

About

Our Virtual Reception service is a bespoke professional service designed to handle more than just basic phone answering and message taking.

Trained Australian operators answer in your business name and sort out simple requests over the phone, based on information you provide us. This can include answering questions, booking appointments, and providing basic quotes. Outbound calling is also available if you would like to have the operator follow up leads, chase debtors, remind customers of appointments or check on customer satisfaction (as examples).

A virtual receptionist offers benefits similar to hiring an in-house receptionist, while enjoying the flexibility of remote support. It's a great and cost-effective alternative to full-time front desk staff. You pay for the time spent actioning the call, not the 'waiting around'.

Make a great impression with your callers while ensuring calls don't go unanswered.

Fees

Our Virtual Reception fees fall under two types: Setup and Usage.

Setup covers the system set up, preparation and training involved in making sure phone operators can answer according to your specifications. There is a one-off Set Up fee when you start your service. Additional fees may apply when you modify your call handling script or procedures.

Usage fees include a monthly Line Rental fee for your exclusive phone number and voicemail account, and either 'per call' or time-based usage fees.

1) Pay Per Call

Billed at the end of the month. You will be charged for the number of calls received (or made) on your behalf during that calendar month.

2) Prepaid Hours

Billed at the beginning of the service contract. The time taken to receive the call and complete the related tasks will be deducted from the pre-paid hours. There is no minimum time per call.

You have 60 days to use the prepaid hours from invoice date, which do not roll-over and are non-refundable. If additional hours are required, simply purchase another block of hours. These hours can also be used for other services offered by us.

Taxes

All prices quoted exclude GST.

Minimum Term

This service has a minimum term of 30 days.

Cancellations

We require 14 days advance written notice to cancel this service.

Inclusion

We allocate a unique phone number for each client which can be used to forward your existing landline or mobile calls. This is an internal system number & remains the property of Organised Empires. A dedicated voicemail is also provided for times outside our operating hours.

Requirements

To receive SMS and email notifications you will need an active mobile number and email address.

Scripts will be developed in conjunction with you, based on your Standard Operating Procedures (SOPs). If SOPs do not exist, additional fees may be charged based on the time taken to develop them on your behalf.

Item	Fee
Set Up Fee (one-off)	\$100
Line Rental (per month)	\$60

Usage Options	Fee	Savings*
Pay per call	\$4.50 per call	-
Prepay 5 hours	\$375	-
Prepay 10 hours	\$650	\$100
Prepay 20 hours	\$1,250	\$250
Prepay 30 hours	\$1,800	\$450
Prepay 40 hours	\$2,400	\$600

Custom packages are available on request.
 *Savings based on 'Prepay 5 hours' rate.

Reporting

Weekly reports will be provided so that you are aware of the work being conducted on your behalf. If you have Prepaid hours, you will be given notice of when you need to 'top up' so we can continue providing services to you.

Contact Us

For more information or a discussion about your business, your goals and how we can best support you, please contact:

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