

# PHONE ANSWERING SERVICES



## Definition

This service allows clients to have their own unique UAE landline number with personalized phone answering during working hours (Sunday to Thursday 8:30 am to 5:30 pm) and voicemail service with email notifications. This also includes transferring and forwarding calls to a person assigned by the company. Calls will be answered by multi-lingual agents.



## Process



Contact Shams Concierge for phone answering service

1.



Submit requirements

2.



Settle payment

3.



Receive activation email

4.



## Timeline

- 1 business day



## Fees

- AED 3,969 per year



## Information Required

- Company name
- Company brand name
- Signed Agreement
- Assigned contact person (for transfer and forwarding)
- Email address
- Home address
- Company address
- Preferred greeting spiel (if any)
- Call instructions
- Business profile
  - o Website
  - o Business hours
  - o About Us
- Additional Instructions