



Services and FAQs

EMAIL MANAGEMENT

Want to go out for dinner tonight? Or simply watch TV at home and fall asleep early?

You can do both and not worry about responding to your customers' queries. Turn the email notifications off and let us take care of your emails. Our Virtual Assistants will make sure you stay in control of your inbox.

ADV Virtual Assistants will –

- Reply to incoming emails within 24 hours
- Respond to all email inquiries from your customers be they Sales or Customer Service in nature
- Provide customers information and assistance
- Prepare sales quotations, service tickets, and referrals
- Sort all emails (received and sent) and maintain orderly folders and subfolders
- Set up an Immediate Action Folder that you can check first thing in the morning
- Coordinate with your co-workers or suppliers via email if requested
- Create templates for responses to frequently asked questions
- Delete and set up filters for junk and spam emails
- Prepare daily trackers for weekly or monthly analysis and
- Accommodate other work-related tasks which you may request from time-to-time

From the weekly or monthly email analyses, you can find out -

- 1 What drives customers to email the company
- 2 What the company's most in-demand products or services are
- 3 For product or service issues, you can find out what areas you need to look into and improve on and
- 4 Other tracker categories you need to help you understand your target market better

BUSINESS WRITING AND GRAPHIC DESIGNS

With the all-pervasive use of computers and mobile phones in our day-to-day living, digital text and imagery have become very important parts of communications.

While our brain recognizes images more quickly, text clarifies and confirms context to a description or information which is why the strategic use of integrated text and image campaigns can communicate a product, service, or brand instantly.

In parallel proportion, this has given rise to the number of online writing templates and graphic design resources. They are all good guides... if you have the time.

At ADV, we will make time so you can focus on the tasks that only you can do. And more importantly, we intend to study and understand your business, product or service, and communications goals with the end in view of conveying your message to your particular target audience with the utmost strength and efficiency a piece of writing or design can reach.

FREQUENTLY ASKED QUESTIONS

How are the hours tracked?

We don't.

For Email Management, we based our pricing on the standard 30 emails per 8 hours. If we go over the average handling time per email, the clock is on us. Email volume excludes junk mail or spam. Even for training, we will charge a flat fee.

Writing Services are charged per word and Graphic Designs, per project.

Do I get a dedicated virtual assistant?

Yes. You also get a temporary backup assistant if necessary.

What if the Virtual Assistant assigned to me goes absent?

In case your designated Virtual Assistant gets unavoidably indisposed, the backup assistant will take over to at least let the customers know we received their queries and will be in touch shortly. We will make sure the emails requiring urgent attention are sent to you.

How about the writer, can I have one write everything for me?

You may also get a dedicated writer for continuity and to maintain a certain writing style.

I don't get the same number of emails per month.

That's all right. We will bill you monthly based on the average number of emails you received for the previous month.

Can I use the Email Management service for just a month or two?

Yes. You may discontinue the service and resume whenever necessary.

We understand seasonal fluctuations. One quarter there can be too much work to do and another, not enough to justify hiring a new full-time employee. We'll be happy to pitch in anytime.

What happens if I'm not able to pay my monthly dues after a month?

Unforeseen events can happen to anyone. ADV might not be able to retain the services of your designated Virtual Assistant after 30 days or after your prepayment is used up but let's see what we can do. Please email or call us and let's discuss it.

Is there a set-up fee or pre-payment?

Yes, please.

What if I don't like what's written or designed for me?

We minimize the chances of that from happening by having thorough pre-production discussions aside from getting an initial creative brief from you. Drafts and thumbnail sketches will be presented to make sure we are on the right track before they are finalized.

Can I get a discount if my email averages are always in the lower range?

You may request other work-related tasks from time to time to compensate for that.

