

LEGAL INDUSTRY

CUSTOMER  
SERVICE  
SOLUTIONS

callpal



Guaranteed  
Irish





# About us

Call Pal is a leading call answering and fully managed customer service solution provider, offering award-winning business support services to the Irish legal industry. Our team of dedicated agents work as an extension of your business, providing top-quality customer service and support to your clients.

*"I can tell you without hesitation that we are absolutely delighted with the service. It is all that it promised and more than we had hoped for. In addition, the peace and quiet in our office is very much appreciated by the staff and greatly benefits everyone's work output.*

*We can highly recommend you to any firm. I have had several clients telling me that our receptionist is excellent. Other clients ask if we are expanding as they get different names when they call but no one has ever complained.*

*Please pass on our remarks to your staff as they should all take a bow. You can be very proud of them. Many thanks for all you are doing for us."*

**Romaine Scally**  
Romaine Scally and Co Solicitors

# What we provide

- **Call Answering and Reception Overflow:**
  - Our agents will handle incoming calls on behalf of your business, ensuring that all calls are answered promptly and professionally.
- **Holiday Cover:**
  - We provide coverage for when your receptionist is on vacation, ensuring that calls are answered and handled efficiently during this time.
- **Call Transfers:**
  - Our agents can transfer calls to the relevant parties within your business, ensuring that your customers are connected to the right person quickly and efficiently.
- **Message Taking and Forwarding:**
  - Our agents will take messages and forward them to the relevant parties within your business, ensuring that important information is not missed.
- **Appointment Scheduling:**
  - Our agents can schedule appointments on behalf of your business, freeing up time for your staff to focus on other important tasks.
- **Customer Support:**
  - Our agents are trained to provide high-quality customer support, ensuring that all enquiries are handled promptly and professionally.
- **Dedicated Account Manager:**
  - Each client is assigned a dedicated account manager, ensuring that all communications and requirements are managed efficiently.
- **Customised Scripts and Protocols:**
  - We work with our clients to create customized scripts and protocols that align with their specific business requirements.
- **Reporting and Analytics:**
  - We provide regular reports and analytics, allowing our clients to track the performance of our agents and make informed decisions about their call handling processes.





# The Benefits

- **Improved Customer Experience:** With our professional and efficient call handling services, your customers will receive a high-quality experience every time they call your business.
- **Increased Availability:** Our call answering services ensure that your business is never unavailable to customers, even when your receptionist is unavailable.
- **Reduced Overheads:** By outsourcing your call handling to us, you can reduce the need for in-house staff, freeing up resources and reducing overheads.
- **Increased Productivity:** Our call answering services free up time for your staff to focus on more important tasks, improving overall productivity and efficiency.
- **Enhanced Reputation:** Our professional and efficient call handling services will enhance your business's reputation, helping to build trust with customers and create a positive image.
- **Customisable Solutions:** We work with our clients to create customized scripts and protocols that align with their specific business requirements, ensuring that our services are tailored to their needs.
- **Dedicated Account Manager:** Each client is assigned a dedicated account manager, ensuring that all communications and requirements are managed efficiently and effectively.

# Pricing

## Flexi-Fair Pricing Policy: Pay for What You Need, Grow with Us

Our Flexi-Fair Pricing Policy allows us to adjust your monthly package to match the exact needs of your business. This way, you only pay for what you need, and we can grow with you as your business grows. Fair for you means fair for us.

**Call the team now to find out more about our 2 Week Free Trial.**

### Call Answering & Overflow Packages

Call Volumes P/M	Cost Per Month (€)	Per Additional Call (€)
20 Call Package	€75	€3.75
40 Call Package	€120	€3.00
60 Call Package	€165	€2.75
100 Call Package	€220	€2.25
150 Call Package	€285	€2.25
200 Call Package	€350	€2.25
250 Call Package	€420	€2.25
<b>250+ Calls</b>	<b>On request</b>	<b>On request</b>

**Diary management: €50/pm**

**New advertised number: €5/pm**

### Holiday/Short-Term Cover

Call Volumes P/W	Cost Per Week (€)	Per Additional Call (€)
20 Call Package	€100	€5.00
40 Call Package	€180	€4.50
60 Call Package	€210	€3.50
100 Call Package	€250	€3.00
150 Call Package	€350	€3.00
200 Call Package	€400	€3.00
250 Call Package	€446	€3.00
<b>250+ Calls</b>	<b>On request</b>	<b>On request</b>

Set-up Fee: €75 ex vat

All pricing excludes VAT.

LEGAL INDUSTRY

C U S T O M E R  
S E R V I C E  
S O L U T I O N S

callpal

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connecting  


customer  


conversations  


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