



## Call Answering FAQs

### **Q: How do I set it up?**

A: 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 your staff. We take messages and pass them to you via email/SMS.

### **Q: How can Call Team answer my calls when I am out?**

A: If you have never diverted your line before, you will need to set up a divert facility with your service provider. Using the divert codes you can divert your calls to your Call Team divert number provided by us. Callers will have no idea that your PA is not in your office.

### **Q: How do you know who the incoming call is for?**

A: Call Team provides you with a telephone number that is unique to you. When this number rings, our equipment tells us that the call relates to you so that your call will be answered in your company name, and the call dealt with as instructed by you.

### **Q: Will you know enough about my business to assist my callers?**

A: 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 ask for 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.

**Q: If a second caller rings my line, will they hear an engaged tone?**

A: No, we work in a small team, to ensure that all calls received are answered.

**Q: How do I know what calls have been answered?**

A: For every call we answer for you, we send you an email/SMS. Therefore you can respond to calls at your own convenience. You will get a monthly list of all calls received along with your invoice. Should you wish to have this more often, please let us know and we can arrange this for you.

**Q: I am going to be running a marketing campaign and expecting lots of calls, can you help?**

A: Yes, just let us know when you are going to be running your campaign and discuss your requirements to ensure we have all the necessary information relating to your campaign.

**Q: Can you cover my calls whilst I am on holiday?**

A: Yes, we do not have a minimum period. Please contact us to discuss your requirements whilst on holiday and to set you up on our system.

**Q: Do I pay for sales calls?**

A: No, we do however ask that our clients sign up with the Telephone Preference Service to prevent unwanted calls.

**Q: I require appointments to be booked, can you manage this?**

A: Yes, we will set up an online calendar for you which can be synced with Outlook.

**Q: If I don't use my five free calls do they get rolled over to the following month?**

A: Unfortunately we do not roll the free calls over.



**Q: Can I advertise my number?**

A: You could, but it works as a link to our call team, so you will not be able to answer it.

**Q: How much notice do I have to give?**

A: One calendar month.

**Q: What about client confidentiality?**

A: 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.

**Q: How do I sign up?**

A: Please call us on 01608 664715 or email [Judith.burt@executype.co.uk](mailto:Judith.burt@executype.co.uk)

**Do you have a question that we haven't answered here?**

**Please contact us on 01608 664715 or email:**

[judith.burt@executype.co.uk](mailto:judith.burt@executype.co.uk)