



This is Kendlebell

Always there for you!

Why Outsource Your Call Answering?

- Hybrid working arrangements are difficult to manage
- You or your team are working with customers / patients and don't have time to answer the phone
- If it's everybody's job to answer the incoming calls, then lots of calls can get missed
- You need cover for holidays, sickness, breaks, lunches, parental leave and cover if staff leave
- Missed calls are costing you potential income



Why Choose Kendlebell?

- We can answer your calls 24/7, 365 days a year
- We create a positive first impression of your business to callers
- We answer on your behalf - customised to represent you with confidence, professionalism and a friendly tone
- Real people answer your calls, so a very personal touch is delivered every time
- We use advanced technology and CRM integrations so calls will have seamless call routing, real-time message delivery, and secure data management
- Your diary can be managed for appointments, cancellations and filling gaps
- Allows you to focus on revenue generating activities while we filter the calls and make sure opportunities are not missed
- We encourage a trial - **2 weeks complimentary** - to see how we operate and how this service suits
- Our costs are transparent - estimate your monthly cost here with our Price Calculator www.kbell.ie/prices
- We tailor a solution that works for you

1800 839 955
www.kbell.ie



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Did You Know?

Missed Calls

-  **With Kendlebell:** 98% of calls are answered within 3 rings.
-  **Without Kendlebell:** The average small business misses 22% of incoming calls, especially during peak hours, weekends, and after-hours.

Customer Satisfaction

-  **With Kendlebell:** Customer satisfaction ratings improve by 37%, thanks to prompt, friendly responses and professional call handling.
-  **Without Kendlebell:** Long wait times and unanswered calls lead to increased frustration. 67% of customers say they hang up after not getting through the first time.

Cost-Effectiveness



With Kendlebell: Businesses save on the cost of hiring full-time receptionists.

Average monthly savings: €1,200

Operational Focus



With Kendlebell: 76% of users report having more time to focus on core business tasks rather than being tied to the phone

Lead Conversion

With Kendlebell: Businesses see an average 22% increase in lead conversion, as more calls are captured and directed appropriately.

Without Kendlebell: Missed calls equal missed leads. Studies show 80% of callers don't leave voicemails - they just call the next competitor.





Inbound Services

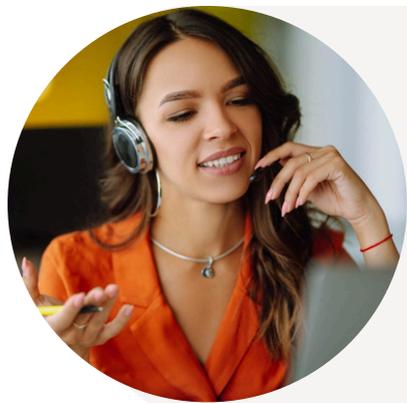
- Virtual Receptionist
- Diary Management
- IT Ticketing Support Calls
- Holiday/Sickness Phone Cover
- Overflow Call Answering
- Live Chat

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



Our Team

Our team is made up of experienced, long-serving professionals all of whom live and work locally in Ireland. With years of knowledge behind them, they understand local business needs and represent your company with genuine care and consistency. Every call is handled with confidence, professionalism, and a personal touch, ensuring your customers always receive the best possible service.

Try us out for **FREE** and see if this service suits you. A **FREE** trial will let you know if we meet your needs, convey a professional image for your company, and see your usage and savings by using Kendlebell outsourced services.

www.kbell.ie/free-trial



Real Insights from Real Businesses

Overflow Calls Being Answered Means I Don't Miss Potential New Business

'I use their services as an overflow on the busy months. Kendlebell have been great over the years helping us achieve a high level of customer service. My favourite part of their services that I would highly recommend is their holiday cover. This has allowed me to switch off when away knowing my business is in safe hands. I would highly recommend Kendlebell to any business.'

- Keith Finn, Owner
Keith Finn Cars



Out of Hours Answering Critical

'At Clear Connections it's critical that our out of hours calls are handled quickly and directed to the correct member of our support Staff. Paul and the Kendlebell team have done this brilliantly for us for a number of years. The service is Top Class.'

- Brian Murphy, Managing Director
Clear Connections



3 Core Pillars

Represent

- ✓ We represent you professionally
- ✓ Highly trained Customer service team answers on your behalf
- ✓ Maintain your professional image and reputation
- ✓ Cover holidays and sickness and overflow

Cost Effective

- ✓ Lower cost when compared to full time receptionist
- ✓ Pay as you go – use the service
- ✓ Localising your business without an office
- ✓ Track business levels and manage growth without extra staff costs

Support

- ✓ We support you so you can increase your revenue
- ✓ Never miss a call
- ✓ Make diary appointments & take orders
- ✓ Give you more time to focus on the key tasks

You May Want To Ask...

What type of companies to Kendlebell provide service to?

We provide services to a diverse range of clients whether they are a sole trader, a tradesman, an entrepreneur, a professional service, a B2C company or even a multinational. We have the resources and experience to deal with any kind or size of company. We have specialised services for property management companies, dentists, accountants, solicitors, IT support ticketing calls, physiotherapists and sole practitioners.

Can I try the service out before committing?

Why not try us for free! We're so confident about the quality of our services that we encourage customers to take our no cost, no obligation free trial and see first-hand the benefits their business can reap. Trust us you'll be pleasantly surprised! If you wish to set-up a free trial simply **contact us on 1800 839 955.**

Check Out Our Call Answering Prices

You can use our Online Quotation tool or simply see how much our services cost. Use our Call Answering Price Calculator to estimate your monthly cost based on expected calls. For a detailed breakdown of pricing or to adjust your plan for maximum savings, please call us. We'll ensure your plan is always cost-effective.

www.kbell.ie/prices

How Does Diary Management work?

Our PA's can answer your calls and make appointments, saving you up to 70% of the cost of employing a receptionist. While you are busy in meetings or with clients, your dedicated team of PA's at Kendlebell can be taking calls and booking appointments for you as well as making entries into your online diary. We can access your online diary securely using a Username and Password, providing you with a comprehensive Diary Management service.

What is the length of contract I need to sign?

We only ask you to sign-up for a **minimum of 3 months.** Thereafter we would only require 30 days' notice to cancel.



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



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