

CASE STUDY:

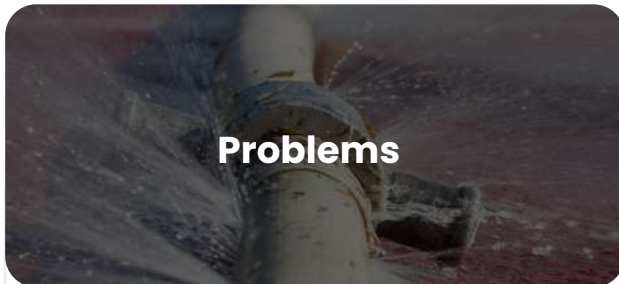
Plumbers Partner With Nexa For Reliable, 24/7 Coverage

Industry: Plumbing



About Our Customers

With limited staff and a high call volume, plumbers often struggle with missing calls and valuable opportunities to improve their customer service. Our plumbing repair clients seek fast solutions to quickly answer calls, escalate emergencies and intake. Nexa answers 150 calls a month on average for plumbers just like you.



Problems

- Missed calls outside of operating hours
- High volume of calls with long wait times
- Missed calls due to understaffing
- Limited outreach efforts to existing clients
- Slow response time to emergencies
- No Spanish-speaking staff members



Solutions

- Overflow, nights, weekends and holiday coverage
- Calls answered within 3 rings
- Extended support with multiple receptionists
- Outbound calling to increase sales
- Emergency dispatch, triage and escalation
- Bilingual receptionists

Results For Plumbers

- 5-10x**
 Increase in ROI
- \$20-\$50k**
 Revenue Increase Per
 Dedicated Agent
- 25%**
 Increase in
 Conversions
- 85%**
 of Afterhours
 Calls Answered
- 50%**
 of Calls Answered
 Are Leads