

Front Office Solutions Offers \$300 Discount for Clients Returning to Human-Powered Answering Services

Call answering service offers discounts for companies returning to human-powered answering services after getting burned by AI.

Beaverton, Oregon Nov 12, 2025 ([IssueWire.com](https://www.issuewire.com)) - Front Office Solutions, a leading provider of professional phone answering services, is offering a special \$300 discount to clients who switch back to live receptionist services after trying AI-powered alternatives.

"What can live receptionists do better than AI receptionists? Live receptionists can hear what the customer is saying and be able to add human element to the conversation," said Jeremy Kilpatrick, owner of Front Office Solutions. "Live receptionists have life experiences that can help the customer make a clear decision. Live receptionists build a personal relationship with the customer within minutes that will drive the customer to make the decision in buying or booking a product. Live receptionists will remember customers they have spoken with before and can remember previous conversations with emotion. Live receptionists build company loyalty,"

Why Companies Are Switching Back

Many businesses that switched to AI answering services are returning to live receptionists after seeing negative impacts on their bottom line and customer trust. "When companies switch to AI phone answering services, this impacts the regular customers from not feeling welcome," explains Kilpatrick. "They feel it is a cheap way to not support their employees' families and cutting costs on more than one thing leads to others. The company that switched to AI is telling their customers that people are not important to them, which will lead to them leaving."

The Human Touch Matters

Kilpatrick acknowledges that AI has its place but stresses the importance of real human interaction. "AI can be useful for handling data and processes that don't need a personal touch, but it can't replace the human connection. People want to talk to someone who listens, remembers them, and can understand the nuance of a conversation. That's something AI just can't do."

Kilpatrick also predicts that customer sentiment will increasingly favor human interaction. "I feel customers will turn against AI that have the mindset that it is taking away from supporting humanity. If companies want to save money by avoiding interacting with live people, they will lose clients, period."

Front Office Solutions' \$300 discount encourages businesses to return to live answering services, strengthening customer relationships while supporting employees and long-term company growth.

About Front Office Solutions

Front Office Solutions provides professional answering services that prioritize the human element in every customer interaction. With a focus on building relationships, enhancing client satisfaction, and improving business outcomes, Front Office Solutions has been helping companies maintain strong customer connections for over twenty years.

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