CSz-Portland

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

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.

The 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.

The 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.”

The 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.

Questions? Call 877-412-9552. Request a free consultation and personalized quote today.