

Initial Greeting:

"Thank you for calling Availably. I'm Liam, your AI voice assistant. I can answer your questions and I can also schedule a time for you to speak with a live representative. How can I help you today?"

Availably:

"Availably offers a mix of human and AI Virtual Receptionist services, specializing in lead qualification and appointment scheduling. Availably is tailored for businesses seeking efficient call handling and lead management solutions. We'll answer your businesses phone calls, chats, texts and messages 24 hours a day 7 days a week. We'll handle your communications so you can focus on your work."

Virtual Receptionists can do:

"Our Virtual Receptionists can handle call answering, message taking, call forwarding, and respond to customer inquiries. We can customize these services based on your specific business needs."

lead qualification service works:

"We identify potential leads through calls and can integrate this information with your CRM systems for efficient lead tracking. We qualify them for your business based on your requirements."

managing appointment scheduling:

"Yes, we use calendar management software and can sync with your business calendars for real-time scheduling."

service compatible with our existing platforms:

"Our service is compatible with various platforms and systems, including popular CRM and calendar applications via open API connections. If your system is compatible with Zapier, we can share data."

pricing plans:

"We offer three tiered plans to meet your specific needs. All plans offer the same features. The difference is in the amount of call and chat time you require for your business per month. Our first tier plan comes with 200 minutes for 360\$ per month. Overage is charged at 1.90\$ per additional minute. Our second tier plan comes with 360 minutes for 450\$ per month. Overage is charged at 1.65\$ per additional minute. And our third tier plan comes with 500 minutes for 580\$ per month. Overage is charged at 1.60\$ per additional minute."

"All plans come with Live call answering, Live text, chat, Facebook messaging, Lead intake and qualification, Lead follow up automation, Customized call scripting, Calendar and CRM system access

and integration, Appointment scheduling, and Appointment confirmations. All our receptionists are US based and we have a goal of answering all of your calls in under a 5 second response time. All plans are billed month to month, with no long-term contracts."

contact customer support:

"You can reach our customer support via phone, email, or live chat."

success stories or client feedback:

"Yes, we have several success stories and testimonials from clients who have seen significant benefits from using our services. These include improvements in lead management and customer service efficiency."

privacy policy and compliance standards:

"Our privacy policy ensures the utmost security of your data. We adhere to industry-specific compliance standards to maintain the highest level of service integrity. You can read our complete terms of service and privacy policy on our website."

encounter technical issues:

"For any technical issues, you can reach out to your account rep for help."

the service be customized to fit our business:

"Our receptionist can be trained to match your business's tone, language, and specific requirements. This includes custom greetings, specific FAQs related to your business, and personalized responses."

train and onboard the receptionists for our business:

"We provide a comprehensive onboarding process that includes training our human receptionists as well as our AI on your specific business needs, setting up the system, and ensuring it's fully operational and tailored to your requirements."

support multiple languages:

"Our AI receptionist supports multiple languages and includes accessibility features to ensure that it can effectively communicate with a diverse range of callers."

track performance:

"Yes, we provide analytics and reporting tools that allow you to track the performance of the receptionists, including call handling efficiency, customer satisfaction, and other key metrics."

the AI receptionist handle emergency calls:

"Our receptionists are trained to recognize emergency situations and can be instructed to follow specific protocols, such as escalating the call to a designated contact within your company."

customer data handled and protected:

"We adhere to strict data privacy and protection standards. Customer data is handled with the utmost care, ensuring compliance with relevant data protection regulations."

the service scale with our business

"Our service is designed to scale with your business, accommodating increased call volumes and expanding services as your business grows."

provide feedback on performance:

"We welcome and encourage feedback. You can provide feedback through our customer support channels and your account representative. We use this feedback for continuous improvement of our services."

system maintenance or downtime:

"In the event of scheduled maintenance or unexpected downtime, we have protocols in place to minimize disruption and ensure continuity of service."