



# INFORMATION BROCHURE



*Good afternoon*  
*"your company name"*  
*how may i help you?*

Call Agents are a UK-based professional telephone answering company who understand the importance of your calls to your business. Whether it is a professional call answering service you require or the full secretarial/PA package, we can provide you with the support you need at minimal cost. Our live PA's answer your calls in your company name as if based in your office.

Each client is allocated a dedicated named PA along with a team of back up PA's who are all fully trained on your business and its products/services.

As a business owner, hiring full-time telephone support staff is not always in your budget... ..which means that you are likely answering enquiries on the go, missing important calls or finding that vital number to call back is withheld. Sound familiar?

What if we told you that we could save you money, ensure that you never miss a call again and provide you with highly professional live call answering from a real person who fully understands your business needs?

When you join Call Agents, you receive support from fully trained professional telephone experts. Each telephone expert has been carefully chosen for their bright and friendly telephone manner and excellent telephone answering skills.

Call Agents will consult with you to ensure that your business needs are completely understood and that your brand is professionally represented at all times.

## Your PA will:

- Answer all calls professionally in your company name
- Send you an instant text message and email with details of the call (name, number, time, brief message)
- Keep a log of all calls answered
- Filter unwanted calls, leaving you free to concentrate on your business
- Act as your professional front office, taking care of all your calls and ensuring you never miss a professional opportunity

SOUNDS GOOD,

## HOW DOES IT WORK



It's easy! You will get set up with the service in just 3 simple steps:



Call Agents will consult with you to ensure that they have gathered all relevant information on you and your business.

Alternatively, you can simply fill in the application form at

[www.callagentsuk.co.uk/telephoneansweringRoundhay](http://www.callagentsuk.co.uk/telephoneansweringRoundhay)



You receive a unique number to divert your calls to



Call Agents's state of the art software lets them know when your business is receiving a call

Setting up your virtual services is extremely quick and easy. The process begins with filling out a brief application form. Once this has been received, your PA will contact you, either via email or phone. This is a great opportunity for you to meet your PA and for us to get an even more in-depth understanding of your business and how you would like your calls dealt with. You will then be issued your own unique number to divert your main business line or mobile to (as and when you please). We will always be ready to take your calls.

## Other services:

### Free phone and Local rate numbers

We can supply you with any local geographical phone number to match your business location. We can also supply free phone numbers which are a great incentive for your potential new customers to pick up the phone and make that enquiry.

### Outbound calling

All we need is a database of names and numbers to make calls on behalf of your company. These can be to attract more sales, enquiry chase ups or anything else you require.

Your PA's are fully trained on your company and services/products prior to starting any campaign on your behalf.

## A Little More About Us

We pride ourselves on our enthusiastic, caring approach to all calls we answer here at Call Agents to ensure you receive the very best service. You are allocated your very own PA who you can call or email at any time to discuss your account.

Each telephone expert has been carefully chosen for their bright and friendly telephone manner and exceptional telephone answering skills.

Our recruitment process for our telephone answering PA's is very extensive ensuring we employ only the very best people to represent your company.

We love what we do here at Call Agents, and we feel it shows in the service you receive.



## The FREE 14-day trial...

Call Agents is offering you exclusive FREE access to our CallPlan30. Your professional call-answering service will include:

- 30 FREE calls (or 14 Days access, whichever ends first)
- Cold call screening
- Messages sent by text
- Messages sent by email
- Your own allocated PA and 3 other back up PA's

Setting up is very simple and we can have you 'live' within just 20 minutes of you getting in contact with us. Call us on 0113 833 0795 or complete the form at

[www.callagentsuk.co.uk/telephoneansweringRoundhay](http://www.callagentsuk.co.uk/telephoneansweringRoundhay)



# PRICING PLANS AND OPTIONS

<p><b>FREE TRIAL</b></p> <p>(FREE)</p>	<ul style="list-style-type: none"> <li>✔ 30 calls or 30 days (whichever ends first)</li> <li>✔ Cold call screening</li> <li>✔ Messages sent by email and text</li> <li>✔ Free set up</li> <li>✔ No call patching or other bolt-ons with the trial</li> </ul>												
<p><b>STARTER PLAN</b></p> <p>(£36 PER MONTH) 1.20 PER CALL</p>	<ul style="list-style-type: none"> <li>✔ 30 calls included</li> <li>✔ Cold call screening</li> <li>✔ Messages sent by email/text</li> <li>✔ Free set up</li> </ul> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Additional calls</td> <td>£1.30 each</td> </tr> <tr> <td>Voice mail to email bolt on</td> <td>£7.25 per month</td> </tr> <tr> <td>Google calendar bolt on</td> <td>£7.25 per month</td> </tr> <tr> <td>Call patching to landline</td> <td>£0.07 per minute</td> </tr> <tr> <td>Call patching to mobile</td> <td>£0.21 per minute</td> </tr> <tr> <td>Text messages (optional)</td> <td>£0.10 per text</td> </tr> </table>	Additional calls	£1.30 each	Voice mail to email bolt on	£7.25 per month	Google calendar bolt on	£7.25 per month	Call patching to landline	£0.07 per minute	Call patching to mobile	£0.21 per minute	Text messages (optional)	£0.10 per text
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<p><b>CALL PLAN 70</b></p> <p>(£66.50 PER MONTH) 0.95 PER CALL</p>	<ul style="list-style-type: none"> <li>✔ 70 calls included</li> <li>✔ Cold call screening</li> <li>✔ Messages sent by email/text</li> <li>✔ Free set up</li> <li>✔ Google diary management</li> <li>✔ Out of hours voicemail to email</li> </ul> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Additional calls</td> <td>£1.20 each</td> </tr> <tr> <td>Call patching to landline</td> <td>£0.07 per minute</td> </tr> <tr> <td>Call patching to mobile</td> <td>£0.21 per minute</td> </tr> <tr> <td>Text messages (optional)</td> <td>£0.10 per text</td> </tr> </table>	Additional calls	£1.20 each	Call patching to landline	£0.07 per minute	Call patching to mobile	£0.21 per minute	Text messages (optional)	£0.10 per text				
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<p><b>CALL PLAN 100</b></p> <p>(£90 PER MONTH) 0.90 PER CALL</p>	<ul style="list-style-type: none"> <li>✔ 100 calls included</li> <li>✔ Cold call screening</li> <li>✔ Messages sent by email/text</li> <li>✔ Free set up</li> <li>✔ Google diary management</li> <li>✔ Out of hours voicemail to email</li> </ul> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Additional calls</td> <td>£1.15 each</td> </tr> <tr> <td>Call patching to landline</td> <td>£0.07 per minute</td> </tr> <tr> <td>Call patching to mobile</td> <td>£0.21 per minute</td> </tr> <tr> <td>Text messages (optional)</td> <td>£0.10 per text</td> </tr> </table>	Additional calls	£1.15 each	Call patching to landline	£0.07 per minute	Call patching to mobile	£0.21 per minute	Text messages (optional)	£0.10 per text				
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<p><b>CALL PLAN 200</b></p> <p>(£170 PER MONTH) 0.85 PER CALL</p>	<ul style="list-style-type: none"> <li>✔ 200 calls included</li> <li>✔ Cold call screening</li> <li>✔ Messages sent by email/text</li> <li>✔ Free set up</li> <li>✔ Google diary management</li> <li>✔ Out of hours voicemail to email</li> </ul> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Additional calls</td> <td>£1.10</td> </tr> <tr> <td>Call patching to landlines</td> <td>£0.07 per minute</td> </tr> <tr> <td>Call patching to mobiles</td> <td>£0.21 per minute</td> </tr> <tr> <td>Text messages (optional)</td> <td>£0.10 per text</td> </tr> </table>	Additional calls	£1.10	Call patching to landlines	£0.07 per minute	Call patching to mobiles	£0.21 per minute	Text messages (optional)	£0.10 per text				
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<p><b>CALL PLAN 400</b></p> <p>(£320 PER MONTH) 0.80 PER CALL</p>	<ul style="list-style-type: none"> <li>✔ 400 calls included</li> <li>✔ Cold call screening</li> <li>✔ Messages sent by email/text</li> <li>✔ Free set up</li> <li>✔ Google diary management</li> <li>✔ Out of hours voicemail to email</li> </ul> <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;">Additional calls</td> <td>£0.95 each</td> </tr> <tr> <td>Call patching to landline</td> <td>£0.07 per minute</td> </tr> <tr> <td>Call patching to mobile</td> <td>£0.21 per minute</td> </tr> <tr> <td>Text messages (optional)</td> <td>£0.10 per text</td> </tr> </table>	Additional calls	£0.95 each	Call patching to landline	£0.07 per minute	Call patching to mobile	£0.21 per minute	Text messages (optional)	£0.10 per text				
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## Additional optional extras:

- ✔ To make a call on behalf of client ————— 1 call deducted from plan
- ✔ To make a call and then inform client of outcome ——— 2 calls deducted from plan
- ✔ To send an email on behalf of client ————— 1 call deducted or charged
- ✔ 24/7 Call handling ————— £40 set up – then £1.20 per call

## Free phone and Local rate numbers

- ✔ 0203 number : £7.25 per month and 1p per minute for any landline call diverted through it / 12p per min for a mobile
- ✔ 0800 number : £10 per month and 1p per minute for any landline call diverted through it / 12p per min for a mobile
- ✔ 03 number : £7.25 per month and 1p per minute for any landline call diverted through it / 12p per min for a mobile
- ✔ Local rate numbers : £7.25 per month and 1p per minute for any landline call diverted through it / 12p per min for a mobile

## Recent testimonials:

“ Using Call Agents UK to field calls following a marketing campaign, my hit rate has increased dramatically and consequently so has my bottom line - very happy, would recommend them to any business. ”

Ak - North Yorks. ★★★★★

“ Call Agents provide Mintronics with telephone support, routing our calls to their office during busy periods. Our telephones always get answered in the right way. Our customers like it, we love it and it has helped us build our business. We recommend Call Agents John Minto [www.mintronics.co.uk](http://www.mintronics.co.uk) ”

John Minto - Mintronics ★★★★★

“ I've used Call Agents for call handling for several months now and I really rate them. Sharon, and her team provide an excellent service - I know because everyone assumes, they work in my office, which is exactly the impression I want to give! They allow me to provide a professional service to my clients by getting messages to me immediately; they also screen out sales calls, so I don't need to waste my time dealing with them. Most recently I needed help with an 0845 number, and they provided lots of information and options, all for a really good price which was much cheaper than other companies I looked at. The main thing is that I have confidence in Call Agents to represent me and my business - that's a really important job and they do it extremely well. ”

Claire Mitchell ★★★★★

# OTHER SERVICES

## Client text alerts for bookings, offers and cancellations ideal for:

- Clinic appointment reminders and cancellations
- Marketing offers

### Benefits:

- Increased leads
- Brand awareness
- Instant results
- Target your client direct to their phones
- Cost effective
- Time management
- Use to complement a larger campaign
- Build loyal customers
- Generate word of mouth
- Improve communication



Call Agents’s ‘text alert’ system is the perfect to keep your clients and customers on top of any offers, appointments and cancellations. This is a white label service that can be used by any company of any size in any industry – sending messages directly to your customer’s phones any time you need.



### SMS

More people prefer to text instead of making calls in their everyday lives and this opens up a fantastic opportunity for businesses of all sizes. Our service allows you to communicate directly with consumers to promote your products and services, keeping you connected wherever they are.



### Never miss an appointment

Many of your customers lead busy lives and without helpful reminders some important appointments can be missed. By sending out a short text reminder you ensure it is in their schedule for the day and you aren’t left waiting around for a client that doesn’t appear. Our service ensures you can make the most of your time and maximise every opportunity available to you.

SMS marketing is no longer something that only large companies with huge budgets are able to afford. The technology is available for everyone to use, helping small-to-medium sized businesses to see strong returns on well-planned text marketing campaigns. But why should your company add this to their current marketing mix?





### The personal touch

Marketing is delivered to consumers almost everywhere they turn today, be it online, TV, radio, magazines and in countless other places. This means they are also becoming immune to generic advertising. SMS marketing works because you are able to communicate with your target audience on a personal level. Instead of simply adding their name to a bulk email sent out to thousands of others, a local business is able to do even more.

This can be done by relating to the local area, or incorporating a local issue that people care about. It might be an annual event, a recent news article, local traditions - whatever it is that resonates with their lives. You can even adapt the text so it fits in with local dialect, adding in colloquial abbreviations and terminology that is a little more informal. The list of possibilities are endless, and because you understand your local area, finding a unique way to connect with nearby customers will not prove difficult.



### Achieve instant results

Another fantastic thing about our SMS service is the rates are far cheaper compared to traditional forms of marketing campaigns. By sending out a bulk SMS to customers directly you are far more likely to get the reactions and responses you are looking for as texts are harder to ignore. As much as 96% of recipients will read your texts, opening up your business to a world full of exciting new possibilities. Customers are always open to supporting local businesses, and by using an SMS marketing campaign you stay one step ahead of your competition.

## See our price plans below:

	TXT50	TXT200	TXT400
<b>TEXTS INCLUDED</b>	50	200	400
<b>SET UP OF MESSAGE TO GO OUT</b>	FREE	FREE	FREE
<b>COST PER TEXT</b>	0.50	0.40	0.30
<b>MONTHLY COST</b>	£50.00	£80.00	£120.00

### Additional texts cost:

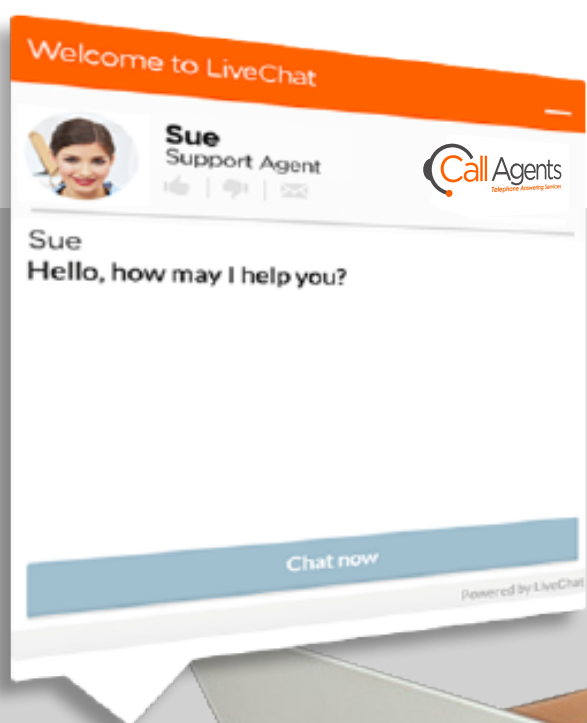
✓ TXT50 ————— 0.55

✓ TXT200 ————— 0.45

## WEBSITE LIVE CHAT MANAGEMENT

Let us answer your general web chat enquiries, ensuring you don't miss an opportunity. Be comforted that all your web chat enquiries are picked up and dealt with whilst you are on the go or busy.

Call Agents's Web Chat Management service enables your business to promptly deal with any questions posed by visitors to increase your chances of converting warm leads into sales. Our friendly personal assistants will be presented as an extension of your own company, providing the high standards of service your customers expect.



### Live web chat call plans

Hours covered - Mon-Fri - 9am-5:30pm

CHAT PLAN	CHATS COVERED	COST PER MONTH	ADDITIONAL CHATS
PA30	30	£95	£2.50
PA70	70	£195	£2.50
PA100	100	£260	£2.50

- FREE 7 DAY TRIAL AVAILABLE ON PA30
- Simple set up
- Customised chat windows
- Seen an instance increase in web enquiries

## Contact us

Contact one of our friendly PA's today for an informal chat to discuss your requirements or set up your **FREE trial**.



### Kevin Tinsley

Landline: 0113 833 0795

Mobile: 0203 983 6553

Email: [kevin.tinsley@callagentsuk.co.uk](mailto:kevin.tinsley@callagentsuk.co.uk)

Web: [www.callagentsuk.co.uk/telephoneansweringRoundhay](http://www.callagentsuk.co.uk/telephoneansweringRoundhay)

