



## EVO Services

**Elite Virtual Office (EVO) is a Virtual Assistant (VA) agency. We specialize in the training and placement general VA's, Marketing Coordinators and Inside Sales Associates (ISA's).**

EVO identifies, vets and trains quality offshore VA's, Marketers, Callers and ISA's for placement in small and medium sized businesses. In addition to your virtual assistant there is also a team leader placed in your account to monitor performance, daily reports and function as a point of contact between your business and Elite Virtual Office.

## Contract Terms

**Option 1:** Custom quote for your specific list. You choose the number of times you want your leads to call and we'll provide a quote for the project. Once your project is complete, you'll receive a leads sheet with documentation of all conversations had. Warm leads, hot leads and appointments will be transferred via email in real time. Once completed, there will be no more payments due until you need another project.

**Option 2:** Receive a dedicated ISA for your prospecting needs. Your payment is for 80 or 160 ISA hours per month. This time block is considered your **Billing Cycle** and lasts for 4 weeks, or until your hours are used.

**Contract Length** - There is **NO MINIMUM CONTRACT** with EVO. At any point you wish to terminate your relationship with EVO, you may do so, as long as you provide notice at least 5 business days prior to the completion of your allotted hours. Failure to notify EVO within 5 days of the completion of your billed hours, may result in an additional month of services.

## Inside Sales Associates (ISA's)

### Role & Responsibilities

An ISA's role is to provide quality phone support, appointment setting and both inbound and outbound prospecting support for your business. This often involves cold calling, warm lead follow-up and lead nurturing for a business that needs more prospecting and lead generation. This is often done in the real estate business, but is also offered for various other industry professionals.

### Quality Leads & Lead Recommendations

**Lead Expectations** - Leads can be handed off as a physical appointment, follow-up opportunity or phone hand off. Please note that your expectation should vary based on the type of lead your ISA is prospecting. Many cold calls result in a nurture opportunity and should be followed up with by you or an agent in your local market.

A quality lead is not guaranteed business but is a prospect who is interested in and able to discuss your service. **(ie. a homeowner who is interested in discussing listing or selling a property they own)**



**List & Lead Source Recommendations** - An independent ISA, who is taking advantage of the EVO platform Dialer, will typically make between 2,000 and 2,600 dials for every 80 hours of calling time. A lot depends on the lead source they are using, but many of our clients desire at least one call - per lead - per month. **Please ensure you have enough leads to keep your ISA busy on the plan selected.**

In the event that you or the ISA needs additional leads, there are a few places you can get those. We recommend sources like - AllTheLeads.com, RedX.com, ZBuyer.com, Cole Realty Resources, PropStream or BatchLeads. Targeted leads can be purchased through EVO leads accounts. Request a quote.

## EVO Training & Oversight

Each ISA is provided with conversation and sales training. EVO will provide recorded role play sessions so that you may listen to ISA performance and select based on specialty and your desired communication standards. EVO also provides a team leader with each ISA relationship to help with mentorship, training, performance and quality performance. This Team Leader will also be your point of contact with EVO.

## CRM, Dialer & Phone System

EVO provides ISA's and Clients with time & productivity tracking software, local VoIP phone lines for VA use, WorkPlace for training and communication, and a single line (click to call) dialer. While clients are not required to provide additional Dialers, CRM's or Systems, we understand many of our clients do already have systems they would like their ISA using. If using systems that are not provided by EVO, all we ask is that you take the time to train your ISA on the use of these systems. These are included in your subscription price.

**If you would like an upgraded dialer, EVO can provide a CRM Grow account for your ISA's use. CRM Grow accounts are \$50 per billing cycle and login's are shared with you. You can upgrade to a power dialer for \$100 per billing cycle (single line), or \$150 (triple line).**

## ISA / VA Bonuses

Bonuses are a way to incentivize quality performance and a strong work ethic. ISA's may ask for a bonus structure, but this is negotiable with each VA or ISA. If you decide to bonus your ISA on closed business or on specific performances, it can go a long way toward getting great results. EVO suggests \$150 - \$300 per transaction. Some clients give smaller bonuses on other metrics as incentive to their ISA, while others provide very large bonuses on physical appointments that result in a transaction.



## EVO Hiring Standards & Plan Options

### EVO Hiring Standards

**ISA Experience & Communication Standards** - EVO only hires ISA's with a background in cold calling, prospecting, appointment setting or lead generation. We look for ISA's with a high standard of both spoken and written English and those with good conversational or technical ability. Performance quality with all ISA's is expected to be very high, but EVO does frequently find ISA's whose experience and ability surpasses others in skill or experience. This is why there can be a difference in pricing between ISA's & VA's in our program.

### ISA Trial Period

When choosing a dedicated ISA on an 80 or 160 hour monthly plan, you are able to receive a 1 week trial period to test their prospecting skill and overall fit within your organization.

### Startup Costs & Plan Pricing

#### **Start-Up & Onboarding Fee - \$199**

The ISA set-up and onboarding fee will be collected up front, prior to your ISA selection process or trial period. The full onboarding process can take between 2 and 10 business days dependent on our VA / ISA start availability. Your **Billing Cycle** charges will begin at the time you select your ISA and will be re-billed 5 business days prior to each **Billing Cycle**.

Please Visit <https://myelitevirtualoffice.com/virtual-assistants-isas/> To See Available VA's and Pricing