

NEXAVOICE SERVICES

COMPANY CASE STUDY

GROW YOUR FIRM, AVOID THE LIABILITY OF MISSED CALLS & ELIMINATE DELAYED COMMUNICATION

A Case Study on the Importance of Virtual Assistants for Small Law Firms

Company Objective:

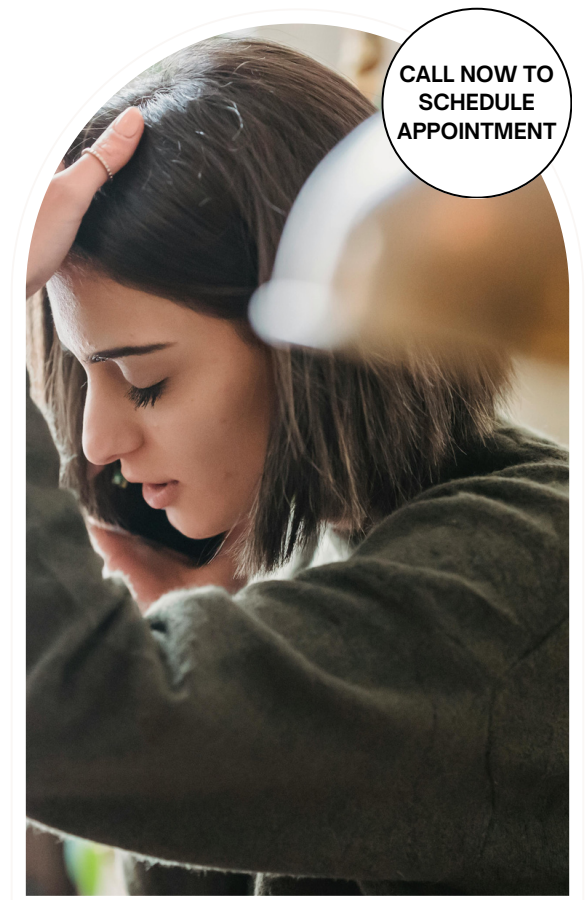
At Nexavoice Services, we believe that effective communication is at the heart of every successful law firm. That's why we leverage our *marketing background* to ensure that every interaction with your clients is professional, engaging, and aligned with your brand identity.

- | | |
|---------------------------|-------------------------------|
| 1. Call Answering | 5. Lead Qualification |
| 2. Appointment Scheduling | 6. Customized Scripting |
| 3. Call Screening | 7. Call Reporting & Analytics |
| 4. Voicemail Management | 8. Marketing |

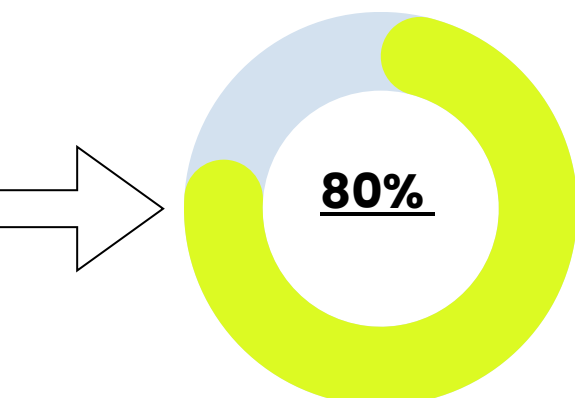
Case Study 1: Missed called after office hours, cost Attorney 750K

Problem:

This case study examines the profound repercussions experienced by attorney Michelle Rodriguez, whose practice suffered significant financial loss and reputational damage due to missed calls exacerbated by the absence of a virtual receptionist after office hours.



Did you know **80%** of callers will hang up when they reach Voice Mail?



Results:

Financial Loss:

- The absence of a virtual receptionist meant that urgent client calls went unanswered after office hours, leading to missed opportunities and potential revenue loss.

- One particularly lucrative client call, which occurred outside of office hours, was missed, resulting in the loss of a significant contract worth \$750,000 in potential legal fees.

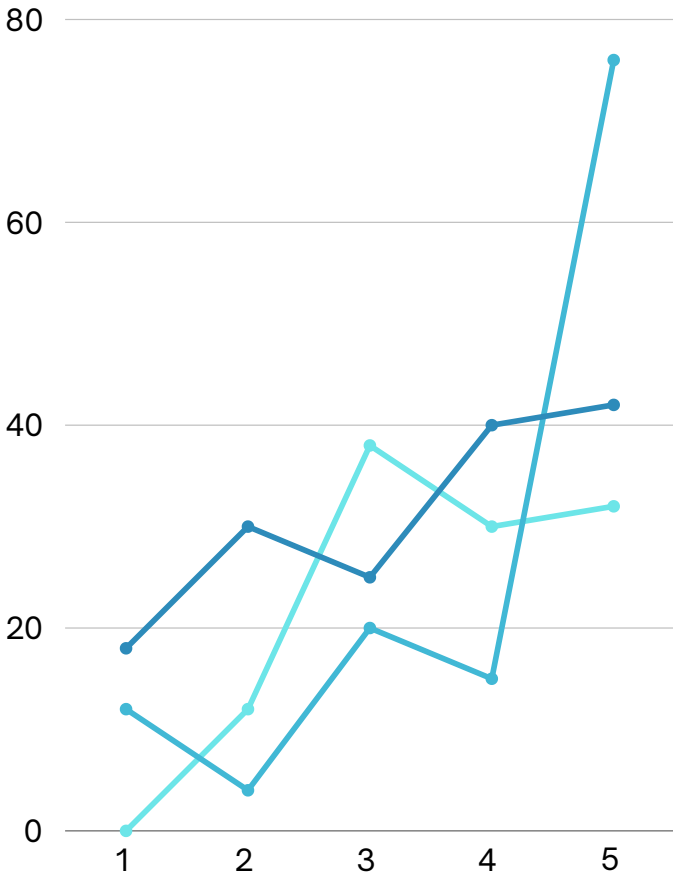
Case Study 2: Attorney without Receptionist Labeled Horrific & Unprofessional

Problem:

- In this case study, we examine the challenges faced by attorney Johnathan Barnes, who operates a solo law practice without the assistance of a receptionist. Despite his expertise in the legal field, Johnathan's decision to handle all incoming calls personally has resulted in missed opportunities and negative consequences for his business.



Did you know **76%** of businesses say their phone is the best customer service tool?



Results:

Missed Opportunities:

- Prior to implementing the virtual receptionist service, Johnathan frequently missed calls from potential clients seeking legal assistance.
- These missed opportunities resulted in lost business and potential referrals, as prospective clients turned to other attorneys who were more responsive and accessible.

Client Frustration:

- Existing clients also experienced frustration due to difficulties reaching Johnathan by phone, leading to dissatisfaction with the level of service provided.
- Delays in responding to client inquiries eroded trust and confidence in Johnathan's ability to effectively represent their interests, jeopardizing client retention and loyalty.

Professional Image:

- The lack of a dedicated receptionist contributed to a perception of unprofessionalism and disorganization within Johnathan's practice.
- Prospective clients and colleagues may have been deterred from engaging with Johnathan's firm due to concerns about reliability and accessibility, impacting the growth and reputation of the practice.

Case Study 3: Attorney hires Virutual Receptionist, 4 X Business in 90 days, from 100K to 400K

Introduction:

In this case study, we explore the remarkable success of Attorney Michael Johnson, whose strategic decision to hire a virtual receptionist has propelled his law practice to new heights of growth and financial prosperity.



Results:

1. Enhanced Client Communication:

- With the assistance of virtual receptionists, Michael's practice experienced a marked improvement in client communication. Calls were promptly answered, and inquiries were handled professionally, fostering a positive client experience.

2. Increased Revenue:

- The impact of hiring a virtual receptionist on Michael's practice's financial performance was substantial. Within the first year of implementing the service, Michael's practice saw a remarkable increase in annual revenue, with earnings rising by \$300,000.

3. Improved Lead Conversion:

- Virtual receptionists played a crucial role in capturing and qualifying leads, ensuring that potential clients received timely attention and follow-up. This resulted in a notable increase in lead conversion rates, driving revenue growth and business expansion.

4. Streamlined Operations:

- By delegating call handling and administrative tasks to virtual receptionists, Michael was able to streamline his practice's operations and improve overall efficiency. This allowed him to focus on providing high-quality legal services and pursuing strategic growth opportunities.

5. Scalability and Flexibility:

- The scalability and flexibility offered by the virtual receptionist service empowered Michael to adapt to changing business demands and accommodate fluctuations in call volume seamlessly. As his practice continued to thrive, Michael could scale his service plan accordingly to support ongoing growth and success.

"We specialize in enhancing the image and perceived success of law firms, making them appear larger and more prestigious than their actual size."

"Let's collaborate and build together."

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REACH OUT
FOR A CHAT



MILAN RAMSEY

NEXAVOICE SERVICES
DIRECTOR OF COMMUNICATIONS