

Automation · Service guide

Voice AI Agents on Vapi, Retell & Twilio

Voice agents that sound like your best team member.

We design, build and test voice AI agents on the platform that fits you, such as Vapi, Retell, Synthflow or Twilio. They answer and qualify calls, book into your calendar and pass the call to a person when it matters.

Message only

How it works	Phone calls, built on your platform
Best for	Platforms & Integrations
You stay in control	It answers only from facts and prices you approve
First step	A short call with no obligation

How this helps

What it means for your business

Missed calls become missed jobs, and most AI phone agents still sound like robots.

Repetitive reading, sorting and writing is prepared for you, so your team starts from a draft instead of a blank page. You check the work before it is used.

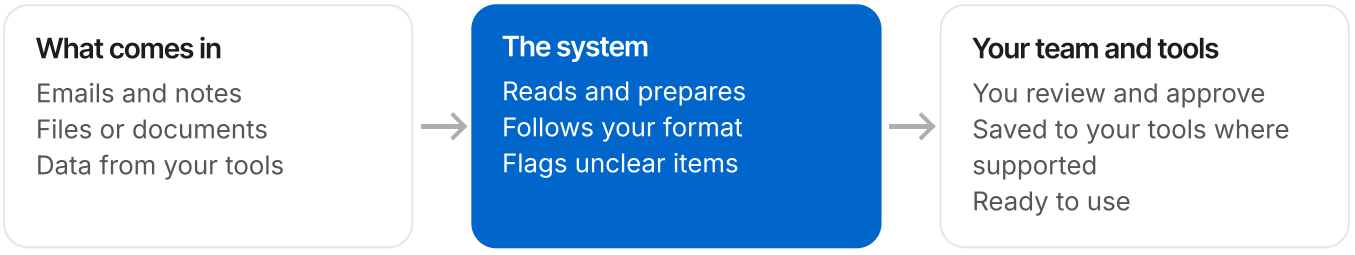
What you get

- Calls answered in a natural, friendly voice, day and night
- Questions answered only from facts you approve
- Appointments booked straight into your calendar
- Every call summarised, with the recording kept for you

What changes day to day

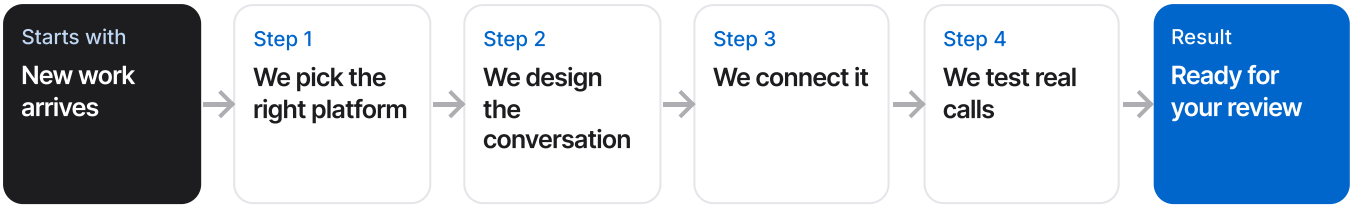
	Common today	With this service
Starting point	A blank page	A prepared draft
Format	Varies by person	Follows the format you set
Unclear items	Easy to miss	Flagged for a person to check
Your time	Spent on repetitive work	Spent on review and decisions
Final say	Your team	Still your team

How it fits with your business



How it works

From start to finish



Step 1

We pick the right platform

Based on call volume, voice quality, budget and your tools.

Step 2

We design the conversation

Greeting, questions, answers, booking and hand-off rules.

Step 3

We connect it

Phone numbers, calendar, CRM and text messages.

Step 4

We test real calls

Dozens of test calls before launch, then weekly tuning.

Example · Work scene

A home services company misses calls during jobs and after hours.

Phone calls, built on your platform

What happens next

A voice agent answers every call, books jobs and texts the owner a summary.

Voice agent

Agent	Ava, front desk
Platform	Retell, on a Twilio number
Knowledge	Services, prices, hours, areas
Calendar	Books into the owner calendar
Hand-off	Transfers urgent calls to the owner

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

- Agree the format with you
- Connect your tools where supported
- Set the rules and the review step
- Test it on real examples
- Adjust the results after launch

What you do

- Share your rules and examples
- Approve the format
- Review the first results
- Tell us what to change

Service levels

Start simple, go further when you are ready

Level 1

Draft mode

We prepare the work and you approve it before it is used.

Level 2

Connected

Runs with your tools where supported, on the schedule you set.

Level 3

Advanced

More rules, several workflows working together, and reporting.

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

What we need from you

- Examples of how the work is done today
- Access to the tools it needs to work with
- The format you want the result in
- Who on your team approves it

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

- It answers only from facts and prices you approve
- If a caller asks whether they are speaking to a person, it tells the truth
- Calls can be passed to your team at any time

Questions you may have

Will callers know they are talking to AI?
The voice is natural, and it does not announce itself on every call where the law allows. If a caller asks, it says it is the business's virtual assistant and can pass the call to a person. Where the law requires a disclosure, such as in the EU, it says so at the start.

Can it make outbound calls?
Only to people who asked to be contacted, such as a lead who filled in your form. Outbound AI calls need the person's consent in the US and many other countries.

Which platform is best?
It depends on your call volume, voices, languages and budget. We recommend one after a short call, and the account stays in your name.

How long does it take to set up?
Most small automations are live within one to two weeks of receiving what we need from you.

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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