workflows aligned to your business operations
- Fast access to the right account information when it matters most
- Flexible communication options—email, text, or phone—so you never miss critical updates
- Clear daily summary reports for visibility and easy follow-up

Get Started

Ready to launch?

Contact partnersupport@affiliated.com or complete our **Answering Service signup form** to get up and running quickly.

Answering Service signup form



Want a quick overview first?

Visit the **Affiliated Partner Portal** → **Partner Resources** → **Working with Affiliated** to watch a short video highlighting key features and benefits.

Not sure how to structure your call flow?

We've got you covered—our team can provide sample workflows used by other partners to help you get set up quickly and confidently.

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