



# STAND OUT WITH AI RECEPTIONIST

Help your business' customer experience rise above the rest.

When running a complex, multi-site business, it can be difficult to maintain high customer satisfaction while juggling day-to-day operations and efficiency. Across multiple sites, multiple departments, and multiple challenges that affect businesses like yours, it can feel like an uphill battle.

That's where AI Receptionist steps in.

"It takes too long to direct customers to the right person."

"I don't always have the right information at hand to help customers properly."

"Call wait time is leaving our customers frustrated."

"We're losing out on important opportunities at our busiest times."

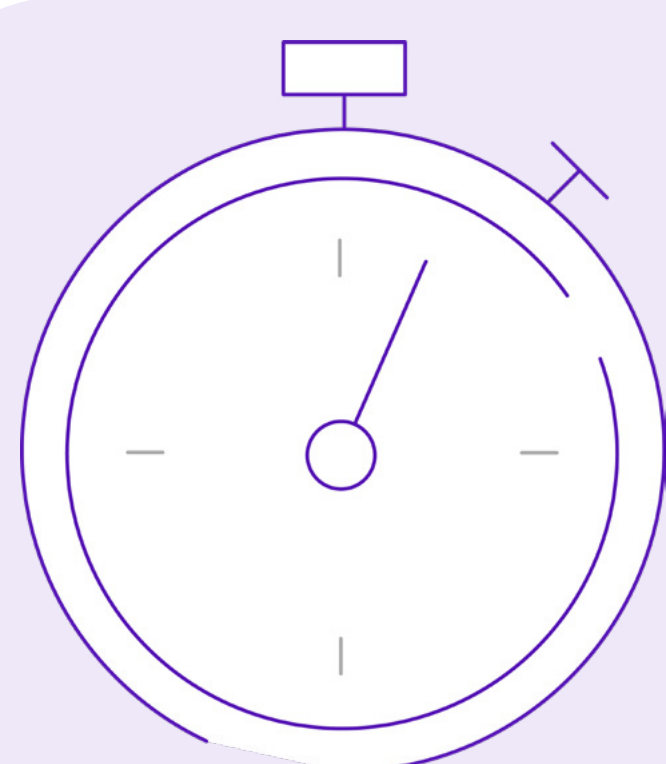
"Higher transfer rates are increasing our costs and customer dissatisfaction."

"We don't have a reliable process to review calls so we can learn where we should improve."

"We're wasting a lot of valuable time by taking repeat calls and answering the same questions."

"We're trying to improve our CSAT score, but we can't see where to focus."

"We want to improve our communication experience, but a lot of integration processes are too complicated to adopt."



## 55%

MORE THAN HALF OF CONSUMERS ABANDON CALLS WHEN WAIT TIMES GET TOO LONG.<sup>1</sup>

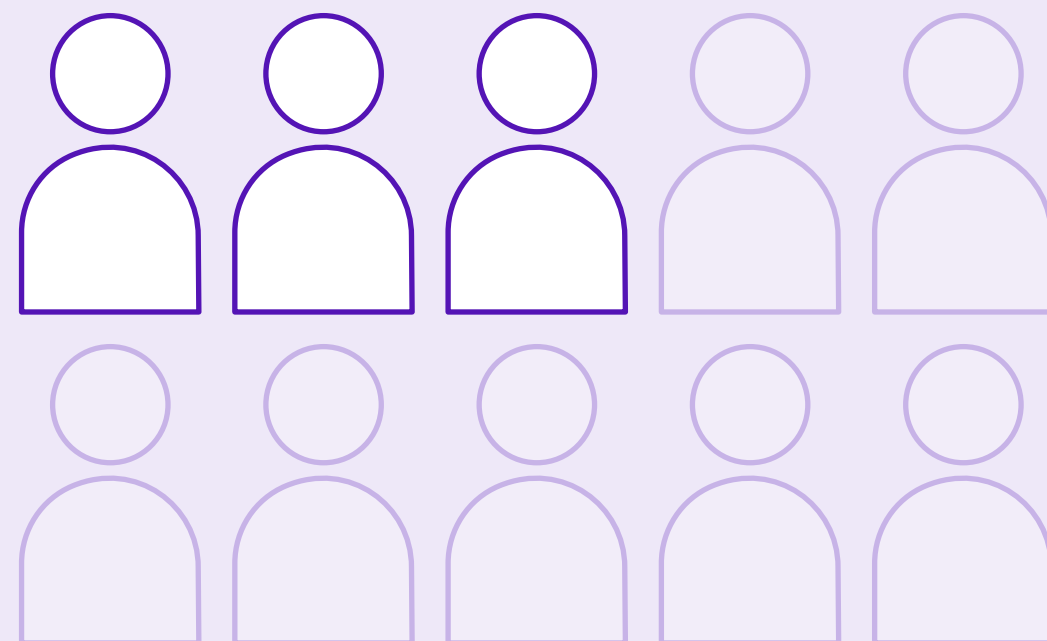
## THE ANSWER TO BETTER CUSTOMER SERVICE

AI Receptionist is an always-on receptionist designed to help your business maximise every customer interaction and provide best in class/enterprise grade customer service, even after hours. Instead of managing high call volumes, long wait times, and repetitive enquiries, AI Receptionist frees you and your staff up to focus on critical jobs while giving customers a positive and consistent experience. It can also provide insights to help identify opportunities to improve efficiency across the business, driving consistency in quality and experience across all sites.

The great thing about AI Receptionist is that it works on a secure and reliable platform that integrates with all voice solutions, fitting in with whatever business phone systems you have in place.

## 3 IN 10

AGENTS CANNOT RELIABLY ACCESS CUSTOMER INFORMATION, LEADING TO IRRITATED CUSTOMERS.<sup>2</sup>



### Available 24/7

So you'll never miss another call or opportunity.



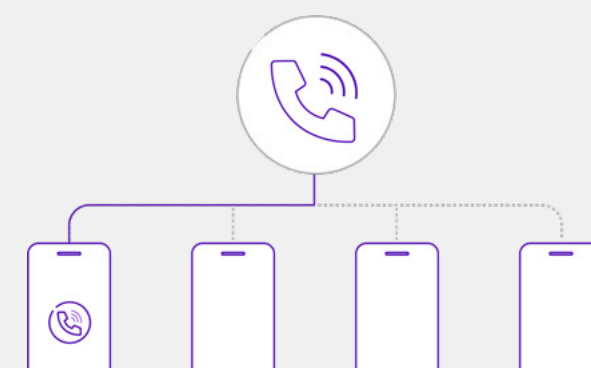
### Answers common questions

So your staff can stay focused on their job.



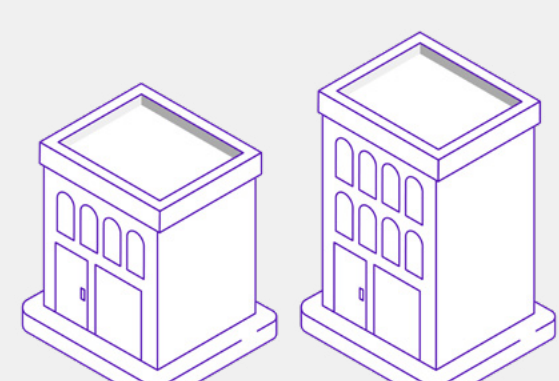
### Handles bookings

So you always have a full, up-to-date diary.



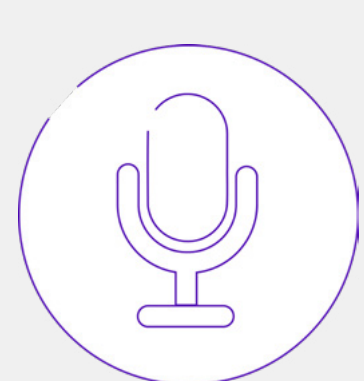
### Routes calls intelligently

So your customers are always speaking to the right people.



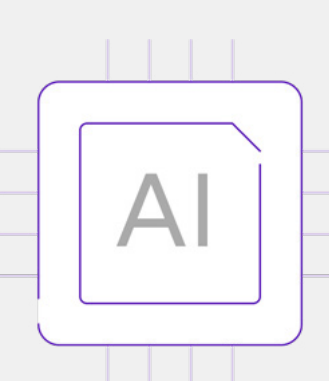
### Multi-site support

So your customers have a consistent, positive experience across the business.



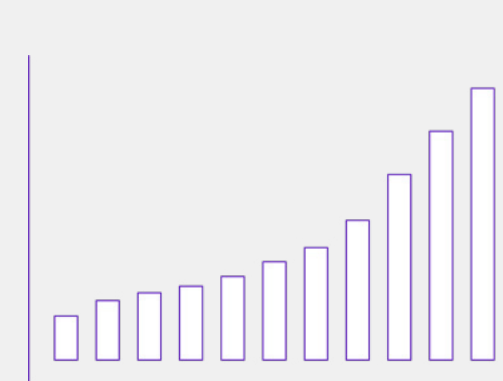
### Transcribes customer interactions

So you're on top of what to look out for in the future.



### Data Confidentiality

So customer data is not used to train AI models.



### Scalable and flexible

So you get a solution tailored to your exact business needs.



### Fast and efficient

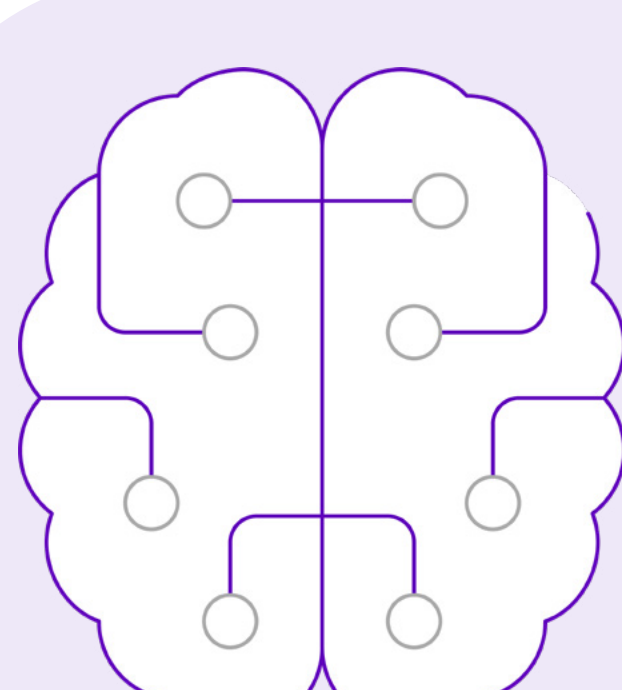
So you can address customer needs efficiently, regardless of call volume.



### Natural conversation

So customers experience a warm conversation flow.

## READY TO CREATE AN EFFECTIVE, MORE CONSISTENT CUSTOMER COMMUNICATION EXPERIENCE FOR YOUR BUSINESS?



## 74%

WITH AI BECOMING THE NEW NORMAL, 74% OF CONSUMERS NOW EXPECT CUSTOMER SERVICE TO BE AVAILABLE 24/7.<sup>3</sup>

## FIND OUT MORE



Visit our website



### Offices Worldwide

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[1] <https://contact-centres.com/what-uk-customers-really-want-from-contact-centres-in-2025/>

[2] (Zendesk Benchmark data)

[3] [https://cxtrends.zendesk.com/gb?utm\\_source=benchmark&utm\\_medium=benchmark&utm\\_campaign=2023\\_q1\\_cx\\_trends\\_benchmark](https://cxtrends.zendesk.com/gb?utm_source=benchmark&utm_medium=benchmark&utm_campaign=2023_q1_cx_trends_benchmark)