



24/7 LIVE ANSWERING WITH TEXT AND EMAIL SUMMARIES
DR. TOM PETIT, PHD, LMHC
A LICENSED MENTAL HEALTH COUNSELOR

EXECUTIVE SUMMARY

Superior Customer Support, 24/7 Live Answering, and Call Returning boosts Dr. Tom Petit's efficiency and bottom line by utilizing AnswerFirst.



BUSINESS CHALLENGE

Dr. Tom Petit, Founder and Director of the Counseling Center in St. Petersburg, Florida, needed a reliable and interactive reception service for his private practice. Important calls to the counseling center that were made while therapists were in session and after normal business hours were being missed.

THE ANSWERFIRST SOLUTION

Dr. Tom Petit chose to utilize AnswerFirst's 24/7 Live Answering Services so that calls and callers questions could be answered by a live friendly professional at any time of day or night. AnswerFirst records Dr. Tom Petit's calls, logging a daily summary of calls, triggering notifications sent by text and email. Additionally, Dr. Tom Petit 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 Dr. Tom Petit to review call recordings for peace of mind
- Enhanced overall customer experience
- Text and email call notification summaries keep Dr. Tom Petit effortlessly up-to-date.

**“OUR CLIENTS
OFTEN
REMARK THAT
ANSWERFIRST
TAKES CALLS
AS IF THEY ARE
ACTUALLY A
RECEPTIONIST
WORKING IN OUR
OFFICE. JOB
WELL DONE!”
- DR. TOM PETIT**

