

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.



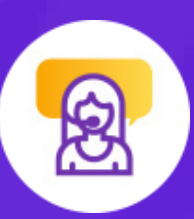
Understand the Different Types of Live Answering Services

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 an Opportunity Again

With 100% live answering 24/7, we'll make sure to get you the calls you need and filter out the ones you don't.



Save 13+ Hours a Week

Save time and reduce stress. Delegate your call handling to Abby's virtual receptionists and save, on average, 13 hours a week.



Accurate & Efficient Lead Intake

Win business, even in your sleep. Your dedicated receptionist team will capture, pre-qualify, and intake your callers.



Increase Your ROI: Prioritize What Matters

Boost revenue, retention, and satisfaction with efficient, high-quality phone experiences – at a fraction of the cost of a full-time hire.

Features Checklist for Your Research

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- ☐ Dedicated Receptionist Teams
- ☐ Dedicated Customer Support & Onboarding
- ☐ Options for 24/7 or Custom Answering Hours
- ☐ Customized Lead Intake & Call Handling
- ☐ Appointment Scheduling
- ☐ Call Blocking, Filtering, and Live Transfer
- ☐ Bilingual Receptionists
- ☐ Voicemail Solutions & Custom Transfer Tunes
- ☐ Unlimited Users on Your Account
- ☐ Portal and Mobile App to Manage Calls & Schedule Updates



How to Choose the Most Cost Effective Option

Features That Optimize Your Dollars

One of the main benefits of a receptionist service is that you're only paying for the time the receptionist spends on the phone. Make sure the service you choose optimizes that experience and is transparent in engaged and unengaged calls.

No Contracts, No Surprises

Look for a service that doesn't require long contracts or complicated pricing with a big book of add-ons and hidden fees.

Maximum Visibility

Your call data should be readily available. With an app or portal, you should be able to keep an eye on call logs, minutes used, and any overages.

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 2024 reviews and ratings from Clutch.co to help with your decision!



Abby Connect

★★★★★ 4.8 stars (80 reviews)



Moneypenny

★★★★★ 4.7 stars (13 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)



Introducing Abby Connect

At Abby, we combine trained human receptionists with cutting-edge AI technology to help you capture, convert, and impress your customers over the phone and chat. Your dedicated team of Abby receptionists gets to know your business and act as an extension of your team. It's like getting 5-10 receptionists for a fraction of the cost of a full-time hire.

Want to learn more?

LET'S CHAT