



Ruby Receptionists Frequently Asked Questions

What Is a Virtual Receptionist?

A virtual receptionist is a highly trained first impressions specialist who manages your incoming calls from a remote location, so you can focus on other things.

Who Is Answering My Phone?

The receptionists at Ruby are the best in the business. We hire experienced service professionals who delight in making others happy, then give them training and technology tools to handle your calls with the perfect mix of friendliness and professionalism.

Where Are You Located?

All of receptionists work out of our offices in Portland, Oregon. Go Ducks!

What Can My Receptionists Do?

Your receptionist team at Ruby can answer and connect calls, take messages, screen for solicitors, answer common caller questions and gather basic caller information. It's like having a full-time, onsite receptionist at a fraction of the cost.

How Will You Handle My Calls?

After signing up with Ruby, an expert from our Kickstarter team will gather your general call-handling instructions and program your account. Once you're using Ruby, you can keep us in the loop regarding your whereabouts through our free iPhone and Android apps, Apple Watch app, or our mobile-friendly Customer Services site. Both allow you to quickly update your status so we know exactly how to handle your calls at that moment.

Are My Calls Answered Live?

Yes! Every call that rings during our business hours (M-F, 8:00am-midnight ET/5:00am-9:00pm PT; weekends 9:00am-9:00pm ET/6:00am-6:00pm PT) will be answered live by a cheerful receptionist. After business hours, we offer a variety of automated options free of charge.

How Will I Receive My Messages?

That depends. You may choose to have your messages emailed or texted to you, or both. If you've opted to use Ruby's voicemail, your messages can be emailed to you in an attached .wav file. Of course, you can always access your messages through our free iPhone, Android, and Apple Watch apps and Customer Services site.

Can I Keep My Phone Number?

Absolutely, it's easy to forward your existing phone number to us for handling. We'd also be happy to provide you with a free toll-free number that you may publish and take with you if you leave.

Do I Need To Sign a Long-Term Contract?

No way! At Ruby, we take pride in earning your business month after month by delivering exceptional service. To cancel, simply give us 30-days notice.

What Happens if I'm Not Happy With My Service?

If you are unhappy for any reason, please call us at 866-611-RUBY (7829) so we can make it right.

How Do I Get Started?

Simply sign up at www.callruby.com or call 866-611-RUBY (7829)

