

The Visual Guide to Virtual Reception

Everything you need to know about live virtual receptionist services so you represent your business right and drive results.



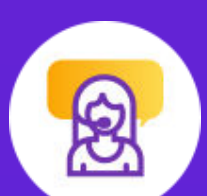
Understand the Different Types of Live Answering Services

There are a few options for live answering services and the quality, customization, and services offered varies drastically. Understanding the similarities and differences is the best way to pick a service that is right for your business.



Answering Service

The simplest form of live answering. A live person answers your calls and handles the calls according to standard procedure set by the service. There is no customization and no additional services.



Virtual Receptionist

The most impactful form of live answering. Virtual receptionists answer all your calls and offer many additional services such as customized client intake and appointment scheduling. The major difference is that virtual receptionists are trained specifically to your business, upholding the best possible customer experience.



Virtual Assistant

The unreliable form of live answering. It is an individual working independently, so there is an uncontrollable range of quality in handling calls and no back up assistant.



Signs That You Need a Live Virtual Receptionist

- You routinely miss phone calls from customers
- Your voicemail inbox is full and can't respond in a timely manner
- Your customers are agitated with the level of customer service
- You receive calls around the clock and can't answer 24/7
- You are wasting 10+ hours a week with phone calls
- Your staff is too busy and can't manage your phone calls

The Benefits of Live Virtual Receptionists



Never Miss a Call Again

With 24/7/365 call answering and a dedicated team of virtual receptionists, you no longer have to stress that a phone call will go unanswered.



Save 13+ Hours a Week

Delegating phone calls and associated tasks to a virtual receptionist service will free up 13 hours a week, on average, for you and your staff.



Deliver an Amazing Customer Experience

Research shows that customers stay with companies that make them feel valued and answer their questions in a professional and timely manner.



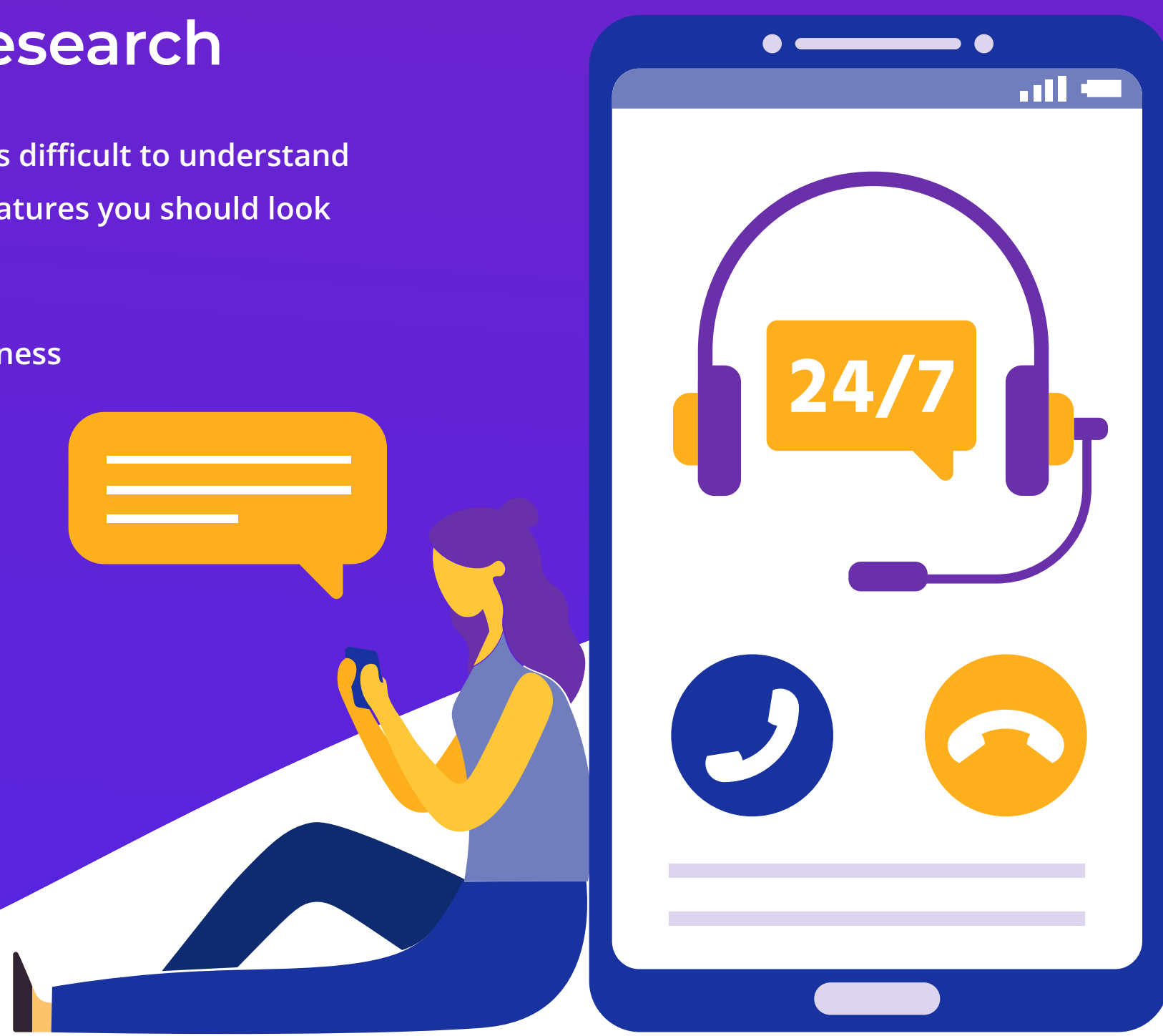
Convert Callers into Customers

When you miss phone calls or provide a poor customer experience, callers will move to the next company. Increase the ROI of calls and don't lose opportunities to competitors.

Features Checklist for Your Research

Live virtual receptionist companies offer many features and it is difficult to understand what you need and don't need. We curated a checklist of the features you should look out for to ensure you get the "bang for your buck".

- Receptionist Team Dedicated and Customized to Your Business
- 24/7/365 and Custom Answering Hours
- Customized Client Intake Services
- Appointment Scheduling
- Call Blocking, Announcement, and Transfer
- Bilingual Receptionists
- Voicemail Solutions & Custom Transfer Tunes
- Unlimited Users on Your Account
- Portal and Mobile App to Track & Manage Conversations



How to Choose the Most Cost Effective Option

Billable Minutes are Legitimate Calls

Many companies will bill minutes that are spam calls or unengaged calls. Make sure the service you choose has call blocking and is transparent in engaged and unengaged calls.

Unlisted Fees and Additional Charges

Ask if the service is all-inclusive or if they charge extra for the services you need like scheduling or bilingual receptionists. Do they have any additional fees outside the price listed in their marketing materials like transfer fees, talk-time fees, fees for additional scripts or employee transfers. With additional costs for basic service delivery added to some services the costs can add up fast.

Usage Controls

Does the service offer you ways to manage your costs yourself? Do they provide minute usage notifications? Can you upgrade or downgrade your billing plan yourself without needing to be hassled by sales? Can you choose what calls to block or to be transferred live? Having the power to manage your usage can make a big impact on your bottom line.

Competitor Analysis of Live Virtual Receptionist Services

You want to choose a virtual receptionist that has proven quality with small businesses just like you. We pulled these 2021 reviews and ratings from Clutch.co to help with your decision!



Abby Connect
★★★★★ 4.8 stars (48 reviews)



Moneypenny
★★★★★ 4.7 stars (12 reviews)



Ruby
★★★★★ 4.6 stars (7 reviews)



AnswerConnect
★★★★★ 4.6 stars (31 reviews)



AnswerForce
★★★★★ 4.5 stars (16 reviews)



Go Answer
★★★★★ 4.3 stars (16 reviews)



Nothing Beats a Free Trial

More and more live virtual receptionist services are offering free trials. This is your best opportunity to discover if the service is right for you and offers the quality that is promised. We suggest looking for free trials that are 14 days or more and that do not ask for any commitments, such as a credit card or contract.

We hope this helps you in your research process and we wish you the best in business success!