

Restoration 1 dials up to 99% of calls answered, thanks to 24/7 live reception.

Customer spotlight.

Rapid response time is critical for restoration firms. When property owners face a crisis, they need urgent help in order to get life back to normal.

That's why one of the country's largest restoration firms, Restoration 1, works with AnswerForce to answer all calls with a helpful voice, day and night. From the first call, customer care matters most.



Restoration 1 helps people get their property and life back to normal when they're dealing with water, mold, or fire damage.





Locations

United States

Industry

Restoration

Partnership features

-  24/7 phone answering
-  Appointment booking
-  Lead capture
-  Team collaboration

The challenge.

Four years ago, the franchise served 18 locations. They've since grown to 250 locations, receiving an average of 800 calls a day across 15,000 zip codes.

Yet, it turned out that they were missing 34% of calls, typically arriving after normal working hours.

The team also knew that their customers would value the ability to always speak with a real person during an emergency. Human support leads to trust.

The solution.

Restoration 1 found that less than 3% of clients would leave a voicemail. To provide better customer support, they chose AnswerForce to help answer calls and provide outbound follow-up.

Based in the team's head office, Jay Holland says: "The call reports are really useful. We reply to text messages to see who's interacting with clients, and we use the AnswerForce app to discuss individual calls. The call-out feature is also incredibly effective for following up directly with customers."



With AnswerForce, we have a 99.99% answer rate. Plus, we know we're always going to capture the lead.

Jay Holland

VP of Franchise Systems
for Restoration 1

Live answering, with a tech stack.

AnswerForce provides 24/7 call answering and live chat. All plans include after hours answering, video meeting, appointment booking, and more.

Learn more at [answerforce.com](https://www.answerforce.com)

