

Tax season is rough, missing customer calls is even rougher.



GROWING PAINS

Every small business has its growing pains and experiences a busy period, for Jumping Jacks Tax that is January thru May of each year. Their offices are flooded with customer calls about location, services, hours of operation, status of returns etc. This constant stream of calls is great but when you also have clients in front of you who need your attention, it becomes more of a problem. That's where the Receptionists came in.

MOVE ASIDE VOICEMAIL

Working with the Receptionists allowed Jumping Jacks Tax to ensure that their customers are greeted by a real, genuine professional, in-lieu of a voicemail anytime their office staff is unavailable to answer the phone or tied up with another task.

NOBODY LIKES TO LEAVE VOICEMAILS

Using the Receptionists for call answering gives Jumping Jacks peace of mind and flexibility. They're able to ensure that their customers are heard and know that someone will follow up with them and when.

UP AND RUNNING

A phone call and a handful of emails later and Jumping Jacks Tax was up and running smoothly. *"the Receptionists allowed us to customize every aspect, from how our customers are greeted to specific call handling instructions for specific customers and more."* "So easy to set up" said Jonathan Corey of Jumping Jacks tax.

CALL INSIGHTS MATTER

After working with the Receptionists and diving into their insights dashboard the Jumping Jacks team was able to get more value from the service and improve caller experiences. The dashboard gave insights and clarity on when most calls came in and where they originated, which allied the Jumping Jacks team to better staff around busy times. This staffing level change helped speed up response times and service times. This enabled Jumping Jacks to service more customers without the need to add additional staff to their payroll. A Win-win.

AN EASY DECISION

Thinking of using the Receptionists for your business? Jonathan offers this advice: *"the Receptionists is a great choice for any company. If you find that your business receives more voicemails than the number of calls it can take then it's time to give the Receptionists a try. They'll help you scale your customer service operations for less than you'd pay doing it yourself. It's an excellent decision for any growing business."*

Discover how the Receptionists can help your business grow and meet customer needs at theReceptionists.com