



Business Management Consulting Firm Enhances Customer Service



Company Overview

Company Name: [McNeil Advantage](#)

Industry: Business Management Consulting

Services Offered: Coaching, consulting, financial management, strategy, planning, marketing, and more.

Mission: To provide customized solutions that save time, money, and improve overall efficiency for clients.

The Challenge

Before partnering with Abby, McNeil Advantage faced significant challenges in managing client communications, particularly during peak seasons. Key issues included:

- **Limited Availability:** A lack of 24/7 phone support meant clients often encountered voicemail instead of a live person.
- **Increased Call Volume:** High call volumes during busy periods led to missed calls and delayed responses, affecting customer satisfaction.
- **Client Frustration:** Clients experienced delays in communication, creating a perception of unavailability, especially for urgent issues.

“We struggled to have a live person available to answer calls 24/7, especially during our peak season.”

The Objectives

To enhance customer service, McNeil Advantage sought to:

1. Ensure 24/7 availability for client inquiries.
2. Improve response times to avoid missed calls.
3. Increase overall customer satisfaction by providing prompt, professional service.

“Partnering with Abby has enhanced our customer interactions.”

Finding the Solution

McNeil Advantage researched various virtual receptionist services, focusing on those with strong reputations for reliability and customer service. Key selection criteria included:

- **24/7 availability**
- **Capacity to manage high call volumes**
- **Seamless integration with existing systems**
- **Proven track record of enhancing customer satisfaction**

After evaluating several options, McNeil Advantage chose Abby Connect’s virtual receptionist services.





Results

- **Reduction in Missed Calls:** A noticeable decline in missed calls and improved responsiveness during peak hours.
- **Enhanced Customer Interactions:** All client calls were answered by a live receptionist, leading to quicker resolutions of inquiries.
- **Increased Customer Satisfaction:** A decrease in call abandonment rates and a surge in positive client feedback regarding phone interactions.
- **Cost Savings:** Reduction in the need for additional in-house staff to manage calls, leading to payroll savings and a revenue boost.
- **Resource Reallocation:** Freed internal staff from call management, allowing them to focus on core business activities, enhancing overall productivity.

McNeil Advantage's Partnership with Abby Resulted In:



Better
Customer
Service



Enhanced
Business
Reputation



Improved
Client
Retention



Scaled
Business
Operations

"Leveraging Abby's services has allowed us to reallocate resources more effectively, focusing our budget on core business activities while maintaining excellent customer service." McNeil Advantage

*"Setup was so easy. I just transferred my line to Abby and that was that!"
McNeil Advantage*



What will YOUR success story look like?

Get Started with Abby Today!

Call management has never been so easy,
affordable, and powerful.

[GET STARTED](#)

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