



Business Issue: Provide a service for clients to reach their virtual personal assistants

Client: Tailored Time

Service: Call Divert, Operator transfer, Answer phone

## Tailored Time

Tailored Time provide innovative workforce solutions to companies of all sizes to meet the challenges of today's hectic business environment. Services include Virtual PA services including, professional call handling, diary management services, audio typing and PA Administration.

Tailored Time also had to deal with questions such as:

- Should they invest thousands in new PBX hardware?
- How can they quickly and easily setup new clients?
- How can they quickly and easily set up new business support teams working from multiple locations?
- Account for each of their clients separately and provide real time call and P&L data?

In the "old" way of setting up new business support teams, VA's and new clients, Tailored time would need to install a new BT line for each new client so they could distinguish between different client's calls, or to purchase a new PBX Call centre system costing many thousands of pounds.

Even if they did commit to a new PBX system and the associated long term running costs they would have to guess how many telephone circuits/lines were needed. In addition, the PBX system did not lend itself to easily connect VA's working from home.

Using Callagenix hosted Call and Group divert services, allowed Tailored time to easily add new clients by assigning a Callagenix service to each new client. New clients could then divert their existing number to the service, or set up a new one if needed.

The call is then routed to the appropriate VA, or group of VA's, wherever they are located. Before the call is accepted by the VA, the service plays a short message to indicate the call is for client A, or client B etc... The caller does not hear this message, only a ring tone, or on hold music. Once the VA has taken the call, they also have the option of transferring the call to any telephone number they wish.

When the call is ended, Tailored Time have access on line, or by email to a detailed call record including the date, time, duration and cost allowing them to bill their client.

Additional services may include "call recording" for specific clients, audio typing or just for quality purposes and IP telephony Voip to help reduce call costs.

Sarah Green, Managing Director, Tailored Time said...

*"...Callagenix provides an excellent scalable service which allows us to achieve this without having to heavily invest in call answering software which has to be located at our offices in London. Our clients are very happy with the service that we provide and we can deliver this within budget which is key to a growing business..."*

