
Call Answering Service

Introduction

Voicemail is not ideal. People prefer to speak to an actual person, not a recording. 70% of people who hear an answering machine hang up, so you could be missing out on important calls whilst you are travelling, in meetings, away on holiday, or simply trying to get some work done.

“If you don’t answer your calls, your competitors will”

What is Call Answering?

Due to the advances in technology, you can have all your calls professionally answered and the messages sent to you as an email and/or text. You can divert to us as little or as often as you want to your very own virtual receptionist.

How does it Work?

You provide us with a basic profile of your company and we allocate you with a telephone number to divert to. When your client rings your line your virtual receptionist greets them in your company name, informs them that you are not currently available but would they like to leave a message? Your virtual receptionist takes down the relevant details and then sends them instantly to you via email (and SMS if you want).

What are the Advantages?

There are many advantages and a few are listed here:

- New callers get a better first impression
- Eliminates the need for additional employees
- More time to spend managing your business
- No more missed business opportunities
- No more disruptions
- All your calls answered in a professional manner
- Immediate message notification via email or SMS

Costs

- One off set up fee of £12.50
- Monthly fee of £18.75 per month and call charges of £1.20 per call
- SMS facility is chargeable at 18p per message
- Transfer facility available at £12.50 per month plus call costs

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Frequently Asked Questions

Couldn't I use my mobile phone?

Yes you could, but have you ever tried to have a business telephone conversation in the middle of a busy street? Project a professional image of your company by having us answer your calls. If there is an urgent call we can always have it transferred to you.

Surely it is an additional cost to my business?

No, this will save you money. You could spend the time you would have spent answering unimportant calls generating more business or just achieving more in a day. You can focus on the important calls by ringing them straight back and leaving the others to be dealt with at the end of the day.

How do I set it up?

You provide us with a basic idea of what your company does and we issue you with a unique telephone number which you can either give out as your phone number or divert your calls to. Your calls are answered in a professional manner in your company name with your callers assuming they are talking to a member of staff. We take messages and pass them to you. We can also arrange for any urgent calls to be transferred to you.

Will your staff know enough about my business to assist my callers?

We hold certain information as standard to help us assist callers. For example, details of your postal address, fax number, company email address as well as your website so we can provide these to callers who are just after this information. No-one expects a receptionist to know all the business answers and we will always advise the caller that the person best suited to assist them with their query will get back to them. We are more than aware that the best person to talk about your business is you!

How do I know what calls have been answered?

For every call we answer for you, we send you an email or SMS. Therefore you can respond to calls at your own convenience.

What about client confidentiality?

We have a strict confidentiality policy which does not allow us to contact any of your clients or use any of the information they give us.

Do I have to divert all the time?

No, you can divert only when it suits you.

Where do I sign up?

Email us at admin@diamondsecretarial.co.uk to request a client sign up form. Please note that we do not issue telephone numbers until payment has been received.