

Industry demo · Service guide

Veterinary

A front desk for vet clinics that knows what an emergency sounds like.

Wellness visits and vaccines get booked, worried owners get a clear next step, and real emergencies are sent to your clinic or your emergency partner straight away.

Call + Message

How it works	Phone call, followed by a text message
Best for	Veterinary
You stay in control	Give medical advice or home treatment tips
First step	A short call with no obligation

How this helps

What it means for your business

Worried pet owners need a clear next step, even when the front desk is busy.

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.

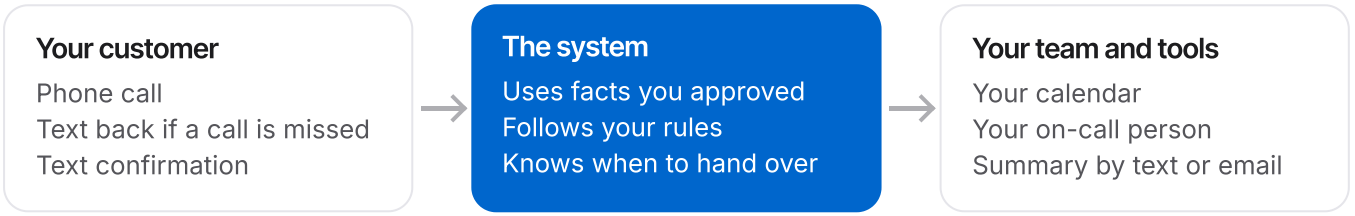
What you get

- Wellness exams and vaccine appointments
- Sick pet calls booked into the earliest suitable slot
- Emergency signs sent to your clinic or emergency vet partner
- Refill requests logged for the vet to review
- Vaccine and annual wellness 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

A worried owner calls because their dog just ate chocolate, and your front desk is busy.

Phone call, followed by a text message

What happens next

Your team knows the patient is on the way before they walk in.

Text message
We are expecting you. Clinic directions: [map link]

Assistant
Maple Vet, this is Lily, the virtual assistant. How can I help?

Caller
Hi, um, my dog just ate a whole chocolate bar. The wrapper is on the floor. Is she going to be okay?

Assistant
I'm sorry, that's scary. I can't tell you how serious it's, but chocolate can be dangerous for dogs, so the vet should see her right away. Do you know roughly when she ate it?

Caller
Maybe ten minutes ago? She's a lab, about thirty kilos.

Assistant
Thank you, that's really helpful. Please bring her in now, and bring the wrapper if you can. I've let the team know you're coming, so they will be ready for you.

Caller
Okay, we're leaving now. About fifteen minutes.

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

- Give medical advice or home treatment tips
- Suggest doses of any medication
- Promise that a refill will be approved
- Keep an emergency caller on hold

Questions you may have

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

What if an emergency is handled badly?
The assistant never treats. It sends emergencies to your clinic or emergency partner using rules you approve.

Our budget is tight.
Start with Missed-Call Text-Back and add the full front desk when you are ready.

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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