

## Cloud Net launches the CLASS Live telephone answering service

### Image Gallery



The Cloud Net logo

***UK small businesses need never miss another business call with Cloud Net CLASS Live answering service***

**Online PR News – 24-May-2010** Cloud Net today announced a further extension to its growing [business telephone services](#) portfolio: the Cloud Net Live Answering System (CLASS).

CLASS is a [live telephone answering service](#) and can be used to complement Cloud Net's full [business VoIP](#) system or independently.

Staffed by professionally trained UK based operators, CLASS allows businesses of all sizes to ensure that calls are picked up professionally and messages passed on immediately.

CLASS users work with Cloud Net to determine how callers are greeted and what message they give if the business owner is unavailable. Small companies and freelance consultants are encouraged to submit information about their company to ensure that operators understand the business. The operators can also be primed with a list of frequently asked questions or steer callers to a company's website. After taking the call, the operators pass on detailed messages to ensure that the caller receives the help or information they were looking for.

Benefits of CLASS include:

- Free subscription
- Free set-up
- No minimum charge
- Service available 9am - 6pm Monday to Friday
- UK based operators
- Low pay-as-you-go pricing
- Just £1 per minute, which is billed per second
- Messages via email and text
- No call diversion charges for Cloud Net Connect users.

The new service is perfect for small companies that may receive calls during the day while the team is busy working on other matters.

Charles Chance, MD of Cloud Net says of the service: "This was a service suggested and requested by our clients who at times were unable to cope with the amount of enquires they are generating. Our customers

have found it ideal for coping with temporary increases in call volume, during marketing campaigns for example, without the need to employ an additional member of staff to sit at a desk all day to take calls. Our users only pay for the time spent actually answering calls, not the time in between calls.“

“Additionally, we understand that companies may want help at certain times, so have ensured that there is no set-up fee and users can benefit from the convenience of an answering service immediately.”

David Hill, Chairman of Cloud Net added: “CLASS is a great way to manage customer service since callers will have the opportunity to speak to someone straight away. In addition, we believe that the system can also help to improve the perception of a company. Smaller businesses can appear larger as their phones callers won't face an engaged tone, or be left in a queue. CLASS also saves on the cost of employing a receptionist to take incoming calls.”

For further information, please visit, [www.cloudnetuk.com](http://www.cloudnetuk.com), call 01922 21 33 33 or email [solutions@cloudnetuk.com](mailto:solutions@cloudnetuk.com)

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#### About Cloud Net

Cloud Net supplies business phone systems to SMEs and start ups with the advantage of no capital expenditure necessary to run a professional PBX and dramatically lower running costs. Cloud Net has developed a dedicated small business VoIP network providing free calls within the network. The company has a happy and growing customer base. Cloud Net is privately financed and started trading in March 2009.

#### Contact for media information

For more information, to review Cloud Net services or for case studies, please contact Ranbir Sahota or Sara Pennant of Vitis Technology PR agency, on 0121 242 8048, [ranbir@vitispr.com](mailto:ranbir@vitispr.com) or [sara@vitispr.com](mailto:sara@vitispr.com)

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