Ruby Receptionists for attorneys
Hello and welcome!

Meet your host, Diana Stepleton

- VP of Partner Engagement at Ruby Receptionists
- MBA
- Telecom expertise
- Entrepreneur
Agenda

- The importance of a great phone experience and building trust
- How Ruby works
- How Ruby can help grow your practice
- Ruby integrations with tools many of you use everyday
- A helpful comparison tool
The business call is back—and here to stay!

74% of callers are likely to choose another business after they have a bad experience!
Live Answering Options
Ruby Overview
Introducing... Ruby Solo!

- 30 live receptionist minutes
- Local phone number
- Voicemail
- Live customer support
- Bilingual receptionists
- Ruby’s mobile app
- $149/month
Our receptionists...

- Answer live
- Transfer calls
- Collect intake
- Make outgoing calls
- Answer FAQs
- Make a great first impression
- And more…
Trying Your Line

Caller phones your business

Refer to call-handling instructions

“Hello!”

You don’t answer, receptionist notifies you of a message

Take a Message

You answer and receptionist connects your caller to you

Connect

Try your phone line

Desk Phone

Your Office
Holding Your Calls

Caller phones your business

Answered by live receptionist

Refer to call-handling instructions

“Hello!”

Notify you of a message

Offer voicemail

Take a Message

Voicemail
EMPLOYEE OF THE MONTH
First impression formed in 7 seconds

Ruby Receptionists for Attorneys
Productivity-Enhancing Features
Temporary Instructions = Status
Mobile App

Ruby Receptionists for Attorneys
Choose Your Caller ID

Ruby Receptionists for Attorneys
Texting – from your business number

Ruby Receptionists for Attorneys
Outbound calling & scheduling

Hi! I’m calling to confirm your appointment.
FAQs

What’s your web address?

What are your hours?

What’s your fax number?
Gathering info

- Full name
- Email address
- “How’d you hear about us?”
Ruby Integrations

- Clio
- Lexicata
- rocket matter
The perfect addition to your team!
A real person who cares about your practice will answer every business day call

Ruby Receptionists

- Answering live from Portland, OR Since 2003
- Trusted by 8,000 small businesses and law firms
- Dedicated to helping small businesses grow
- M-F 8am-midnight ET
- Sat-Sun 9am-9pm ET
<table>
<thead>
<tr>
<th>Feature</th>
<th>Voicemail</th>
<th>In-house Receptionist</th>
<th>Answering Service</th>
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<tbody>
<tr>
<td>100% Live</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Bilingual</td>
<td>✓</td>
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<tr>
<td>Friendly</td>
<td>✓</td>
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<td>Professional</td>
<td>✓</td>
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<tr>
<td>Target of 98% of Calls Answered w/ in 4 Rings</td>
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<tr>
<td>Flexible (Turn Service On &amp; Off)</td>
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<tr>
<td>Outbound Calls</td>
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<tr>
<td>Mobile App</td>
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<tr>
<td>Call Forwarding</td>
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<tr>
<td># Hosting</td>
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<tr>
<td>Choose Caller Id</td>
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Special Offer

Webinar attendees receive **$100**
on the first full month of Ruby service*

Promo Code: **DC100**

*activate by November 30\textsuperscript{th}*

866-611-7829 (RUBY)

hello@callruby.com

www.callruby.com
Questions?
866-611-7829

hello@callruby.com

callruby.com