

Industry demo · Service guide

HVAC

An AI front desk for heating and cooling companies.

When the heat wave hits or the furnace quits at midnight, calls are answered, urgent ones reach your on-call technician, and routine work goes on the calendar.

Call + Message

How it works	Phone call, followed by a text message
Best for	HVAC
You stay in control	Guess a repair price or diagnose a system
First step	A short call with no obligation

How this helps

What it means for your business

When the heat wave hits, calls arrive faster than your office can answer.

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.

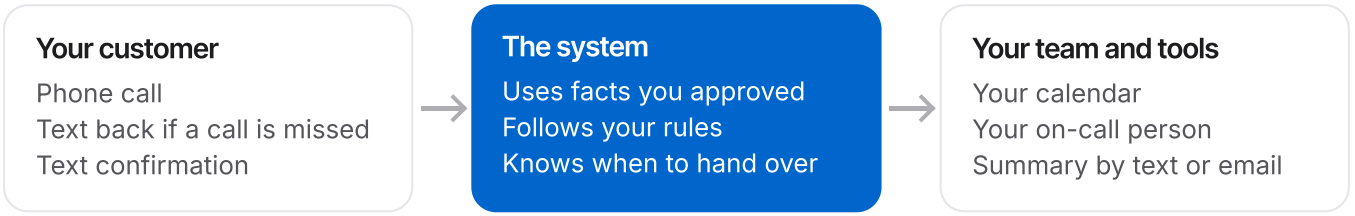
What you get

- No cooling or no heat: urgency checked, earliest slot or on-call transfer
- Tune-ups and maintenance visits booked straight into your calendar
- Replacement quotes turned into in-home estimate appointments
- Reschedules, warranty and billing questions logged for the office
- Maintenance plan renewals and pre-season reminders

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 right away

→ Step 2
Understands the need

→ Step 3
Collects the details

→ Step 4
Books or connects

→ Result
Booked, routed or summarised for you

Step 1
Answers right away
The assistant picks up in your business name, even when your team is busy.

Step 2
Understands the need
It listens and asks one question at a time.

Step 3
Collects the details
It takes what your team needs, such as the name, number or address.

Step 4
Books or connects
It books the visit, or puts urgent callers through to a person.

Example · Call scene

It is 97 degrees outside. A customer calls because their AC has stopped, and your office is flooded with calls.

Phone call, followed by a text message

What happens next

Your on-call technician takes the call. You get a summary with the address and the problem.

Text message
Our on-call technician has your details and will call you back if you get cut off.

Assistant
Summit Air, this is Mia, the virtual assistant. How can I help?

Caller
Hi, yeah, our A C just died, and it's like ninety seven degrees out. My mom is here with me, and she's eighty one.

Assistant
Okay, I'm treating this as an emergency. First, is she feeling alright right now? Any dizziness, or trouble breathing?

Caller
She's okay, just really hot. We've got her by a fan.

Assistant
Good. Keep her in the coolest room with plenty of water, and if she starts feeling dizzy or confused, call nine one one straight away. Can I get the address?

Caller
Four eighteen Cedar Lane, eight five oh three two.

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.

What it will never do

- Guess a repair price or diagnose a system
- Talk a caller through technical repairs
- Promise an arrival time that is not on the calendar
- Ignore a gas smell: callers are told to leave and call the gas company or 911

Questions you may have

My customers want a person, not a robot.
Start with after-hours and overflow only. During the day your team still answers, and any caller can be passed to a person.

We already use an answering service.
An answering service takes messages. The assistant books the job, spots urgency and transfers emergencies. You can run both side by side for a month and compare.

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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