



# Lil Beaver Brewery Contains 60% of Calls, Freeing up Staff to Focus on In-Person Experiences

## About Lil Beaver Brewery

Lil Beaver Brewery, a beloved and highly-rated establishment, is a brewery known for its tasty shareables, burgers, pizzas, salads, wings, and desserts. Opened on January 1, 2017, by Chad Bevers and his partners Justin and Adam Bellas, the brewpub offers a vast selection of 40 beers on tap in the summer and 30 in the winter, in addition to a fine selection of wines and spirits.

## Challenge

Lil Beaver Brewery faced a critical challenge: their bustling environment often led to missed calls, piled-up voicemails, and consequently, lost business. The telephone was answered by available staff or forwarded to the manager's office. The brewery needed a solution to ensure they were capturing crucial calls for orders or private event bookings and to provide accurate information to callers..

**60%**

of calls fully handled by Slang without human intervention

**93%**

CSAT score

“ Slang has greatly improved the efficiency of our operation.

Our employees now answer the phone a fraction of the time that they had to before, allowing them to focus more on customer experience and customer service instead of answering the same questions over and over again on the phone. We are grateful that we were introduced to Slang and look forward to a great long-term relationship.”

— Brandon Ciasnocha, General Manager, Lil Beaver Brewery

## Solution

This is where Slang came in. Slang's Voice Concierge proved to be an ideal solution by efficiently managing incoming calls and freeing up the staff's time, all while significantly enhancing the caller experience. With Slang, Lil Beaver Brewery has significantly improved its telecommunication experience, ensuring no opportunity for business is missed.

## Results

After working with Slang for 60 days, Lil Beaver Brewery was able to achieve:

- A satisfaction score of 93% as a result of Slang's efficient voice AI
- A significant successful conversation rate of 83.6%, showcasing the effectiveness of Slang's system
- A substantial labor saving of \$774.00