

AI Receptionist

Overview

The AI Receptionist is an automated assistant that interacts automatically with customers, and answers basic questions that most customers/prospects ask. The aim is to reduce the workload of a human receptionist, by resolving 80% of the commonly asked questions.

The intent is to answer customer questions that come via

- Whatsapp (both text and voice)
- Phone Calls (voice)

The system functions in real time and is capable of understanding multiple languages, interpreting customer intent, performing relevant actions, and delivering personalized responses.

While a receptionist can do a bunch of items, we would like to build the following tools

- Answer general questions about Standard Operating Procedures like Working Hours, Standard Services provided etc. This can be provided by the customer as an SOP document, which the system can ingest.
- Answer rate related questions for standard offerings of the customer from a rate card that the customer provides (For e.g. our sample implementation provides rates for cloth, based on its colour, quality and cloth type.)
- Lead Qualification : For prospective customers, ask relevant qualifying questions (e.g., "What service are you looking for?", "What is your budget range?") and categorize them into hot/warm/cold leads before saving to the CRM.
- Setup appointments for a call at a given time.
- Additionally this receptionist can be extended for many customer service kind of usecases, some of which can be
 - Providing status of order, shipments, refunds.
 - Cancellation of orders

- Updating account information like address etc.

Items in Green above are implemented, the items in Red can be enhancements which can be considered.

Functional Capabilities

When a customer sends a message over WhatsApp—whether typed or spoken—the AI Receptionist processes the message and responds appropriately. It is capable of handling both text and voice formats seamlessly, ensuring a smooth customer experience regardless of how the message is sent.

The system automatically understands the language of the message and interprets its meaning. It identifies the purpose behind the customer's communication, such as checking for existing information, retrieving content from documents, requesting suggestions, performing basic calculations, or asking for the current date.

Based on what the customer wants, the AI Receptionist takes the appropriate actions. It can look up information, retrieve details from structured or unstructured content, or respond with the current date. The system ensures that each response is accurate, clear, and tailored to the customer's request.

Finally, it sends a direct reply to the customer on WhatsApp, completing the interaction in a natural and user-friendly manner.

User Experience Summary

Customers experience the AI Receptionist as a responsive and intelligent virtual assistant. It communicates fluently in English, understands a wide variety of queries, and offers fast, useful responses that feel both natural and relevant to the conversation. The goal is to enhance customer engagement by offering immediate assistance without human intervention.

Enhancements

- The receptionist can answer voice calls.
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