



96% of our customers would recommend us

"I would rate your service 10/10" – Regards, Philip Wattis.

Virtual PA Services

(Order Taking/Diary Management)



What is a Virtual PA?

There are always times when you wished you had a little more support. It could be to re-schedule a meeting or to write a quote, the fact is you cannot be in two places at once; you can't handle more than one call at the same time. It doesn't matter how good technology is sometimes there is just no substitute for an extra pair of hands.

Our Virtual PA's fulfil a massive range of tasks from booking appointments, processing payments, managing sales enquiries, dealing with customer service requests to sometimes just fielding calls so you can have some time to work or perhaps have a sneaky afternoon off.

Virtual PA: Order Taking / Diary Management...

Some customers are happy ordering or booking online, but some want to speak to a real person. Some won't wait in a queue for the next operator and will hang up and call your competitor, so secure every customer order or booking your advertising generates with a telephone order taking or diary management service.

We provide you with a dedicated line for your business, that's answered instantly, by a Virtual PA (human being), who's trained on your products and proficient in your order taking or appointment booking system.

Virtual PA Prices:

	Plan 50	Plan 100	Plan 200	Plan 500	Plan 1000
Training Fee	£75	£75	£75	£75	£75
Cost per month	£85.50	£150	£285	£675	£1,200
Included free calls (email message delivery)	50	100	200	500	1000
Price per message taken after free calls	£1.90	£1.75	£1.68	£1.60	£1.45
SMS message delivery	12p	12p	12p	12p	12p
Any other service	Fax to Email Brochure Line Quote Line Voicemail Box Virtual Address or Call us	Fax to Email Brochure Line Quote Line Voicemail Box Virtual Address or Call us	Fax to Email Brochure Line Quote Line Voicemail Box Virtual Address or Call us	Fax to Email Brochure Line Quote Line Voicemail Box Virtual Address or Call us	Fax to Email Brochure Line Quote Line Voicemail Box Virtual Address or Call us

Features

Our Virtual PA plans above are designed to cover a mixture of orders or appointments, product enquiries, and general enquiries to your business. Even if you advertise a number as a dedicated sales order or appointment booking line, customers will still call for product information, to chase their orders or check their appointments, so your team will be trained to manage a range of enquiries. You can even designate which calls you would like us to handle, and which you would prefer to answer yourself, such as specialist or bespoke requests.

The Virtual PA plans are designed to offer a flexible scale of prices to clients who typically have an ecommerce or appointment booking website, but wish to offer a telephone sales or appointment booking line as a complimentary service to their customers. A typical order or appointment booking would allow the caller to purchase or book 1-3 items as they appear in your standard web catalogue, make secure payment via credit or debit card, and receive a confirmation of their order or booking.

For clients who do not have an ecommerce site or online booking system, for example a local charity selling tickets for a one off event, we can offer a stand-alone order taking or booking service.

We can offer any company an order taking or diary management service, including cross-selling, up-selling, product specialists, technical support and trouble shooting, back office order management and tracking as well as liaising with external suppliers and providers on your behalf. One of our dedicated account managers will be pleased to offer a personalised quote for any bespoke order taking or appointment booking requirements you may have.

Additional features and benefits are:

- No charge for sales cold calls or wrong numbers.
- Daily summary reports via email.
- Monthly statistics for plan 500 or above.
- Small teams of dedicated agents for customer familiarity.
- Ability to amend your script.
- Monthly call plan switches.
- Free out of hours personalised voicemail service.
- Free 0844/0845 or 01273 number. We can also arrange other numbers, just ask.
- Only 2 months' notice to cancel - stay with us because you want to, not because you have to.

Training

Why the Training Fee?

Because we take your account with us seriously. We are not just taking orders or booking appointments; we are representing your business to your customers.

Particularly when handling payment information or booking appointments, efficiency and accuracy are translated into trustworthiness in the eyes of the caller. Uncertainty equals distrust, so it is vital your caller has complete confidence that their information is being handled confidentially and competently.

As each business and the order taking or diary management system is different, achieving this level of skill requires thorough and on-going training.

Integrated Order Taking or Diary Management

We integrate directly with your existing order taking or diary management systems or can guide you through setting up secure telephone order taking or diary management services if you do not have them as part of your business already.

If you are considering an overflow order taking or diary management service to back up your existing in-house staff during peak periods, rest assured our experienced order taking and diary management operators can mimic your existing procedures, and the effect will be seamless to your caller. They will be completely unaware they have transferred through to another team of staff.



How do I get started?

Simply phone us on **01273 741400** or email us at **info@csnotepad.co.uk**

FAQ...

How do you answer my telephone calls?

A. We answer them exactly as you would; with your company name and a greeting according to your preference, e.g. "Good morning, London Surveyors, how may I help you?"

Who answers my calls?

A. You'll have a small team of four experienced receptionists who are first in line for your company's calls. They will be trained on your business call requirements and be familiar with your services. If all four receptionists are on other calls when one comes in, it will immediately overflow to a free receptionist on another team who is equally trained on your business. Your caller will never be kept waiting.

How can you differentiate my calls from others?

A. We provide you with a unique telephone number when you register. You divert your calls to this unique number. Our system recognises calls coming in on this number and your welcome message pops up on your receptionist's screen.

Won't customers know that I'm using a call centre?

A. No. Our professional receptionists answer your telephone calls in your company name and use exactly the same greetings your in house staff use.

How do I divert my telephone calls to you?

A. You can divert your calls to us simply by activating call diversion from the keypad on your telephone. We will go through this with you step by step.

I already have an 08/09 number, can you answer calls that come through on that number?

A. Yes we can, there's no need to change your number and you can simply divert all calls straight to us.

Can you provide me with a non-geographic 08/09 number to use?

A. Yes of course. We assign a local rate 0845/0844 number to your account. You are free to use this number on your website, advertising material etc. and there's no extra charge. We can also offer other numbers such as 0800 free-phone numbers, and 09 premium rate numbers.

Can you provide other 01/02/03 numbers e.g. London or Manchester?

A. Absolutely. In fact we can provide any number nationwide, just ask.

We look forward to hearing from you

Yours sincerely



Warren Francis

csnotepad

Gemini House, 136-140 Old Shoreham Road, Brighton, BN3 7BD