

# Introducing **MiCALL**

*Hello! I'm Emma Mills*



I work with many businesses, and over the years, I've realised something...

**So many businesses are nigh on impossible to get hold of.**

You try calling them, and the phone rings and rings and rings. Sometimes you might get an answer phone, but even if you leave a message, they don't get back to you.

From a customer-centric point of view this is a clear oversight, but from a marketing perspective it's downright criminal. If you're a half-way switched on business owner, then the chances are that you're investing money in growing your business.

Whether you're emailing your list, sending out direct mail, networking face-to-face or generating leads on social media, most things have a cost, whether it's a direct monetary one or the cost of your time.

**But here's the thing:**

**If you're doing all that marketing, but you're not answering the phone, then you're almost certainly missing out on business. Which means...**

**Each marketing pound that you invest is a complete WASTE if you're not there to recoup the investment.**

And that's where my team and I come in – we provide highly affordable, expert call answering to ensure that every time a customer or prospect rings you, they get an answer.



In this guide, you'll find more detail about what we do and why we're so good at it – if you'd like to talk to us about call answering for your business, just pick up the phone and try us out; the number's 0161 820 6080.

*Emma Mills*

[www.mi-pa.co.uk](http://www.mi-pa.co.uk)

**MiPA**



# HOW DOES THE **MiCALL** SET UP PROCESS WORK?

## #1

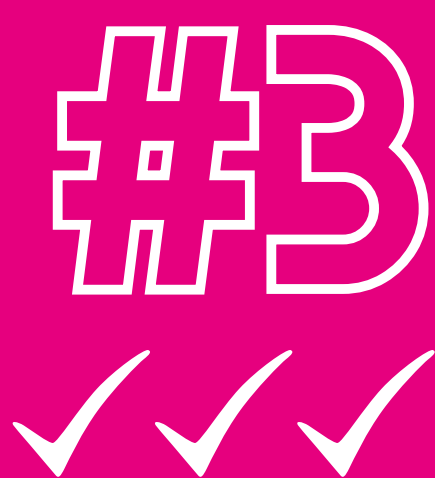
### COMPLETE THE FORM

We'll send you a super-short application form for you to fill in, that gives us all the key information we need to set up your account.



### WE'LL SET UP YOUR ACCOUNT IN 24 HOURS

Once we've got all the information from you, it's just a bit of technical wizardry on our side before you're ready for step #3. We'll advise on diverting your calls from your existing providers, and we can contact your suppliers to sort it out for you. There are many options to divert your calls - divert all calls, divert if busy, divert after 3 rings, divert if going to voicemail and more. We'll make sure the right one is in place for you.



### WELCOME CALL WITH YOUR PA

All of our clients have a dedicated account manager and they need to get to know your business before they start answering your calls! This call is just about understanding you and your business so we can provide the BEST customer service possible.

## #4

### WE START ANSWERING YOUR CALLS!

Once you've had your **Welcome Call**, your Mi-Call team will be ready to start answering your calls! It really is as simple as that 😊

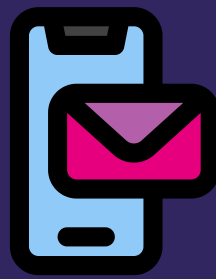


*We're not a huge Call Centre. We provide a dedicated team to you and your business and we love client visits!*

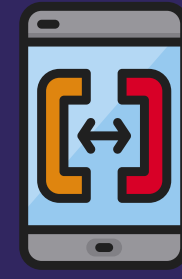
# Just a few ways we can help...



**WE ANSWER YOUR CALLS**  
(making sure each call is answered professionally)



**WE'LL SEND A MESSAGE TO YOU BY EMAIL**  
(and by text if you like!)



**WE CAN TRANSFER YOUR CALLS**  
(when they're important, to whoever you need us too)



**WE ANSWER YOUR CALLS BETWEEN 8AM-6PM**  
(during weekdays)



**WE CAN ANSWER YOUR CALLS OUT OF HOURS**  
(between 7pm-9pm weekdays & 8am-6pm on weekends with our OOH bolt on)



**WE'LL SEND DETAILED REPORTS OF THE CALLS YOU RECEIVE**  
(daily, weekly, or monthly - whatever your prefer!)



*" Our goal has always been to make our world-class call answering service affordable for every business. No extra charges, no hidden fees. We're proud to keep it simple."*

## Let's talk about pricing

Calls Included	30	60	130	300	500	750	1000
Subsequent additional calls	£1.49	£1.49	£1.49	£1.49	£1.49	£1.49	£1.49
Messages sent by email and text for free	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Every single cold call not charged for	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Out of hours voicemail	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dedicated receptionist	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Monthly subscription prices exc VAT	£69	£109	£197	£414	£657	£969	£1269



**Evenings & Weekends Bolt On :**  
+£40 flat fee on to the package  
(7am-9pm weekdays & 8am-6pm weekends)



**Bookings & Payment Bolt On :**  
We use your systems to book appointments, take payments, and secure customer. POA



**With just a £47 onboarding fee to get you all set-up.**



# Award winning services, but you don't need to take our word for it...



MiPA have been a solid add-on to my business. Knowing that all my calls get answered even when I'm not in the office is invaluable to me. Everyone I've spoken to at Mi-PA team are wonderful, highly trained, and always happy to help. If you're looking for some extra help in your business or even if you just want some time back for yourself! Give the team at Mi-PA a call, liberate yourself and start focusing on the bigger things that push the business forward!

**Robert Salmon** **OrFactor Productions**

MiPA are fab, they look after us so well, answering all our calls as an extension of our team. We always get lots of lovely compliments about how friendly and knowledgeable the team are. If you are thinking about outsourcing your call answering to Mi-Pa do it!!

**Kim Marlor** **Krystal Clear Accounting**



MiPA have been with us since day one in the year 2017, when we started our company. They are very approachable, professional, and friendly. I cannot stress how great they are to be part of your team. At Masumi Headwear, we are a number one supplier of headwear and rated excellent on both Trustpilot and Fefoo. This would not have been possible without their support. Thank you TEAM MIPA! You guys are THE BEST!

**Ali Nowroozi** **Masumi Headwear**

## SO ARE YOU READY TO...

- Remove constant distractions?!
- Improve your customer service?!
- Boost productivity?!
- Increase efficiency?!
- Gain more time?!



If the answer is YES  
we'd love to chat with you  
(even if it's just for some free advice!).

Contact our team today on  
0161 820 6080 or ping us an email  
to [hello@mi-pa.co.uk](mailto:hello@mi-pa.co.uk)

