

ClickWorkForce

BUREAU SERVICE



ABOUT US



ClickWorkForce is a global provider focused on the delivery of business solutions integrated with the latest technologies. We bring together data and technology to enable our clients to attain their strategic business goals and gain competitive advantage.

In an ever changing business world, businesses face many obstacles and challenges. At ClickWorkForce we help to address these situations by providing unparalleled services in management consulting, latest technology, planning and operations by delivering best in class customer experience while at the same time valuing the privacy of clients data.

ClickWorkForce provides a whole gambit of back office professional services for various industries such as Retail, Telecoms, Finance, Utilities, Healthcare and Travel. With our experienced leadership team, fully trained and motivated staff we are able to deliver the objectives set out by our clients efficiently and on time.



WHY US

All-In-One Answering Service Connects You with Customers locally, nationally or even globally. Standout customer service will set yourself apart from every other business and position you as the go-to brand in your space.

Our answering service is a unique and friendly way to help your customers answer questions, get the most out of your business, and connect with your brand.

But that's not all! Because customers are everywhere in the digital sphere, not just on the phone, we include the management of many different communication mediums. So we also provide a web chat, social media, and global front desk management services dependent on your needs!

GDPR COMPLIANCE DETAILS

ClickWorkForce is a registered company in the United Kingdom and is also registered with Information Commissioners Office (ICO). At ClickWorkForce we take compliance very seriously and all necessary investments required to protect your and your customers data have been

COMPANY

REGISTRATION NUMBER : **10877298**

ICO

REGISTRATION NUMBER : **ZA446677**

HOW WOULD WE HELP YOUR BUSINESS ?



SERVICES

- Bureau is All in One Answering Business Service.
- We offer 24/7 Answering, Chat, Email, And Social Media Support.
- Unlimited service (calls, chat, email, social media, and more).
- Excellent & Professionally managed customer service & support making you a better brand.
- Ours shall be a cost effective solution, giving you more value at the best price.
- Service Innovation is applied as a standard measure across any package you choose.
- A highly engaged and experienced management team to look after your business account.

WHAT SHOULD YOU EXPECT BY TAKING OUR SERVICES ?



24/7 ANSWERING, CHAT, EMAIL, AND SOCIAL MEDIA SUPPORT

ClickWorkForce provides Back Office Management Services to help companies reduce operational costs while enabling them to increase efficiencies. With our Back Office outsourcing solutions, businesses can automate their operations as well as electronically manage and route their documents as well.

FRIENDLY, HELPFUL AGENTS

Your customers will connect with our lovely agents who are educated and experienced professionals who will be trained specifically on your business needs to fully support you in managing your Customer expectations.

PRICING

It's usually cost-prohibitive for a small or medium business to have its own in-house call, chat, social media, and management assistance team. On top of salary, you would also have to pay employee tax, pensions, insurance, equipment, office space and more. The problem persists when outsourcing agencies charge a base fee plus a per-minute rate if you exceed the base package.

BRIEF SUMMARY & ANALYSIS

Feature	In-House	UK Based Bureau Service	Your Partner - ClickWorkForce
Overall Cost Per Month	£ 1200 - £ 1500	£ 600 - £ 800	£ 299 (Fixed & All Inclusive) * Starting Package
Setup Charges	In case you are hiring a Receptionist/PA, It requires you to invest your time, money and resources for the initial Set-up	Ranges between £ 300 - £ 400 upfront cost (Non - Refundable)	Our setup fees is £ 250 but we are giving your business 100% wavers to this charges. No strings attached.
Account Management Fees	NA	Ranges between £ 250 - £ 400 per month irrespective of call volume	No Separate Account Management Charges.
Consistent / Fixed Billing	NA	Ranges between £ 200 - £ 400. Usually Bureau services charge per minute basis and charges per minute ranges £0.75 to £0.95 per minute	All inclusive FIXED Monthly charges.
24/7 Call Answering	Your employee would only support you max 9 hours / day.	✓	✓
Best in Class Receptionists	Even the Best Employee, require quality monitoring and Refresher training. Lack of timely training/intervention/feedback will impact Performance	✓	✓
Custom Greetings	A Full time employee will answer your call as per custom greeting	✓	✓
Month to Month Subscriptions	Keeping a Full time employee is a lot more expensive.	✓	✓
Excellent Customer Service	A Full time Employee does not cover the break hrs., Early morning and queries received after shift. Also calls received during week-end stay unanswered . This leads to opportunity loss. 80 percent of callers who get sent to voicemail don't leave messages, according to Forbes contributor Adriana Lopez.	✓	✓
Business Focus	Businesses need to focus on all calls, which can compromise other core tasks at hand	Fluctuating Cost Structure	Fixed Cost Structure
CRM and Workflow Integration	Inhouse reports are on spreadsheets with limited Analysis	✓	✓
Agile Solutions	Scale-up is usually slow, which requires hiring the right talent, imparting training and Monitoring.	✓	✓
Value & Flexibility	There is no scope of handling surplus workload	Process driven service line	✓
Innovation	NA	At additional cost	Dedicated & In-house team working tirelessly to understand your business through various interactions and giving you valuable insights from time to time to help you grow your business.
Escalation Management	Managing Escalations can be tough with limited resources	✓	✓
Instant Activation	NA	Process driven	✓
Flexible Messaging and Call Transfer Options	NA	✓	✓

SERVICE UNIVERSE

Here are the set of services/benefits that we could support your business with:



TECHNICAL UNDERSTANDING

VOICE CALLS

Option 1

Calls will be forwarded to our Dedicated Inbound number. This will be done from your telephone service provider. You will need your network to activate call forwarding Telephone service provider to our UK number which will be provided to you. This should not carry any cost.

Option 2

We can provide a New Dedicated number.

CHAT INTEGRATION

Option 1

ClickWorkForce can provide the Chat API to you which you can update in your website code.

Option 2

You can share the index.php file for the your website with ClickWorkForce's IT team , which we will update with chat APIs and share the new file with you to upload onto your website. When someone visit the website a chat window will open where the visitor can engage with the Agent online.

EMAIL INTEGRATION

Emails from your inbox all/assigned emails will be forwarded to your dedicated email address at ClickWorkForce.com We will simply set an email forwarding function on your existing email inbox directing all emails to our support inbox.

SOCIAL MEDIA INTEGRATION

To integrate social media in website ClickWorkForce would need to access your website code to write /insert the API for social media. For this we require your website hosting details to write the codes. Our Technical teams will fully support with this process.

COMMERCIALS SMALL BUSINESS PACKAGE

0 - 3 EMPLOYEES SME PACKAGE

Benefits	Unlimited Phone Support	Unlimited Phone & Email Support	Unlimited Phone, Email & Chat Support
DAYS PER WEEK	BRONZE	SILVER	GOLD
5 (8 Hours Support)	£299.00	£399.00	£599.00
6 (8 Hours Support)	£349.00	£449.00	£699.00
7 (8 Hours Support)	£399.00	£499.00	£799.00
24/7 service	£449.00	£599.00	£899.00

COMMERCIALS SMALL & MEDIUM BUSINESS PACKAGE

4 - 6 EMPLOYEES SME PACKAGE

Benefits	Unlimited Phone Support	Unlimited Phone & Email Support	Unlimited Phone, Email & Chat Support
DAYS PER WEEK	BRONZE	SILVER	GOLD
5 (8 Hours Support)	£299.00	£499.00	£699.00
6 (8 Hours Support)	£349.00	£599.00	£799.00
7 (8 Hours Support)	£399.00	£649.00	£899.00
24/7 service	£449.00	£749.00	£999.00

COMMERCIALS GROWTH BUSINESS PACKAGE

7 - 9 EMPLOYEES SME PACKAGE

Benefits	Unlimited Phone Support	Unlimited Phone & Email Support	Unlimited Phone, Email & Chat Support
DAYS PER WEEK	BRONZE	SILVER	GOLD
5 (8 Hours Support)	£499.00	£599.00	£799.00
6 (8 Hours Support)	£599.00	£699.00	£899.00
7 (8 Hours Support)	£649.00	£799.00	£1,049.00
24/7 service	£749.00	£899.00	£1,199.00

NEXT STEPS



SELECT YOUR PACKAGE AND PUT IN PLACE AGREEMENT



SET DAY/TIME TO GATHER ALL REQUIRED INFORMATION



7 DAY RISK FREE TRIAL FROM DATE SERVICE GOES LIVE.



DEDICATED ACCOUNT MANAGER WHO WILL BE POINT OF CONTACT



THANK YOU