

# The Ultimate Guide To Virtual Receptionists.



the   
Receptionists™



# Why customers choose the Receptionists for their business.

Trusted by thousands of small businesses to deliver top-rated customer service. The Receptionists is the live virtual receptionist company turning callers into clients. Our U.S.-based receptionists answer calls, take messages, make outbound calls, schedule appointments and so much more—for a fraction of the cost of in-house staff.

the Receptionists uses technology to enhance the customer service experience and authentically connect with each caller, providing that human touch so critical to helping your business capture more opportunities. Our proprietary software helps business owners stay up to date on their business with nothing more than a smartphone. the Receptionists customers can update their call-handling instructions, read detailed messages from receptionists and request follow-ups in real time.

Partnering with the Receptionists means every customer speaks with a top-rated professional, giving you the freedom to chase the opportunities that lift your bottom line!

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Receptionists™

Fast facts on the Receptionists live services:

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## 20%

increase in sales inquiries from 100% live answer

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## 10hrs.

monthly time saving for productive work.

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## 20%

increase in satisfaction

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## 2-3x

quantifiable return on the investment in the Receptionists

During regular business hours

[theReceptionists.com](https://theReceptionists.com)



# WHY HIRE VIRTUAL RECEPTIONISTS

## MAKE A GREAT IMPRESSION



**7 SECONDS**

Customers form their first impression of a business within 7 seconds of initial contact

**86% OF CONSUMERS**

will stop doing business with a company after a bad customer experience

**DURING A PHONE CALL**



**87%**

is influenced by tone of voice

## STAND OUT FROM COMPETITORS

**ONLY 4%**

of companies rank customer service as a top priority

**27%**

Other

**4%**

Customer service

**38%**

Investing in products/service

**13%**

Marketing & advertising

**18%**

Information Technology

**TOP BUSINESS PRIORITIES**



**72%**

of all callers who reach an automated answer will hang up without leaving a message

**67%**

of all callers who reach an automated answer will hang up without leaving a message

## CULTIVATE HAPPIER CUSTOMERS

**1.2 YEARS**

the average customer spends on hold



**58%**

of customers feel frustrated when put on hold



# Virtual Receptionists

What they do and how they help

## How Virtual Receptionists work

1

Customers and new clients call your business number



2

Good morning  
How may I make  
you smile today?

Every call is answered promptly  
by a live receptionist, who:

- Greets the caller warmly with a greeting customized for your business
- Asks the caller's name
- Answer basic questions about your business

3

Software  
allows Virtual  
Receptionists  
to act and sound  
as if they are in  
your office.



## What A Virtual Receptionist Can Do

Let you know  
who's on the line

Customize where you would like your  
Calls transfered and how you'd  
like your messages delivered

### TRANSFER

Transfer the  
call to any  
phone within  
your business

### CELL PHONE

Transfer the  
call to your cell  
phone

### VOICE MAIL

send the call to  
your voice mail

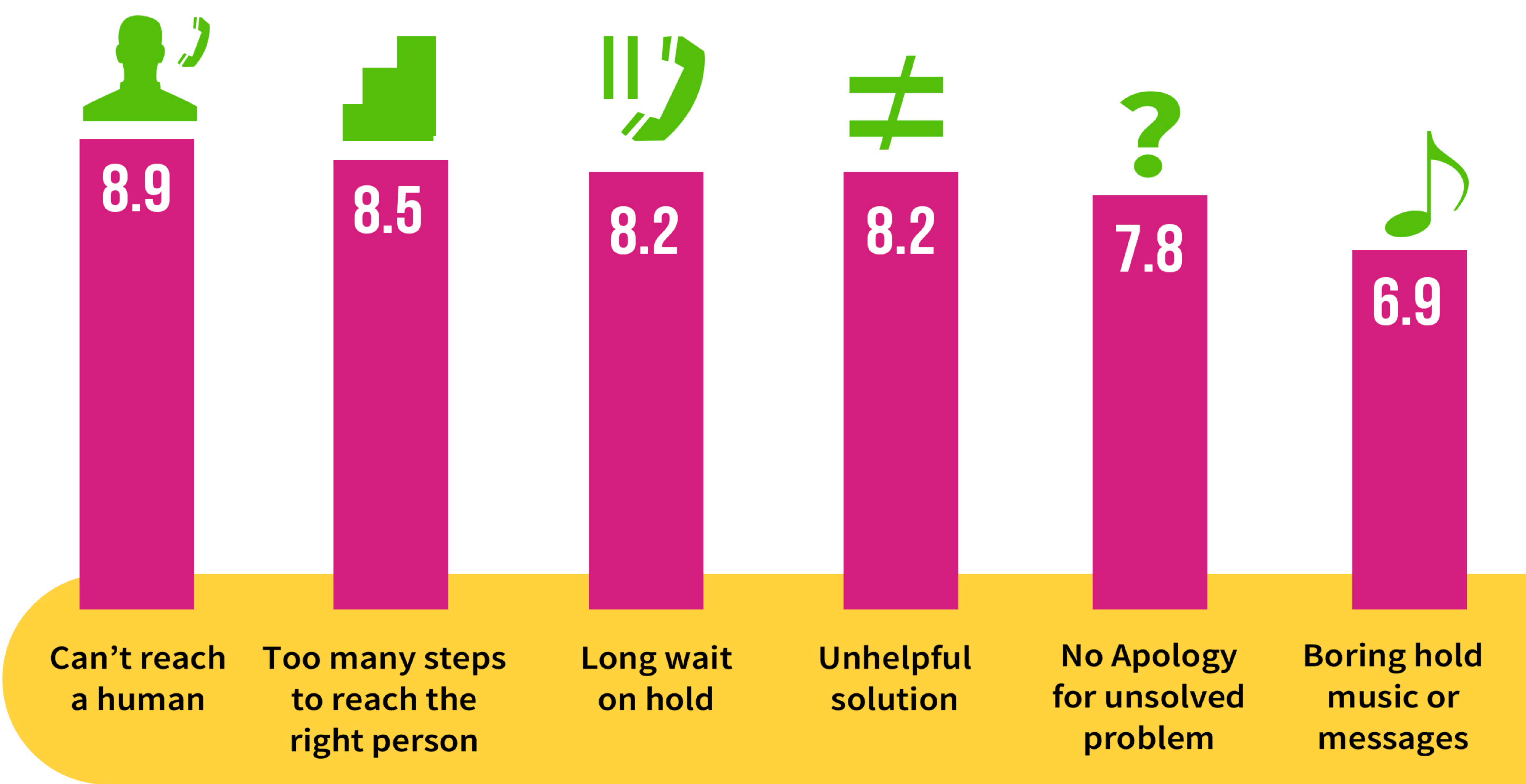
### TEXT

Take a message  
and email or  
text you the  
details



# Top Customer Phone Gripes

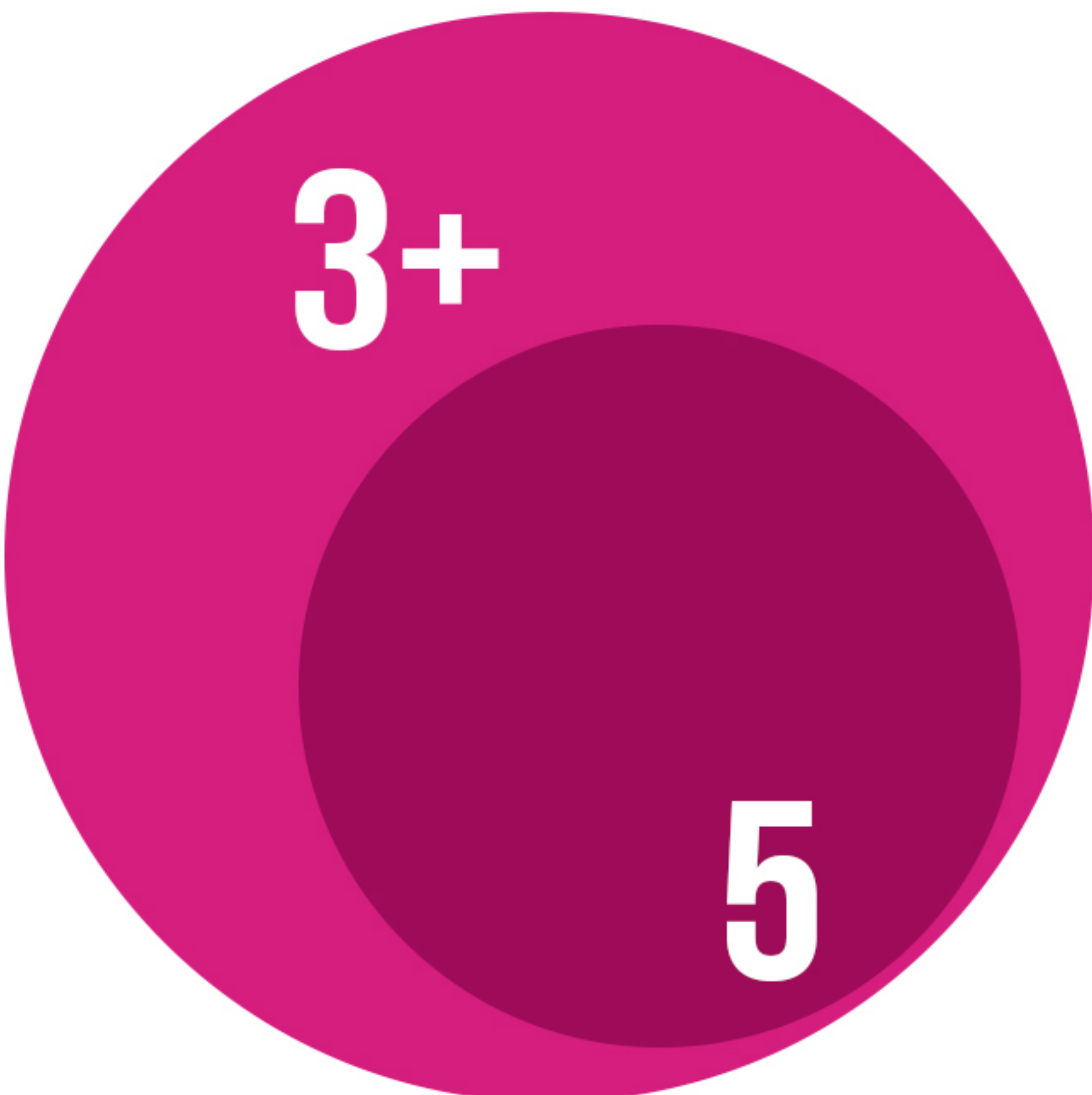
1= least annoying  
10= most annoying



## GET MORE DONE

Interruptions can extend the time it takes to complete a task by

25% ↑



90% of small business owners fill 3 or more different employment roles

44% Juggle at least 5 different roles

1 in 4

say they'd pay \$500 or more for for 1 extra hour of productivity each day





61% of small business owners work 6 or more days per week



39%



of business owners clock 10-hour workdays

43% SPEND EXTRA TIME on administrative task outside of their regular business hours

BOOST YOUR BOTTOM LINE

On-site Vs. Virtual Receptionists what business owners pay for:

	On-site Receptionist	Virtual Receptionist
Actual time worked.....	✓	✓
Breaks.....	✓	
Downtime.....	✓	
Vacation and sick days.....	✓	
Benefits.....	✓	
Employment tax.....	✓	

SOURCES: NYU; Harris Interactive; Newsweek; TalkTo; Consumer Reports; American Society Of Quality; Harvard Business Review; eVoice SMB Survey; Small Business Watch; Wave Small Business Report