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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

74%

of callers are likely to choose another business after they have a bad experience!



The business call
is back—and here
to stay!



hello

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



Holding Your Calls



Caller phones your business



Your Office

Caller

Answered by live receptionist



Refer to call-handling instructions

"Hello!"

Offer voicemail

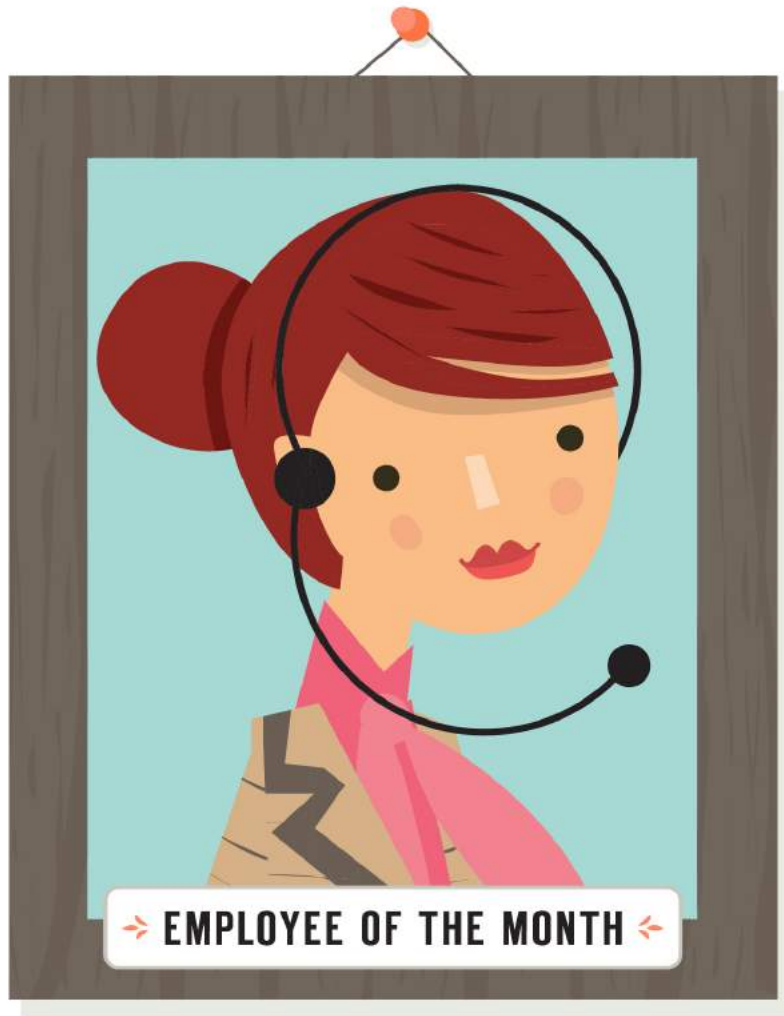


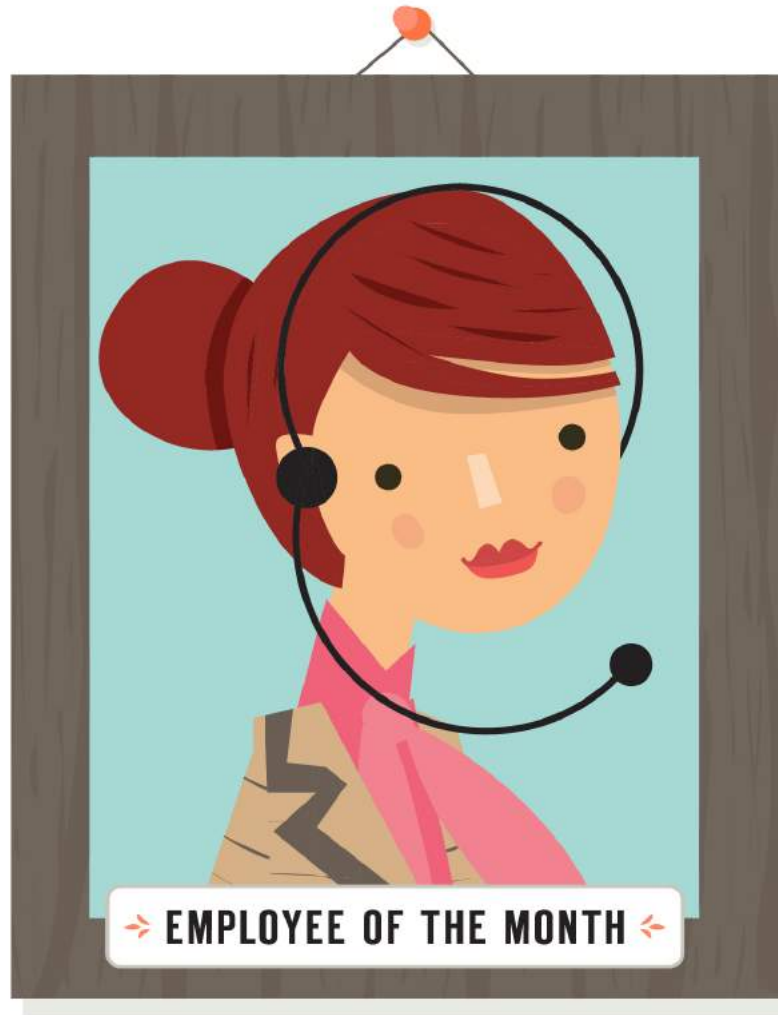
Voicemail

Notify you of a message



Take a Message





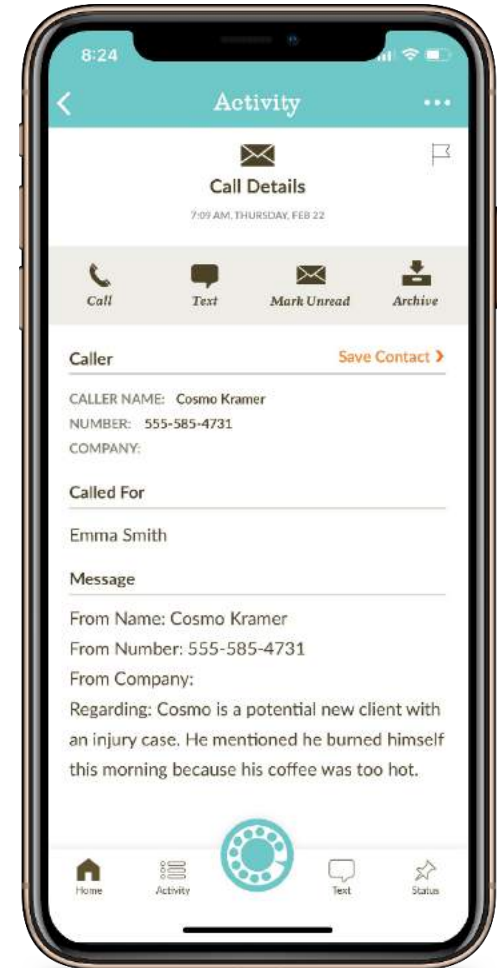
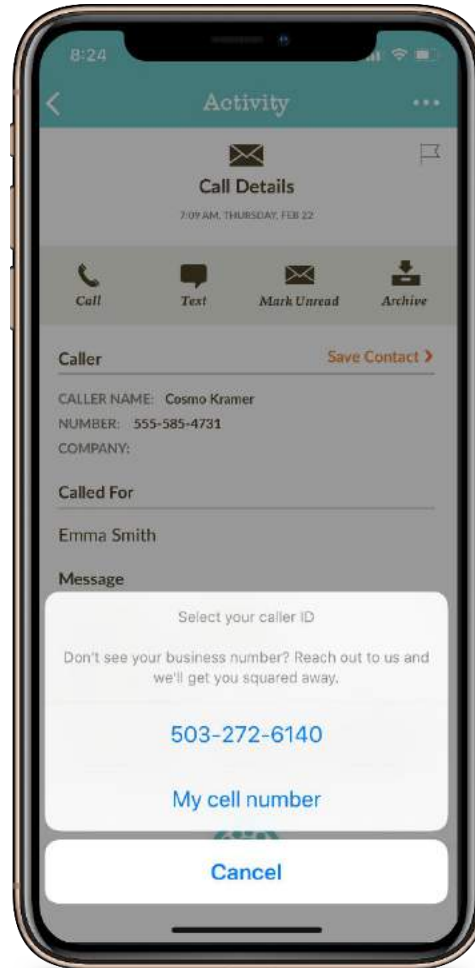
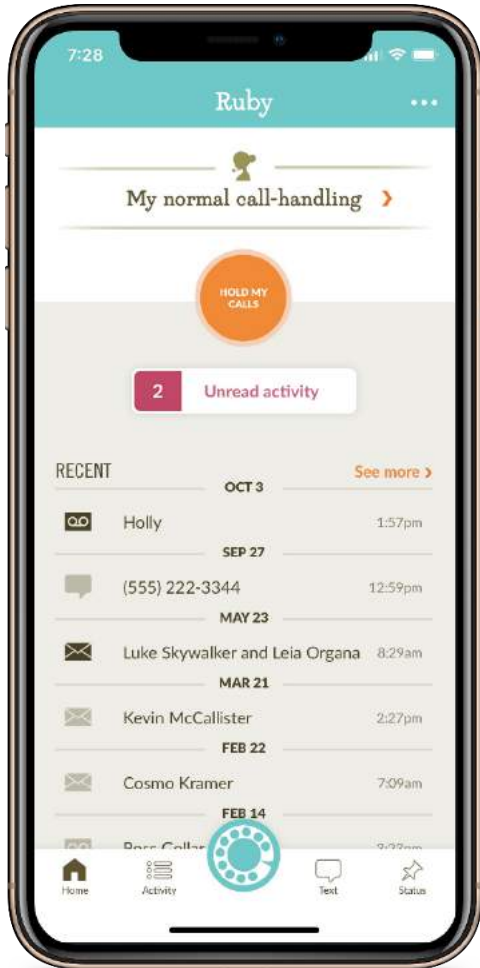
First impression formed in 7 seconds

Productivity-Enhancing Features

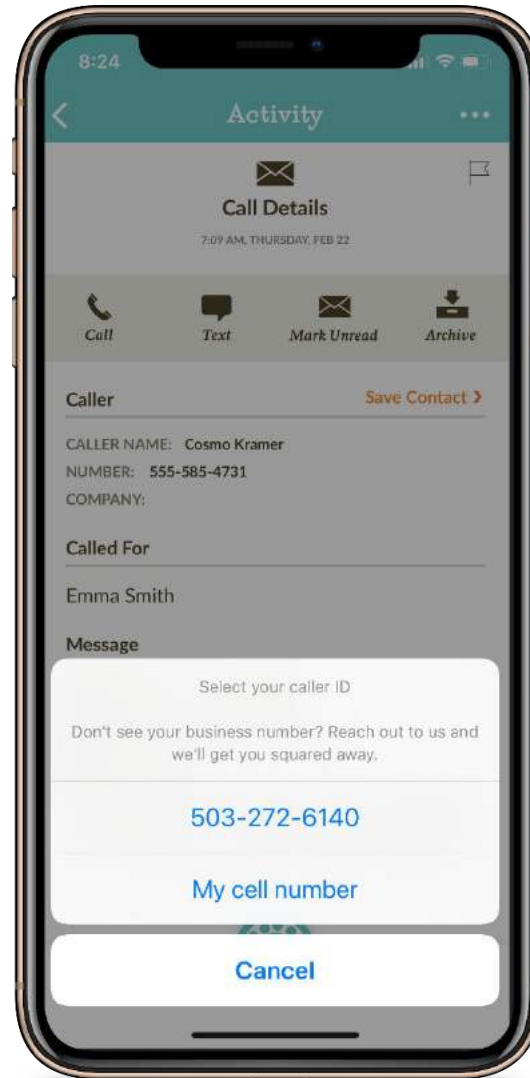
Temporary Instructions = Status



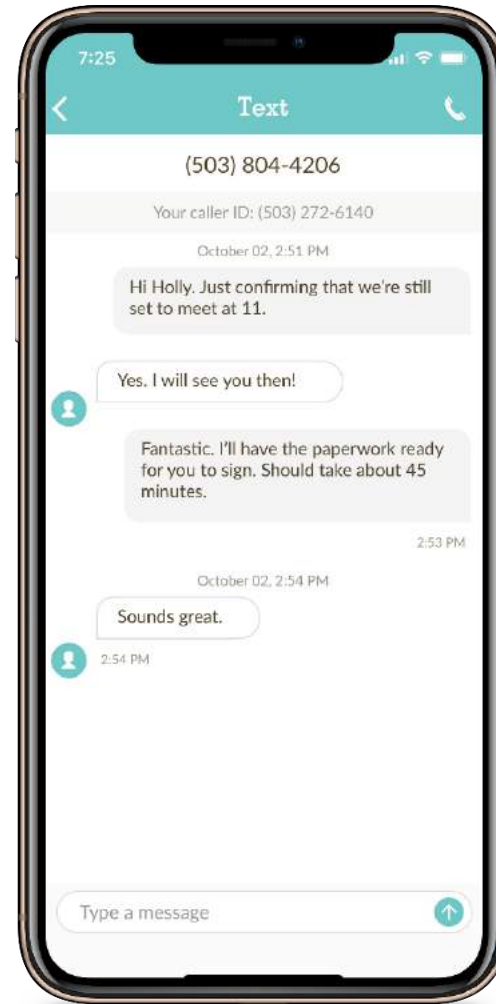
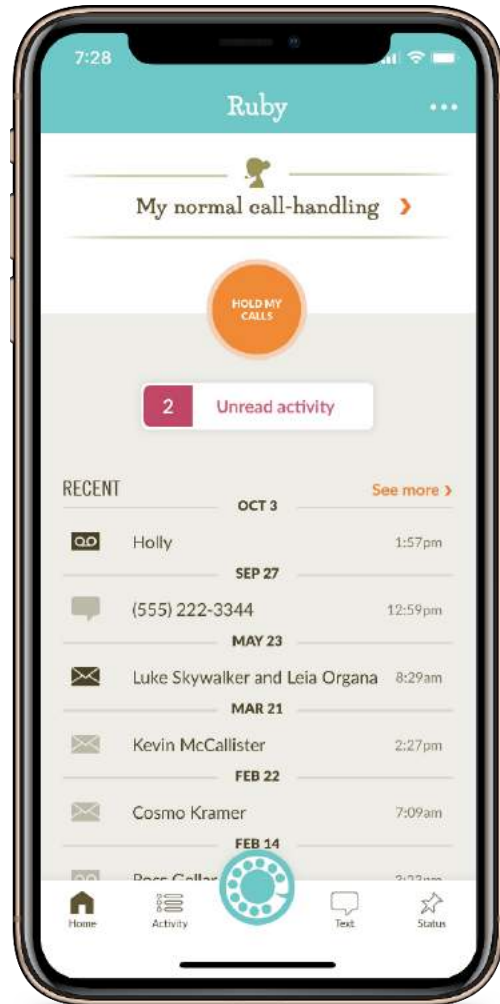
Mobile App



Choose Your Caller ID



Texting – from your business number



Outbound calling & scheduling

Hi!
I'm calling to
confirm your
appointment.



FAQs

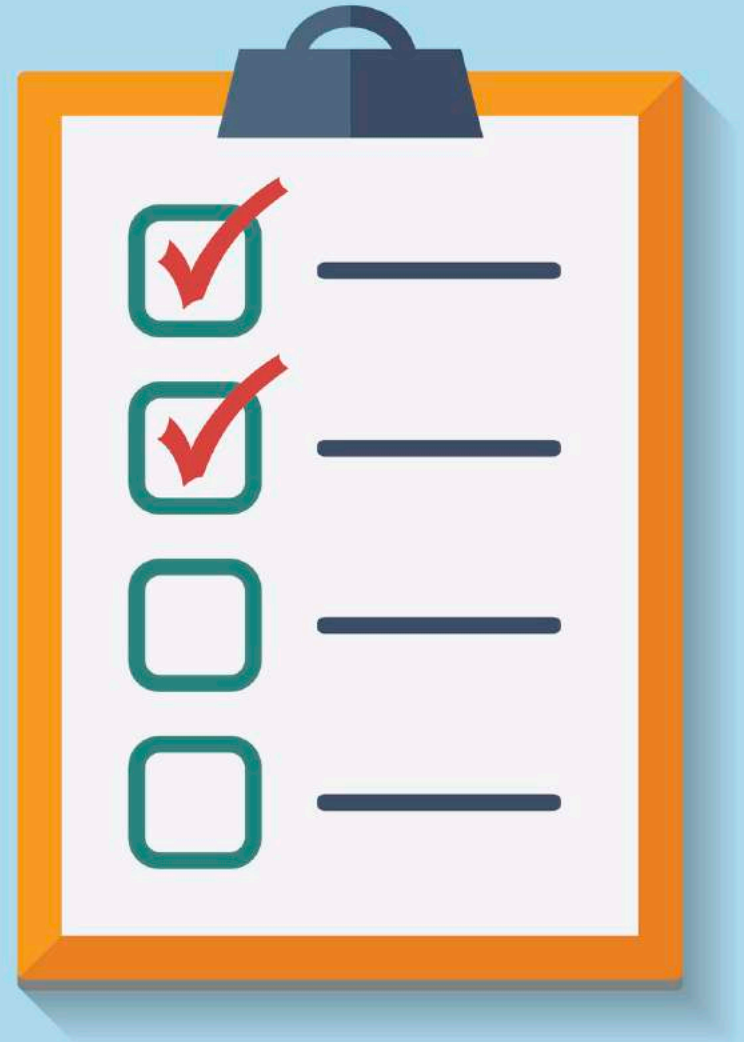
What are
your hours?

What's your
fax number

What's your
web address?

Gathering info

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



Ruby Integrations



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



Voicemail In-house Receptionist Answering Service

| 100% Live | ✓ | | ✓ | ✓ |
|---|---|---|---|---|
| Bilingual | ✓ | ✓ | ✓ | ✓ |
| Friendly | ✓ | | ✓ | |
| Professional | ✓ | | ✓ | ✓ |
| Target of 98% of Calls Answered w/ in 4 Rings | ✓ | ✓ | | |
| Flexible (Turn Service On & Off) | ✓ | ✓ | ✓ | ✓ |
| Outbound Calls | ✓ | | ✓ | |
| Mobile App | ✓ | | | |
| Call Forwarding | ✓ | | ✓ | ✓ |
| # Hosting | ✓ | | | |
| Choose Caller Id | ✓ | | | |
| Emailed Messages | ✓ | | ✓ | |
| Call Transfer | ✓ | | ✓ | |
| Available 7 Days a Week | ✓ | ✓ | | ✓ |
| Doesn't Take Breaks | ✓ | ✓ | | ✓ |
| Doesn't Take Sick Days | ✓ | ✓ | | ✓ |
| Doesn't Take Vacations | ✓ | ✓ | | ✓ |

Special Offer

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

Promo Code: **DC100**

*activate by November 30th

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Questions?

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