

Junk South

Submitted on Wed, 01-18-2012 - 15:33



Nationwide junk removal company dumps their traditional phone lines and goes virtual with VoiceNation. **"VoiceNation offers everything we look for in a calling service; affordability, ease of use, customizable interface, reliable customer service, and professional quality."**-Chris Caswall President and CEO, Athena Enterprises LLC

"Thanks to VoiceNation, we now find that calls are routed to appropriate departments without bogging down our office manager, employees working in the field are reached without delay thanks to call forwarding options, and overall customer satisfaction has increased through this service."

Background

Headquartered in Athens, GA and a division of Athena Enterprises LLC, Junk South is a national commercial junk removal provider. Specializing in commercial scale removal, Junk South is the ideal solution to large scale renovations, brand conversions, demolition, and relocation clean-outs.

With industry leading truck fleets, dedicated teams, and focused logistics, Junk South services hotels, student/multi-unit housing, high-rises, and resorts in the timely removal of outdated furniture, fixtures, and equipment. Since 2005, commercial properties have relied on Junk South, and with over 23,000 rooms junk free nationwide, their commitment to the industry has never been stronger. At Junk South, every effort is made to protect the environment through reuse, recycling, and donations. Junk South has made over \$225,000 worth of donations on behalf of their clients and diverted 1,000's of tons of waste from local landfills.

Business Challenge

Efficient communication is essential in order for business operations to run smoothly. With call volume reaching new heights, Junk South saw an immediate need to effectively manage the incoming calls and handle messages in an appropriate and consistent fashion. "With many of our employees working outside of the office, getting calls to them and relaying messages has always been a challenge," finds Chris Caswall, President and CEO of Athena Enterprises LLC.

The VoiceNation Complete Solution

Junk South implemented VoiceNation's virtual PBX solution, providing their business and employees great flexibility and peace of mind. "The ability to go hands free in so many different ways really makes this service an asset to our businesses," reports Mr. Caswall.

VoiceNation's virtual PBX service routes all incoming calls "to appropriate departments without bogging down our office manager, reaches employees working in the field without delay thanks to call forwarding options, and increases overall customer satisfaction. VoiceNation's convenient online dashboard has increased productivity through customizable call preferences. Employees are able to play messages, send virtual faxes, and update their contact list from the field, providing a quick and easy solution for everyday business.

Results

Incoming call volume handled professionally (all calls are answered and directed to appropriate department)

Employees receive messages instantly

Overall customer satisfaction increased