



INFO PACK

**EVERYTHING YOU NEED TO KNOW ABOUT OUR
AWARD-WINNING CALL ANSWERING SERVICE**



Hi, It's Delyth Jones from AnswerMyPhone.biz

We started life as an outbound calling company making sales appointments.

We were staggered by the sheer number of businesses that just didn't answer their calls. It was crazy!

Even when you left a message you wouldn't get a call back!

Did you know that 7/10 people won't leave a message when greeted with an answerphone?

How can they afford not to pick-up their phones?!

From a customer service perspective this is a big no-no, and what's worse, if you're trying to take your business to the next level – this is completely unacceptable. If you're a forward-thinking business owner and you're serious about growing your business, missing calls is not the way forward!

You're working SO hard trying to generate leads for your business by spending time & money on Facebook leads, emailing your list, updating your website & ringing your prospects.

BUT guess what?! You are WASTING all your time & money if you're not answering your calls!

BUT there is a better way! There is a cost-effective solution!

At AnswerMyPhone, **we provide an award-winning, expert Telephone Answering Service** to businesses across the UK, so they never miss a call again & their customers get an outstanding customer service experience, every time.

In this Info Pack you'll find out why we're the UK's most-loved Call Answering Service & what we do for our clients day in, day out.

If you'd like to talk to us about trying our 2 Week FREE Call Answering Trial for your business, give us a quick ring on **02920 695999** or email me on **delyth@answermyphone.biz**

Delyth



delyth@answermyphone.biz



answermyphone.biz



answermyphone.biz



HOW DOES THE SET UP PROCESS WORK?

(IT'S REALLY EASY!)

#1

WE GET TO KNOW YOU

We start with a quick chat, to get to know a bit more about you & your business, & how our award-winning Telephone Answering Service can help you going forward!



QUICK & EASY SET-UP

Once we have all the information we need from you, we can then send you your unique divert number! You can choose to divert all your calls, divert if busy or divert after 3 rings. We'll help you find the right option!

#2

#3

WELCOME CALL

We'll give you a quick call before we answer your calls - so we get a better understanding of your business, (things like your products, services, FAQ's), so we can give your callers the best customer service experience possible!



WE ANSWER YOUR CALLS!

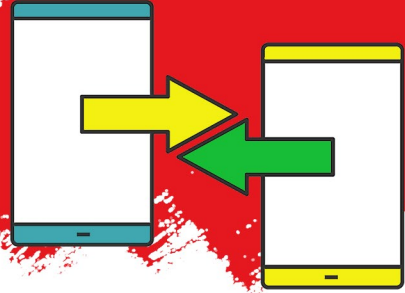
We then start answering your calls using your chosen greeting, sounding exactly like one of your in-house members of staff!
It really is that easy!

#4

HERE'S HOW WE CAN HELP YOU



WE ANSWER YOUR CALLS
(So you never miss them again!)



WE CAN TRANSFER YOUR CALLS
(When they're really important,
to whoever you want!)



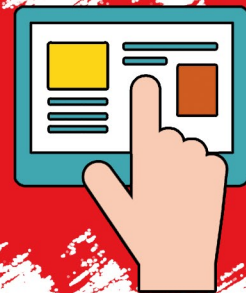
**WE SEND MESSAGES TO
YOU BY EMAIL OR TEXT**
(So you can read them when you're on the go!)



**WE ANSWER YOUR CALLS
BETWEEN 8.30AM-6PM**
(Monday - Friday)



**WE FOLLOW-UP YOUR WEBSITE
& FACEBOOK LEADS**
(So you'll never miss a sales opportunity!)



**WE SEND YOU DETAILED
REPORTS OF YOUR CALLS**
(Daily, weekly or monthly, whenever
you need them!)

GOT QUESTIONS?

WE HAVE ANSWERS!

Q: DO YOU HAVE TO SIGN A LONG-TERM CONTRACT?

NO! There's NO strings & NO Contract, just a rolling 30 days!

Q: IS IT EASY TO SET-UP?

YES! It's really simple & we'll guide you every step of the way!

Q: HOW DO YOU DIVERT MY CALLS?

It so easy! You decide how you want to divert your calls, there are a number of options & we'll help you find the right one.

Q: WILL MY CUSTOMERS KNOW I'M USING A CALL ANSWERING SERVICE?

NO! We answer your calls in your business name, just like your team!
Your callers never know the difference!

Q: ARE YOUR VIRTUAL ASSISTANTS OFFICE BASED?

YES! Our friendly team are based in Cardiff, South Wales

Q: CAN YOU ACCESS HOW MANY CALLS YOU'VE TAKEN?

YES! When a call comes in, you receive a message instantly by email or text.
We can send you weekly or monthly reports, whatever you prefer!

Q: HOW DO I GET STARTED?

Just give us a call on [02920 695 999](tel:02920695999) or email delyth@answermyphone.biz
to get the ball rolling!

Q: DO YOU OFFER A FREE TRIAL?

YES! You can try our Award-Winning Telephone Answering Service
FREE For 2 Weeks with no contract & no cost!

Q: HOW LONG DO YOUR CUSTOMERS STAY WITH YOU?

Our average retention is 5 years & we still have our first 2 customers
who've been with us ever since we started back in 2005!

**MORE QUESTIONS?! WHY NOT BOOK A CALL WITH ME SO I CAN FILL
YOU IN ON THE DETAILS... WWW.CALENDLY.COM/AMPCALL**

WHY NOT TRY OUR 2 WEEK FREE TRIAL?

FIND OUT WHY WE'RE THE UK'S MOST-LOVED
TELEPHONE ANSWERING SERVICE

**NO STRINGS.
NO CONTRACT.
NO BILLING DETAILS.**

A FREE 100% UNLIMITED TRIAL OF OUR CALL
ANSWERING SERVICE.

WE ANSWER YOUR CALLS WITH YOUR BUSINESS
NAME (EXACTLY LIKE YOU WOULD!)

YOUR CALLERS NEVER KNOW IT'S NOT YOUR
IN-HOUSE TEAM THEY'RE SPEAKING WITH.

YOUR CALLERS GET AN OUTSTANDING CUSTOMER
SERVICE EXPERIENCE - EVERY TIME.

YOU GET ACCURATE MESSAGES IMMEDIATELY
BY EMAIL OR TEXT.

LEARN MORE HERE:
answermyphone.biz/2-week-free-trial

**CALL US ON
02920 695999**



ANTHONY CROWDIE **WEST WALES SYSYEMS**

AnswerMyPhone.biz take 90% of our calls, which means we can spend our time doing other things for our customers. **We took a 2 Week FREE Trial & within the first few days, AMP secured one of our biggest clients to date**, just because the phone was answered properly the first time, which is a huge difference!

If we didn't have AnswerMyPhone.biz in place, there's no doubt in my mind that we wouldn't have won that customer within the first 2 weeks. **I would recommend AnswerMyPhone.biz to absolutely anybody, even if you think your business is currently handling phone calls properly - you'd be surprised how many you miss, and I was really surprised at how many calls we were missing. 100% recommend!**

WHAT OUR CLIENTS SAY...



NICK TATHAM
ONLINE AGENT

"Absoulutely brilliant - transformed my business! Literally been able to grow by 50% since the AMP have taken the calls off me, but still allow that personal touch as they can patch any call through at any time!"

GARETH MORGAN
LIBERTY MARKETING

"We've been using AnswerMyPhone.biz for years at Liberty & have no plans to stop now. A good, reliable service from a very friendly bunch. We've also passed their details on to a number of our clients who also feel the same way!"



NIK BHAYANI
SONIK ELECTRICAL

"AnswerMyPhone allow me to carry on with my work without being distracted by the phone every 5 minutes...it's a no-brainer because it frees up so much of my time! They've stopped me throwing my phone at the wall a few times, highly recommend!"

CRAIG & GWEN HILL
LANDSCAPES 4 LEARNING

"We've secured orders worth £20k & £5K just because they answered one of our calls! We knew we would've missed that call because we weren't in our office or the workshop. Can't thank AMP enough for what they do for our business, we couldn't do it without them! They have made us thousands in sales from leads which has enabled us to hire 6 new members of staff!"



**NEED MORE
PERSUADING?!**

Check out all of our 5-star rated Google Reviews here: <http://bit.ly/AnswerMyPhone-Reviews>

WE'RE MUCH MORE THAN JUST "CALL-ANSWERING"

We're NOT a faceless call centre - we're a team of highly trained customer service & sales professionals who specialise in providing an award-winning customer experience to your callers! We don't just take your calls & relay messages (although we do that brilliantly too) - but we provide real human connections for your customers.

We really take the time to get to know the ins & the outs of your business & we go the extra mile to become an effective part of your team. It's completely seamless! - your callers will never know that we're NOT sitting in your office!

To say we "handle calls" for our customers goes nowhere near to explaining how important our services have become to our customer's daily routine. With our add-on services, we can follow-up your leads, book appointments, manage your diaries, drive referrals, upsell & cross-sell for you too!



DAVID DARKIN DARKIN ARCHITECTS

"Fantastic service & excellent value for money. I have used their services for many years & regularly recommend them to other businesses. **They pick up any calls we can't answer & we manage to do so much more work just because they're answering our calls!**"

DO YOU WANT TO...

+

Never miss another call again?

+

Provide excellent customer service for your callers?

+

Enjoy more time to grow your business?

+

Never be distracted by your phone again?

Interested in our award-winning service? Serious about growing your business? -

I'd love to chat with you! **Call me today on 02920 695999**

or email delyth@answermyphone.biz



LEARN MORE ABOUT OUR FREE 2 WEEK TRIAL

www.answermyphone.biz/2-week-free-trial