

CASE STUDY

VoiceNation virtual receptionist services help California car wash company

Soapy Joe's, a chain of car washes in San Diego, California, needed a virtual receptionist service to field calls and answer customer inquiries.

According to Angelina Cervantes, senior manager of member experience and analytics at Soapy Joe's, the business was receiving too many calls to handle alone. Cervantes knew that customer experience was an important aspect of running a successful business, so Soapy Joe's turned to VoiceNation's virtual receptionist services for help.

"Before we had VoiceNation, there were just a lot of overflow of calls for us," said Cervantes, who was trying to manage the call volume on her own.

ALL-IN-ONE SOLUTION

VoiceNation not only answers phone calls and takes messages, but operators are able to answer customer questions by using its smart, proprietary technology that allows for customized, detailed scripting.

By working with onboarding specialists and dedicated account managers, VoiceNation is able to answer customers' frequently asked questions, schedule appointments, forward calls and more. VoiceNation prides itself in providing flexible service no matter the industry.

GREAT CUSTOMER SERVICE WHILE SAVING TIME

Since bringing on VoiceNation, Soapy Joe's provides better customer service, according to Cervantes, and the company is seeing more customer retention.

"We have had a decrease in customer cancellations using VoiceNation," - Cervantes

She also said VoiceNation saves the business an hour or two each day from having to listen to voicemail and return calls.

With VoiceNation, professional, U.S.-based operators take detailed messages, which are then sent by text, email, as well as the VoiceNation app and online dashboard.

BEST SERVICE AT THE BEST PRICE

VoiceNation is an award-winning virtual receptionist service at a great price. Industry-leading, proprietary software means VoiceNation's operators work smarter, not harder and the savings are passed down to the clients.

**Want to learn more about VoiceNation?
Give us a call! 877.679.3777.**