

www.SecretariesbyPhone.com

Answering Services & Secretaries by Phone in Spanish and English

Welcome to SecretariesbyPhone.com.
We need to know a little about your business!

How would you like us to answer calls coming into your line?

Suggested response

Thank you for calling (your company name). This is (operator name). How may I assist you today? Yes, this response is fine.

Modify response here (If you prefer us to answer in Spanish, just indicate that here.)

Answering Service Only Accounts & Secretarial Service Accounts

Do you want us to always try to connect the caller to your cell phone if you are available?
 Yes No Sometimes (list)

If your cell phone number is not answered, we will automatically send a text email to your email account. Please indicate what email address to use.

Unless you have selected an extended 24/7 live service account, after hours calls are answered by our system and a voice mail message is captured. This voice mail message is immediately sent to your email account which includes the actual sound file of the message. There is no extra charge for this service! Please indicate which email address we should use for this if different from above.

We can complete intake processes including **immigration, attorney or medical intake forms, initial question and answer forms, sales responses** and a host of other forms. You will need to provide us with a copy of these forms. If you can provide these electronically, it would be beneficial otherwise we can convert your forms into an electronic on-line response format. This conversion process may involve extra programming fees if the form is more than 1 page or takes more than 1 hour to program. Programming charges are \$50 per hour and will not be charged unless we receive prior approval.

Please let us know if you will need our operators to utilize such forms so we can be in touch with you about this process.

Will our operators complete programmed forms during some calls? Yes No

Secretarial Service Accounts

If you have a secretarial service account, you automatically receive all of the above services, but of course, you also are assigned 2 personal secretaries and have many more services available to you.

When we receive a call on your account, we prefer to have an answering service operator initially screen the call and then transfer to your secretary when requested or if secretarial services are required. This process allows a much faster response time for your clients and also creates the

impression of a larger office staff for your business. This also saves you minutes over-all and keeps your secretaries free to handle more important secretarial tasks.

Please indicate here if you **do not want us to use this procedure**. A check mark means that you want only your secretary to speak with your clients even if the client needs to hold for the secretary. Please remember that with a secretarial account, your clients (and you) will always be able to ask for one or both of your secretaries.

Please indicate here any instructions you might feel is necessary for us to properly handle your account. Remember that our secretaries are bi-lingual and can provide translation services and interpretation services right over the phone. We can also conference calls between you and a Spanish speaking client and interpret for both of you! We can do a lot for you so use your business imagination on the following instructions.

New World Language Services, Inc. also provides interpreters and translators for over 200 languages and as an account holder, you will have access to these services at a reduced rate. Since Spanish translation & interpretation services during regular business hours are already included in your account, you can access these at any time at no additional charge. If you need an interpreter in any other language such as German, French, Italian, Russian, Chinese, Thai, Punjabi, Japanese, Arabic, Farsi, Hebrew, Armenian, Laotian, Hindi, Vietnamese, Tagalog or any other language, we can provide these services for you. The cost is \$1.55 per minute during regular business hours. After regular business hours you can access a Spanish interpreter by phone for \$1.35 per minute and other languages at \$2.75 per minute during non-business hours. There are no set-up fees but you will need a special access number for these language services after hours. Once we have assigned your access number we will provide you with a special language hotline phone number which allows you to access interpreters in over 200 languages 24 hours a day, 7 days a week anywhere in the world! Having this service opens up your business opportunities to anyone in any language! You can even use it for personal reasons like speaking with a hotel reservation clerk in another country!

Would you like us to assign you with a foreign language access number? There is no extra charge for assigning this access number and you can use it any time you need.

Yes! Please assign me an interpreter access number. I realize that there is no extra charge for this access number and I have no obligation to use this service but I believe it may be a valuable service.

We will be in contact with you for additional training and processing. Unless otherwise indicated, there is no charge for training, processing or initiation of services and minutes are not utilized for these purposes unless training takes a total of more than 2 hours.

Business Name

Printed Name

When would you like us to contact you for training?

Date and time to contact you