

An Introduction To Ring Savvy

How answered calls lead to happier customers, better reviews, and increased revenue for your business.

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If you haven't invested in 24/7 live phone coverage, your business has yet to reach its full potential. In fact, we're guessing it hasn't even come close.

According to Forbes, nearly 80% of callers will hang up if they reach your voicemail, and do so without leaving a message.

No one is leaving messages anymore, and if you're expecting callers to patiently wait for a call back from your company, you're truly behind the times. These days, missed calls equate to missed customers, and failing to provide a new prospect with a live voice over the phone results in them quickly hanging up and calling your competition.

Now that you know this, you're probably starting to understand what we mean when we say your business has yet to reach its full potential. Every call you receive is a call your growing company can't afford to ignore. And yes, we're talking about calls during after hours, weekends, and holidays too. Every time you fail to pick up the phone, you're not only letting financial opportunity walk out the door, but also wasting valuable advertising dollars.

If thinking about all of these missed paydays is starting to make you anxious, don't worry. You've come to the right place for help.





Let Us Introduce You To Ring Savvy

If you haven't heard of us yet, that's okay. But you should get to know the name, because pretty soon we're going to become a significant money-making asset for your company.

We're a 24/7 live phone answering service that is able to accommodate businesses across all industries. Our receptionist team is made up of real humans that work out of a singular call center location in the United States, and they don't miss calls. Seriously, once your company gets started with Ring Savvy, your customers will never get sent to your voicemail ever again. Your new lead conversion rate will reach exciting new heights, and your customers will never be happier.

In this brochure, we'll tell you more about what Ring Savvy has to offer, and how we intend to keep the promises we made above.

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How Ring Savvy Solves The Biggest Phone Answering Issues That Business Owners Face

At Ring Savvy, we want to give our customers every opportunity to succeed. That's why we include every feature we offer at no extra cost. We also keep everything in-house, so that we can ensure that we're providing the level of quality that your business needs. Here are some more things that we do that set us apart from our competitors.



Our virtual receptionists are trained to answer for your business

We train each of our virtual receptionists on your business' specific customizations and needs when you become a customer. We also provide continuous training to ensure that any changes you make and updates to your account are always kept up with.

68% of customers said that a pleasant representative was key to their recent positive service experiences, and 62% said that a representative's knowledge or resourcefulness was key.

— American Express

Our virtual receptionists will set your callers at ease

We teach our virtual receptionists the art of mirroring the caller's tone, as well as provide them with empathy training. If the caller is lighthearted, the person handling your phone call will also be lighthearted with your caller. Mirroring the caller's attitude is a great way to disarm callers and start earning their trust.

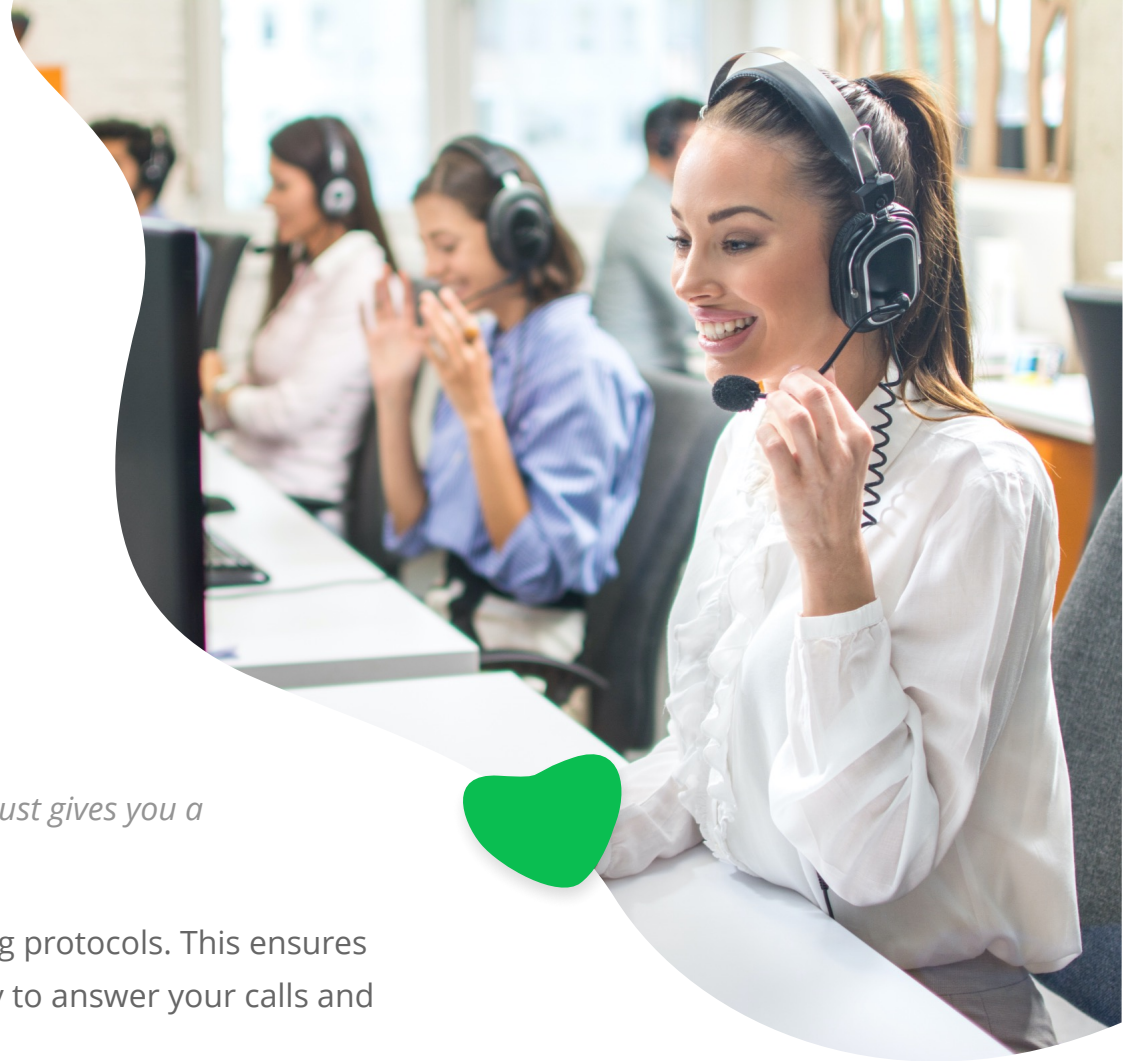
We help you establish call forwarding and route your calls properly

Signing up with an answering service sounds great until your service just gives you a forwarding number and leaves you to deal with the phone company.

Not with Ring Savvy. We set up and customize your call forwarding protocols. This ensures that a real representative from your business will always be ready to answer your calls and provide your customers that level of service they expect.

We can get you set up immediately and offer 24 hour live support

You didn't sign up with an answering service to wait two more weeks and wonder when you can finally start to lean on your new support system. That's why we work extremely hard to get you up and running the same day you call in. Our team is always here for whenever you need to make an update, change, or have a question about your account.



What Features Are Included With Ring Savvy?

We don't charge extra for any of the features we offer. You get access to everything, and only pay for the minutes of virtual receptionist time your business uses. Learn all about the features we offer below:



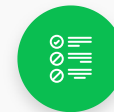
24/7 Live Answering

We answer every one of your calls, no matter what day or time, with a real representative of your business.



Bilingual Receptionists

If someone calls your business and you need a Spanish speaking receptionist, we've got you covered.



New Customer Intake

We'll customize a set of questions that you need us to ask your potential new customers when they call.



Live Call Transferring

We not only answer your calls, but we can patch calls to you wherever you are.



100% Customizable

You can update and change anything about the way we handle your phones at any time.



Overflow Call Handling

Using dynamic call forwarding, we can answer the calls after the phone rang a few times in your office.



Message Taking

After someone calls you and we take the call, we send you a summary of the conversation.



Appointment Scheduling

Book appointments in your calendar for potential clients to come in for a consultation.



Advanced Call Filtering

We'll screen your calls, let you know who's calling, and let you decide if you want to take the call.

How Does The Free Trial Work?

When you sign up with Ring Savvy, you'll get a no credit card down, no contract, 7 day free trial of our service.

You'll speak with a Customer Success Expert from Ring Savvy who will help you customize every part of our service to not only fit with your business, but will help you to elevate the level of service your business provides to customers as well. Some things you'll discuss before you get started are:



The way our virtual receptionists answer and greet your callers and your business' new customer intake questions.



Your call transferring preferences and when receptionists should try to transfer calls.



Your businesses' appointment scheduling and calendaring preferences/setup.



What information you'd like our virtual receptionists to gather from your callers.



Sign up with Ring Savvy and speak with your Customer Success Expert

Customize your script, new customer intake, and patching protocols

Start forwarding your calls to us when you're unavailable

Enjoy your 7 day free trial and capture more new customers



Save More Money

Why Choose Ring Savvy Over Hiring an In-House Receptionist?

The average base salary of a receptionist is \$35,920 - call it \$36,000

— According to Salary.com

That doesn't even include health benefits, 401k, paid time off, lunch breaks, etc.

Ring Savvy customers pay about \$300 per month, on average, for 24/7 phone coverage. So, about \$3,600 per year. That's a tenth of the cost of a full time receptionist, not to mention you'll have dedicated receptionists answering your calls *24 hours a day* with Ring Savvy.

Those callers that normally would have been sent to your voicemail when your receptionist has left for the day will now reach a live representative of your business no matter what day or time they call you, and you'll be shocked at how many customers you were missing out on.

How Does Ring Savvy Help Me Make More Money?

When you hire Ring Savvy, your business immediately gains the ability to answer calls 24 hours a day, 7 days a week, and 365 days a year. If your company was previously only answering calls during typical 9 to 5 business hours, you'll be increasing your live phone coverage from 40 hours a week to 168 hours just by signing up with our service. So how will this impact your bottom line?



Help Customers At Any Hour

When your customers need assistance in a hurry, your business will always be ready to jump into action, even when a call comes in during after hours or weekends.



Maximize Marketing Campaigns

Stop wasting advertising dollars! Show new leads that you care by giving them a live person to speak to, and stop losing new business by relying on your voicemail.



Get More Referrals

Our virtual receptionist team will always make your callers feel valued, and will provide them with a customer experience that they'll be excited to tell their friends about.

In addition to always being available, our receptionist team is polite, professional, and highly reliable. We aim to serve as an extension of your business, not just as a final destination for your unanswered calls.

Your callers will come away impressed every time they speak with one of our virtual receptionists, and will be ultra-confident about moving forward with your service.





Our idea and vision

It's our company's mission to provide your customers with a level of service that matches what you would provide in your own office.

Ring Savvy vs. The Competition

"I already have/had an answering service, and I didn't pick up new customers."

Well, according to Invoca, State of the Mobile Experience in 2016, 74% of customers are likely to choose another business after a poor phone experience.

What this says to us is that your previous answering service provided poor service.

Here are a few of the red flags we've seen:

🚩 *Outsource their calls*

🚩 *Long ring cycles*

🚩 *Long hold times*

🚩 *Poorly trained receptionists*

🚩 *Hurry callers off the phone*

🚩 *Don't perform new customer intake*

What Makes Ring Savvy Different?

We don't care about lowering our costs. All we care about is that your business continues to capitalize on new customer opportunities, and that we provide all of your callers with the best customer experience we possibly can.

- | | |
|--|---|
| ✓ We have all of our virtual receptionists work from our central location | ✓ Your call transferring preferences and when receptionists should try to transfer calls. |
| ✓ We make sure we ask all of your new customer intake questions to all new callers | ✓ What information you'd like our virtual receptionists to gather from your callers |
| ✓ We always answer all of your calls by the first or second ring on average | ✓ Your call transferring preferences and when receptionists should try to transfer calls. |



We have been using Ring Savvy for over a year and are so happy to have made the switch. This is the best answering service we have ever used.

—— **Jeanine Sottile, East Coast Window Fashions**



How Much Will Ring Savvy Cost Me?

The truth is, we're not sure yet. We won't be able to provide you with an actual quote until we learn more about your business and your phone answering needs. After all, we aren't designing a pricing plan for just any small or large business. We're designing an ideal pricing plan for your business.

- ✓ *No contracts or commitments*
- ✓ *No credit card to try*
- ✓ *Painless onboarding*

How we use the free trial to determine your monthly price

Before becoming a customer with Ring Savvy, every business has to use our 7 day free trial. After the 7 days, we will tally up all of the minutes you used, and determine how many minutes you would have used in a 30 day period. We'll then take that number and offer you a flat rate price based on a 30 day estimate.

🗨 *Telemarketers, robo-calls, spam calls, and calls from your friends and family don't count towards your minute usage.*

To learn more about our pricing call us at (631) 363-1000 or visit ringsavvy.com/pricing