

Telephone Receptionist

First impressions really do count



4 Key Benefits

- Service can be full-time, Part time, or in Overflow mode
- Far cheaper versus in house
- Cover during your busy periods/spike in calls
- No more last-minute sick days – leaving you exposed

We respect the trust you place with us to represent you. Our reputation for quality & reliability is endorsed by our long term customer relationships & our accreditations. You can really tell a business by the companies it keeps.

Your customer calls can be seamlessly transferred to our Live Agent Receptionist Service. Callers are unaware of the transfer and hold the impression that they are through to your own office.

All the relevant information about your business is screen popped for our agents who can effectively deal with your caller's request. Whether you have one staff member or a thousand, callers will be warm transferred to the right person, the right place and the right device. Integrated SMS text and email allow us to record calls and copy you on the details.

Seamless Transfer of calls will mean your customers still ring your Telephone number and will be greeted with your company name.

- Our Agents know who the call is for before they answer.
- Fully experienced team of Telephone Receptionists with all the tools and information they need to be effective.

How it works

There is no need to change your advertised telephone numbers.

Waynua will assign you a unique telephone number to receive your calls. This telephone number is attached to your designed call answering agent script and allows us to greet your callers with your company name. **Simply route your numbers to us to answer your calls.**

Before your service going live, we will design a tailored call script that would have your Staff Listing Directory Integrated and all the faqs and process you would like us to follow. Acting as how you would expect your in-house receptionist, we will patch calls through by announced transfer and or take callers details, which can be sent to your staff via **SMS, Text, or Email.**

Key Features

Flexible

Service can be used Part Time, Full Time or in Overflow Mode.

No Sick Days to Worry about

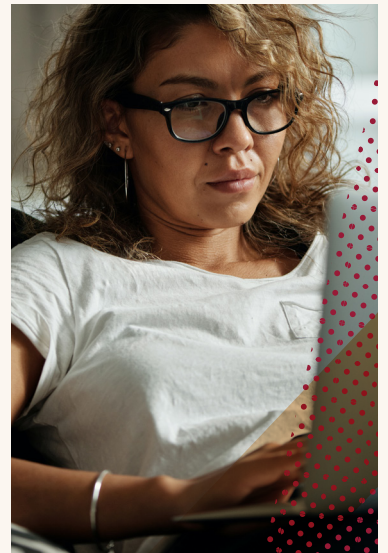
We have a team of Professional Telephone Receptionists.

Email & SMS Text Integration

All calls, successfully patched through or not, the details can be sent via Email & SMS Text.

Scale

Ready to assist you with Scheduled or Unscheduled Call volumes.



Telephone Receptionist Service is part of our Live Agent Services and can also be integrated with our Web Chat and Email Management Services.

Web Chat

Waynua Web Chat and Chat Bots – Advanced, Automated Responses to advise and guide your customers.

Email Management

We can manage all your inbound and outbound emails and web forms in a flexible, intuitive way.

