



“ We’re a small improv theatre company, with employees playing multiple roles—often on the move. We don’t have a full-time receptionist, and the virtual receptionist gives us what we need—it’s a great solution for our customers.” Patrick Short, General Manager, CSz-Portland



Highlights

- Easy-to-record messaging gives callers the most up-to-date, complete information about the company
- Enables flexible employee schedule without sacrificing reliability for customers
- Savings of more than \$600 per year

About CSz-Portland

ComedySportz (the show produced by CSz-Portland) is fast-paced, family-friendly improvisational comedy, played as a sport. Two teams take turns making up scenes, playing games and singing songs – and the audience votes on which team they like the best. It’s all presided over by a referee, who keeps things moving, calls the ComedySportz fouls and takes suggestions shouted out by the audience before each game.

When using a local phone company meant subpar service, Portland Comedy improvised with Ooma.

Challenges

CSz-Portland is an improv comedy theatre producing the ComedySportz Show and offering corporate training services and classes. The company has 40 part-time employees and five working in client-facing tasks. A staff this small requires employees to take on multiple roles and there is no budget for a full-time receptionist.

Before switching over to Ooma, CSz-Portland used a local phone company. Abruptly, that phone company added billable items without consent, making for an uncomfortable experience. This was exacerbated by poor customer service.

Solution

With Ooma's virtual receptionist, CSz-Portland 's office employees can work remotely and focus on their other work.

CSz-Portland offers callers a personalized experience with its own messaging, recorded with easily available tools like Garageband and a good microphone. In a pinch, they've used Ooma's text to speech functionality to craft a quick message.

The business hours and after hours menus allow CSz-Portland to craft customized outgoing messages and menu selections for the business day and for performance nights, when customers need information about ticket availability and directions to the theater.

Pre-recorded messaging allows callers to hear who they've called before the phone rings, eliminating wrong-number calls for the company. The General Manager reports that his wrong-number calls went from 10 a week to zero.

Customers can reach multiple employees at CSz-Portland with just one number thanks to Ooma's multi-ring option, mitigating the need for employees to play “phone tag.”

Benefits

With Ooma, CSz-Portland is saving \$55 a month, substantial for a microbusiness of their size. With Ooma, CSz-Portland can easily update their messaging systems, providing customers a clear and useful amount of information.