



24/7 LIVE ANSWERING SERVICES

KOBIE KOOLING

EXECUTIVE SUMMARY

Kobie Kooling Retains More After Hours Customers While the Business Owner Enjoys More Free Time by Utilizing AnswerFirst's 24/7 Live Answering Services.



BUSINESS CHALLENGE

Fred Kobie, owner of Kobie Kooling, says that HVAC companies depend on revenue from emergency service calls that typically happen after hours; therefore, a dependable 24/7 answering service is crucial to his company's success. Prior to using AnswerFirst's 24/7 Live Answering Services, Mr. Kobie used other answering services that failed to answer Kobie Kooling's valuable after hours calls properly. Sometimes calls were sent to automated systems and other times they weren't answered at all. Additionally, answered calls weren't routed to the correct on-call technicians and messages frequently weren't handled correctly.

THE ANSWERFIRST SOLUTION

Kobie Kooling chose to utilize AnswerFirst's 24/7 Live Answering Services so that calls could be answered by a live friendly professional at any time of day or night. AnswerFirst sorts and redirects Kobie's calls quickly allowing Kobie customers to reach emergency on-call technicians as needed and prevents potential and existing customers from calling Kobie's competitors. Additionally, Kobie Kooling utilizes AnswerFirst's secure online portal (Client Web Access) to review call recordings and ensure that calls are being answered professionally and handled properly.

RESULTS

- 24/7 professional live answering of all inbound calls; no calls are missed
- Use of Client Web Access allows Kobie Kooling to review call recordings for peace of mind
- Enhanced overall customer experience
- Improved quality of life for Kobie Kooling management and staff

“I HAVE BEEN TIED TO A PAGER OR ANSWERING SERVICE FOR THIRTY YEARS AND ANSWERFIRST ALLOWS ME TO FEEL SECURE IN TAKING TIME AWAY WHILE PROVIDING THE BEST SERVICE AND CUSTOMER RELATIONS I HAVE EVER EXPERIENCED.”

- FRED KOBIE

