



# PATLive Receptionist Script Request Form

## Offer Top-of-the-line Customer Service to your Callers.

Whether your business is home-based, web-based, or storefront, you want to provide superior customer service. Staffing employees around the clock can get expensive, and that's why we provide a team that works for you – just when you need it most!

PATLive provides Professionally Answered Telephones, with each call answered by a Live PAT. PAT works 24 hours a day, 7 days a week to answer your calls, take orders and field questions for your callers.

## PAT will do the following for you and your business:

- **Enhance your business image** with professional live-answer services, round-the-clock availability, and a toll-free number.
- Provide a **low-cost solution** to your expenses by replacing your existing answering service, secretarial staff, or any other office personnel responsible for taking customer calls.
- **Save money** by eliminating your need to pay salary and benefits for a full-time staff.
- **Give peace of mind:** disasters happen, but you can rest assured that PAT will be there if needed – phones lines or electricity outage, natural disaster, or even just when you are on vacation.

## PATLive Gives Technology a Personal and Professional Touch!

Technology has made life easier, but at the same time it has taken away the personal touch that a live person can provide! With a PATLive Receptionist, your callers don't have to talk to machines – they have the option to talk to live people. You can always rely on PAT to use your personalized script to ensure that your callers receive complete, professional service.

## Affordable Pricing:

When your callers speak to a Live Receptionist, you pay the low rate of \$1.00 per minute.

## Want to Demo the PATLive Receptionist?

Call one of the following lines to experience just how professionally PAT can answer your telephone. Live Receptionists are standing by now to take your call, just as they will be available to answer your clients' calls with your customized scripts.

**Generic Answer Line: 1-888-262-0799**  
**Reservation Line: 1-888-240-3845**

**Product Order Line: 1-888-821-3629**  
**Real Estate Professionals: 1-888-457-8798**

## Sign up now!

To sign up for the PATLive Receptionist, simply register online at [www.PATLive.com](http://www.PATLive.com) or call us at 1-800-75-7790. Send your completed script request form by fax to 1-800-800-6126 or by email to [pat@patlive.com](mailto:pat@patlive.com). Script may take up to 7 business days to set up after they have been accepted, so submit your scripts well in advance of any advertising publication dates. If you have any questions about the service you can contact PAT anytime by phone or email.



# PATLive Receptionist Script Request Form

## **Contact Information:**

Subscriber Name \_\_\_\_\_ Account # \_\_\_\_\_

Have you already signed up for PATLive services?

- Yes. This script applies to toll-free number \_\_\_\_\_
- No. I will call PATLive to complete my application by phone, or sign up online at [www.PATLive.com](http://www.PATLive.com)

## **If we have any questions about these forms, what is the best way to contact you?**

Contact Person: \_\_\_\_\_ E-mail Address: \_\_\_\_\_

Primary Phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

**Setup of a PATLive Receptionist Script will not begin until all requested information has been collected and your account application is received by phone or online. Please contact PAT with any questions you may have about this application. Changes to existing scripts must be submitted in writing and may take up to 2 business days to implement. Please allow sufficient time for these edits to be completed.**

PAT will answer each call based on the information provided within the sections below. If the information does not fit within the allotted space, you may send in the information in addition to this document.

**1. Initial Recording:** While a call is waiting to be answered by a Live Receptionist, this recording will play.

Please indicate the recording you would like your callers to hear while their call is being sent to PAT. A Voice Talent will professionally record this message.

**Sample:** "Please hold for an <<Insert Business Name>> representative."

- I would like to use this sample script with my business name.
- I would like to use my own Initial Recording script. I would like the script to read:

\_\_\_\_\_  
\_\_\_\_\_

**2. Opening Greeting:** Live Receptionists will greet callers with this script. Please remember that this is the first impression of your business for callers.

**Sample:** Thank you for calling <<Insert Business Name>>. How may I assist you?

- I would like to use this sample script with my business name.
- I would like to use my own Opening Greeting script. I would like the script to read:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# PATLive Receptionist Script Request Form

**3. Collecting Information from the Caller:** Our Live Receptionists are available 24/7 to answer questions and collect data for your business. Your callers' answers will then be transcribed and sent to you via email or fax.

We have premade template scripts available for product ordering lines, medical professional offices, real estate investors, appointment setting, and for standard message taking. You may listen to examples of these scripts and how they can be used by calling our Demonstration Lines. A Live Receptionist is standing by to answer the call just as they will for your scripts.

**Medical Office: 1-800-697-5060**  
**Generic Answer Line: 1-888-262-0799**

**Real Estate Professionals: 1-888-457-8798**  
**Product Order Line: 1-888-821-3629**

Please contact PAT at 1-800-775-7790 if you would like to use one of these pre-made forms and we will send you the appropriate paperwork.

For a custom script, please include a list of the reasons your customers may be calling and a list of what information you would like your receptionist to collect or provide in each scenario. **Please attach additional pages as necessary.**

**I would like to use the following questions with my script:** (check each applicable box)

- May I have your name please?
- May I also have your phone number with the area code please?
- When would be the best time for someone to return your call?
- May I ask the nature of the call?
- Other questions: \_\_\_\_\_

---

---

---

---

---

---

---

---

**How many additional pages are attached?** \_\_\_\_\_

**4. Closing Statement:** This will be the closing of the call and will alert your caller of how the call will be handled once they have hung up the phone. Please choose the closing script you want to use.

- Thank you for calling <<Insert Business Name>>. One of our associates will return your call shortly.
- Thank you for calling <<Insert Business Name>>. You will receive a confirmation shortly. Have a great day!
- I would like to use my own Closing Statement script. I would like the script to read:

---

---



# PATLive Receptionist Script Request Form

**5. Additional Company Information:** This information will be used to answer any questions your customers may have about your company or business practices. Please attach additional pages if you need more room to answer any of these questions.

**Will you be forwarding any outside phone numbers to your PATLive system?**

- No
- Yes (Please provide all forwarding phone numbers): \_\_\_\_\_

\_\_\_\_\_

**What is the name of your business?** (If you do business using more than one company name, please provide all of these names and explain how the different names are used.)

\_\_\_\_\_

**Where is your company located?**

Street Address (optional) : \_\_\_\_\_

City (required): \_\_\_\_\_ State (required): \_\_\_\_\_ Zip: \_\_\_\_\_

**Staff Members:** (Please list any associate for whom callers may ask, including the company owner and any names used in any advertisements for the business. If applicable, include job titles and descriptions of all staff members. Attach additional pages as necessary)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Who will be returning calls or following up with callers?** \_\_\_\_\_

\_\_\_\_\_

**Business Hours:** (please include time zone) \_\_\_\_\_

**Company Description:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# PATLive Receptionist Script Request Form

## 5. Additional Company Information (Continued)

**Product/Service Details:** (Please provide us with details about all products, services, or events that your PATLive Receptionist will be discussing with your callers. Remember to include prices, dates, descriptions, etc. Attach additional pages as necessary)

---

---

**Following Up:** (After your callers speak with the PATLive Receptionist, what happens next?)

- I will return calls by:     Phone     Email     Other: \_\_\_\_\_
- How soon will calls be returned? \_\_\_\_\_
- What specific information, if any, will be provided when you make contact (such as a tracking number, driving directions, or appointment time)? \_\_\_\_\_

**Company Contact Information:** (If a caller requests additional contact information for the business, what can we give to them? Check all that apply)

- Direct phone line (other than your PATLive number): \_\_\_\_\_
- Fax Number: \_\_\_\_\_
- Mailing address: \_\_\_\_\_
- Email address: \_\_\_\_\_
- Website address: \_\_\_\_\_

**6. Message Delivery:** After we collect information from the caller, the information can be e-mailed or faxed to you immediately upon completing the call. Please select your delivery preferences:

- I would like my leads to be e-mailed using the file type I have selected below.
  - My E-mail Address is:** \_\_\_\_\_
  - Text in Body File – Text in the body of an email
  - Attached CSV – Comma Separated Volume file that can be opened in Excel or another spreadsheet program
  - Attached text file – Text file in the attachment to an email
  - Attached Pipe Delimited – Pipe Separated Volume files use | to separate values; can be used in spreadsheet and database programs
  - Attached Zipped Text file – Zipped text file attachment; *If Credit Card information is collected, you must use this method for security.*
- I would like my leads to be **faxed to the following number:** \_\_\_\_\_

**Delivery Frequency:** How often should we send you the information collected from your callers?

- After each call                       Once a day                       Once a week
- Once a month                       Send on Weekdays only (weekend calls are sent on Monday)



# PATLive Receptionist Script Request Form

**7. Ad Information:** Please describe your advertising plans. This information must be completed in its entirety before the setup process can begin for your Live Receptionist.

**What type of audience are you targeting in your advertising?**

---

**What advertising medium are you planning to use?**

- Fax blasts     E-mail blasts     Telemarketing     Internet     Radio     Direct Mail  
 Magazines     Yellow Pages     Newspapers     TV     Other\*

**\*If you selected "Other", please describe here:** \_\_\_\_\_

**What is the Ad Frequency:** \_\_\_\_\_

*If using TV or radio advertising, please fill out the following information:*

**Which dates are the advertisements running? From** \_\_\_/\_\_\_/\_\_\_ **To** \_\_\_/\_\_\_/\_\_\_

**How many calls do you anticipate each month?** \_\_\_\_\_

**How are you basing your call volume predictions?** (i.e. prior call volume history, media projections, etc.)

---

**How quickly do you expect calls to start arriving once the advertising is released?**

- Same day     Within 2 days     7 days     30 days     Anytime

**Are you targeting any specific time zone?**

- Nationwide     Eastern     Central     Mountain     Pacific

**Do you expect the calls to arrive at any particular time of day?**

- Any time of day     Morning     Afternoon     Evenings     Late night

## **Service Level**

We pride ourselves on our level of customer service and want to make sure we pass that same level of service on to your customers. In order to do this, we need a valid e-mail address on file so we can forward any questions or problems we encounter that we are not equipped to handle. We understand that you value your privacy and this address will not be released to your callers. PATLive will ONLY use this e-mail address if we need to contact you because of questions we cannot answer on our own.

In order to give exceptional customer service to you and all of our clients, we must be aware of any high call volume activity. By signing this application, you acknowledge that your call volume will not exceed 50 per week. If you believe the call volume will increase to more than 50 calls per week, you will give PAT at least 7 business days advance notice and will complete an updated Ad Information Sheet. You understand that the setup process for the PATLive Receptionist service may take up to 7 business days from the time your script is accepted.

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Your signature indicates consent to the terms of agreement found on [www.patlive.com](http://www.patlive.com) or requested from PAT at 1.800.775.7790.