



csnotepad



As a **CHARITY** the needs and demands of your customers and supporters when they pick up the phone are totally unique to your sector.

At CSnotepad we understand this and are leading the way in **supporting charities** with their call answering needs. We offer a bespoke service that caters for the needs of a Charity by providing a **frontline receptionist service** to answer all of your incoming calls or an **overflow service** on-hand to answer any calls you can't.

Telephone Answering Services For Charities

www.csnotepad.co.uk



Introduction

Understanding Charities and their daily challenges as well as managing and supporting the unique nature of their calls is paramount to the bespoke service CSnotepad offers organisations in this sector.

Our experience and a similar desire for outstanding levels of customer service, coupled with a discreet and professional approach, has made CSnotepad a market leader for supporting Charities with their call answering needs.

This brochure will guide you through all our services, assisting you to fully understand how CSnotepad can benefit your organisation and enhance your customers' experience when they contact you.



"It's not until we're speaking to charities that they really start to appreciate how differently we go about things and how we really do design the whole service around what they are trying to achieve ... which is why one of my first questions when setting up a new charity is 'in an ideal world, what would happen when a call comes in?' and we go from there. You get to pick everything, from the hours we're here supporting you to what happens depending on the type of call we receive. It's a service completely designed around YOU and that's what charities love about it."



Laurian Borkum
Customer Service Manager
CSnotepad



Quick facts...

Listed below are some quick facts about our telephone answering service, these will enable you to see just how they can benefit your organisation in enhancing your customers' experience when calling you.

- Options to pay per call or per minute, allowing flexibility to meet the needs of your organisation.
- Calls can be answered up to 24 hours a day at no extra cost, offering total support to your customers when they need you.
- Call plans designed to fit every organisation's needs, anything from 100 to 5000+ calls a month.
- Our team of highly trained receptionists are all full time, office based, professional receptionists working from our friendly office in Brighton.
- You get a telephone number free with your service – it can be for any area code you like, giving you tracking and reporting options.
- You can automatically rollover unused calls in a month, eliminating wasted costs and allowing you to manage your budgets efficiently.
- Our software automatically remembers callers who have phoned before so that we can greet your callers just like your staff would – This will enhance your reputation and relationship with your customers and supporters.

How the service works...



Your own dedicated telephone number, keeping the journey of your customer's call simple and unhindered.



Options that allow you to choose whether we answer all of your calls or just the ones that you're unable to.



Our specialised team of virtual receptionists will answer all of your calls in your organisation's name, callers will think that it's your in-house staff answering the call, we make sure of that.



Your personalised bespoke setup process will ensure that all calls are answered to meet the needs of your customers and the process and reputation of your organisation. All calls will follow a well planned and bespoke script to ensure that calls are put through to the appropriate person and that messages are passed on quickly and clearly.



"10 years working in the charity sector has taught me that answering the phone to someone calling a charity is almost an art, being patient and sympathetic to their individual needs whilst ensuring that their call is dealt with efficiently and in line with the charities processes is challenging to say the least.



CSnotepad have this pretty much covered, they are specialist call answering to charities and if honest I was sceptical whether that was actually possible. I found them to be professional and efficient in their approach, which helped to settle my doubts a little. They've actually managed to prove to me that they can answer the phone pretty much as well as any member of staff.

Taking the time to understand the client base was impressive, the calls all go through a details script process which is structured to deal with their needs quickly and in line with our processes. Missing a call to our client base is pretty much unacceptable, they won't leave a message and they probably won't call back. Every call needs to be answered and we needed a service that could manage those calls we couldn't get to.

The service from all the team at CSnotepad has been brilliant, simple to implement, friendly and efficient; they really are an expert answering service designed for charities."

Karl Anscombe



“polite, friendly and efficient”



How it works at length...

You select a monthly call plan that works best for you.



One of our expert scriptwriters will contact you and talk through the setup of your service, including what your organisation does, how it does it and how you would like us to handle each type of call.



Once your account is ready we will guide you through the simple process of forwarding your calls to our team of trained virtual receptionists.



Once your calls are forwarded to our team of receptionists, we use intelligent call handling systems to identify that the incoming call is for your organisation, and your virtual receptionist will answer with your pre-approved greeting.



Your virtual receptionist can either put calls through to a member of your in-house team or send details of the call via email or text message, informing the caller of who will be contacting them and when they are likely to receive a call back.



You will also receive a summary of every call at the end of the day.



The end result is seamless. To your caller your virtual receptionist is just another member of your in-house team.

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Telephone Answering **Services**



Diverting your calls...

Once arranged, your service is simple to implement and your divert number and full instructions are emailed to you on completion.

The several divert options that are available to you are very much dependent on how YOU would like the service to best fit your organisation and customer base.

These options will be fully explained to you by one of our highly trained staff so that you can fully benefit from your service.

Your divert number...

Your dedicated telephone number will be provided to you; this will allow your calls to be diverted to us. If you already have a customer facing telephone number, then this number will hide behind your existing number, this will not affect your callers and your current number won't need to change.

If your organisation doesn't yet have a telephone number or if you would like a new number, then you can give the number we give you straight out to your callers.

If you are planning to give the number we give you straight out to your callers then you can choose from a selection of **01**, **02**, **03** and **08** numbers available.

Why choose CSnotepad?

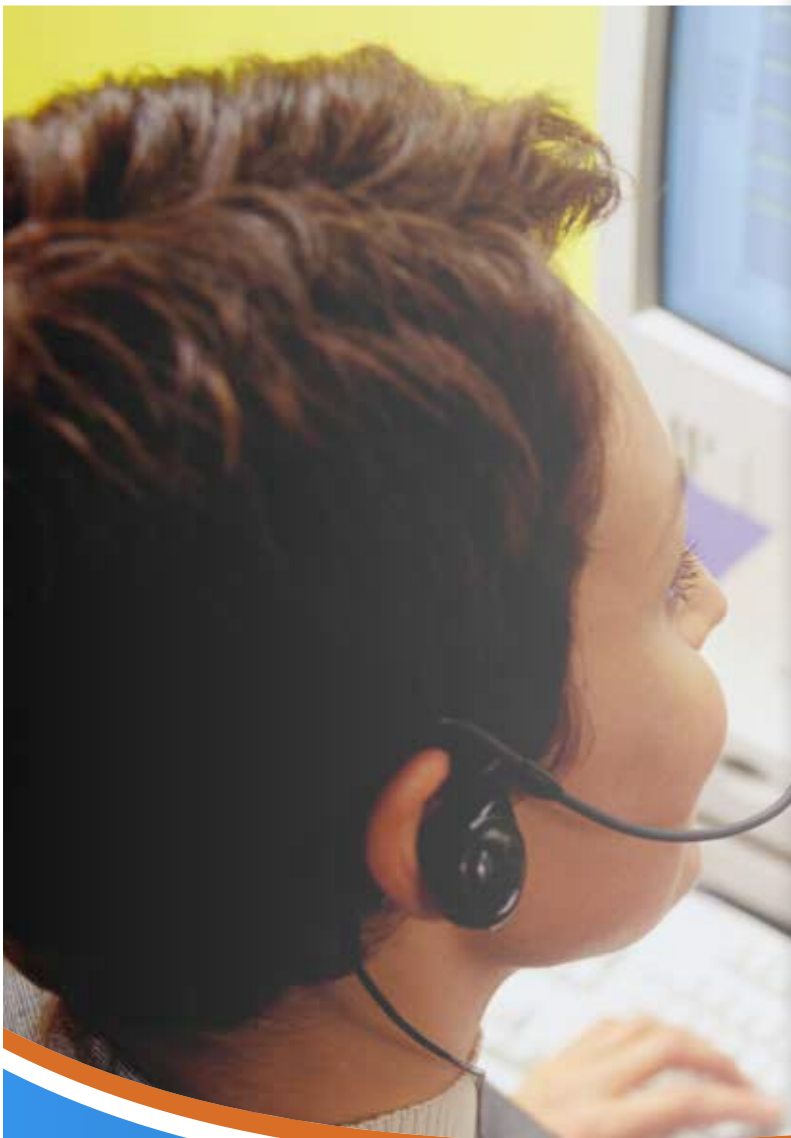
Don't worry that we might not have your intricate level of understanding of your systems and processes; we don't have to, that's not what you need us for...

You need your calls answered by professional, passionate and friendly staff who sound like they are sitting in your office and understand **your callers** and their needs, who apply common sense to what they do and who can guarantee that you will never miss a call again.

Whilst we may not know every complex detail of your organisation from day one, that doesn't mean that you want a static... *'name, number, message'* answering service.

What you want is common sense call answering, like important calls connected straight through to the **appropriate person**, messages for different departments going to different email addresses, and your receptionists to know who your callers are and not to ask them for their details every time they call. In short, you want what you and your team already do... but without you having to do it.

Offering efficiency and the very best experience to **your callers**.



Call plan comparison and prices

Listed below are details of the various call plans available and the features included as standard within each plan.

If you would like to discuss a feature not included in the list below, please contact us on **01273 741400**.

CALL PLAN COMPARISON

Services	Entry	Standard	Intermediate	Advanced	Premium	Registered Charities
Free setup	✓	✓	✓	✓	✓	✓
Free 01, 02, 03 or 08 telephone number	✓	✓	✓	✓	✓	✓
Personalised out of hours voicemail	✓	✓	✓	✓	✓	✓
Message quality guarantee	✓	✓	✓	✓	✓	✓
No charge for cold calls or wrong numbers	✓	✓	✓	✓	✓	✓
Call patching/forwarding *	×	✓	✓	✓	✓	✓
Ad-hoc outbound calls	×	✓	✓	✓	✓	✓
24/7 telephone answering	×	✓	✓	✓	✓	✓
Virtual office address (Brighton)	×	✓	✓	✓	✓	✓
VIP caller recognition	×	✓	✓	✓	✓	✓
Daily summary report	×	×	✓	✓	✓	✓
Option to email PDF's to callers	×	×	✓	✓	✓	✓
Personalised on-hold recording **	×	×	×	✓	✓	✓
Carry over unused calls ***	×	×	×	×	✓	✓

* Does not include patched/forwarded call minutes, charged at 3 ppm (pence per minute) to landlines and 8 ppm to mobiles.

** Customers must provide us with a recording of the on-hold music/message they require in the correct format.

*** Up to a maximum of 10% of your call plan can be carried over to the following month.

PRICES (Charities)

Telephone Answering	Plan 100	Plan 200	Plan 400	Plan 800	Plan 1000+
Monthly subscription	£69.00	£128.00	£246.00	£472.00	£600.00
Included free minutes	100	200	400	800	1000
Setup fee	FREE	FREE	FREE	FREE	FREE

* Minutes in excess of your call plan are charged at a 15 pence per minute premium. (all prices exclude VAT)

* Email notification is included FREE within your call plan, if you also require SMS notification then this is charged at 12p per SMS.
(All prices exclude VAT)



The really important bits...

The 6 main points you should be aware of are listed below ... and just some of the reasons why CSnotepad is one of the 'Go To' providers for the UK charity sector.

"We understand and we care about your callers"

1. The service is designed to be **completely flexible** and to cope with the call demands to your organisation, this flexibility allows you to move call plans up or down month to month dependant on your need.
2. You'll be given a telephone number free with the service, it's up to you if you give it out to your customers or if you have it hidden behind your existing number. You can choose any number and area code you want and you have a guaranteed right to purchase any number we ever give you. This allows you to be local even if you're not, when supporting **local** people this can offer a real sense of security to the caller.
3. Any mistake made by us on a message we send you (we are still only human), resulting in you having to contact us to confirm the information, then the call cost will automatically be credited back to your account. *"We guarantee our service or it's free"*.
4. Your monthly call allowance can be used for both inbound and outbound calls.
5. If in the first month it is clear that you are on completely the wrong call plan then we will offer to change you onto the **correct plan** and roll it back as if you'd started on that plan from the beginning.
6. Our contract terms are 2 months' notice, we ask for a bit of notice in exchange for **not charging** you a setup fee.... However if you want to stop your service for any reason in the first 30 days then the notice period won't apply. We're not going to tie you into a service that you aren't happy with.

Additional features and benefits are...

- No set up fees.
- Small teams of dedicated receptionists for customer familiarity.
- Free 0844/0845 or 01273 number.
- 08 or geographic numbers arranged for you, please just ask.
- Only 2 months' notice to stop your service – we want you to stay with us because you want to, not because you have to.



Testimonials ...

We recently asked
our customers
one simple question ...



**How would you
rate your service
with us?**



How do I get started?



The best way to **implement CSnotepad's support** in your organisation is to **contact us**, you can chat with one of our **charity experts** who will be able to best explain **how CSnotepad can support your organisation** and your callers when they contact you for your help.

Talk to us today about how **we can support your organisation** please call **01273 741 400** or email us at **info@csnotepad.co.uk**

If you have downloaded this brochure from the website, then one of our account managers will be in-touch shortly to introduce themselves and to make sure that all of your questions have been answered, however if you have already decided that you'd like to try the service then simply contact us via the above details.

Here's what **our customers** said ...

- ☉ "Very friendly and individual service" – **Claudia**
- ☉ "11/10!" – **Richard**
- ☉ "We remain very impressed with the CSnotepad service, having used you for several years and found you significantly better than any services we'd previously tried" – **Jill Cargill**
- ☉ "Really pleased with the service. Thanks" – **Susan**
- ☉ "We have been very pleased with the service and would (and have) recommended the service and intend to use the service more in the near future." – **Austen King**
- ☉ "We are delighted with the service to date and where there have been queries and adjustments to be made, this has been carried out promptly and very efficiently." – **David Manners**
- ☉ "I would rate your service 10/10" – **Philip Wattis**
- ☉ "Great service. Everything done as asked for and excellent effort to help customers that saves us all time" – **Martin Rowan**

csnotepad
Telephone Answering **Services**

Additional services...

The following features are included within our charity call plans as standard and can be added or removed at your discretion.

- Call patching
- Ad-hoc outbound calls
- 24/7 upgrade
- Virtual office address (Brighton)
- VIP caller recognition
- Daily summary report
- Option to email PDF's to callers
- Personalised on-hold recording
- Carry over unused calls

Call patching / forwarding: Our call patching service allows you to have calls 'patched', forwarded or put through to one or more numbers by our virtual receptionists.

Have the opportunity to take any urgent calls or indeed all calls, when you are available. Telephone calls can be patched through to landlines or mobiles.

If we can't reach you or if you don't wish to take the call, we can take a message and text/email it straight through to you.

Call patching is particularly effective if you would like to provide your organisation with a centralised reception for a team of remote or home based workers, workers who are regularly out of the office, or branch offices.

Ad-hoc outbound calls: Your team are available during core hours to make outbound customer service calls on your behalf under your company name, be it 1 call or 100.

If you would like us to phone one or more of your customers for whatever reason then just ask.

24/7 upgrade: If you would like your calls answered outside of our core hours then simply upgrade to our 24/7 service and pick the hours you would like your calls answered.

Virtual office address (Brighton): Using our virtual address facility gives your organisation a geographical presence in the vibrant south east of England which can be used as your primary business address or as a secondary address enabling you to generate revenue from the 'local area' even if this is not your primary area of business.

VIP caller recognition: With our VIP caller recognition upgrade we can automatically add your regular callers to your VIP list meaning calls from these individuals can be dealt with in a much more personal manner without the need for us to ask them their details every time they call.

Daily summary report: Receive a summary of all the calls answered on behalf of your organisation every day. This is especially useful for customers who have messages going directly to different members of staff or departments as it enables you to see exactly what calls have come in across the whole organisation each day.

Option to email PDF's to callers: If you would like callers to receive a welcome pack or specific information about your organisation then we can email this to them whilst they're on the phone. Emails sent by us to your callers will appear as though they have come from your email address and should they reply, you will receive the email directly. This service helps the caller find out more about what you do and the services you provide prior to you calling them.

Personalised on-hold recording: If you would like your callers to listen to a personalised on-hold message when they call then you can opt for our personalised on-hold recording upgrade.

This upgrade is typically used by organisations who have their calls patched (call forwarding) so that callers can hear a bespoke recording whenever we are transferring a call.

Carrying over of unused calls: Carry over up to 10% of your unused call plan to use the following month. This upgrade is great for organisations with fluctuating call volumes who would like to maximise their call plan usage.

Talk to us today

Talk to us today about how we can help your organisation **01273 741400**

or email us at info@csnotepad.co.uk