

Flexi Virtual Assistant Service

Completely customised call handling

Your customers will speak to a trusted advisor who can answer their questions and leave them feeling valued.

Our Flexi Virtual Assistant Service offers you the opportunity to take a highly developed call answering script and customise with your features and data to create a call experience that is perfectly suited to your exact business requirements. This will provide our receptionists with all the information they need to handle your caller enquiries quickly, effectively and professionally.

The Service:

- A flexible virtual assistant solution that can be customised to meet your business requirements
- Our team is always ready, whatever the time day or night, to look after your customers and deliver outstanding levels of customer care and service.
- Our UK-based, professional and friendly team will handle all your calls
- Take advantage of up to 5 call handling routes of your choice, e.g. new sales enquiry, existing customer, account enquiry etc.
- We can ask up to 6 questions per call handling route, e.g. full name, address, email address, which product they would like to buy, where they saw you advertised, best telephone number to contact them on etc.
- Optional call forwarding capability, we'll patch your callers through to a requested individual or relevant department if they meet your set criteria
- Real-time reporting of call statistics, historical messages, instant script changes and much more via your own online client portal

Benefits to you and your business:

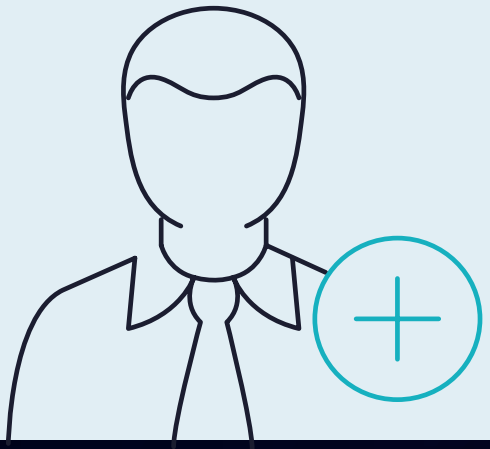
- Experienced team to handle your important customer calls
- Reduce costs through providing full reception without additional staff costs
- Know customer call details allowing you to prioritise call backs
- Satisfied customers through faster query resolution
- Greater flexibility for your business with multiple call package options

How Much Does Flexi Virtual Assistant Cost?

Designed with flexibility in mind, our Flexi Virtual Assistant Service is not only customisable with respect to usage, you also have fixed cost per options available to suit your business requirements:

- **All packages have the option of up to 5 call handling routes as standard, you can then choose:**
  - Package 1: Up to 4 Questions per call handling route – @ £1.40 per call
  - Package 2: Up to 5 Questions per call handling route – @ £1.50 per call
  - Package 3: Up to 6 Questions per call handling route – @ £1.60 per call
- £16.99 monthly subscription for all packages
- All messages delivered to your online client portal in real-time free of charge
- Message Delivery (optional) Email – £0.05p per message, SMS – £0.07p per receiving number
- No long-term contracts - 30 days' notice to cancel
- No set up fees

Our friendly sales team are available to discuss your call handling service today – let us know what you need and we'll take care of the rest!



0800 822 33 44 answer-4u.com webenquiry@answer-4u.com

answer4u™

Flexi Virtual Assistant Call Bundles

With Answer4u's Flexi Virtual Assistant calls are even cheaper with our ever popular call bundles. All messages delivered via SMS / Email are completely FREE and you'll have the peace of mind of knowing exactly what you'll pay each month for your anticipated call volumes. As an added bonus, we'll also give you the flexibility to vary your bundle once per billing cycle to make sure your service always remains cost effective.

Package 1 Bundle

5 call handling routes with up to 4 questions per route

Call Bundle	Included calls per month	Monthly charge	Email / SMS Message Delivery	Saving up to*	Excess Calls (Outside of Bundle)
Flexi4-25	25	£47.50	FREE	£7.49	£2.00
Flexi4-50	50	£85.00	FREE	£7.99	£1.80
Flexi4-75	75	£120.00	FREE	£10.99	£1.70
Flexi4-100	100	£155.00	FREE	£13.99	£1.65
Flexi4-200	200	£280.00	FREE	£40.99	£1.40

Package 2 Bundle

5 call handling routes with up to 5 questions per route

Call Bundle	Included calls per month	Monthly charge	Email / SMS Message Delivery	Saving up to*	Excess Calls (Outside of Bundle)
Flexi5-25	25	£50.00	FREE	£7.49	£2.10
Flexi5-50	50	£90.00	FREE	£7.99	£1.90
Flexi5-75	75	£127.50	FREE	£10.99	£1.80
Flexi5-100	100	£165.00	FREE	£13.99	£1.75
Flexi5-200	200	£300.00	FREE	£40.99	£1.50

Package 3 Bundle

5 call handling routes with up to 6 questions per route

Call Bundle	Included calls per month	Monthly charge	Email / SMS Message Delivery	Saving up to*	Excess Calls (Outside of Bundle)
Flexi6-25	25	£52.50	FREE	£7.49	£2.20
Flexi6-50	50	£95.00	FREE	£7.99	£2.00
Flexi6-75	75	£135.00	FREE	£10.99	£1.90
Flexi6-100	100	£175.00	FREE	£13.99	£1.85
Flexi6-200	200	£320.00	FREE	£40.99	£1.60

*Based on equivalent number of calls answered if not signed up for a bundle and receiving a text and email message alert