

The 10 best answering services, according to Forbes. And the one that answers differently.

Forbes Advisor ranked ten answering services for 2026 (forbes.com/advisor/business/software/best-answering-services). All ten put a person on the line and bill you by the minute. The full Forbes list is on page two. Here is how VonaVoice stacks up against them.

VonaVoice
an Ivawo company

What a minute of your phone costs

MAP Communications \$1.37 per minute	Specialty Answering \$1.54 per minute	AnswerFirst \$1.55 to \$1.90 / min	Go Answer \$1.75 per minute	AnswerForce \$2.00 per minute	PATLive \$2.25 to \$2.60 / min	Money penny \$2.28 per minute	Posh \$2.30 per minute	HelloSells \$2.35 per minute	AnswerConnect \$2.50 per minute	VonaVoice No meter ask for a quote
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A typical booking call runs four minutes. Across the ten that is \$5.48 to \$10.00 — every time the phone rings. Three of the ten start at \$349 or more a month before a single extra minute. HelloSells rounds up to the nearest minute; AnswerFirst customers report being billed for junk calls.

Head to head

	Forbes Top 10 (live human services)	VonaVoice
Answers 24/7	Yes, all ten.	Yes. First ring, every hour, every day.
Three callers at once	One agent handles one caller. Others wait on hold.	Answers all three at the same time. No hold music, no voicemail.
Billing	Every call billed by the minute, \$1.37 to \$2.60.	No per-minute meter. You know your cost before the month starts.
Spanish	Nine of the ten offer bilingual agents. PATLive charges extra for them.	Every call, both languages, switches mid-sentence. Included.
Booking the job	Most take a message or schedule from a form you set up.	Offers only open times and writes the appointment straight into your calendar.
Staying on script	Forbes notes inconsistent script adherence and operator training at some providers.	Says the same thing on the 500th call as the first. No new hire on the night shift.
After the call	Message by email or text.	Text to you the moment the call ends: who, what they need, what got booked. Every call in your dashboard.
Need a person	Agent is the person.	Transfers the caller to you or your team when needed, and always sends you the details.
Medical and dental	Eight of the ten are HIPAA compliant. HelloSells is not; PATLive by request.	HIPAA compliant available for medical and dental practices.
Your website	Web chat with a typed agent at some providers.	Visitors click one button and talk to Vona. She answers and books before they leave the page.
Try before you buy	Sales demo. AnswerConnect makes you hand over personal details to see pricing; Go Answer only shows its software in a demo.	Call the live line right now and hear Vona book a job.

Where the Forbes ten still have an edge

Who Vona is built for

- **Email and social media.** Specialty Answering Service will answer those channels. Vona is voice and web.
- **Outbound survey calls.** MAP Communications will phone your customers with a questionnaire.
- **Shop integrations.** PATLive connects to Shopify, Etsy, Wix and Squarespace.
- **Years of public reviews.** These companies have thousands of ratings on record. Vona has a live demo line and clients you can call.
- Plumbing, HVAC, electrical, roofing, pool, restoration
- Auto repair, tire and body shops, towing
- Dental, chiropractic, med spa, salon
- Pizzerias, restaurants, catering
- Law, accounting, insurance, real estate

Hear Vona answer a call: +1 (561) 566-1668

vonavoice.com | hello@vonavoice.com | VonaVoice is a product of Ivawo Global LLC, Stuart, Florida

Competitor prices, ratings and notes are from Forbes Advisor, "10 Best Answering Services of 2026," published July 27, 2026. Rates change; check each provider for current pricing.

What Vona does that none of the ten do

A human answering service takes a message and reads a script. Vona runs your front counter. Below that, the full Forbes list summarized from “10 Best Answering Services of 2026” by Tyler Webb, Forbes Advisor, published July 27, 2026. Read the full reviews at forbes.com/advisor/business/software/best-answering-services.

VonaVoice
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Only Vona

Takes the takeout order Walks the caller through the order, confirms it back, and gets it to the kitchen. No hold, no "let me grab a pen."	Texts a payment link before they hang up The caller pays on their phone while the order is being made. Fewer no-shows, no card numbers read over the phone.
Knows your whole menu or product line, with prices Every item, every size, every price. Ask "how much is the large with two toppings" and she answers, without a script.	Tells the caller when something is 86'd Out of stock, sold out, or off the menu tonight: Vona says so and offers what you do have. A human service reads yesterday's sheet.
Books into your real calendar Offers only the open slots and writes the appointment in. Not a message that someone has to call back on.	Answers three callers at once, in English or Spanish Friday dinner rush, three lines ringing, nobody on hold. Every call in both languages at no extra charge.
Answers on your website too One button on your site and the visitor is talking to Vona, who can take the same order or book the same job.	Texts you the details the moment the call ends Who called, what they ordered or booked, what they paid. Every call kept in your dashboard.

The Forbes ten will take an order for an online shop from a script you write. None of them know your live inventory, quote your full menu from memory, or send a payment link during the call.

The ten providers Forbes rated

Provider	Forbes rating	Forbes “best for”	Entry price / per minute	Drawbacks Forbes noted
Go Answer	4.7 / 5	Support and communication	\$175 for 100 min · \$1.75/min	No mobile app; can only see the software in a sales demo
Specialty Answering Service	4.5 / 5	Most cost-effective	\$44 · \$1.54/min	Poorly rated mobile app; billing complaints; voicemail billed per minute
AnswerForce	4.4 / 5	After-hours answering	\$349 for 200 min · \$2.00/min · \$75 setup	Expensive; inconsistent script adherence and operator training
AnswerConnect	4.4 / 5	Voice and live chat	\$350 for 200 min · \$2.50/min	High price floor; must give personal details to see pricing; poor fit for low call volume
HelloSells	4.4 / 5	Lead qualification	\$359 for 200 min · \$2.35/min	Expensive; rounds up to the nearest minute; no voicemail
MAP Communications	4.0 / 5	Customer feedback and surveys	\$49 · \$1.37/min	Consumer score 5.5/10; no mobile app; few integrations; billing complaints
Moneypenny	4.0 / 5	Analytics and data	\$165 for 50 min · \$2.28/min	Higher per-minute rate; lowest plan only 50 minutes; no outbound calls
AnswerFirst	4.0 / 5	Call center answering	\$30 base · \$1.55–\$1.90/min	Charged for junk calls; call-handling and communication complaints
Posh	3.8 / 5	Easiest to manage	\$65 + \$2.30/min (no minutes included)	No live chat; system bugs; billing issues

Provider	Forbes rating	Forbes “best for”	Entry price / per minute	Drawbacks Forbes noted
PATLive	3.8 / 5	E-commerce integrations	\$75 pay-as-you-go · \$2.25–\$2.60/min	One of the most expensive; charges extra for bilingual; 75-minute floor

How Forbes scored them

Forbes analyzed 12 providers on 31 data points. Weighting: general features 30%, pricing 28%, consumer sentiment 20%, service and support 10%, security certifications 8%, AI features 4%. Every provider on the list is a live human answering service, and Forbes weighted AI features at 4% of each score. VonaVoice was not part of the review.

Hear Vona answer a call: +1 (561) 566-1668

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Prices, ratings and drawbacks are Forbes Advisor’s findings as of July 27, 2026, summarized here for comparison. Rates change; check each provider for current pricing.