

Kendlebell Naas - FAQ Sheet.

I have an existing landline for my business and I want to continue using it. What service can you offer me?

Kendlebell Naas will provide you with a virtual telephone number to which you divert your phone. You can divert your phone permanently or you can divert it when you are busy not in the office or are meeting with clients. The rental of the landline is included in your [tariff rate](#).

I currently operate my business using my mobile phone only what service can you provide for me?

Kendlebell Naas will provide you with a number which you can divert your mobile phone into. You can also use this number as your business landline and publish it on your stationery, business card and website. Calls coming into that number will be answered as normal in your company name.

What is a "Virtual" Telephone Line?

When Kendlebell Naas allocate you with a phone number this number is dedicated to your calls only. The number exists on our system solely for incoming calls and you do not have access to make outbound calls on this line.

How do you know that the incoming call is for me?

Kendlebell Naas use next generation software to identify who an incoming call is for. Our database contains information about you and your company and when a call comes in this information appears on our computer screens allowing us to answer the call in your company name.

What are your opening hours?

The Kendlebell Naas normal answering service is provided from 8:30 am to 6:00 pm Monday to Fridays excluding bank holidays. We can provide you with a voicemail service for any calls coming in outside of these times. Alternatively we can provide an extended hours service XXXXXXXXXXXXXXXXXXXX. We also provide a 24 hour 365 day service for clients who wish to have all of their calls answered by one of our trained PA's. (Extra charges apply for these services)

Will my nominated Personal Assistants answer questions about my business?

Kendlebell Naas encourage you to meet with your PA's and to give them as much information as you wish us to relay to your clients. Each PA has access to fact sheets about your company and they also have instant access to your website. You decide how much information you want us to give the callers and we do the rest. Unlike some of our competitors we do not restrict the number of questions we answer.

How do I receive my messages?

Kendlebell Naas can send your messages to you by priority SMS (Text to Mobile) or by Email. Alternatively some of our clients call in to collect their messages. At the end of the day you will receive an email which details all of the calls received to your numbers.

Can I divert more than one line into the service?

Kendlebell Naas allow you to divert as many lines as you like into our service and you can be reassured that we will answer all of your incoming calls. If you want to divert your mobile phone(s) at anytime you can do this also and still receive your messages by text.

What is call patching?

For clients who wish to talk to their callers immediately we can seamlessly transfer calls through to your Direct Dialling Inward (DDI) numbers, other landlines or your mobile phone. We answer the call as normal connect to you instantly, if you decide to take the call we transfer it to you immediately. If you don't wish to take the call we return to the caller and take a message as normal and send to you by instant text or email.

What is a Direct Dialling Inward (DDI) number?

If you have ISDN lines you can avail of DDI numbers which allow direct dialling to all extensions on your system. If your main number was 01 2000000 your DDI numbers would commence 01 2000001, 02, 03 etc.

What is diary management?

For people who operate their business by appointments, Physiotherapists, Driving Schools, Chiropractors etc. Kendlebell Naas offer a complete Diary Management Service. We take and answer all of your calls, make appointments for your clients, enter the appointment in your online diary which we provide you with and we can even ring your clients the day before the appointment to remind them of their appointment. You have 24 hour access to your diary online and have full functionality in the diary also. If you have booking system on your website we can handle your email appointments also.

How do I divert my telephone line?

If you have a single telephone line you pick up your handset and dial as follows *21* (01) XXXXXXXX#. (01) XXXXXXXX is the divert number we give you including the prefix. To UN-divert your phone you dial #21#.

If you have a PABX systems please follow the manufacturer's instructions or contact your phone supplier.

You may need to contact your telecom supplier if you have line hunting enabled or if you have an existing low call or non geographic number.

Is there a minimum contract for your services?

For all of our standard services we require a minimum 3 month contract and a one month's refundable deposit. All payments are by direct debit or credit card. A one off account set up fee applies for all services.

If you require emergency or holiday cover special rates apply.

How do I know the service is for me?

If you are unsure that the service will bring benefits to your business then why not avail of our **NO COST NO OBLIGATION ONE WEEKS FREE TRIAL**. This will allow you to try our service absolutely free with no hard sell afterwards and to see for yourself how Kendlebell Naas can help your business. For more info click [here](#).

What is the VIRTUAL RECEPTIONIST SERVICE?

Kendlebell Naas offer our clients a virtual receptionist service. If you have ISDN Telephone Lines you can secure DDI (Direct Dial In) numbers for each of your employees we can provide you with a virtual receptionist service whereby we answer all calls coming into your main number from our offices in Naas and seamlessly transfer them through to the relevant employee. If they don't wish to take the call we send them an instant email with all the details of the caller. At the end of day we send an email detailing all calls received that day to a designated email address(s). This is a ideal service for Sales Managers, Help Desk Managers etc as it allows them to monitor all incoming calls, the response and more importantly the outcome by individual.