

Happier, More Efficient Business Owner Since Using Abby

CONNECT



The Industry

Chicago Criminal Defense Lawyer

The Company

Frank J. Himel is a criminal defense attorney operating in Chicago, IL. Voted one of the top 10 criminal defense attorneys in Chicago, his extremely busy schedule includes extensive case preparation, court attendance, investigations, interviews with witnesses, and so much more. He had limited time for answering phone calls and qualifying cases. He was losing potential clients and thus revenue due to an inability to answer and screen calls. That's where Abby came in.

The Challenges

- Inefficient call answering
- Difficulty prioritizing calls and potential cases
- Lost clients and revenue due to missed calls

“ The people that answer my phone calls are professional. My clients think the Abby receptionists are working for me in my office. ”

The Catalyst: Too Many Calls... Not Enough Time

“ I received a lot of calls and couldn't get back to everyone. I have limited time for returning phone calls and needed help prioritizing who to call back. ”

Due to time constraints, The Law Offices of Frank J. Himel could not promptly return calls from all potential clients, resulting in lost cases. Upon enlisting Abby's services, calls are now efficiently screened and prioritized. The firm chose Abby after comparing it with other virtual receptionist services, impressed by Abby's friendliness and professionalism.





The Solution

“Getting back to people that are a good fit for my legal practice is paramount.”

The Law Offices of Frank J. Himel now benefit from a fully integrated team of live virtual receptionists supported by advanced technology. With Abby’s call answering, routing, tracking, reporting, and custom call handling, they effectively screen and prioritize calls. This partnership with Abby significantly enhanced the efficiency of the law firm.



Call summaries,
transcripts, &
recordings



Detailed call
handling
instructions



24/7 call
answering &
screening



Text & calling
available
through app

“I can now prioritize the return of calls. Abby tells me which calls have promise or urgency and I get to those things first.”

“I’m a happier, more efficient business owner since using Abby.”



What will YOUR success story look like?

Get Started with Abby Today!

Call management has never been so easy,
affordable, and powerful.

[GET STARTED](#)

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