MORVIX

www.wearemorvix.com

VIRTUAL ASSISTANT • CUSTOMER SERVICE • INBOUND SALES

Every Inquiry Answered. Every Opportunity Converted.

Customer service sales specialists who turn calls, chats and inquiries into bookings, orders and paying customers, for businesses from medical to taxi, at any time of day.

24/7
ANYTIME COVERAGE

5
ENGLISH-SPEAKING MARKETS

ANY
INDUSTRY, MEDICAL TO TAXI

QA
ON CALLS & CONVERSIONS

TARGET MARKETS: UNITED STATES • UNITED KINGDOM • CANADA • AUSTRALIA • NEW ZEALAND

THE MORVIX DIFFERENCE

A Missed Inquiry Is Revenue Walking to Your Competitor.

Our team answers when you cannot, handles questions the way you would, and guides every inquiry to the next step: a booking, a quote, an order or a sale.

1

CONVERSION-MINDED

Not just message takers. Trained to discover the need, answer with confidence and close the next step.

2

TRAINED ON YOUR BUSINESS

Your services, pricing, FAQs, tone and escalation rules built into every conversation.

3

ANYTIME, ANY INDUSTRY

After hours, overflow or full-time. Clinics, cab companies, trade services and more.

MORVIX

We Know What Missed Calls Cost You

Calls going to voicemail

Callers who cannot reach someone often move on to the next business.

Staff pulled in every direction

Front desk or technicians answering phones instead of doing revenue work.

After-hours silence

Evenings, weekends and holidays go unanswered.

Inconsistent answers

Different people, different information, lost trust.

Quotes never followed up

Interested prospects go cold within days.

Seasonal spikes

Volume surges you cannot hire for in time.

MORVIX

The Morvix Engine Behind Your Campaign

01 **Account Managers**

A dedicated manager owns your account, your call flows and your results.

02 **Customer Service Sales Team**

Callers trained to discover, answer, and convert every inquiry.

03 **Knowledge & Training**

Your services, pricing, FAQs and tone taught and rehearsed before go-live.

04 **QA Team**

Calls and conversions reviewed against your standards.

05 **Systems & CRM**

Details captured in your CRM or booking system, so nothing is lost.

06 **Reporting**

Clear visibility on what came in, what converted and what needs attention.

THE PEOPLE BEHIND MORVIX

Real People. Real Industry Knowledge. Real Accountability.

The founders and partners who build, lead and stand behind every Morvix campaign.







OUR METHOD

MORVIX

From Inquiry to Booked, Ordered or Sold

01 Business Onboarding

Services, pricing, FAQs, tone and escalation rules.

02 Call-Flow Design

Scripts and decision paths built for your business.

03 Answer Fast

Every call, chat or inquiry picked up promptly.

04 Discover the Need

Listen, ask and understand what the customer wants.

05 Answer With Confidence

Clear, consistent responses to questions and objections.

06 Convert

Book the appointment, take the order, send the quote.

07 Capture

Details logged in your CRM or booking system.

08 Follow Up

Unconverted inquiries nurtured, not forgotten.

09 Report & Improve

Call outcomes shared and flows refined.

SCOPE OF SERVICE

MORVIX

What We Handle, and Who We Serve

What We Handle

- Inbound calls and inquiries
- Appointment and booking scheduling
- Order and reservation taking
- Quote requests and follow-ups
- Overflow and after-hours coverage

Industries We Serve

- Medical & healthcare practices
- Taxi, transport & logistics
- Home & trade services
- Legal & professional services
- Real estate & insurance

QUALITY & PROTECTION

MORVIX

Standards You Can Rely On

01

Call Quality Review

Calls and conversions are reviewed against your standards.

02

Escalation Rules

Urgent or sensitive matters are routed to you exactly as you specify.

03

Confidentiality

Customer information is handled under strict internal rules and your instructions.

04

Transparent Reporting

You see what came in, what converted and what needs your attention.

OUR PROMISE

Your Brand. Your Voice. Your Customers.

We do not operate as a faceless call center.

Your callers represent your business: your name, your tone, your services and your standards.

Your customer data stays yours.

While we work together, our team is dedicated to protecting your reputation and growing your revenue.

WHY MORVIX

MORVIX

An Answering Service Takes Messages. We Make Sales.

	TYPICAL ANSWERING SERVICE	MORVIX
Purpose	Takes a message	**Turns inquiries into sales and bookings**
Knowledge	Generic scripts	**Trained on your services, pricing and FAQs**
Availability	Business hours only	**Anytime, including after hours and overflow**
Follow-up	Left to you	**Unconverted inquiries followed up**
Consistency	A different answer every call	**Consistent, on-brand responses**
Data	Notes in an email	**Captured in your CRM or booking system**
Reporting	Little visibility	**Clear reports on inquiries and outcomes**

REACH & CAPABILITIES

MORVIX

Customer Service Sales Across Five Markets

BUILT FOR

- Medical & healthcare
- Taxi & transport
- Home services
- Legal services
- Real estate
- Any inquiry-driven business

WHERE WE OPERATE

- United States
- United Kingdom
- Canada
- Australia
- New Zealand

ALSO SERVING

- Commercial Cleaning
- IT Services & SaaS
- Technology
- Financial Advisor Recruiting
- Real Estate
- Business Buying & Selling
- Digital Marketing
- Insurance
- Legal Services
- Medical & Healthcare
- Solar
- Roofing
- Property Preservation

Works inside your booking system, CRM or phone platform: HubSpot, Monday, RingCentral and more.

WORK WITH US

Let's Answer Every Inquiry

LISTEN | ANSWER | CONVERT | CAPTURE | FOLLOW UP | REPORT

1. **Discovery Call**
   We learn your services, pricing and the questions customers ask.

2. **Build & Train**
   Call flows and knowledge are built and rehearsed for your business.

3. **Go Live**
   Every inquiry answered and guided toward a sale.

MORVIX

Morvix LLC

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WEBSITE

www.wearemorvix.com

Available for inbound customer service sales, appointment booking, order taking and after-hours coverage.