



csnotepad



Receive **instant support** when it's needed with our front-line or overflow order taking service. Our **experienced staff** are available to answer any calls your in-house team can't, processing orders over the phone, taking payments and arranging call backs if needed ... leading to reduced customer wait times and eliminating lost calls.



## Order Taking Services

[www.csnotepad.co.uk](http://www.csnotepad.co.uk)



## Introduction

Whether you are a sole trader, small business or large corporation there is nothing like the stability, reassurance and flexibility that comes from having a great team of people available when you need them.

For some, the major benefit is cost; the service is just a fraction of the cost of employing someone.

For others, it's the reassurance that being let down by their own staff won't impact their business; we're here at a moment's notice whenever you need us. For the rest, it's the flexibility of knowing that they can go about their day without worrying about missing calls.

Whatever your reasons, the benefits of the service are huge.

- Rapidly grow your business without the need for additional front line staff.
- Eliminate problems associated with staff shortages, holiday and sickness.
- Benefit from having complete disaster recovery support, enabling your business to continue to operate should anything happen to your office or staff.
- Instantly react to increases in demand without extended customer wait times or increased missed calls.



*"This is one of the fastest growing areas of the business because it eliminates so many problems for so many businesses... nobody else in our market builds the entire process from scratch, tailored specifically to each customer and it shows. But the biggest thing we do differently is that we remember the customers... well, our systems do, meaning that we can greet repeat callers as you would and the customers love it. It's a phenomenal service and anyone calling feels valued that we remember who they are."*

**Rowena Cross - Head of Operations**



## Quick facts...

Listed below are some quick facts about the telephone answering service so that you can get a feel for whether it would be right for you:

- You will be assigned a dedicated team of receptionists to look after your account.
- Your team are all full time professional receptionists who work from our office in Brighton.
- Your service is created from scratch, designed to work with your in-house systems and tailored to your exact needs.
- Our software automatically remembers callers who have phoned before so that we can greet them just like you would.
- You can choose to upgrade to our flexi-plans and rollover any unused calls in a month.
- Calls can be answered up to 24 hours a day at no extra cost (outside of our core hours we provide a message taking service).
- We have call plans designed to fit businesses receiving anything from a couple of calls a day to several thousand a month.

## How the service works...



You are given a dedicated telephone number to divert your calls to.



You choose whether we answer all of your calls or just the ones that you can't.



Your team of virtual receptionists will answer all of your calls in your company name.



Your virtual receptionist will deal with your caller as per the instructions you have provided, taking orders, processing payments, providing updates and arranging call backs.



*"What a breath of fresh air CS Notepad have been to my business. I had been hesitating about taking on a call answering service, I thought only I could answer the phone properly to my prospects and customers... how wrong I was. After an initial set up call where I had the help to craft an awesome script, I now have all my calls answered when I am busy by a service that really is proving to be brilliant. I never miss a call, all the information I need is collected, my customers have no idea and think its a memeber of staff...they are professional, polite, friendly and efficient, what you'd expect from a well run business with a focus on great customer service. I now have time to do my part in the business and I can't tell you how liberating it has been. Would I recommend them...yes I would."*

**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 senior scriptwriters will contact you to talk through the setup of your service, compile a training plan and discuss the different processes we need to follow.



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



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



Your virtual receptionists will deal with your caller depending on the instructions you have provided, taking orders, processing payments, providing updates and chasing suppliers.



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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## Diverting your calls...

Once your service is ready we will email you your divert number and instructions.

There are numerous ways to divert your calls depending on how you would like the service to work. If required, we can talk you through the simple options available, whether you are diverting via your phone handset, online portal or at your local exchange.

## Your divert number...

We will provide you with a dedicated telephone number for you to divert your calls to. If you already have a customer facing telephone number, then this number will hide behind it.

If your business 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 customers.

If you are planning to give the number we give you straight out to your customers then you can choose from a selection of 01, 02, 08 or 03 numbers depending on what area code or type of number you are after.

## What type of information can you collect from callers?

We can ask anything you would like us to, but typically we will ask your callers for some or all of the following:

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

## Why choose CSnotepad?

**Answering the phones is not only our job, it's our passion... we do it well and we sound great.**

At CSnotepad we believe that your calls should be answered by professional, passionate and friendly staff who sound like they are sitting right in your office, who apply common sense to what they do and can provide you with the same level of service you would expect from any other member of staff.

You can be sure that we'll take the time to understand what you do and how you do it so that, to your callers, your virtual receptionists appear as part of your in-house team.

Our common sense call answering ensures that callers are dealt with quickly and efficiently, important calls are put through to the most appropriate person, messages for specific teams or departments go to the right place and that someone phoning to place an order is able to do so with ease.

In addition to this our intelligent caller recognition software ensures that repeat callers and VIP customers are recognised the moment they call and are greeted in the manner both you and they would expect.

In short what we provide is what you and your team already do... but without you having to do it.

SERVICES	CSnotepad	Most other providers
Orders processed via your web based system	✓	✗
Orders processed via our in-house system	✓	✓
Liaise with 3 <sup>rd</sup> party suppliers to chase orders and correct errors	✓	✗
Outbound 'repeat order' calls included within your call plan	✓	✗
Bespoke script built around your exact requirements	✓	✗
Dedicated team of call agents for increased product knowledge	✓	✗
Intelligent software used to recognise repeat callers	✓	✗
Proactive 1-2-1's with your account manager	✓	✗

## 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	Standard	Intermediate	Advanced	Premium	Corporate
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 ****	×	×	×	×	✓
Included free minutes	150	300	600	1500	3000+

Services not included within your call plan can be added for a flat rate of £15 per month per additional service.

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

\*\* Standard message taking service provided outside of core hours

\*\*\* 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

PRICES : Order Taking (per minute)	Standard	Intermediate	Advanced	Premium	Corporate
Monthly subscription	£135	£255	£480	£1,150	£2,250
Included free minutes	150	300	600	1500	3000
Bi-annual training fee	£90	£90	£90	£90	£90

\* Call minutes in excess of your call plan are charged at a flat rate of 85p per minute

(All prices exclude VAT)



## The really important bits...

Below is a short list of the main points you should be aware of...and just some of the reasons we are unlike any other **order taking service**.



The service is designed to be completely flexible and fit in with the ups and downs of your business, so you are free to move call plans (up or down) month to month.



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 (a small additional monthly charge may apply to some numbers).



If we ever make a mistake on a message we send you, resulting in you having to contact us to confirm the information, then we will automatically credit the cost of the call back to your account.



Our call plans are designed to cover a mixture of primary calls (such as orders) as well as secondary calls (such as product enquiries and general enquiries) to your business. Even if you advertise a number as a dedicated sales order line, customers will still call for product information or to chase their orders, so your team will be trained to manage a range of enquiries.



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.



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.

## What type of calls are you able to handle?

Almost anything you would handle in-house providing we have access to the relevant system.

Typically we will carry out some or all of the following:

- Answering general questions regarding the products or services
- Processing new orders and taking payment
- Providing the caller with an update on the status of their order
- Liaising directly with suppliers regarding bespoke orders and offshore deliveries
- Contacting suppliers to trace missing orders
- Taking information concerning customer complaints and arranging for a call back
- Processing repeat orders
- Anything else... Just let us know what it is you want and we will do the rest



## How do I get started?



All you need to do is let us know what it is that you're trying to achieve and we can do the rest.

**Talk to us today** about how we can help your business  
**01273 741 400** or email us at [info@csnotepad.co.uk](mailto:info@csnotepad.co.uk)

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.

## Testimonials...

We recently asked our customers one simple question...

“ How would you rate your service with us? ”

- “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**

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## Additional services...

The following services are designed to support and grow your business and can be added to any call plan which doesn't provide them as standard for an additional fee of £15 per month per service.

- 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. So work from home, the road, or a customer's site, safe in the knowledge that your customers can still speak to you directly and immediately if need be.

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 business 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. Please note that we provide a standard message taking service outside of our core hours.

**Virtual office address (Brighton):** Using our virtual address facility gives your business 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 and important callers to your VIP list meaning calls from these customers 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 company 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 company each day.

**Option to email PDF's to callers:** If you would like callers to receive a welcome pack or specific information on a product or service then we can email this to them whilst they're on the phone. Emails sent by us to your customers 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 customers 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 customers 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 businesses with fluctuating call volumes who would like to maximise their call plan usage.

**Talk to us today**

about how we can help your business

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or email us at [info@csnotepad.co.uk](mailto:info@csnotepad.co.uk)