



## Frequently Asked Questions

Virtual Assistant Services

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### **/ What can my remote staff do?**

A virtual assistant (VA) can handle your calendar, appointments, manage your email accounts, post social media, proof/edit documents, book travel arrangements, coordinate between clients and/or team members, and coordinate almost anything you need.

### **/ Can the VA answer my phone?**

Yes and no. Your VA will be accessible to you by phone. However, this line is available for your convenience alone.

### **/ How do I get assigned my VA?**

We assign virtual assistants based on the types of projects that the VA will be working on and skills needed. Before we assign a VA, we contact you to learn what projects you will have your VA work on. Based on this information, we identify a VA with the appropriate skills for the project.

### **/ Do you train your staff?**

The person assigned to work with you will have the in-depth professional background and skills to perform the tasks you have requested. Analytix's staff all have a clear understanding of how the most popular software packages and Internet technologies work and undergo a rigorous onboarding and development program. However, you will need to train your VA in how your business works and in your business-specific systems and procedures. We recommend that you have a written manual—if you do not, we will create one for you!

### **/ Can my VA work with my online software and project management tools?**

Yes, as long as your system is cloud-based and accessible via the Internet.

### **/ How soon after I contact my VA can I expect a response?**

Your VA will always respond within a few hours during the business day, and by the next business day for off-hour or weekend requests. When you begin working with VA, you'll be able to establish a routine that works best for both of you as you determine how best to allocate the time you have purchased in your monthly plan.

### **/ How do you ensure quality control?**

We conduct a rigorous interview process and take great care only to on-board professionals with the required professional skills and background to provide outstanding services. To control quality, we NEVER outsource to third-party providers. The staff you are assigned are the ones who do the work. We guarantee quality; if you are not happy with the work, simply don't pay us.

### **/ How does my VA member track time?**

Once you have signed up, you can access a client portal that shows all your tasks in progress, hours that you've used and how many hours remain in your plan.

### **/ Does my VA work on weekends and holidays?**

Our team works during business hours, Monday to Friday. We observe major U.S. holidays. Our Virtual Assistant will be offline and spending quality time with family and friends on these occasions during the year. When a holiday falls on a weekend, we will follow the U.S. federal day of observance.

If there is an urgent request, please reach out to your account manager and they will try their best to help you.

### **/ Do I get a team of assistants that rotate?**

Our virtual assistants are all dedicated. That means you work with the same VA each time. They get to know you, your needs, and the way you like to work.

### **/ Do you provide back up when my staff member is away?**

Yes. Even the best people get sick from time to time, take a vacation, or need to take time off for personal reasons. Analytix will not leave you stranded. All our team can train a backup so that they can step in to cover them when the need arises.

### **/ Where will my Virtual Assistant be located?**

Your VAs are located at our office in Ahmedabad, India.

### **/ Are Analytix VAs employees or freelancers? Does it matter?**

Our VAs are employees, and yes, it matters. For one-off projects, freelancers can be a good option. For ongoing projects and support, working with an employee means you will have a virtual assistant or team that can handle all your needs seamlessly.

### **/ How can I protect my company information?**

We sign a non-disclosure agreement with you when you sign up. If you would like to use your own, we are happy to review yours as well.

### **/ How do I sign up?**

During your initial consultation, we will review your requirements and match you to an assistant that best fits your needs.

### **/ Are your plans flexible?**

Yes, our approach is flexible. You can start with one plan and upgrade, downgrade, or cancel

at any time with a 30 days' notice. In fact, you can upgrade and downgrade multiple times as your needs change throughout the year. Please note that any unused hours in your monthly plan do not roll over to the following month.

### **/ What forms of payment are accepted?**

Analytix accepts ACH and credit card payments.

### **/ Are there any additional fees in addition to my monthly plan amount?**

Our plans are all inclusive. However, our plans do not include third-party subscriptions.

### **/ How do I terminate work?**

If you would like to cancel the renewal of your plan, you can do so at any time with 30 days' notice; just let your account manager know and they will help you.

### **/ What happens if the VA and I don't work well together?**

We do our best to create awesome Client/Assistant matches on Day 1, but sometimes we need to adjust as we go. You can work with your Account Manager to share your feedback and request a switch at any time. We will work with you to get the right match and manage transitions as seamlessly as possible.

### **/ What if you do such a great job of matching me, that I want to bring my Virtual Assistant on to my staff full time?**

You're right – it happens! We consider our employees to be our business assets, but we can certainly help you find a right person with the help of our RPO services.

### **/ Can I meet with or call my virtual assistant?**

Phone calls or virtual meetings are always welcome and often can be the most effective way to get things done. Our VAs can use Google Hangouts, Skype, or Zoom apps to host a video call for an added personal touch. They can share their screen with you, view your screen or even operate your computer remotely if needed (with your permission, of course).

### **/ Can my VA make purchases for me on my behalf?**

Of course. Your VA can make purchases, schedule payments and place orders safely and securely. We ask that you give your VA your credit card information over the phone, so that everything is safe and secure.

### **/ What can I do to help make sure I get the most out of my experience with Analytix?**

Prepare your new VA by writing down the tasks you want your VA to accomplish. If there is a process or program that your VA must learn, write an outline of the workflow as a reference, or record a Loom video.

Your VA will take notes and is a fast learner, but the more you can do to prepare for onboarding, the sooner your VA will be able to help you accomplish your goals. Plan to work with your VA as you would a new employee. When you start, communicate with your VA regularly. Give both positive and critical feedback. Ask questions. Consider using project management software such as Monday, Trello, Asana, or Basecamp to reduce the number of emails and save time. We are big fans of Monday around here.

### **/ Why Analytix**

Whether you want to grow your business, maximize your billable time, spend more time at home, or feel less stressed and disorganized, a virtual assistant from Analytix will make all the difference.

### **/ Who Can We Help?**

We can help a broad spectrum of small business owners, and multi-tasking professionals such as freelancers, consultants, advisors, and entrepreneurs.