



ANSWERING SERVICES

YANGER LAW GROUP

EXECUTIVE SUMMARY

Yanger Law Increases Revenue By Improving Customer Response Time with AnswerFirst's Answering Services



BUSINESS CHALLENGE

Bill Yanger started his practice by himself so he needed to consider costs, time management, etc. As a solo lawyer, he had difficulty answering all his phone calls and following up with his leads in a timely fashion. AnswerFirst provides 24/7 live answering services to handle all of Yanger Law's inbound phone calls along with messaging and call patching to ensure that Mr. Yanger receives important calls and messages promptly. Additionally, AnswerFirst's services are significantly more affordable and robust than the cost and capabilities of a fulltime receptionist.

BUSINESS CHALLENGE

Bill Yanger Law utilizes AnswerFirst's Answering Services to answer calls and record messages from inbound callers, allowing Yanger Law to respond to important phone calls more quickly.

Now that Bill Yanger Law can receive proper messages from callers instead of forwarding them to voicemail, Yanger Law has increased revenue every month this year.

RESULTS

- Eliminated call response times by providing live answering
- Increased revenue
- Enhanced overall customer experience
- Efficient scheduling of initial case reviews
- Better use of resources; office staff focusing on billable tasks instead of answering the phones

AS A TRUE
SOLO LAWYER
ANSWERFIRST
HAS BEEN
INVALUABLE TO
ME THIS YEAR. IN
LARGE PART DUE
TO MY ABILITY
TO CAPTURE
CALLS AND GET
BACK TO FOLKS
QUICKLY WE
HAVE DOUBLED
OUR REVENUE
EVERY MONTH
THIS YEAR."

--BILL YANGER

