



Set-Up Form

ACCOUNT SET-UP CHECKLIST

- ☐ Complete our direct debit mandate: <https://pay.gocardless.com/AL00011HBV0CKF>
- ☐ Return the completed version of your contact list.
- ☐ Email us any FAQs.
- ☐ Email us any product or service information (including service areas etc).
- ☐ Email us the details you wish for us to capture on your calls/call handling instructions.

RETURNING THE SET-UP FORM

While most clients prefer to hand deliver the form or scan it through, you may post it back to us. Please let us know via email how you wish to return this form.

Hero PA, 10 Kings Court, Harwood Road, Horsham, RH13 5UR.

COMPANY INFORMATION

Company registration number

Legal company name*

Trading name*

Address*

PostCode*

Main telephone number for the company*

Main fax number for the company

Main email address for the company*

Website address*

Industry*

BILLING SCHEME

(For pricing, please refer to the pricing matrix or communication sent to you).

Please tick your preferred monthly billing scheme below.

- ☐ Whizz PAYG
- ☐ Kapow 60
- ☐ Boom 150
- ☐ Zap 300
- ☐ Whoosh 500
- ☐ Call Centre Plus
- ☐ Call Centre Advanced
- ☐ Call Centre Pro

When do you require our answering services? *

Monday-Saturday 08:30-18:00

☐




24/7/365

☐

OPTIONAL EXTRAS

(For pricing, please refer to the additional service sheet).

Please tick any optional extras below.

- ☐  OOH Personalised Voicemail - **Recommended** – £5 Per Month
- ☐  Additional DDI - £10 Per DDI, Per Month
- ☐  Live Chat Management - £120 Per Month + £3.50 Per 'Interaction'

ANSWERING INCOMING CALLS

Our default greeting is:

Good [TOD] thank you for calling [COMPANYNAME], [NAME] speaking, how can I help?

Please indicate if you are happy with this greeting*

YES

☐

NO

☐

If you would like us to greet your callers in a different way, please specify below.

VOICEMAILS

If you have selected to add-on the OOH personalised voicemail, please complete the below or write "N/A" if you have not added this on above.

Preferred email for us to send voicemails to*

Before your account goes live, you will receive an email from us detailing a telephone number to call with a security pin to record your personalised voicemail.

BUSINESS OPENING HOURS

Please specify the opening hours of your business.

Monday: _____

Tuesday: _____

Wednesday: _____

Thursday: _____

Friday: _____

Saturday: _____

Sunday: _____

Bank Holidays: _____

TYPES OF CALLS

What type of calls are we expected to receive? * *(Please select everything applicable)*

- ☐ Message Taking
- ☐ Switchboard Services
- ☐ New Enquiries
- ☐ Emergency Callouts & Escalation
- ☐ Reservations, Appointments & Bookings
- ☐ Arranging Quotations
- ☐ Complaint Logging/Handling
- ☐ Technical Support
- ☐ Order Taking
- ☐ Support & Ticketing