



Telephone Answering Service

All your calls ANSWERED.

Virtual Receptionist

Answering Service

OUR SERVICE:

- Answer calls in your company name.
- Transfer calls to any division/person in your company.
- Take messages.
- Send SMS notifications.
- Send Email notifications.
- Qualify calls.
- Send info to the caller.
- Customize how we answer your calls, agents ask relevant questions which is emailed to you.



Virtual Receptionist

Answering Service

- ✓ Receive a Dedicated telephone number.
- ✓ You can forward all calls to the number, or use the number as your primary contact.
- ✓ Calls are answered by “human” agents, in your company name.
- ✓ After answering, an agent can transfer the call to your mobile, or take a messages which is sent via sms or email.
- ✓ Look credible to your customers and business partners.
- ✓ Minimise admin staff costs .
- ✓ Be mobile and know your calls are answered.
- ✓ Smart Access (0861) numbers available.
- ✓ Free email address and fax numbers available.
- ✓ Set up time - 2 hours.

Benefits.



Answering Service

Calls are answered in your company name.

On registration you will receive a dedicated telephone number which can be used as your primary contact number or *Call Forward* from your existing phone.

Calls made to this number activates a *pop-up* on the agents screen allowing them to answer in your company name.

Notes are attached to the *pop-up* informing the agent on what to do with your call. They can either transfer the call to your mobile, or take a message and sms or email you the callers details.

We can even run a script asking the caller pertinent questions which are emailed to you.

The screenshot displays the Alcatel Goldmine software interface. A contact list on the left shows entries for 'Faxmark', 'David - H0me', 'David Welman', 'David Welman 2', 'David Welman test duplicate', 'Duplicate David', and 'G Hendriksz'. A pop-up window titled 'Alcatel Goldmine Popup' is open, showing call details: 'Caller Id: 8000', 'ID Found: 8000', and 'Company: Work With Me Call Centre'. The 'Notes' section contains the text: '*** DAVID (David Welman) *** August 30, 2010 at 12:49pm' and 'Transfer calls from 10am to 3pm, Monday. SMS details.' A red arrow points from the text 'Your company name appears' to the 'Company' field. Another red arrow points from the text 'Notes are made according to your instructions' to the 'Notes' section. The bottom of the pop-up window has buttons for 'View Client', 'Call Transferred', and 'Close'. The background shows a partial view of the main software interface with a date and time display at the bottom right showing '2010-08-30 1:10 PM'.

Answering Service

A message is sent to you.

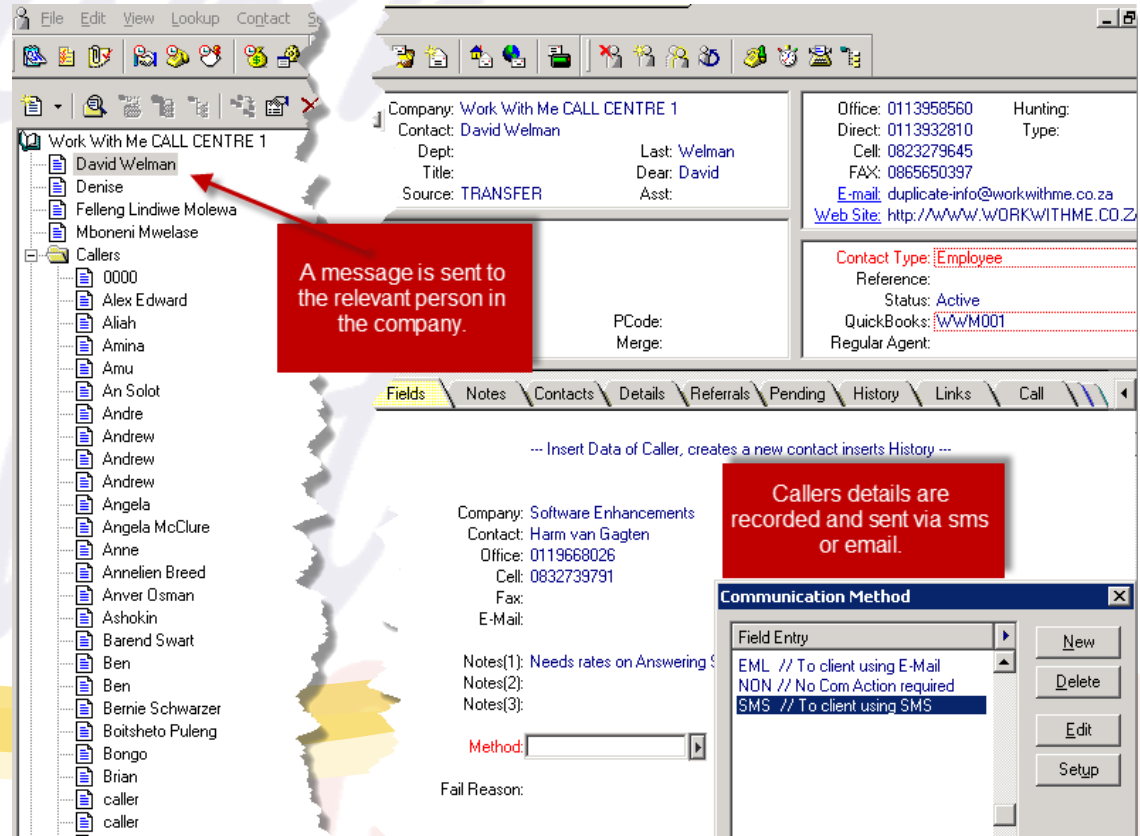
Your company details are accessed from the *pop-up*. The agent can then contact anybody in your company who is on the system. You may have a few departments such as:

sales, accounts, technical, admin, HR, etc.

If the call is not transferred, our agent will take a message which is sent to yourself or an employee via sms or email.

You will receive your message in a few seconds and the caller thinks they have just spoken with your receptionist!

If we transfer a call and you are unable to take it, we will notify the caller and take a message.



The screenshot displays a software interface for a contact center. On the left, a tree view shows a list of contacts under the heading 'Work With Me CALL CENTRE 1'. A red arrow points from a red text box to the 'David Welman' contact in this list.

The main area shows a detailed view for 'David Welman'. A red text box is overlaid on this view, stating: 'A message is sent to the relevant person in the company.' The contact details include:

- Company: Work With Me CALL CENTRE 1
- Contact: David Welman
- Dept: Last: Welman
- Title: Dear: David
- Source: TRANSFER Asst.
- Office: 0113958560
- Direct: 0113932810
- Cell: 0823279645
- FAX: 0865650397
- E-mail: duplicate-info@workwithme.co.za
- Web Site: http://www.WORKWITHME.CO.ZA
- Contact Type: Employee
- Reference:
- Status: Active
- QuickBooks: WwM001
- Regular Agent:

Below the contact details, there are tabs for 'Fields', 'Notes', 'Contacts', 'Details', 'Referrals', 'Pending', 'History', 'Links', and 'Call'. A message entry is visible under the 'Notes' tab: '--- Insert Data of Caller, creates a new contact inserts History ---'. A red text box is overlaid on this area, stating: 'Callers details are recorded and sent via sms or email.'

At the bottom, there is a 'Communication Method' dialog box with a list of options: 'EML // To client using E-Mail', 'NON // No Com Action required', and 'SMS // To client using SMS'. The 'SMS' option is currently selected.

Answering Service

Receive your messages.

You can receive your messages on your mobile, by email or both.

Our system can send the same message to multiple people in your organization. A message may be sent to a consultant and to management allowing for quality control and follow up.

You can alternate between accepting calls when you're available or having our agents take messages when you're busy at your discretion.



Please Call

david@workwithme.co.za

Sent: Tue 2010/08/31 04:15 PM

To: david@faxmark.co.za

Pls call Harm van Gagten , , Notes: Needs rates on Answering Service.

Need more info than just a name & number?

No problem!

We can design a script which launches when an agent takes your call. The script walks the agent through the info you require from a caller. This info is captured and emailed to you.

For example; in addition to name and contact number, you may need further info to assist your call back:

E-mail;

Postal address;

Marriage Status;

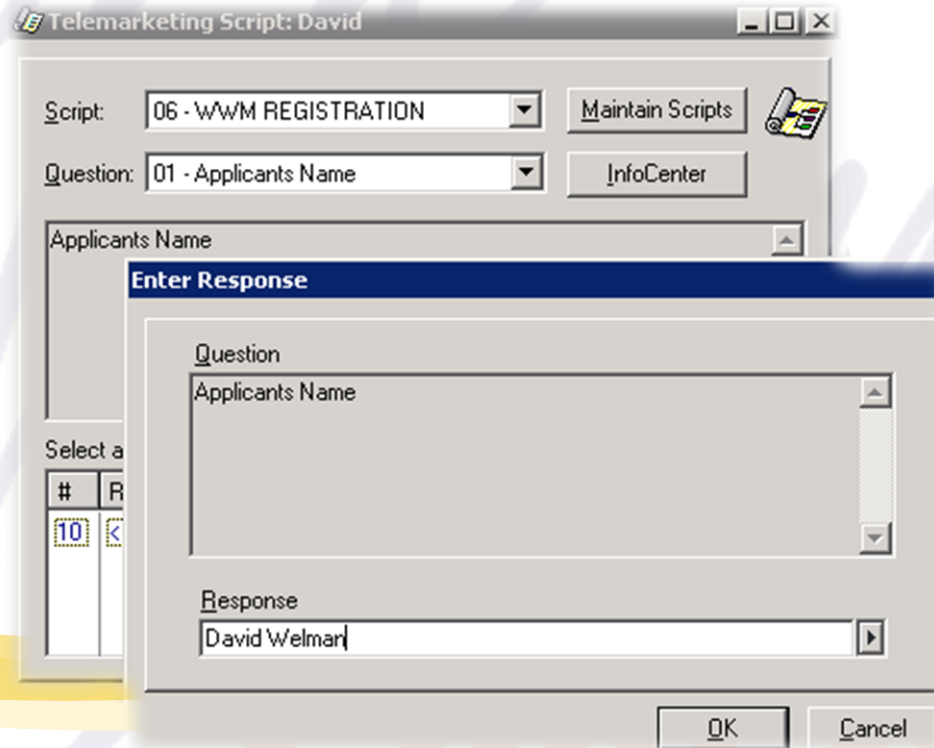
Work status;

ID Number;

Where they saw your ad;

Etc.

Answering Service



Telemarketing Script: David

Script: 06 - WWM REGISTRATION [Maintain Scripts]

Question: 01 - Applicants Name [InfoCenter]

Applicants Name

Enter Response

Question

Applicants Name

Response

David Welmar

OK Cancel

Answering Service

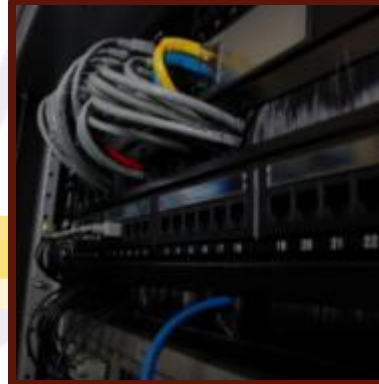
Equipment

Work With Me utilizes A PRI Telecommunication system and Microwave dish to feed 30 Channels of information into the PABX /server.

Incoming calls route via the server to an agents work station enabling them to answer your calls.

The system manages and routes multiple calls continuously, ensuring your calls are not met with an engaged tone.

The entire system is coupled to a huge battery back up system allowing the agents to work uninterrupted during electricity down times.



Answering Service

RATES

Various packages are available to accommodate your communication needs.

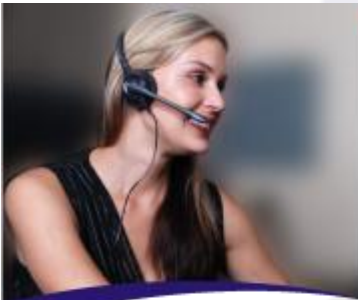
Monthly reports chart usage and any billing if your bundle is exceeded.

Migration between packages is encouraged to ensure you always get the best possible deal. You might feel comfortably starting off on Answer 100, then moving to the next package as your call load increases.

■ VALUE FOR MONEY		
PACKAGE	COST	INCOMING BUNDLE
ANSWER 100	R500 per month	INCLUDES - 100 calls answered
ANSWER 200	R850 per month	INCLUDES - 200 calls answered
ANSWER 400	R1450 per month	INCLUDES - 400 calls answered
ANSWER 1000	R2550 per month	INCLUDES - 1000 calls answered



CONTACT CENTER



A PROFESSIONAL TELEPHONE ANSWERING SERVICE CAN INCREASE YOUR COMPANY'S RESULTS

- ▶ Don't have a full time telephone operator?
- ▶ Calls not answered timeously and efficiently?
- ▶ Automated answering service losing you sales?
- ▶ Valuable business lost because calls are not diverted to the correct branches?

Our dedicated live agents will answer your business phones PROFESSIONALLY, TIMEOUSLY, EFFICIENTLY... EVERY TIME!

- ▶ Your calls are routed to our office.
- ▶ Our agents answer in your company name.
- ▶ Calls are either transferred, or you are notified of the call via sms.



Phone us today on
0861 TALK TO / 0861 82 55 86
or visit our website at
www.workwithme.co.za
E-mail: Info@workwithme.co.za

CONTACT

Contact us at **0861 82 55 86** or www.workwithme.co.za

Work With Me Contact Centre YOUR CALLS ANSWERED

DON'T LEAVE YOUR CUSTOMERS HANGING ON THE TELEPHONE OR FRUSTRATED BY ENGAGED TONES WHEN THEY CALL.

Work With Me Contact Centre is the perfect solution for growing businesses that are struggling to keep up with the volume of incoming phone calls they receive. It is a telephone answering service that provides you with a fixed-line number of your own and costs significantly less per month than hiring a full-time switchboard operator.

1 BE EVERYWHERE, ALL THE TIME
A growing business with a small team can't always depend on having someone in the office to answer the fixed-line. With Work With Me, you and your team can focus on sales, customer service and other activities that grow your business rather than on answering the telephone.

2 LOOK CREDIBLE TO YOUR CUSTOMERS AND BUSINESS PARTNERS
A professionally answered fixed-line number of your own helps to create credibility for your business. Customers believe that they're dealing with a professionally run business when the phone is politely answered in your business's name and they are efficiently transferred to your mobile phone or given the option to leave a message.

3 MINIMISE ADMIN STAFF COSTS
Rather than spending your limited budget on a monthly salary for a receptionist, you can focus your resources on growing your business.



■ FAX BROADCASTING WITH FAXMARK

Work With Me's affiliate company, Faxmark, offers a fax broadcasting service throughout South Africa. It can either send bulk faxes using its own extensive current database or your company's database.

AN EFFICIENT MARKETING SOLUTION

Outbound fax is the only medium capable of finding its way into every company, besides expensive direct mailers. The costs involved in direct mail shots are usually high – seven to 10 times more than those of a fax campaign. Faxing is also a faster way to reach potential clients.

A COMPLETE SERVICE

Faxmark will help you design your fax, then broadcast it to its database or the one that you supply.

ALIGNED WITH SOUTH AFRICAN MARKETING LAW

Faxmark belongs to the Direct Marketing Association of SA and abides by all laws relating to direct marketing.

■ VALUE FOR MONEY

PACKAGE	COST	INCLUDING BUNDLE
ANSWER 100	R200 per month	INCLUDES - 100 calls answered
ANSWER 200	R250 per month	INCLUDES - 200 calls answered
ANSWER 400	R450 per month	INCLUDES - 400 calls answered
ANSWER 1000	R2500 per month	INCLUDES - 1000 calls answered

Work With Me
Contact Center

Telephone
Answering
Service

All your calls ANSWERED.