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Answering Service



**Telephone answering,
customer service support
and diary management**



Press Group
Reducing your business costs

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Answering Service

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If you or your staff are busy, on holidays, finished for the day or simply don't want to miss any calls then here at Press Group we can ensure you don't miss that vital business call which will be answered and handled professionally.

Your own company receptionist call hander

When a caller comes through to your business which cannot be answered by a member of your team, Press Group will answer in your business name and we can either transfer the caller to the correct person or department within your business or take a message and send it to your office immediately via email, or to a voice mail. Due to our telecommunications experience we are able to integrate with your existing phone systems giving the impression that the receiver/ receptionist are working within your business premises

Customer service

Keeping customers can be as challenging but losing them is easier than gaining them. Our excellent customer services team will help your business to ensure that customer service is your business promise. Once a new client has been converted then its every business expectations to grow the customer base therefore here at Press Group we are able to communicate with your existing clients to ensure that the business relationship your business has won stays strong and you are able to move onto the next business prospect

Diary Management and Booking

Being busy is the key to every business but being busy in the right way. Managing appointments and a diary can be time-consuming; Therefore Press Group can help and take this away for your business to concentrate on winning new business. Reduce the time and hassle of scheduling appointments by integrating your diary with our in-house system.

Outbound calling

Your business may have already spoken directly with Press Group and not realised it? That's because we call as your business to either your customer base or hunting for new business. Press Group have a strict In-house recruitment programme, on-going training and continuous call monitoring, your business will have the reassurance that your calls are being answered as well as calling to your market place to the best and highest standard.

Learn more...

If you would like to learn more on how we could help your business, please contact us on 0330 400 5452 or email hello@pressgroup.co.uk



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