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you're human



After hours answering service

An out-of-hours telephone answering service can help you fill the gaps in your client support schedule. Already have a dedicated front office team to answer calls during business hours? Your receptionists can't work all day, but clients still expect a response when they call. With an out-of-hours telephone answering service for your office, that's exactly what they'll get. When your team goes home, your calls are diverted to us. Our teams deliver excellent customer service until your team is ready to take over again. [Page 2](#) To hear how we could answer your calls, enter your details and call us for free. To hear how we could answer your calls, call us for free on the number below. To hear how we could answer your calls, enter your company name and call us for free. By submitting this form you agree to our privacy policy. We may email, text or call you to follow up. You can opt-out any time. Colin Mead Even if you have an in-house reception team, you likely miss calls from customers who phone in the evening, on the weekend or before they start their work day. Having virtual receptionists answer calls after hours, or 24/7, is the solution. Calls are answered by professionals in the US, with overflow support 24/7 to ensure a fast speed of answer. You can simply turn on call forwarding at the end of each business day if you only want us to answer after-hours calls. We answer your calls with your custom greeting to ensure your callers enjoy a seamless experience. We can utilise call scripting to determine when an emergency response is needed and transfer such calls to on-call staff. Whatever time someone calls to make an appointment or reservation, we can schedule it using your software. Receive email or SMS messages after each call, containing caller details and their reason for calling. Smart small business owners answer every call - without lifting a finger! Start having our team of receptionists handle your inbound calls today and get a \$30 signup bonus. * Offer Conditions apply. Bombarded by calls in the evening, on weekends or during holidays? Wish someone could handle them for you? Worried that missed calls out-of-hours are costing you opportunities? Whatever your industry, complexity of calls or call volumes, if you need an after-hours phone answering service, we have a solution to suit with no lock-in contracts. [MessageExpress ReceptionistPlus MyAssistant MyDiary Compare our live call answering services](#) Call answering and message taking for one individual or team. from \$25*per month [See pricing](#) Messages, support and call transfers for multiple staff or departments. from \$35*per month [See pricing](#) Tailored scripting and virtual assistance for unlimited staff or departments. from \$49*per month [See pricing](#) Appointment scheduling and diary management using your preferred software. from \$49*per month [See pricing](#) Caller greeting Personalized Fully customized Fully customized Fully customized List staff or departments One person or team Unlimited contacts Unlimited contacts Unlimited contacts Collect information from callers Up to 3 details Up to 5 details Up to 11 details Up to 11 details Warm call transfers Advise business hours/location Answer common questions Scripted questions & responses Quote fees & take payments CRM input or submit online forms Appointment scheduling Calendar management About MessageExpress Inquire now About ReceptionistPlus Try our 7-day free trial About MyAssistant Inquire now About MyDiary Inquire now * Plus relevant sales tax. Refer to Terms & Conditions. Call answering and message taking for one individual or team. from \$25* per month Mostly US-based receptionists No lock-in contract Personalized greeting Instant email or SMS messages One person or team listed as message recipient Mobile app & portal 24/7 service upgrade option Toll-free number upgrade option Messages, support and call transfers for multiple staff or departments. from \$35* per month All MessageExpress features plus Mostly US-based receptionists No lock-in contract Instant email or SMS messages Mobile app & portal 24/7 service upgrade option toll-free number upgrade option Fully customized greeting Warm call transfers Multiple staff or departments listed as message or transfer contacts Collect 5 pieces of info Advise business hours/location Tailored scripting and virtual assistance for unlimited staff or departments. from \$49* per month All ReceptionistPlus features plus Mostly US-based receptionists No lock-in contract Instant email or SMS messages Mobile app & portal 24/7 service upgrade option toll-free number upgrade option Fully customized greeting Warm call transfers Multiple staff or departments listed as message or transfer contacts Advise business hours/location Collect 11 pieces of info Custom scripting or FAQs CRM input or online form submissions Quote fees & take payments Appointment booking and diary management using your preferred software. from \$49* per month All MyAssistant features plus Mostly US-based receptionists No lock-in contract Instant email or SMS messages Mobile app & portal 24/7 service upgrade option toll-free number upgrade option Fully customized greeting Warm call transfers Multiple staff or departments listed as message or transfer contacts Advise business hours/location Collect 11 pieces of info Custom scripting or FAQs CRM input or online forms Quote fees & take payments Appointment scheduling Calendar management * Plus relevant sales tax. Refer to Terms & Conditions. Are missed business calls and voicemail hangups after-hours proving costly? Diverting your number to ReceptionHQ outside standard business hours means no missed calls and no lost opportunities! Bombarded by calls at all hours? Getting burnt out? Start enjoying more quality time with your family or much-needed R&R! Need to ensure emergency calls are handled at any hour? We can manage these as per your requirements for different scenarios. Yes. Our receptionists are always on call and you can opt-in for 24/7 live call answering on any ReceptionHQ subscription. Having a 24-hour answering service means never missing an important call, opportunity or potential sales lead ever again. No matter the time of day or night. In addition to being able to answer your calls around the clock in English, we also provide the option of having bilingual receptionists answer calls in Spanish from 5am-8pm (MST) every day. On average around-the-clock, our call answering service answers calls within 10 seconds, to leave a lasting first impression. Yes. ReceptionHQ's team of receptionists based in the United States predominantly answer calls for our US clients during standard office hours, with overflow support available from our international teams such as in Australia and the UK. Calls are answered by our team in the US whenever possible, however calls overflow to our international teams after hours and during unforeseen peaks in call volumes. This enables us to provide 24/7 coverage for businesses that need it and ensure calls are always answered as fast as possible, reducing the risk of call abandonment. We know Average Speed of Answer (ASA) is very important to our clients and one of our key differentiators is that we're able to answer calls in under 10 seconds, on average. [Read more.](#) The MessageExpress service works best for those clients who just need messages taken for one person or team. The receptionist will answer with a greeting such as "Good morning, [your business name]. May I take your message please?" Messages can be instantly sent by email or SMS, however call transfers are not available on this service. On the MessageExpress service, receptionists are focused primarily on message taking, so are unable to provide general business information to callers. The ReceptionistPlus service offers more flexibility and customisation so we can give the impression we are part of your business. It's designed for those clients who would like to provide a more personal touch. When subscribing to the ReceptionistPlus service, you'll receive a fully customized greeting, the ability to take different messages or make transfer calls to different people or departments in your organization, plus receptionists can answer basic questions about your business, such as the location, your website URL, what your business does and when calls might be returned. Many of our clients appreciate the personal touch that comes with having our live receptionist service team answer every call with their preferred professional greeting. Custom greetings with your provided script helps provide a seamless callers experience. It's also possible to have tailored on-hold messages which take the customer experience to the next level. If you're not sure which service is best for you, please speak to our friendly consultants or sign up for a free trial of our ReceptionistPlus service so you can test it out. Once you subscribe, you change between package types whenever it suits your business. No penalties apply. Yes, we have a dedicated team of highly experienced receptionists who can book appointments for you. The MyDiary service is ideal for professionals who depend on appointments being made and managed while they are focused on their clients. Our receptionists can schedule and reschedule appointments, manage cancellations and even take payments in your preferred software. We support a large number of third-party appointment booking tools and CRMs. Please contact us for more information. Yes. We don't have a minimum contract term and you may cancel your service at any time without penalty. We simply ask for you to let us know three days prior to your billing renewal date. If you want to keep your account available, but stop using it for a while, we also have a pause option. Just speak to our friendly team for more information. Yes, you receive an exclusive phone number for your business as part of your call answering package. You can either forward your existing phone calls to this number or advertise this number directly. You are also welcome to port your existing phone number to ReceptionHQ from another provider. If forwarding calls from another number, you can either forward all calls, or choose to have calls come to us when you're busy or when there's no answer. You can easily update the receptionist's greeting, call transfer availability and message preferences in real-time, plus add additional staff or departments as contacts for transfers or messages, using our online client portal or mobile app (iPhone and Android). Choose a virtual address to enhance your image or expand into new territories, without expensive overheads or the need to relocate. Add multiple additional local numbers or toll-free numbers to the local number you receive for free with your live call answering package. We have enjoyed a multi-year relationship with ReceptionHQ and found their service to be superior ... they answer the phone in the high 90th percentile range. Car Buyer USA Patients love that they get a response 24/7 and we love that we can triage calls accordingly ... the receptionists are always so upbeat and to the point. Mia Hall Have questions? Please fill in your details and we'll be in touch. Put America's leading virtual receptionist solution to the test! We're ready to answer your phone FREE for 7 days. Put America's leading virtual receptionist solution to the test! We're ready to answer your phone FREE for 7 days. The trial is based on our ReceptionistPlus service, with our team of virtual receptionists able to take messages and transfer calls based on your availability settings. At AnswerConnect, our team of professional receptionists work around the clock to ensure you capture every opportunity. Enjoy your evenings, weekends, and vacations knowing your callers are in great hands. Voted best 24 hour answering service by Forbes [Page 2](#) To hear how we could answer your calls, enter your details and call us for free. To hear how we could answer your calls, call us for free on the number below. To hear how we could answer your calls, enter your company name and call us for free. By submitting this form you agree to our privacy policy. We may email, text or call you to follow up. You can opt-out any time. [Page 3](#) Dig deeper into how a call handling service can help your business grow. Mathnasium franchises inspire children to achieve their full potential. AnswerForce ensures they never miss a call from families who want their children to succeed. Learn more [AnswerForce](#) live receptionists help ACE handyman services answer every customer call, including middle of the night emergencies or early morning inquiries. [Learn more](#) Businesses facing an IT outage need a fast, efficient response. [AnswerForce](#) helps [TeamLogic](#) IT engineers provide exactly that, around the clock. [Learn more](#)