



96% of our customers would recommend us

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

Virtual Receptionist Services



How much is a single business enquiry worth to you?

Hundreds? Thousands? It's all well and good when you're available to take the call, but what happens when you're understaffed, unavailable or your lines are busy?

We are NOT a call centre, just real professionals who take over from your own staff

Our virtual receptionists are real people who answer your calls with your pre-approved greeting, just as you would. We can take detailed messages, put calls through to you, manage diaries and even take orders. Whether it's for the odd half hour, permanently or during peak periods, we'll handle your calls when you can't, so you can get on with running a business, knowing you'll never miss a sale. We're friendly, we're professional and to your customers we're just another member of your team.

How does the service work?

In short...

1. We give you a number to divert your calls to.
2. We answer any calls that you can't, in your company name.
3. We let you know who has called and what the call was regarding.

At length...

You select a monthly telephone answering service plan that matches your anticipated call volume. We guide you through the simple process of forwarding your calls to our trained team of virtual receptionists. Once your calls are forwarded to our receptionists, we use intelligent call handling systems to identify a call is for your company, and your virtual receptionist will answer with your pre-approved greeting. Your virtual receptionist will instantly forward you the details of the call via email or text message. The end result is seamless. To your caller your virtual receptionist is just another member of your company.

What type of information can and do you collect from callers?

- A. Caller's name.
- A. Company name if applicable.
- A. Telephone number.
- A. Email address.
- A. Address.
- A. Reference number.
- A. Anything else... Just let us know what it is you want and we will do the rest



One week **FREE** trial...

Call us on: 01273 741400

Or visit our website www.csnotepad.co.uk to sign up for our one week No-Obligation **FREE** trial.

FREE Gift (Limited Offer for Plan 100 or above)

Should you decide to continue with the service after your FREE trial then we will give you a £15 Amazon voucher as a welcome gift.

PRICES

	Pay As You Go (PAYG)	Plan 20	Plan 50	Plan 100	Plan 200	Plan 500
Set Up Fee	FREE	FREE	FREE	FREE	FREE	FREE
Cost per month	0	£24	£55	£100	£190	£450
Included free calls (email message delivery) a month	0	20	50	100	200	500
Price per message taken	£1.50	£1.20	£1.10	£1.00	£0.95	£0.90
SMS message delivery	12p	12p	12p	12p	12p	12p
Call Patching (cost per month)	N/A	£24.99	£24.99	£24.99	£24.99	£24.99

(all prices exclude VAT)

Additional features and benefits are:

- No set up fees.
- No charge for sales cold calls, wrong numbers or test calls.
- Daily summary reports via email.
- Small teams of dedicated agents for customer familiarity.
- Free out of hours voicemail. Upgrade to [voicemail to email](#) for half price - just £5.
- Free 0844/0845 or 01273 number. We can also arrange other 08 or geographic numbers, just ask.
- Only 8 weeks' notice to cancel - stay with us because you want to, not because you have to.

We can also send messages for particular people/departments through to individual email addresses, patch calls through to specific people depending on the nature of the call or even email the caller (as though it has come from you) thanking them for their call and advising them that someone will be in touch shortly.

How do I get started?

Call us on: **01273 741400**

Or visit our website www.csnotepad.co.uk to sign up for our one week No-Obligation **FREE** trial.



Testimonials

We recently asked our customers one simple question...

"Based upon the service you receive from CSnotepad how likely is it that you would recommend us to a friend?"

"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", regards Philip Wattis.

"Great service. Everything done as asked for and excellent effort to help customers that saves us all time" – Martin Rowan

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 4 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 4 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.

Your virtual receptionists are not trained to act on behalf of my company so how can you give advice to callers?

A. We never give advice to your callers (unless you are on a call plan in which we are trained to do so). You are experts in handling your business enquiries, we are experts in handling calls and obtaining information from callers so that is what we stick to. We provide you with information from the caller for you to decide on how you act on it.

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.

Can I divert more than one number to you?

A. Yes, you can divert as many phone lines (including mobiles) to your unique divert number as you wish.

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, at no extra charge. We can also offer other numbers such as 0800 freephone 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.

Can you forward calls to me?

A. Yes. Our Call Patching service allows you to have calls 'patched', forwarded or put through to another telephone line by our virtual receptionists. If we can't reach you, we can take a message or put the caller through to your voicemail so that they can leave a message themselves.

How do I receive my messages?

A. We can either email or text you. It's entirely up to you. If you would like we can email or send a text message to more than one member of staff or to different members of staff depending on the nature of the call.

If you have any questions that you cannot find the answer to then please do not hesitate to contact us on **01273 741400**

We look forward to hearing from you

Yours sincerely



Warren Francis

csnotepad

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