

# VA Placements helping you grow as you go



## Virtual Assistant Services offered to alleviate your Business Frustrations

### Accounting and finance management

- Book keeping
  - Pay role processing
  - Invoicing/Credit Control
  - Customer billing
  - Payment follow up
  - Expense management
  - Pricing research and comparisons
  - QuickBooks/MYOB and other software
  - Bank reconciliation
  - Accounting data entry
  - Utility bill payments
  - Online and bank transfer sheets maintenance
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### Appointments

- Calendar management
  - B2B / B2C appointment setting
  - Client visit appointment
  - Making Business and personal reservations
  - Invitations
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### Call answering 24/7

- Virtual reception with your company's welcome message
  - Message taking
  - Customer services
  - Order taking
  - Call taking & then transfer to your number
  - Interview schedules
  - Product and services information
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### Research and analytics

- Web or internet based links updating
  - Charts and graphs analysis
  - Creating graphs and charts
  - Product or service research
  - Monitoring and competitor facts research
  - Travel and vacation
  - Customized research
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### Business Development

- Sales Systems
  - Strategies
  - Customer Service
  - Training
  - Grow your Business to the next level.
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### Website creation and maintenance

- Develop new websites (web designing)
  - Latest updates
  - E-commerce solutions
  - Shopping cart creation
  - Developing a CRM
  - Hosting and management services
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### E-mail and chat support

- Managing and sending out emails
  - Answering queries via email
  - Customer support (pro-active and reactive)
  - Sending follow up or reminder emails
  - Ticket based email management
  - Online chat for your website
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## **Customer relations management**

- Follow up calls to your clients
  - Capture , storage and analysis of customer information
  - Managing CRM database
  - Quotation and sales order management
  - Maintaining service records
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## **Paralegal tasks**

- Document preparation assistance
  - Legal transcription
  - Contract and agreement preparation
  - Record entry
  - Document creation and formatting
  - Paralegal nurse consultants
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## **Sales and marketing**

- Lead generation
  - Telemarketing
  - Direct mail/ E-mail follow up
  - Visitor invites-trade shows, events
  - Marketing List generation
  - Marketing plan preparation
  - Incorporating newer strategies
  - Email marketing
  - Internet marketing
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## **Data base creation and management**

- Basic / complex data base creation
  - Web based data base creation
  - Record/ entry sorting
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## **Transcription service (we transcribe everything)**

- Customer satisfaction survey
  - Mystery shopping
  - Dictation, interviews, business meetings
  - Conference calls, focus groups, press briefings, lectures
  - Radio shows, Seminars
  - Panel discussions
  - Legal
  - Medico-legal
  - Medical transcriptions
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## **Health care services**

- Medical billing
  - Medical coding
  - Medical claim processing
  - Patient record maintenance
  - Patient follow calls
  - Maintaining case studies records
  - Making/ updating the OPD forms
  - Maintaining record of patients visits
  - Maintaining details of the patient, past medical history etc
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## **IT support and software development**

- Network and website monitoring
  - Custom software development
  - Network management
  - It infrastructure monitoring
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## **Security services**

- CCTV monitoring
- 24 hour support of monitoring
- Home security camera monitoring
- Billboard camera monitoring
- Store security camera monitoring
- Web and phone based investigation
- Background screening

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## **Recruitment services**

- Creating and posting jobs on websites
- Sorting out cv's/ resume
- Interview scheduling
- Employee background screening

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## **E learning**

- Corporate training
- Product demonstration
- E tutor for school students

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## **Market research**

- Manage and make new policies for your products
  - Studying growth of various areas related to your campaign
  - Pricing, product development and formulating newer strategies
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## **Spread sheets and presentation**

- Excel spreadsheet -creating, updating
  - Professional power point presentations
  - Presentation for websites
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## **SEO and PPC**

- Search engine optimization of your website
- Help you to get high ranking for your websites
- Pay per click campaign management
- Key word research
- Optimizing according to the budget for web promotion

## **Personal Tasks**

- Any type of personal tasks commonly:
- Correspondence with friends & Family
- Birthday/Anniversary reminders and gift & card sending
- Dinner Reservations, other reservations
- Travel and Vacation Planning
- Organizing events
- Household tasks help