

What is call answering?

Our friendly, professionally-trained receptionists answer your calls when you can't.



Far more than just message-taking

Our team of virtual receptionists answer your calls with your preferred greeting, as though they work for you.

We can:

- Transfer calls
- Answer FAQs
- Submit leads into a CRM
- Quote fees and process payments
- Book appointments into your software
- Send messages to you or your staff

Send us all calls or just your overflow

We answer your calls 24/7, including weekends and public holidays, even if your business has multiple incoming numbers.

You control whether to send all calls our way or only some. Use our services for:

- Call overflow (e.g. divert to us after three rings)
- Temporary relief (e.g. your in-house staff are away)
- After-hours answering
- Answering all calls



Claim your 7-day free trial: officehq.com.au/free-trial

How call answering works



1 We jointly set up your preferred greeting, optional script, staff contact list and where to send messages



2 Your callers dial your regular business phone number, which is diverted to our receptionists



3 Your calls are answered by an OfficeHQ receptionist in your business name and we assist the caller as required



4 After each call, you immediately receive a message via email/SMS with all of the relevant details

Why a virtual receptionist is good for business

It's the most cost-effective way to prevent missed calls to your business, while ensuring callers always connect with a real person.



Calls answered by humans

Your callers are always greeted by professional receptionists



No staffing headaches

We never take a sick day and there's no HR issues or training costs



Fast speed of answer

Your calls are answered in an average of 10 seconds or less



Exceptional caller experiences

We always strive to enhance your reputation for providing excellent service



We never sleep

24/7 availability makes it easier for customers to call when it's convenient



Only pay for what you need

We're cheaper than a full-time employee, with monthly plans to suit any call volume



No lock-in contracts

There's flexibility to scale up or down based on your needs and no cancellation fees



Productivity improvements

Not constantly being distracted means you and your team can get more done

Did you know?

92% of Australians prefer to have their calls answered by an actual person. Why take the risk?

🌐 officehq.com.au/call-answering ☎ [1300 267 937](tel:1300267937)