



Receptionist Service Checklist

Evaluating your Receptionist Service Options

Receptionist services aren't all created equal. Different services offer different features, quality, and level of customization. Traditionally, an answering service is the most basic receptionist service option, followed by a virtual receptionist service, which offers more advanced features.

As technology has evolved, so too have your receptionist service options. Now you have A.I. receptionist options, call center answering services, mid-level virtual receptionist services, and more advanced feature sets. Your choices can be overwhelming.

Choosing the right service for your needs means asking the right questions. You have to know what is important to your business and whether or not the service you choose is capable of meeting your expectations.

That's why we created this checklist of specific questions you should ask about any receptionist service you're considering.

We'll provide you with the blueprint you need to ensure the receptionist service you choose is:

- › Human
- › High-Quality
- › Customizable
- › Transparent
- › Effective

The right receptionist service will help you generate more leads, convert more callers into customers, and build loyalty: effectively turning your phone line into a revenue-generating machine.

Checklist: Choosing the Right Receptionist Service for Your Business

Looking for the right receptionist service for your business? Pop open our quick and easy checklist when talking to providers to make sure the solutions you're considering are up to the task!

 Interact with this checklist by selecting the appropriate check mark boxes to indicate 'Yes' or 'No' for each question, and tailor it to your evaluation process!	YES	NO
Are calls answered 100% live?		
Can you get 24-hour coverage?		
Are calls always answered by a trained human?		
Are calls answered by a dedicated receptionist team?		
Will the receptionists answering your calls know your business?		
Are services offered in both English and Spanish?		
Will all receptionists be based in a controlled environment (office) in the U.S.?		
Does the receptionist service offer customized call handling, greetings, and transfer instructions?		
Does the service offer appointment scheduling?		
Does the receptionist service offer transparent pricing and flexible plans?		
Does the service provide a dedicated customer support resource?		
Will you receive proactive customer support and account optimization?		
Will you have access to an app that provides call data, allows you to easily manage your service, and provides transcripts and call summaries?		



The Abby Connect Difference

At Abby Connect we take your human receptionist service and make it superhuman. A family-owned business, we are dedicated to our customers, not a board or investors. That means you and your callers are always our top priority. You get a small, dedicated team of trained receptionists backed by A.I. technology and the AbbyGo app. Your callers get consistent excellent experiences.



Small Teams

Every Abby Connect client gets a dedicated team of 5-10 receptionists answering their calls as well as a dedicated CSM to manage their service.

This means you and your callers get:

- › A consistent experience
- › A team of receptionists who know your business
- › Proactive account optimizations and support
- › Guaranteed call quality
- › A service tailored to your business

Some receptionist services use popcorn answering, where any receptionist in a huge call center could answer your call with 4 rings to get to know your business. At Abby, we believe that we're an extension of your team, which means we have to truly know your business!



Smart Technology

Our trained human receptionists are backed by smart A.I. technology. By eliminating routine human errors and increasing efficiency, we ensure you get a better bang for your buck and empower your receptionists to focus on the caller experience. And, with the AbbyGo app, you have control of your receptionist service with the swipe of a thumb.

Every Abby client gets:

- › A.I.-powered call transcripts and summaries
- › Proactive account optimizations with Abby Human Intelligence
- › At-a-glance insights with Sentiment Scores
- › A more consistent, efficient, and high-quality service
- › Call logs, transcripts, activities, and status updates in the AbbyGo app

GET STARTED TODAY!