POWER PRODUCTIVITY WITH AI RECEPTIONIST

Elevate every phase of your business' customer experience.

As a small business owner, staying connected to your customers is critical. But when you're busy running day-to-day operations, it can feel like you need more than an extra pair of hands when tasks start piling up. Calls are missed. Staff are pulled away from important duties. All while customers might be left with a negative experience, costing you vital revenue and damaging your reputation.

That's where AI Receptionist (AIR) steps in.

Trade merchant
"I want to be able to help customers as quickly as possible to free up the line."

Dental clinic receptionist
"I struggle to keep on top of everyday enquiries and bookings while managing more critical duties."

Restaurant
"I need to be able to answer customers and manage bookings during peak service hours."

Marketing agency
"We need to keep our heads down on an important pitch, but we might miss out on new client opportunities if we miss a call."

Day nursery
"I can't leave the children unsupervised to deal with a customer query."

Garage mechanic
"I can't answer the phone while I'm in the middle of a complicated job."

Estate agent
"I've been managing calls from frustrated customers who keep getting sent to the wrong branch."

Construction
"I'm often on-site and can't stop to answer calls, but I don't want to miss new jobs or urgent customer requests."

55%
MORE THAN HALF OF CONSUMERS ABANDON CALLS WHEN WAIT TIMES GET TOO LONG.[1]

A BREATH OF FRESH AIR

AIR is an always-on receptionist designed to help your business jump at every opportunity and provide high-quality customer service, even after hours. It answers calls instantly, speaking with a friendly, natural voice to route calls, answer questions, check availability, book appointments and send email confirmations. This leaves you free to focus on growing your business and making the most of your team's skills.

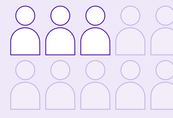
If you're using Cloud Work, AIR is designed to support your business needs and help ensure you never miss a call.

AI TOOLS THAT WORK FOR YOUR BUSINESS

From first contact to post-call insights, our AI tools work together to support your teams at every stage of the customer journey.

BEFORE customers speak to an agent	DURING the conversation	AFTER the conversation ends
AI Receptionist (AIR) AI agents that are available 24/7, can answer common questions, route calls, and even manage bookings.	**AI Assistant (AIA)** A conversation intelligence tool that supports agents in real time with inbound and outbound calls. **AI Agent Assist** An always-on virtual coach which monitors conversations in real time, helping agents to resolve queries faster and respond with more confidence and consistency.	**AI Conversation Expert** AI Conversation Expert is designed to enhance productivity, reduce risk and streamline workflows for agents. **AI Quality Management** A powerful AI capability that automatically scores calls, analyses sentiment, and surfaces insights to help supervisors personalise coaching for each agent.

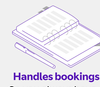
3 IN 10
AGENTS CANNOT RELIABLY ACCESS CUSTOMER INFORMATION, LEADING TO IRRITATED CUSTOMERS.[2]



Available 24/7
So you'll never miss another call or opportunity.

Answers common questions
So your staff can stay focused on their job.

Routes calls intelligently
So your customers are always speaking to the right people.



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

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

Uses your provided information
So customers get the exact message you want.

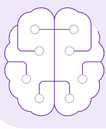
Friendly and consistent
So you deliver natural, realistic conversations and high-quality customer experience.

Simple to set up
So you can add the information you want without any headaches.

QUICK AND SIMPLE SETUP

No dedicated technical team or IT resource? No worries. AIR is made for small businesses like yours, meaning it's straightforward and fast to set up. All you need is your business website and a few key pieces of information, and AIR gets up to speed.

This goes for ongoing updates too. Once you're set up, AIR refreshes its business knowledge as and when your website changes. So customers will always have the most up-to-date information with every interaction.



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

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://extrends.zendesk.com/gb?utm_source=benchmark&utm_medium=benchmark&utm_campaign=2023_q1_cx_trends_benchmark