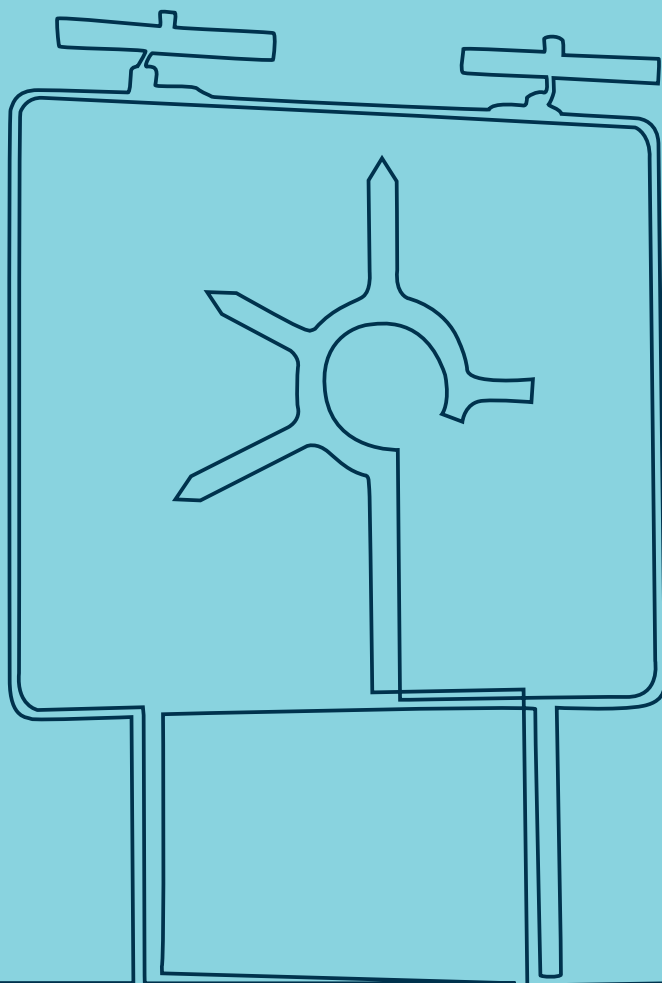


**Virtual receptionist** allows your business to make a great first impression with every call



t+tem

dedicated to  
inbound

# Virtual receptionist

Customers today expect rapid and efficient service when dealing with organisations on the phone. However, when their call is delayed or misdirected they become quickly frustrated and disillusioned which is bad for business.

**Totem's Virtual Receptionist solution is specifically designed for small and medium sized businesses enabling your company to appear as professional as your larger competitors, because first impressions count.**

## So how does Virtual Receptionist work for you?

When a caller rings they hear a welcome or promotional message recorded by a professional broadcaster. A menu of three or four options follow with the caller asked to choose the appropriate department via their telephone keypad.

The best way to illustrate how Virtual Receptionist works is to use an example:

*"Thank you for calling Totem. Using your telephone keypad please select one of the following 4 options. Please dial 1 for sales, 2 for accounts, 3 for customer services and 4 for general enquiries."*

Our service acts like your own receptionist, directing calls to other numbers either within or outside the company, which operate like extensions.

Virtual Receptionist will not affect any of your existing telephone numbers, or any current settings you may have with existing phone equipment.

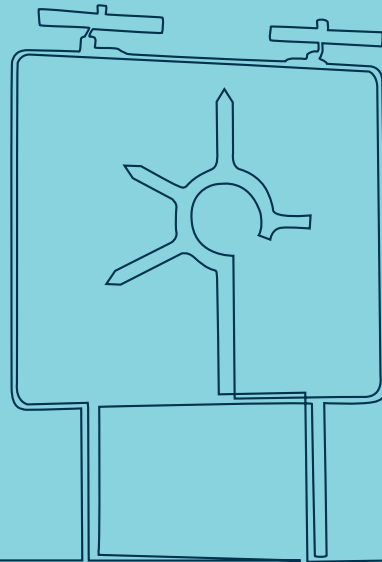
The service is also easy to set up. We supply your main number (the one you advertise); record your message and direct your calls to the numbers of your choice.

We will work with you as an integral part of your team to design and implement the best virtual receptionist solution for your business.

## The benefits

But what benefits can Virtual Receptionist expect to bring to your business?

- > Each potential customer is given a professional introduction to your company
- > Calls are routed immediately without the need for a telephonist
- > The service is easy to set up
- > No extra equipment is required
- > A professionally recorded message and menu is designed for your business
- > A facility is available to play a short advert to each caller
- > No need to change your existing telecoms provider
- > Choice of Totem Access Numbers
  - 0800 Freephone
  - 0845 local rate
  - 0870 national rate
  - 0871 special rate
  - 070 personal numbers
- > Small one off set up charge
- > Low monthly line rental (minimum 12 month contract)



## How Virtual Receptionist works

Caller rings your dedicated number (as used in your advertising)

Caller hears recorded greeting & options.  
Selects department/individual to be connected to,  
by pressing the appropriate number on phone

option 1

option 2

option 3

option 4

Caller is put through to desired number (department/individual)

### Why not try some of the example menus below and hear Virtual Receptionist for yourself

- > Computer and Software Supplier  
Dial 0870 011 9001
- > Waste Skip Supplier  
Dial 0707 011 9001
- > Mobile Telephone Supplier  
Dial 0706 970 9001
- > Insurance Broker  
Dial 0800 019 9001
- > Car Dealer  
Dial 0845 130 9001
- > Builders Merchant  
Dial 0808 180 9001

For more information on how we can  
help you, please visit us at:  
[www.totemcomms.com](http://www.totemcomms.com)

Or call our customer services line on:  
**08000 199 199**

**Totem Communications Limited**  
Trident One, Styal Road, Manchester, M22 5XB  
Tel: 08000 190 190 Fax: 08000 190 195