

149978 - VN Legal

General Information

Contact Name VN Implementation
Contact Phone (678) 318-1300
Contact Email
implementation@voicenation.com
Timezone Eastern Time
Service Type Receptionist
Industry Legal

Billing Information

Billing Address 1 5089 Bristol Industrial Way
Billing Address 2
Billing City Buford, GA 30518

Operator Screen Info

Answer Phrase Thank you for calling [Company Name], this is [Operator]. How may I help you?
Address 1 5089 Bristol Industrial Way
City/State/Zip Buford GA 30518
Main Phone (678) 318-1300
Alt Phone (866) 766-5050
Fax
Website voicenation.com
Email implementation@voicenation.com
Hours Mon-Fri: 8a-5p, Sat: Closed, Sun: Closed

Calltypes & Instructions

New Leads

Default

SECTION: Section 1

Gather user info

- * First and Last Name
- * Phone Number
- * Best Time to Call
- * How Did You Hear About Us
- * Regarding

Text to Assistant (6783181300 -)

AND Email (and DELIVER) Office (implementation@voicenation.com)

Stop here

Call from Court Personnel

Default

SECTION: Section 1

Gather User Information

- * First and Last Name
- * Phone Number

Transfer (and DELIVER) to Attorney (6783181300)

Gather if N/A

- * Best Time to Call
- * How Did You Hear About Us

Text to Assistant (6783181300 -)

AND Email (and DELIVER) Assistant (implementation@voicenation.com), Office (implementation@voicenation.com), Attorney (implementation@voicenation.com)

Stop here

Cur Client

Default

SECTION: Section 1

Gather User Information

- * First and Last Name
- * Phone Number
- * Current Client (Y/N) - Dropdown: Yes, No
- * Regarding
- * Best Time to Call

Email (and DELIVER) Assistant (implementation@voicenation.com)

Stop here

Reschedule Appt

Default

SECTION: Section 1

Gather User Information

- * First and Last Name
- * Phone Number
- * Appt Req Date
- * Appt Req Time
- * Current Client (Y/N) - Dropdown: Yes, No
- * Best Time to Call

Email (and DELIVER) Assistant (implementation@voicenation.com), Office (implementation@voicenation.com)

Stop here

Cancel Appt

Default

SECTION: Section 1

Gather User Information

- * First and Last Name
- * Phone Number
- * Appt Date

* Appt Time

.....
Email (and DELIVER) Assistant (implementation@voicenation.com), Office (implementation@voicenation.com)
.....

Stop here

Generic

Default

SECTION: Section 1

Gather User Information

- * First and Last Name
- * Phone Number
- * Current Client (Y/N) - Dropdown: Yes, No
- * Regarding

.....
Email (and DELIVER) Assistant (implementation@voicenation.com), Office (implementation@voicenation.com),
Attorney (implementation@voicenation.com)
.....

Stop here

Telemarketer

Default

SECTION: Section 1

Advise: "We do not accept solicitations on this line." and politely disconnect

.....
Stop here

Call Summary

None found

Employee Directory

Office *(Unknown title) (Unknown gender)*

Email: implementation@voicenation.com

Attorney *(Unknown title) (Unknown gender)*

Phone: (678) 318-1300

Email: implementation@voicenation.com

Assistant *(Unknown title) (Unknown gender)*

Phone: (678) 318-1300

Email: implementation@voicenation.com

Text: (678) 318-1300 **Carrier:** AT&T MMS

Oncall Lists

None found

Calendars