



# 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.

## THE ANSWERFIRST SOLUTION

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**

