

Switch Live!

Professional Live Answering Service



With the **Switch Live!** service you need **never miss that vital call.**

The service can be used as a **safety net** for the day to day calls that you can't answer or as your **main point of contact.**

When combined with our **Virtual Office** or **Call Manager** you can choose how the service is used and can switch it on or off as required.

When prices start from as little as **£19.40 per month** it offers a great value for money when compared to hiring additional staff.

Messages are relayed to you instantly via email or by text and all calls are answered by a team of very professional and competent call centre staff using the very latest in call handling software. Services range from basic message taking up to complex scripts and brochure mail-outs.

BASIC CALL SERVICE

The Basic Call service is an ideal overspill for a busy company that has the occasional high call volume or for a contractor working away from the office with limited ability to answer incoming enquiries. The service offers:

- 'Basic' telephone answering with a personalised greeting in the company name.
- Message taken by live operators and relayed one of two pre-determined recipients by email (free) or SMS (small charge per text)
- 2 options in the script:
 - Basic Message
 - Cold Callers

Business Hour: Monday to Friday 9:00am to 5:30pm

Out of Hours: Voicemail to be collected by customer

Rates:

Set up fee £25.00

Price per minute: 97p (Minimum charge 1 minute)

Minimum commitment: 20 messages (£19.40)

Enhanced services are quoted based on the individual company's needs. The information below gives an indication of the service levels available.

SILVER CALL SERVICE

The Silver Service is a small upgrade to the basic service and offers more script options:

- Enhanced telephone answering with a personalised greeting in the company name.
- Message taken by live operators and relayed to multiple recipients as required, by Email or SMS e.g. urgent vs. non-urgent
- Up to 4 options in the script e.g.
 - Sales Calls
 - Existing Customers
 - Cold Callers
 - General Messages

Business Hours: Monday to Friday 9:00am to 5:30pm

Out of Hours: Voicemails transcribed by us and relayed to the customer by Email or SMS

GOLD CALL SERVICE

The Gold Service gives you extended hours answering and includes the following:

- Enhanced telephone answering with a personalised greeting in the company name.
- Message taken by live operators and relayed to multiple recipients as required, by Email or SMS. e.g. urgent vs. non-urgent
- Up to 4 options in the script e.g.
 - Sales Calls
 - Existing Customers
 - Cold Callers
 - General Messages

Extended Hours: Weekdays 8:00am to 10:00pm and Weekends 9:00am to 5:30pm

Out of Hours: Voicemails transcribed by us and relayed to the customer by Email or SMS

PLATINUM CALL SERVICE

The Platinum Service is tailored to a company's needs and can utilise a very specific script. It offers a professional service that gives the caller the impression that they are speaking to a member of your staff with full ability to answer queries, refer to database information, product information and appointment diaries.

Our clients include property companies looking to book appointments for their sales teams, leisure centres, large manufacturers for product launches or recalls and insurance companies for new service launches. One client was unaware of just how much business they were missing for each missed call. New bookings increased substantially within the first month of using the service.

The Platinum service includes the following features:

- Message taken by live operators and relayed to multiple recipients as required, by Email or SMS. e.g. urgent vs. non-urgent
- Unlimited options in the script e.g.
 - Sales Calls
 - Existing Customers
 - Order Lines & Customer Care Lines
 - Web Site Shop Assistant (link to client website)
 - Recruitment (first level filtering)
 - Cold Callers
 - General Messages

Additional Services:

- All of the above tailored to suit individual requirements including Fulfilment/Brochures etc (additional charge per item) and reporting via RTF and CSV

Extended Hours: Monday to Friday 8:00am to 10:00pm and
Saturday and Sunday 9:00am to 5:30pm

Out of Hours: Voicemails transcribed and relayed to the customer by Email or SMS

24 x 7 COVER On request

To order your **Switch Live!** service please contact our Sales Team. We will discuss your requirements and can set you up normally within 48 hours.

Telephone: 0845 652 22 22

Fax: 0845 652 22 33

Email: sales@switch-tele.com

Website: www.switchnumbers.co.uk