



# Kendlebell

*The Perfect Answer*



Established in 2006, Kendlebell is a multi-award winning company that provides outsourced telephone answering to companies all around Ireland. Instead of a full time assistant answering the phones when it rings, why not outsource your calls to Kendlebell who will answer the calls as if it was a staff member and only pay for the calls you receive.

With remote working, there are savings to be made as companies cope with the hybrid model, yet they don't want to miss a call. Self employed executives and professional find it challenging to do their work, take care of patients and answer the calls. Missing a sales calls can be every expensive as the caller may go somewhere else.

If you believe an outsourced solution for call answering, diary management or other telephone support services would be of benefit to you, consider calling Kendlebell and take up our offer of a free week's trial and see does our solution suit you.

## Why use Kendlebell?

- Every call is answered
- Lower cost than a paid assistant
- You only pay for the calls you receive
- Appointments entered into your diary
- Cancellations received and new appointments made
- Positive first impression for new customers



**Let Kendlebell take the stress out of your day by answering your call while you work on your business.**



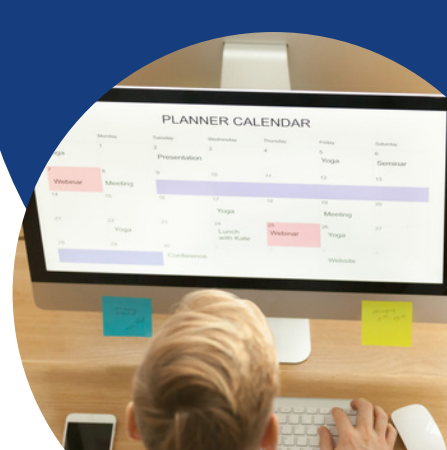
[www.kbell.ie](http://www.kbell.ie)





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### INBOUND SERVICES

- Virtual Receptionist
- Diary Management
- IT Ticketing Support Calls
- Holiday / Sickness Phone Cover
- Overflow Call Answering
- Live Chat



### OUTBOUND SERVICES

- Telemarketing
- Appointment Setting
- Customer Surveys
- Database Update & Cleansing



### SUPPORT SERVICES

- Local and LoCall Telephone Numbers
- Business Address
- Automated Dept. Routing (I.V.R.)
- Back Office Processing and Order Taking



#### Telephone Answering / Message Taking

*"Your staff clearly see it as a badge of honour to surpass client expectations. Kendlebell always represents us in an efficient, professional manner. These are the reasons why we have been using Kendlebell services for over 10 years."*



**Peter Doherty, Managing Director**

#### Reception and Diary Management

*"We've been using Kendlebell at Ultrasound Ireland for over 10 years. It's been a tremendous help in helping us maintain a high level of customer service and availability. Highly recommended. Very happy with the service and looking forward to working together for many more years"*

**Kyle Bolton, Director**





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## NEW

## IT Support Ticketing Calls & Live Chat

One of the main benefits of outsourcing your **IT Support Ticketing** calls to Kendlebell is the convenience it provides. With Kendlebell handling your IT support ticketing and customer care calls, you can focus on other important tasks and responsibilities. This can help you save time and increase productivity, ultimately benefiting your business.



Let Kendlebell look after your initial **“Live Chat”** interaction and effectively answer all the basic questions and then refer the more complex or sales calls to your team. Your team may not be able to get to the Live Chat interactions on time as they may be dealing with existing customers or sales calls. We will screen the “chats” as if we were your internal team.



### Book a FREE Kendlebell Services Trial of Virtual Receptionist & Diary Management with Paul



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