



All Day Answer

Professional Call Answering Service

Leaders in business communications

The Cost of Missing a Call is **Bigger Than You Think.**

At Alfonica, we understand that customers are expecting a lot more and service providers are in high demand. Nowadays, three-quarters of customers reckon they should be able to get hold of a business anytime, day or night. In the UK, nearly 70% say that getting a quick answer is a massive part of exceptional customer service. That's why we believe being there when your customers need you isn't just a nice touch anymore, but a must-have.

Missed calls really do hit your bottom line. Small and medium businesses may be at risk of losing customers simply because the phone doesn't get picked up. Every one of those missed calls could be a new sale, a customer with a question, or something urgent. If you don't answer, they'll likely just call one of your competitors.



**£30
BILLION**

is lost each year simply because **the phone doesn't get picked up.**

We're Your Real Voice After Hours. **We're On, Even When You're Off.**

Our 24/7 call answering service isn't just about being available, but about building the trust and loyalty that keeps your customer coming back.



90%

of UK shoppers say customer service is a big deal when they're deciding where to spend their money and who they'll stick with. Hearing a real, helpful person on the end of the line, rather than getting a voicemail or a chatbot, can really change how people see your brand.

As more UK businesses look to sell overseas or have staff working from different places, being available around the clock just makes sense. Your customers could be in a completely different time zone or need help when your main team has clocked off.

With Alfonica, your business performs effectively and is always open, even when your core team isn't available.

We do this by ensuring every caller speaks directly to a real person who can respond with warmth, empathy and understanding, **not automated scripts.**

Turn Every Call Into a Connection

Every incoming call is a chance to grow, to connect and build loyalty. But what happens when your team is swamped, lines are busy, or the day ends?

Lost calls often mean lost chances, frustrated clients and a reduction in your professional image. You've got enough on your plate without worrying about every ring. At Alfonica, we guarantee:

Reliable UK Virtual Receptionists

Our call agents aren't just operators but **highly skilled communicators** who combine genuine care with advanced systems to deliver the right service.



Brand Reputation

We take the time to understand your business, your culture and your clients. We become a **seamless part of your brand**, making sure every interaction strengthens your professional image.

Customised Call Solutions

From small startups to busy companies, our services are never one-size-fits-all. We offer **flexible, custom plans** that grow precisely with your needs, so you only pay for what you use.



We Become Part Of Your Brand, Not Just A Service

Dependable Setups

Our strong call setup and dedication team mean **uninterrupted service** you can always rely on and monitored calls. Your calls are our top concern, 24/7, every day of the year.



Proven Success

Don't just take our word for it. We've helped countless businesses like yours **improve their call handling**, boost client satisfaction, and fuel their growth.

Trusted Protocol

We're protecting your good name, **extending your reach**, and making sure no valuable conversation goes unanswered by following your business policies.



Call Answering Features

More Than Just Answering Your Phone



Custom Call Scripts

We create custom greetings and call scripts that match your company's unique style and values. Because these scripts are delivered by real receptionists, not automated voices, every conversation feels personal and human.



CRM Integration

Automatically sends call details, leads, and bookings to your CRM system while logging interactions and reporting on volumes, types, and outcomes.



Reports & Insights

Get clear reports on call volume, peak times, missed calls, and lead conversions so you can better understand your customers better.



Emergency & Escalation

For critical businesses (like call-out engineers), we establish clear procedures for emergency calls and immediate escalation to relevant staff members.



After-Hours Coverage

Critical calls are managed 24/7 following your specific emergency plans. You're always reachable when it matters most.



Message Taking & Transfers

We offer options for warm transfers to available staff or accurate message taking and immediate delivery via email/SMS. Additionally, we capture details and send them to the right person, right away. Whether it's by email, text, or directly into your client system.



Outbound Calling

These types of calls are proactive and initiated by our UK call operators to follow up on your customers enquiries, ongoing service issues, or reminding them of renewals.



Live Chat Support

Instead of calling a support line or waiting for an email response, customers can have access to the live chat support function to instantly connect with a person who can answer questions, resolve issues, or provide guidance.



Appointment Booking

Our call agents can book, change, and confirm appointments directly into your preferred calendar system, cutting down on missed meetings and freeing up your staff for more important tasks.

Why Businesses Trust Us

The Benefits You Feel From Day One



Client Satisfaction

Give your callers instant answers. We answer quickly, resolve common queries, and pass complex calls to the right person.



Polished Brand Image

Enhance your business reputation with information being delivered on time and leaving a positive lasting impression.



Extra Time

No more distractions. Free up your staff to concentrate on real work, not constant phone interruptions.



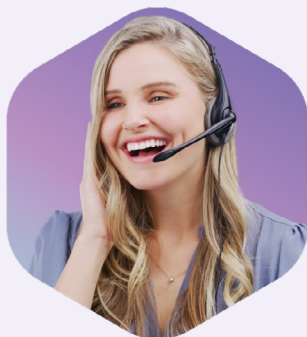
Capture Every Opportunity

Make every enquiry count with **round-the-clock service** that builds lasting relationships. Those relationships are built on genuine human interaction representing your brand.



Quick Setup, Built to Last

Seamless Setup With Long-Term Results



1

Let's Talk

Tell us about your business, your callers and the results you're aiming for.

2

Custom Plan & Scripts

Based on your needs, we'll build a customer plan and recommend the ideal setup with your brand voice and service style.

3

Smooth Setup

We'll get you up and running quickly, integrating with your systems where needed with no disruption to your day.

4

Go Live

With your call team in place, you'll start seeing the impact of expert call handling right away.

5

Ongoing Support

We're here for you. We constantly check performance, share insights, and are always ready to adjust our service as your business evolves.

Our Clients Say It Best



Previously, we have trailed a couple of call answering services and none of them were as efficient or as professional as Alfonica All Day Answer services. The way they deal with a call, the way they treated it as if they are a part of Bercleys Properties. Knowing our callers always speak to a real person makes all the difference.

Bercleys Properties



**Suchi Rosenbaum, Operations Manager
at Bercleys, shares their experience:**

**CLICK
HERE TO
WATCH**

Suchi Rosenbaum
Operations Manager

Bercleys Properties



Let's Get Your Time Back!



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