



Call Answering Requirements

What is your Company name and telephone number?	
What is your company address? Please include billing address if different.	
How should we greet your clients? Good morning/Good afternoon, Company name etc...	
What is the nature of your business?	
What kind of calls can we expect and how many?	



<p>How would you like us to handle your calls? IE take messages then email or text; transfer callers through to another number; Please also provide email and number for this purpose.</p>	
<p>Do you have any specific questions you need us to ask your callers other than name, company, telephone number and message?</p>	
<p>Do you have a list of information such as FAQs with answers that we will need to refer to? If so, please either list or send a separate attachment.</p>	



<p>Do you need us to take bookings over the phone? If so, please provide details. Such as credit card facility and booking forms etc... calls taking longer than 5 mins would normally constitute a VPA (charged per hour instead of standard call answering service – please ask if unsure).</p>	
<p>If we take credit card details, would you like us to input onto an on line VSP terminal for instance, or simply gather the information and ring it through to you?</p>	
<p>Will you be using our Google calendar to advise us of your whereabouts? We will send you a link to this.</p>	
<p>What address, telephone number and contact details do we need to give to callers if asked?</p>	
<p>Are you on the Telephone Preference Service? Sales calls will be charged for so how would you like us to handle these?</p>	
<p>Do you have a website? If so, what is the url?</p>	
<p>What hours of business do you work. Our standard charges are for Monday to Friday 9.00am to 5.30pm Sunday to Thursday in Egypt.</p>	



<p>Please list your staff and their roles/contact details.</p>	
<p>Will you be diverting your own number or advertising the number we have allocated to you for your business? Please advise which STD area code you require for your allocated number.</p>	

Please complete and email back to anne@freelanceofficeservices.co.uk.