FOR AUSTRALIAN BUSINESSES

AI Receptionist for Your Business

Answer calls professionally, capture enquiries and keep customers moving - even when your team is busy or unavailable.

THE CUSTOMER EXPERIENCE

Make every call count

When your team is busy, with customers, on the tools or out of the office, AutoReception gives callers a consistent first point of contact.

WHERE AUTORECEPTION FITS

A dependable first line for everyday enquiries

ANSWER & QUALIFY

Handle common questions, understand why someone is calling and capture the details your team needs to respond.

ROUTE & FOLLOW UP

Transfer eligible calls, take structured messages, arrange callbacks and keep activity visible in the client portal.

WHAT THIS MEANS FOR YOUR BUSINESS

AutoReception can support your existing team, cover overflow or after-hours calls, or act as the first point of contact. The receptionist is configured around your approved business information, call-handling rules and preferred escalation paths.

THE RECEPTIONIST

Built around your business

AutoReception provides an AI receptionist configured around your approved business information, services and call-handling rules. It can support your team or cover defined periods when staff are unavailable.

01 **A professional first answer**

Greet callers using your preferred wording and establish the reason for their call during business hours, overflow periods or after closing.

02 **New customer enquiries**

Capture names, contact details, the service they need and a short description so your team has useful context for follow-up.

03 **Existing customer enquiries**

Record who the caller needs to speak with, a clear message and any requested callback without exposing information that should stay private.

04 **Internal routing and escalation**

Transfer eligible callers to nominated staff where compatible phone routing is configured, or take a message when a transfer is unsuitable or unanswered.

05 **Business information**

Answer approved questions about opening hours, locations, services, pricing guidance, booking processes and other information you choose to provide.

06 **After-hours coverage**

Acknowledge enquiries outside staffed hours, capture details for the next working period and follow your rules for urgent or priority calls.

HOW IT WORKS IN THREE STEPS

From first call to follow-up

Keep your existing phone number, use Jess for the calls you choose, then review what happened in the AutoReception portal.

01

Forward your calls

Direct all, overflow or after-hours calls to Jess, subject to your phone setup.

02

Jess answers & captures

She handles enquiries, takes messages and can book where a compatible calendar is enabled.

03

See it in the portal

Review calls, summaries and messages in your own client workspace.

EXAMPLE: NEW CUSTOMER ENQUIRY

Caller	I would like to get a quote and speak with someone about your services.
Receptionist	Collects the caller's contact details, what they need help with and a suitable callback time, using your approved questions.
The business	Receives a structured summary and decides the next step - for example, returning the call, preparing a quote or confirming an appointment.

BUSINESS-LED CONTROLS

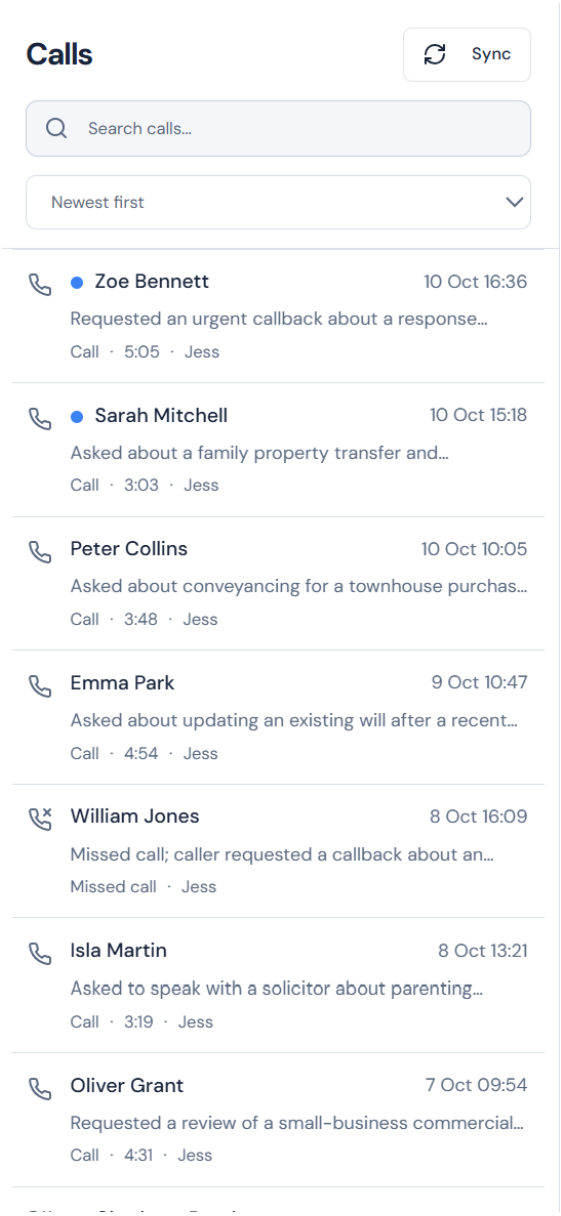
Approved information only. The receptionist uses material provided or authorised by your business and follows the call-handling rules you set.

Human decisions remain human. Your team decides how to handle exceptions, sensitive requests, approvals and anything that needs judgement or specialist attention.

INSIDE THE CLIENT PORTAL

See who called and why

Every client workspace provides a central place to review available call history and receptionist activity. Calls, timestamps and enquiry summaries help the team identify what needs attention.



CALL RECORDS

Review caller names, time of contact, call length and a short description of each enquiry in the Calls area.

PRIORITISE FOLLOW-UP

Spot callback requests and identify enquiries that may need a prompt response by the nominated team.

PER-CALL CONTEXT

Depending on account settings, recordings, transcripts and summaries can help authorised users review what was discussed.

Demonstration workspace: Example caller names and enquiries shown here are fictional. Access to particular records and call recordings depends on configuration and permissions.

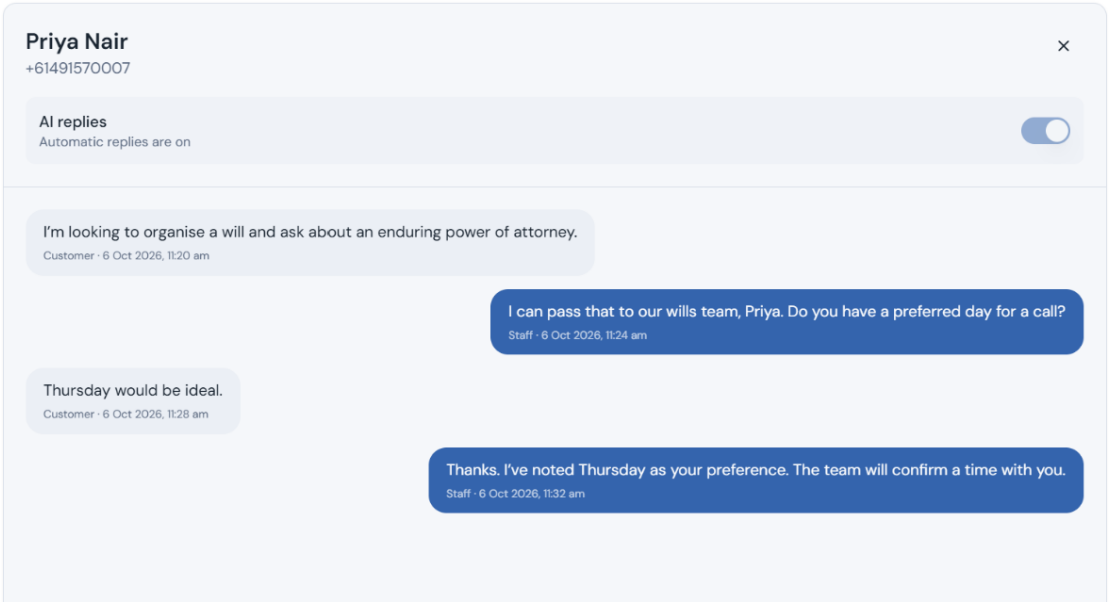
MESSAGES AND CLIENT COMMUNICATION

Keep conversations organised

When SMS messaging is enabled for a workspace, teams can review conversation history and handle administrative replies in one place. Messaging options depend on number provisioning and the agreed configuration.

A FOLLOW-UP EXAMPLE

The demonstration screenshot below uses a legal-services example, but the same messaging workflow can be configured for customer enquiries, quotes, bookings, follow-ups and other administrative conversations.



01 A single conversation history

See the caller's previous messages when reviewing a request.

02 Human response when required

Staff can handle enquiries that need a person, judgement or a more secure communication channel.

03 Configurable messaging

SMS sending and automated replies require an enabled sender and approved response settings.

Demonstration only. The example account shown is not configured to send SMS; availability and features are confirmed during onboarding.

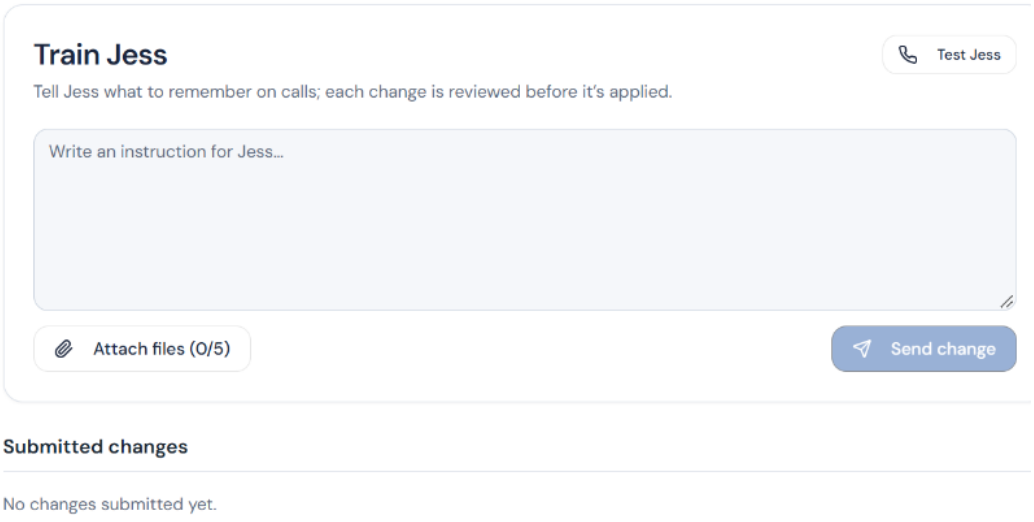
ONGOING MANAGEMENT

A receptionist you can refine

Go-live is the beginning of the service, not the end. The portal gives your business a practical way to request updates and test how the receptionist handles calls as your needs change.

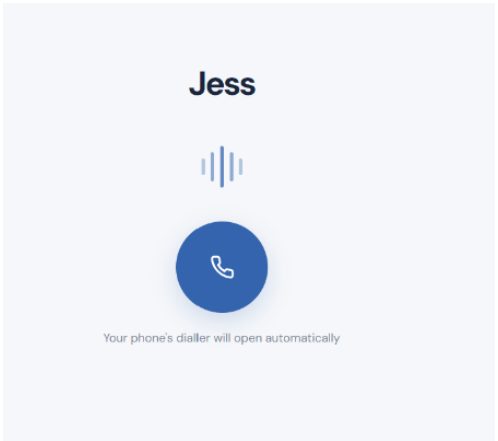
TRAIN THE RECEPTIONIST

Provide new approved instructions, updated services, different routing requirements or a change in how enquiries should be collected. Changes are reviewed before being applied.



TEST BEFORE DEPLOYING CHANGES

Call the receptionist from the testing area to hear how it greets callers and handles realistic enquiries. Refine the agreed behaviour before taking changes into production.



Demonstration interface. Material changes, integrations and custom automation may require additional configuration and approval.

IMPLEMENTATION

Simple to introduce. Easy to manage.

AutoReception works with your business to define call handling, configure the receptionist and test the experience before activating it on your nominated phone line.

01 **DISCOVER**

Confirm your services, staffed hours, phone setup and the types of enquiries you want the receptionist to handle.

02 **CONFIGURE**

Set the greeting, approved business information, intake questions, transfers, message recipients, booking rules and escalation paths.

03 **TEST**

Try realistic new and existing customer calls, after-hours requests and team handovers. Approve or refine the behaviour.

04 **GO LIVE**

Complete the agreed phone forwarding or number arrangement, verify the live call path, then activate the receptionist.

05 **REFINE**

Use the client workspace to review enquiries, test the receptionist and request future changes as your business evolves.

NEXT STEP

Explore a tailored demonstration for your business. Share your website, services, preferred greeting and initial call-handling requirements and we can prepare a relevant test receptionist.

FREQUENTLY ASKED QUESTIONS

Questions businesses ask

Key operational questions to consider when assessing an AI receptionist for your business.

01 Privacy and customer data

Jess follows business-approved call and intake rules. Access, summaries, recordings, retention and service-provider arrangements are confirmed during setup.

02 What can Jess answer?

Jess can answer approved questions about your business, services, hours, locations and processes. Anything outside the agreed scope can be passed to your team.

03 What happens after hours?

With after-hours forwarding enabled, Jess can answer, share approved general information and record messages for the next staffed period.

04 How are urgent calls handled?

Your business sets priority-call categories and escalation instructions. Jess can attempt an approved handover or capture a clear message for follow-up.

05 Will callers know Jess is AI?

Jess can introduce herself as an AI receptionist in the agreed greeting and will answer honestly if asked. The greeting can be tailored to your preference.

06 Can she book appointments and callbacks?

Jess can capture callback requests. Confirmed bookings require a compatible calendar or booking integration and agreed scheduling rules.

BEFORE GOING LIVE

Confirm phone routing, privacy and recording settings, escalation pathways, approved information and receptionist instructions during onboarding.

RELIABLE BUSINESS CALL HANDLING

Designed for reception. Built around your rules.

An AI receptionist is a practical first point of contact. It handles defined reception tasks while your team keeps control of decisions, exceptions and customer relationships.

01 **Customer information**

Choose what information is collected, who receives summaries, who can access records and whether recordings are enabled for your account.

02 **Identity and account access**

A caller's name or number is not enough on its own to release sensitive account or customer information. Your own verification process still applies.

03 **Approved information only**

The receptionist answers from the information and instructions you approve. Questions outside that scope can be redirected, escalated or captured for follow-up.

04 **Escalation where timing matters**

Define priority-call categories and handover pathways so time-sensitive enquiries can be routed appropriately or clearly flagged for your team.

05 **Review before activation**

Test realistic calls, confirm routing and messaging behaviour, review privacy settings and approve the receptionist before switching on live traffic.