



CUSTOMER SERVICE FOR BUSINESS PHONE SYSTEMS

Working in a law office often means long hours and late nights, especially doing probate work. Getting in before seven A.M. and staying until well past business hours, I assumed that I would always be available for whoever might call me. Recently, my office switched our business phone system and I started to notice a drop in the number of calls I was receiving each day. It was such a change, in fact, that I was able to get my work finished much earlier than usual. I never considered that it could be our phone system and simply chalked it up to good luck. Little did I know that I was missing several calls from important clients who had almost all left voicemail messages that I hadn't been receiving. A couple of weeks after the new phone system was installed, I ran into one of these clients while in court, who kidded me about being too busy to get back to her. It was then that I realized there must have been a problem.

The next day when I returned to the office, I asked my associates if they had experienced similar problems. They hadn't, but they suggested I call the company who sold us our phones and equipment to see what could be done. I called, and within twenty minutes, the problem was fixed. Apparently, my voicemail was being sent to another place. The service representative explained in detail how to do a simple diagnostic to see if my messages were going where they were supposed to. When I found that they weren't, he explained how to change the settings to solve the problem. While I now have a lot of calls to catch up on, I am grateful that the company we went with for our new phone system provides such competent customer service. I think that in the phone business, as in any business, it is paramount to success.

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