

Virtual PA Plus

Email and customer response management

What we can offer

Virtual PA Plus can help you manage customer enquiries and contact efficiently and effectively. This is the ideal solution as your business grows, and is suitable for all types of business, especially online and e-businesses.

First we learn your business and prepare a series of standard responses and actions depending on customer type and enquiry.

We monitor your email and telephone messages, handling where we can and alerting you to exceptions.

Pricing

As part of our ten or twenty hour a month package, this service is charged at a low hourly rate with unused time rolled-over. There are no extra charges as we use a VOIP telephone system and so even overseas calls are only a few pence.

Options

We can take payments and schedule bookings using a variety of payment methods.

Management and communication with freelance staff or employees.

Key features and benefits

- Deliver consistent high quality customer service – 24/7
- Cope with peaks and troughs of activity effortlessly
- Save time and shorten your working day
- Appointments and diary call backs can be scheduled and done by us.
- Outbound messages sent from your email address.
- Weekly activity summary.
- Low-cost – pay only for the time you use.



Work smarter – not harder

