



# VIRTUAL RECEPTIONIST

It may seem like a small thing, but how the phone is answered at your firm can greatly impact the client experience. If callers connect with someone who is unprepared to help, or even worse, get sent straight to voicemail without live, personal assistance, your brand perception can be tarnished. Lexicon strives to retain clients by meeting and exceeding expectations. We enhance the client's first experience through world-class customer service and aim to lead the industry in revenue and process improvement.

Lexicon's Virtual Receptionist service is a flexible solution for your needs. A Lexicon Virtual Receptionist is a real person, answering phone calls professionally and efficiently on behalf of your firm. We'll provide your clients and potential clients with basic information, transfer calls and relay messages to the designated individual at your firm. Callers will hear a customized greeting that represents your law firm before being transferred to the Lexicon Virtual Receptionist.

Whether you need 100% outsourced call handling or simply call overflow support, contact us today for affordable, personalized Virtual Receptionist Services.

## What We Offer

- ▶ Customized, on-brand greetings
- ▶ Call answering
- ▶ Basic question answering
- ▶ Proper call transfer
- ▶ Message taking and relaying
- ▶ After-hours support when needed
- ▶ Client intake
- ▶ Billing support

**Let us handle the business, so you can handle the law.  
Schedule a demo today.**

**[LexiconServices.com/Demo](https://LexiconServices.com/Demo)**

Facilities  
Management



Practice  
Quality



Virtual  
Receptionist



Legal Ops  
& Training



## Practice Management Software + Legal Support Services.



Information  
Technology



Marketing



HR &  
Recruiting

## What Makes Us Better Than All the Rest?

- ▶ Extensive job training, inclusive of customer service best practices
- ▶ Ongoing education and experience in legal industry rules, regulations, and terminology
- ▶ Thorough training on client and practice area specifics
- ▶ More than a decade of dedicated legal industry experience
- ▶ Proven track record of increasing the number of calls handled, consultations scheduled and new clients per firm
- ▶ In-depth monthly reporting
- ▶ Ability to integrate with Lexicon software

# LEXICON™

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