



The 2026 Voice AI Readiness Checklist

Is Your Business Ready for Voice AI? A 15-Point Implementation Roadmap.

Use this checklist to determine if your infrastructure and customer support workflows are ready to handle **24/7 automated voice interactions**.

Phase 1: Technical Foundation

- Phone System API:** Does your current VOIP or phone system support Webhooks or API integration?
- CRM Sync:** Can your CRM (Klaviyo, HubSpot, Shopify) accept real-time data from external AI agents?
- Latency Check:** Is your server response time fast enough to support "human-like" conversation speed (under **500ms**)?
- Security Protocols:** Do you have a data processing agreement (DPA) in place for AI-handled customer data?

Phase 2: Knowledge Base & Logic

- The Top 20:** Have you documented the 20 most frequent questions that currently take up **80%** of your support team's time?
- Product Catalog Data:** Is your product data (inventory, shipping times, FAQ) available in a format the AI can "read" (PDF or URL)?
- Handoff Protocol:** At exactly what point should the AI say, "Let me get a human for you"?
- Tone of Voice:** Is your brand personality defined (e.g., Professional, Friendly, or Fast & Direct)?
- Multilingual Requirements:** Which specific languages does your AI need to support natively (e.g., English, Spanish, Italian)?

Phase 3: ROI & Scaling

- Current Call Volume:** Do you receive at least **100+ calls/chats per month** to justify the automation setup?
- Cost Per Lead:** Do you know your current cost per human support interaction?
- Lead Scoring:** What specific information must the AI collect to qualify a lead (Email, Phone, Project Size)?
- Appointment Logic:** Does the AI have access to a live calendar (Calendly/Google) to book meetings?
- Compliance Check:** Are your voice recordings **GDPR or TCPA compliant** in your operating regions?

Calculate Your Readiness Score

Count your checkmarks to see where you stand:

- **12-15 Checkmarks: AI Ready** — You are perfectly positioned for immediate deployment.
- **8-11 Checkmarks: Almost There** — You have a few technical gaps to close before scaling.
- **0-7 Checkmarks: Foundational Stage** — You need a strategic audit to prepare your infrastructure.

Ready to automate? Visit devaland.com/voice-ai for a free audit.