

AI Receptionist powered by Assist-Me™



Customer Calls Handled 24/7

Extend availability and improve your customer experience with an **AI Voice Receptionist**

- Works with any UC / Telephony system
- Answer questions using your uploaded company data and information
- Transfer calls to departments or individuals
- Intelligent context-aware call routing
- Out-of-hours service captures caller details and sends email for follow-up.
- Eliminates call wait-time and queuing

AI Receptionist is a voice-enabled AI assistant that answers calls, engages callers naturally, and routes enquiries intelligently for small and mid-sized organisations.

- **Enterprise Features, Simplified Deployment** Delivered as a pre-built Smart Pack, AI Receptionist combines secure, scalable call automation with rapid deployment, without the cost or complexity of traditional enterprise call platforms
- **Your Brand, Your Voice** Customise every aspect of your AI Receptionist to reflect your brand, from tone and pace to empathy level, language and even accent.
- **Human-Centered AI** The Voice AI Assistant can be trained to transfer callers to the right person or team based on contextual rules, enabling smooth escalation to phone extensions, departments, hunt groups, or contact centre queues whenever human support is required.
- **Works with all telephony Systems** It integrates seamlessly with existing telephone systems, allowing businesses to deploy AI-powered call handling without changing their telephony infrastructure.



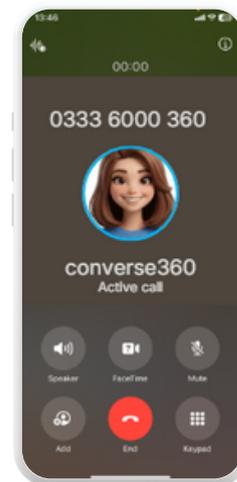
Powered by the **converse360 Assist-Me™ platform** and incorporating the latest generative AI and expressive speech technology, an AI Receptionist enables customers to interact with your business 24/7.

Who Uses AI Receptionist

- Small or mid-sized businesses in any industry with 24/7 availability
- Contact centre and customer service teams with limited resources
- Public services teams and healthcare providers, e.g. dentists
- Service desks and internal switchboards
- Sales and marketing teams

AI Receptionist Voice Automation Benefits

- **No more missed calls**, capture enquiries and take messages 24/7.
- **Transfers calls** to phone extensions, mobiles, or hunt groups.
- **Answers calls instantly**, eliminating customer wait times and queuing.
- **Provides consistent, professional responses** based on your guidelines.
- **Use natural conversation**, with no confusing IVR for customers to navigate
- **Removes peak-time staffing issues** and can handles one call or hundreds simultaneously.
- **Reduces repetitive workload** for your front-desk team, freeing them up for more valuable tasks.



Add voice AI Receptionist to your app, browser or phone system

AI Receptionist functional components and upgrade options



Transfers Calls



Captures Callbacks



Answers Questions

included with **basic**



Books Appointments

Smart Assistant Upgrade

AI Receptionist includes FAQ (knowledge assistant) capabilities and data capture as standard with Basic setup, with enquiries sent to an inbox or Teams space.

Upgrades available for integration with CRM or other business systems.

Increase functionality to include automated appointment bookings by upgrading to an **AI Smart Assistant**.

Technical Features

- Uses latest generation Native Audio for expressive voice and fast responses.
- Responds to tone, pitch and emotion and handles interruptions.
- Train your AI Receptionist with a single click to upload data & FAQ training materials.
- Leverages Retrieval-Augmented Generation (RAG) to minimise hallucinations and deliver, factual, grounded and domain-specific responses.
- Includes enterprise-grade security and scalability features of AWS, hosted in the UK.
- Transfer calls from AI Assistant to human assistance through PSTN or SIP
- Any captured info can be sent to designated email address (Outlook or Google mail) OR to Microsoft Teams space
- Set guardrails and guidelines within the Assist-Me admin portal.
- Supports GDPR Compliant guidelines.

Optional Add-ons

- Multi-lingual Assistant
- Book appointments in Outlook/Google calendars (upgrade to AI Smart Assistant)
- Enhanced Support (price depends on package/license)

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