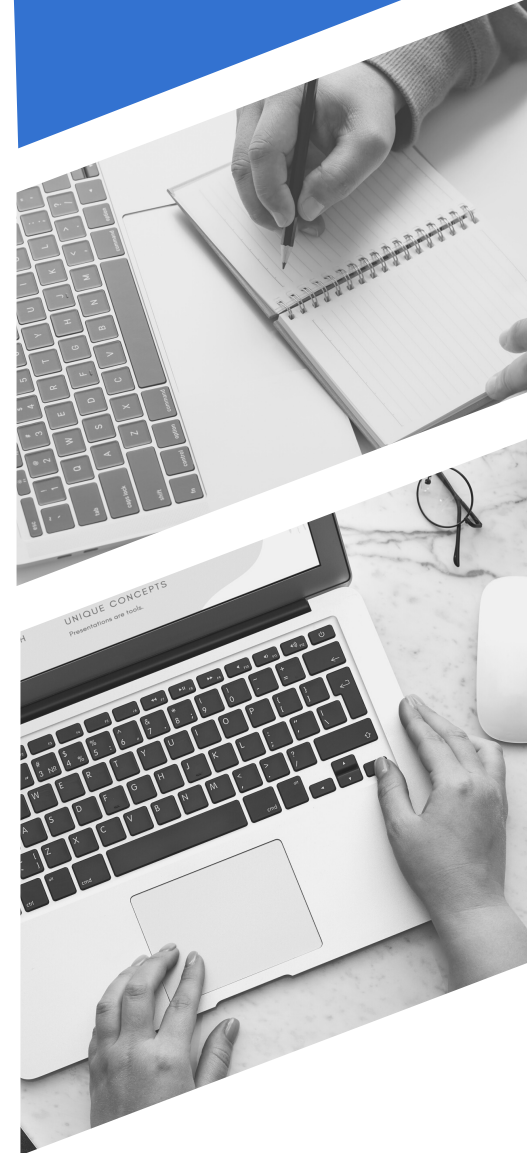




# VIRTUAL ASSISTANT

YOUR PARTNER IN SUCCESS

I would like to personally welcome you to PrimeView Virtual Assistants Project. We are thrilled to have this opportunity to work with you.



YOUR  
VIRTUAL  
SUPPORT



# WELCOME

PrimeView Virtual Assistants are dedicated to make our working relationship a success.

It is our commitment to provide best possible service to you as your assistant.

In this welcome kit, you will find:

- ☒ How we work
- ☒ Tools we use
- ☒ Timeline
- ☒ Contact Information

# WORKING TOGETHER

## Equipments

Our Virtual Assistants are equipped with Desktop or Laptop and fast internet service.

## Hours of Operations

Our business hours are Monday thru Friday from 8AM-5PM Z. Our Virtual ssistants depends their shift based on client's requirements nd Time zones.

## Holidays

We take the following US holidays:



New Year's Day



Memorial Day



Independence Day



Labor Day



Thanksgiving Day



Christmas Day

However, if client will request to work on that day, we will cover the holiday with the same quality of service.



# TOOLS & PLATFORMS

This is a collection of the tools and platforms that we use every single day to run my virtual assistant business working for clients remotely.

Some of them are free and some require month to month fee.

## **GSUITE**

Gsuite is the business version of your basic gmail account. It gives you a branded email address so you look professional (name@yourawesomewebsite.com) and access to many premium features that are useful as your business grows over time.

## **LASTPASS**

LastPass is a secure password storage and sharing platform. LastPass allows your clients to upload, store, and share their passwords with you confidentially and safely. We also recommend using it for storing your own business' passwords as well.

## **ZOOM**

Zoom is the reliable meeting room software to virtually meet with clients. It allows you to visually see each other and talk directly about the projects you are working on together. Zoom is also the ideal platform for consultation calls with potential clients.

## **SLACK**

Slack is essentially a chat room for your whole company, designed to replace email as your primary method of communication and sharing.

Its workspaces allow you to organize communications by channels for group discussions and allows for private messages to share information, files, and more all in one place.

## **TIMEDOCTOR**

Track your time and your employees' time so that you can clearly see what is done throughout the day. Time Doctor creates a summary of the time spent on each project, client, and task. See how much time employees spend working at the computer vs away, and how long their breaks last.



## **RINGCENTRAL**

RingCentral Office is a cloud-based business communications system with enterprise-grade voice, fax, text, online meetings, conferencing, and collaboration. With RingCentral Office, you can easily connect your office, remote and mobile employees under one phone system, regardless of their location.

## **LOOM**

Loom is a video recording tool that helps you get your message across through instantly shareable microphone, and desktop simultaneously. Your video is then instantly available to share through Loom's patented technology.

## **ZOHO CRM**

Zoho CRM is a cloud-based business management platform that caters to businesses of all sizes. It offers sales and marketing automation tools with helpdesk, analytics, and customer support functions.

Likewise, its mobile platform lets you take CRM on location so it can get updates fast and real-time, and close more deals even when on the go.

## **GDRIVE**

Makes searches faster using suggested files. Stores all your documents in one place. Easily store, share, and sync all your business files with Google-level security.

# REPORTING

## Daily Report

Every day, we will send out a short email report detailing of the task done. It may consist of the clients or leads we contacted, number of emails and calls sent, and reminders for tomorrow's schedule or if anything we need from you.

## Weekly Report

Every Friday, we also send out a short report of the details or task of the week, and what are the deliverables or schedules for the following week.

The report keeps the project running smoothly and on time, pushing us towards our goals and service commitment.



# PROJECT TIMELINE

The ideal Virtual Assistant Project timeline will take about 3-4 weeks.

## 4 week project timeline

Start Date: 9/28/2020

	week 1							week 2							week 3							week 4							Status:
Assigned to:	mon 28	tue 29	wed 30	thu 1	fri 2	sat 3	sun 4	mon 5	tue 6	wed 7	thu 8	fri 9	sat 10	sun 11	mon 12	tue 13	wed 14	thu 15	fri 16	sat 17	sun 18	mon 19	tue 20	wed 21	thu 22	fri 23	sat 24	sun 25	
Janet	Ramping up applicants																												completed
Janet				Interviews and Exam for applicants																									completed
Janet								Final Interview schedules																					completed
VA team and Client										Client interview and Pre-training with PrimeView																			in progress
Client																					Training with Client and deploy								not started

Our pre-training for basic tools will be 3-5 days and client will be advised to take over or continue the training for their tools or requirements.





# OUR AVAILABILITY TO YOU

Emailing Virtual Assistant Manager at [virtualassistants@primeview.com](mailto:virtualassistants@primeview.com) is the best way to get in touch. We always respond as earliest as we can.

You can also email [support@primeview.com](mailto:support@primeview.com) with any questions.

If you need to call, [480-970-4688](tel:480-970-4688) is the best number to reach us.

**Again, thank you and  
welcome to PrimeView!**



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