

## Virtual Assistant Services

- 1 Accounting and finance management
  - 1.1 Book keeping
  - 1.2 Pay role processing
  - 1.3 Invoicing
  - 1.4 Customer billing
  - 1.5 Expense management
  - 1.6 Pricing research and comparisons
  - 1.7 QuickBooks
  - 1.8 Bank reconciliation
  - 1.9 Accounting data entry
  - 1.10 Utility bill payments
  - 1.11 Online and bank transfer sheets maintenance
  - 1.12 Payment follow up
- 2 Appointments
  - 2.1 Calendar management
  - 2.2 B2B / B2C appointment setting
  - 2.3 Client visit appointment
  - 2.4 Making Business and personal reservations
  - 2.5 Invitations
- 3 Research and analytics
  - 3.1 Web or internet based links updating
  - 3.2 Charts and graphs analysis
  - 3.3 Creating graphs and charts
  - 3.4 Product or service research
  - 3.5 Monitoring and competitor facts research
  - 3.6 Travel and vacation
  - 3.7 Customized research
- 4 Curriculum vitae/ Resume
  - 4.1 Updating your CV
  - 4.2 Creating CV
  - 4.3 Finding jobs
  - 4.4 Applying for jobs
  - 4.5 Update on interviews related to your work field
- 5 Website creation and maintenance
  - 5.1 Develop new website(web designing)
  - 5.2 Latest updates
  - 5.3 E-commerce solutions
  - 5.4 Shopping cart creation
  - 5.5 Online data base
  - 5.6 Data base networking creation



- 5.7 Hosting and management services
- 6 E-mail and chat support
  - 6.1 Managing and sending out emails(unlimited)
  - 6.2 Answering queries via email
  - 6.3 Customer support
  - 6.4 Sending follow up or reminder emails
  - 6.5 Ticket based email management
  - 6.6 Online chat for your website
- 7 Customer relations management
  - 7.1 Follow up calls to your clients
  - 7.2 Customer satisfaction survey
  - 7.3 Mystery shopping
  - 7.4 Capture , storage and analysis of customer information
  - 7.5 Managing CRM database
  - 7.6 Quotation and sales order management
  - 7.7 Maintaining service records
- 8 Paralegal tasks
  - 8.1 Document preparation assistance
  - 8.2 Legal transcription
  - 8.3 Contract and agreement preparation
  - 8.4 Record entry
  - 8.5 Document creation and formatting
  - 8.6 Paralegal nurse consultants
- 9 Sales and marketing
  - 9.1 Lead generation
  - 9.2 Telemarketing
  - 9.3 Direct mail/ E-mail follow up
  - 9.4 Visitor invites-trade shows, events
  - 9.5 Marketing List generation
  - 9.6 Marketing plan preparation
  - 9.7 Incorporating newer strategies
  - 9.8 Email marketing
  - 9.9 Internet marketing
- 10 Data base creation and management
  - 10.1 Basic / complex data base creation
  - 10.2 Web based data base creation
  - 10.3 Record/ entry sorting
- 11 Transcription service
  - 11.1 Dictation, interviews, business meetings

- 11.2 Conference calls, focus groups, press briefings, lectures
- 11.3 Radio shows, panel discussions, seminars
- 11.4 Legal , medico-legal, medical transcriptions
- 12 Health care services
  - 12.1 Medical billing
  - 12.2 Medical coding
  - 12.3 Medical claim processing
  - 12.4 Patient record maintenance
  - 12.5 Patient follow calls
  - 12.6 Maintaining case studies records
  - 12.7 Making/ updating the OPD forms
  - 12.8 Maintaining record of patients visits
  - 12.9 Maintaining details of the patient, past medical history etc
- 13 Security services
  - 13.1 CCTV monitoring
  - 13.2 24 hour support of monitoring
  - 13.3 Home security camera monitoring
  - 13.4 Billboard camera monitoring
  - 13.5 Store security camera monitoring
  - 13.6 Web and phone based investigation
  - 13.7 Background screening
- 14 Recruitment services
  - 14.1 Creating an posting jobs on website
  - 14.2 Sorting out cv's/ resume
  - 14.3 Interview scheduling
  - 14.4 Employee background screening
- 15 E learning
  - 15.1 Corporate training
  - 15.2 Product demonstration
  - 15.3 E tutor for school students
- 16 Spread sheets and presentation
  - 16.1 Excel spread sheet -creating, updating
  - 16.2 Professional power point presentations
  - 16.3 Flash presentation for websites
- 17 SEO and PPC
  - 17.1 Search engine optimization of your website
  - 17.2 Help you to get high ranking for your websites
  - 17.3 Pay per click campaign management
  - 17.4 Key word research
  - 17.5 Optimizing according to the budget for web promotion
- 18 Research and analytics
  - 18.1 Web or internet based links updating



- 18.2 Charts and graphs analysis
- 18.3 Creating graphs and charts
- 18.4 Product or service research
- 18.5 Monitoring and competitor facts research
- 18.6 Travel and vacation
- 18.7 Customized research
- 19 Personal Tasks
  - 19.1 Any type of personal tasks commonly:
  - 19.2 Correspondence with friends & Family
  - 19.3 Birthday/Anniversary reminders and gift & card sending
  - 19.4 Dinner Reservations, other reservations
  - 19.5 Travel and Vacation Planning
  - 19.6 Organizing events
  - 19.7 Household tasks help
- 20 Market research
  - 20.1 Manage and make new policies for your products
  - 20.2 Studying growth of various areas related to your campaign
  - 20.3 Pricing, product development and formulating newer strategies
- 21 Call answering 24/7
  - 21.1 Virtual reception with your company's welcome message
  - 21.2 Message taking
  - 21.3 Customer services
  - 21.4 Order taking
  - 21.5 Call taking & then transfer to your number
  - 21.6 Interview schedules
  - 21.7 Product and services information
- 22 IT support and software development
  - 22.1 Network and website monitoring
  - 22.2 Custom software development
  - 22.3 Network management
  - 22.4 It infrastructure monitoring