

Overview:

Our Call Response Service, offering 24/7/365 telephone answering and call handling, is perfect for businesses which have a requirement for their customers to contact them out of hours, but don't necessarily have the resource to answer those calls themselves.

Explained

Our operators will answer your calls in your company name, manage and allocate your calls, transferring them through to the right person in your organisation, as required.

There are two levels of service available, Standard and Premium, but we can work with each customer to tailor the packages depending on their particular requirements.

Target Market

Any business where there is a requirement to take out of hours calls.

Features

Standard Call Response Service

- Calls answered 24/7/365, by Manx Telecom Call Centre, with personalised greeting
- Call details passed to one call out number, with one fall back number in the event of no reply to first choice
- No priority – calls queued with normal MT operator traffic.

Premium Call Response Service

- Calls answered 24/7/365, by Manx Telecom Call Centre, with personalised greeting
- Priority queuing – calls take priority over normal Manx Telecom operator traffic with the exception of 999 calls and Manx Telecom fault calls
- Details passed to one call out number, with mutually agreed escalation path of up to four alternative numbers in the event of an issue
- Management statistics supplied on a monthly basis, showing number of calls, time taken to answer and abandoned calls
- Service Level Agreements offered.

Average time to answer target **30 seconds**
% total calls answered **95%**
% total calls within 30 seconds **75%**

Business Benefits

- Calls taken 24/7/365
- Calls answered in the company's name
- Calls vetted and passed to the correct contact each time
- Can be cheaper than employing additional staff
- Allows for a structured escalation process
- Enhanced customer service.

Why Manx Telecom

Manx Telecom is the Isle of Man's largest telecommunications and Internet provider, offering the full range of fixed line, mobile and data services to consumers and businesses.

Manx Telecom has developed a portfolio of services which provide businesses with the tools necessary to increase productivity, reduce costs, and win and retain customers.

summary

Feature	Description	Explanation
Pricing	See below	
Support	Tel: 624 624 Email: servicecentre@manx-telecom.com	Faults in the service can be reported 24x7x365
Service - Standard	Connection	Monthly rental
Up to 20 calls pcm	£500.00	£140.00
More than 20 but less than 75 calls pcm	£500.00	£230.00
More than 75 but less than 250 calls pcm	£500.00	£500.00
More than 250 calls pcm	POA	POA
Service - Premium	Connection	Monthly rental
Up to 20 calls pcm	£500.00	£190.00
More than 20 but less than 75 calls pcm	£500.00	£280.00
More than 75 but less than 250 calls pcm	£500.00	£570.00
More than 250 calls pcm	POA	POA

Contact: Tel: 624 624; Email: sales@manx-telecom.com
For expert advice or information give us a call or email.

manx telecom

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