

AI system · Service guide

AI Front Desk

An AI front desk for the calls your team cannot answer.

An AI receptionist answers in your business name, understands why people call, books them into your calendar and routes urgent calls to a person using your rules.

Call + Message

How it works	Phone call, followed by a text message
Best for	HVAC, Plumbing, Roofing, Dental, Veterinary
You stay in control	You approve every script before it goes live
First step	A short call with no obligation

How this helps

What it means for your business

The phone rings while your team is busy, and the caller may try the next business.

Customers who call get an answer, your team is interrupted less, and the details reach the right person. You decide which calls it handles and when a person takes over.

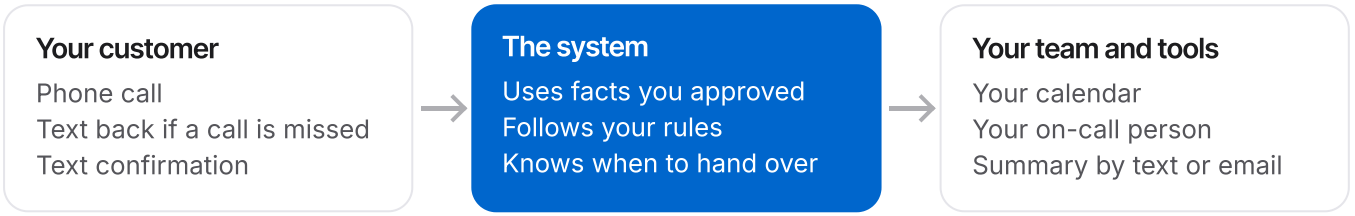
What you get

- AI voice receptionist in your business name
- Missed-call text-back on every unanswered call
- Booking into your calendar, or booking requests your staff confirm
- Emergency and urgent call routing to your on-call number
- A text or email summary after every call
- Appointment reminders to reduce no-shows

What changes day to day

	Common today	With this service
When the phone rings	Answered if someone is free	Answered on the schedule you choose
Customer details	Written down when there is time	Collected the same way on every call
Booking	Callbacks and phone tag	Booked into your calendar, or sent to your staff to confirm
Urgent needs	May wait for a callback	Sent to the person you choose, using your rules
After the call	Notes depend on who answered	A short summary by text or email

How it fits with your business



How it works

From start to finish

Starts with
A customer calls
→ Step 1
Answers
→ Step 2
Understands
→ Step 3
Books or routes
→ Step 4
Reports
→ Result
Booked, routed or summarised for you

Step 1
Answers
Picks up after hours, when the line is busy, or on every call. Your number stays the same.

Step 2
Understands
Asks one question at a time and collects what your team needs: name, number, address, the problem.

Step 3
Books or routes
Offers real slots from your calendar, or puts urgent callers through to your on-call person.

Step 4
Reports
You get a short summary of every call by text or email, and a plain monthly report.

Example · Call scene

It is a busy morning. A homeowner calls about broken heating while your team is out on jobs.

Phone call, followed by a text message

What happens next

The visit is on your calendar, the caller has a confirmation, and you get a short summary by text or email.

Text message
Confirmed: technician at 2:30 today. Reply here if anything changes.

Assistant
Good morning, Oakline Home, this is Ava, the virtual assistant. How can I help you today?

Caller
Hi, um, yeah. Our heating just stopped working this morning, and it's getting really cold in here.

Assistant
Oh no, I'm sorry, that's no fun on a morning like this. Is anyone at home with you right now, like kids, or anyone elderly?

Caller
Yeah, my two kids are home sick today, actually.

Assistant
Okay, then let's get someone out to you today. Give me one second. I have a technician free at two thirty this afternoon. Would that work?

Caller
Two thirty is perfect, yes please.

Shortened. Hear the full call in the online demo.

How easy it is

We do the heavy lifting

Most of the work happens on our side. You make the decisions, and we tell you exactly what we need.

What we handle

- Write the greeting and call script with you
- Set up call forwarding on your current number
- Connect your calendar and alerts where supported
- Run test calls before anything goes live
- Review calls after launch and adjust the script

What you do

- Share your hours, services and rules
- Approve the script
- Listen to the test calls
- Tell us what to change

Service levels

Start simple, go further when you are ready

Level 1

Start

After-hours or overflow calls, answered in your business name, with a summary after each call.

Level 2

Core

The calls you choose, calendar booking, urgent routing and text confirmations.

Level 3

Advanced

Your CRM or job software where supported, lead follow-up, recall campaigns and reporting.

The right level is confirmed during discovery, based on your business and the tools you use.

What we need from you

- Your hours, services and service area
- The prices and policies you are happy to share
- How you book today, and access to your calendar
- Who should get urgent calls, and their numbers

How we get started

1. A short call about your business
2. A clear plan and scope
3. Setup and testing with you
4. Go live with your approval

Why Calvyrn

Why businesses choose to work with us

Built for your business
Your rules, your wording and your tools. Not a one-size template.

You approve first
Nothing goes live until you have seen it and said yes.

Start small
Begin with one service or one first version, then add more if it helps.

One team
AI systems, automations, websites and web applications in one place.

Plain language
You always know what is being built, why, and what comes next.

Honest limits
We tell you what a system cannot do and where a person should stay involved.

You stay in control

- You approve every script before it goes live
- We start with a soft launch so you can listen first
- Plans run month to month, with no long contract

Questions you may have

Will my customers know it is an AI?
Yes. It introduces itself as the virtual assistant for your business, sounds natural, and can pass the call to a person at any time.

Do I need a new phone number?
No. Calls forward to the assistant when you do not pick up, when the line is busy, or after hours. You choose which.

What if the assistant does not know an answer?
It says a team member will confirm and takes the details. It only uses facts you have approved.

How long does setup take?
Typically about five working days after we receive your details. US business texting also needs carrier registration, which can take longer.

Important notes

- Examples in this guide use fictional businesses, names and details.
- Results depend on your business, tools, customers and how the service is set up. We do not guarantee revenue, bookings or search rankings.
- AI can make mistakes. That is why approvals, clear limits and human hand-off are part of the setup.
- Features depend on your plan and on the tools you use. The final scope is confirmed during discovery and in your proposal.
- This guide is not legal, medical, tax or financial advice.

See how it would work for you
Tell us about your business. There is no obligation.

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