

Important questions for receptionist services

A great virtual receptionist service can increase customer retention, generate a ton of warm leads and free up your time to chase the opportunities that matter. Ask each provider the following questions then score them using the scorecard. If your cumulative score is below 80 you'd do well to consider another service.

	Service 1	Service 2	Our Service
1 Will 100% of my calls be answered live?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2 Do you provide ongoing support from a live human after sign up?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3 Are your receptionists based in the US?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4 Does your company provide training & ongoing supervision for receptionists to ensure quality?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5 Do your receptionists speak English & Spanish?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6 Do your solutions include live transfers, personalized call greetings and customized call handling?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7 Do you offer flexible plans that meet the needs of my business?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8 Do I need to sign a contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
9 Do you use proprietary software and technology to power your service?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10 Will your service help grow my business?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>