AI EMPLOYEE · BUILT AROUND YOUR BUSINESS

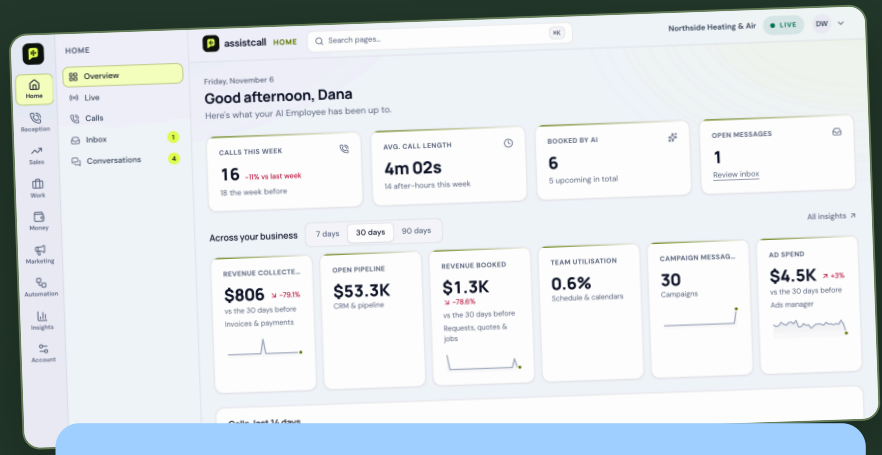
An interested caller. A prepared agent.

An AI Employee for property enquiries, viewing requests and seller callbacks, using your approved listing facts.

Real product screens | **Industry workflows** | **Setup & integrations**

UK edition · GBP proposals
6 November 2026 · Version 1.0

SHARED ASSISTCALL WORKSPACE · FICTIONAL DEMO



Give the agent the enquiry before the callback.

Property reference, caller intent, preferred time and confirmed contact details in one useful handoff.

Screens show the product interface, not customer results. Enabled features and delivery scope are confirmed for each account.

01 · YOUR INDUSTRY

Ava fits the way your team works.

Ava does not assume access to a property feed, confirm physical access, give finance advice or replace your agent's review.

A viewing enquiry

The team is on another viewing. Ava records the property reference and preferred times.

A seller wants a valuation

Ava captures the location, the request and a callback preference for the valuation team.

A caller asks about a listing

Ava uses only current, approved property facts. Unknown or changed information goes to the agent.

01 **Identify**
Which property or service?

→

02 **Check**
Use approved current facts.

→

03 **Capture**
Intent, callback and preferred time.

→

04 **Route**
Viewing request or relevant agent.

→

05 **Confirm**
Agent confirms access and arrangements.

Read this guide: examples → dashboard → daily workflow → integrations → guardrails → owner controls → setup. Every example uses fictional people and business details.

02 · A WORKED EXAMPLE

A short conversation. A clear next step.

Illustrative dialogue showing the intended workflow. Actual wording varies with the caller and your approved instructions.

CALLER
Can I view the flat listed as property A-204?

AVA
I can take a viewing request for A-204. Which day would suit you?

CALLER
Saturday morning.

AVA
What name and callback number should the agent use?

CALLER
Sam Morgan. Please text my other mobile if you send a link.

AVA
Please read that mobile number to me. I will confirm it before a text is sent. The agent will confirm the viewing arrangements.

What the team needs to know

Property	A-204 — fictional listing
Intent	Viewing request
Preferred time	Saturday morning, UK time
Contact route	Alternate text number still to confirm
Status	Request in progress; viewing not confirmed

A request is not a confirmed viewing. Listing access and instructions remain under the agency's control.

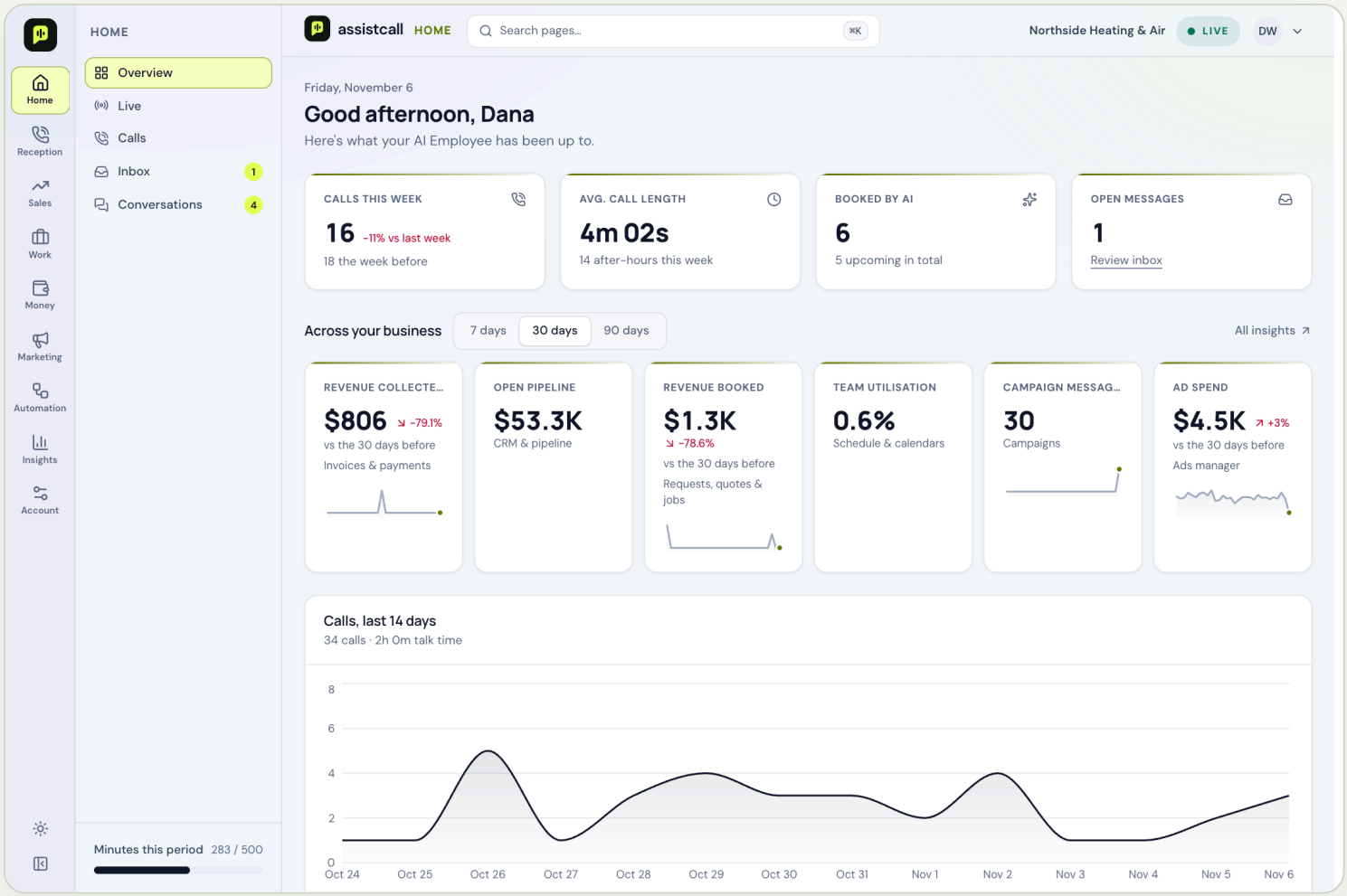
Dynamic, within your rules

Ava uses the caller's latest answer, asks for missing details and reads back important information. It does not need to repeat a rigid questionnaire when the caller has already supplied the answer.

03 · THE DASHBOARD

See the enquiries that need an agent.

Review call activity and follow-up work in the shared AssistCall workspace. All screenshot data is fictional.



Real AssistCall interface · fictional demo data. Optional modules and display currency vary by account. Screenshot values are not UK prices or performance claims.

1

Enquiry visibility

Review incoming demand while your agents are on appointments.

2

Useful context

Know the property, caller intent and requested next step.

3

A controlled handoff

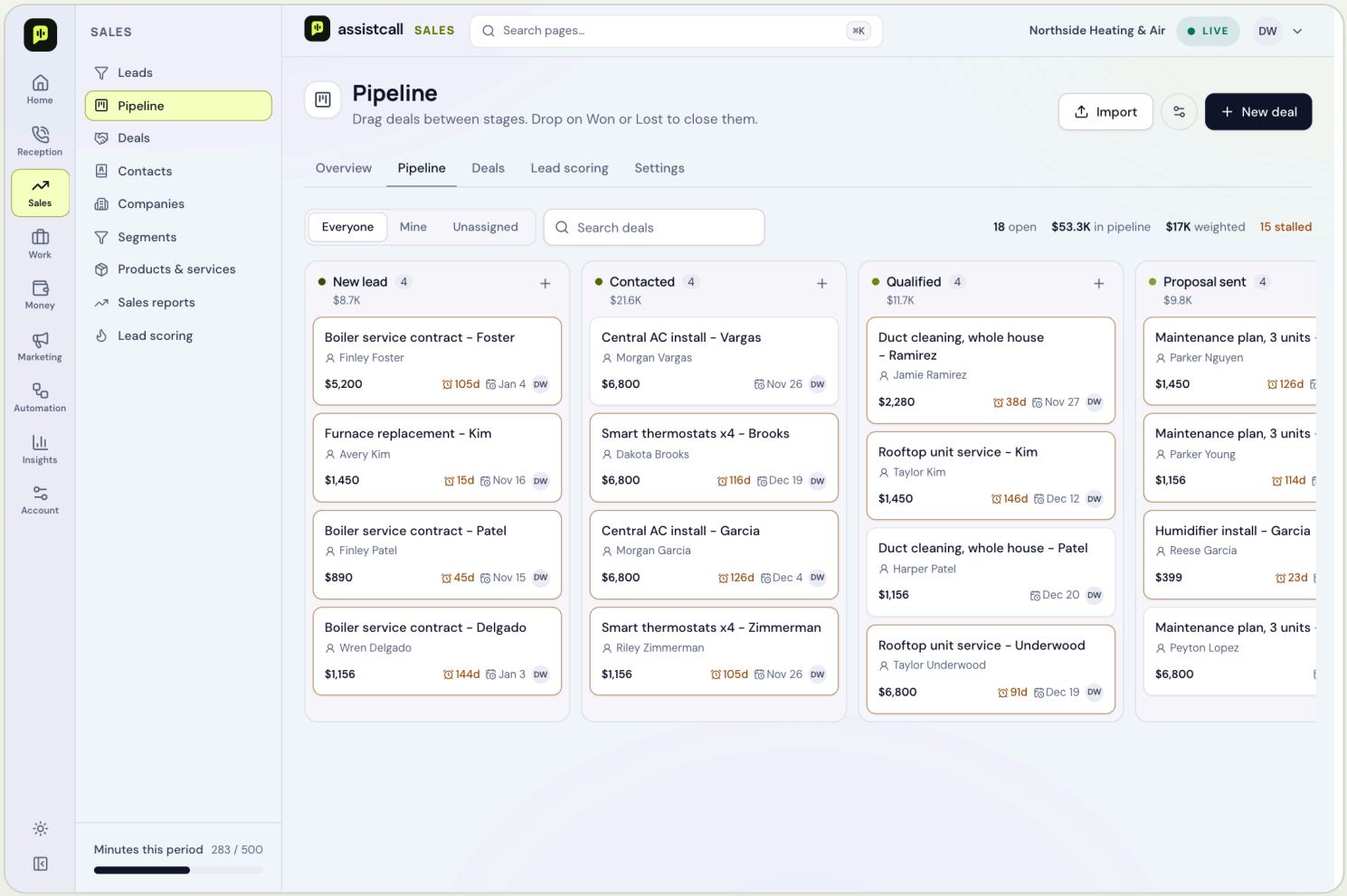
Agents confirm viewing access and decide how to progress the enquiry.

The screen is the shared AssistCall interface; industry fields and modules are configured for the account.

04 · INFORMATION & FOLLOW-UP

Keep each opportunity moving.

The optional CRM pipeline gives the team a visual follow-up board. Stage design and assignment are configured for your account.



Real AssistCall interface · fictional demo data. Optional modules and display currency vary by account. Screenshot values are not UK prices or performance claims.

1

A shared next step

Use stages such as new enquiry, contacted and viewing requested.

2

Keep the source

Link the call summary and confirmed contact details to the enquiry.

3

Avoid false progress

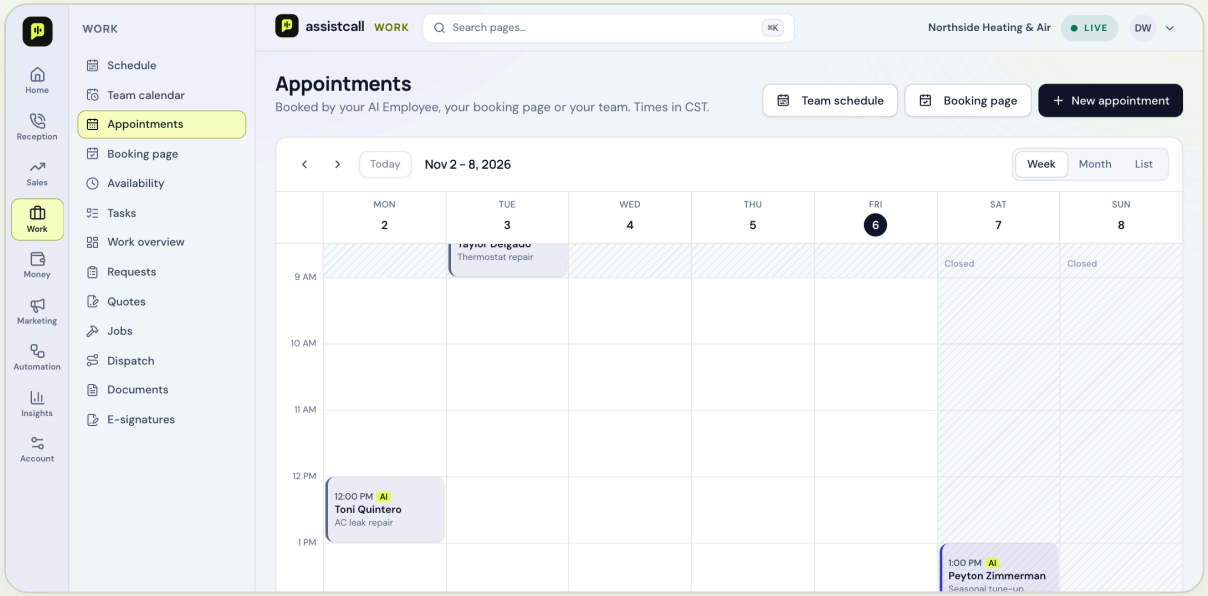
A request does not become a confirmed viewing or offer just because a record was created.

The advanced CRM pipeline is an optional account module.

05 · BOOKINGS & REQUESTS

Viewing requests with the right expectations.

Your agency's access rules determine whether Ava can request a time or confirm an approved calendar slot.



Real AssistCall interface · fictional demo data. Optional modules and display currency vary by account. Screenshot values are not UK prices or performance claims.

> A calendar event does not establish permission to enter a property. Do not share keys, access codes or lockbox instructions through an unapproved workflow.

1 Identify the listing

Confirm the property reference before discussing a viewing.

2 Capture the preference

Record the day, time window and callback details.

3 Check the approved workflow

A connected diary must include the agency's availability and permission rules.

4 Confirm accurately

Without a successful authorised booking, say the agent will confirm the appointment and access.

06 · MESSAGES & HUMAN HANDOFF

Bring the right agent into the conversation.

The caller should know what happened—and what still needs a person.

1 · Recognise the next step

Route to the configured sales, lettings, valuations or property-management contact based on the caller's request. Keep the introduction brief and pass the relevant property context through the configured workflow.

2 · Send the right link

With permission and an enabled sender, send the approved listing or booking-request link to the confirmed mobile. A different text number should be read back and recorded as the intended destination.

3 · Handle no answer

If the agent is unavailable, save the request and preferred callback time. For urgent managed-property issues, use the agency's separate approved emergency contractor route.

01
Confirm
Read back the important details.

→

02
Attempt
Use an approved action or destination.

→

03
Check
Wait for the actual result.

→

04
Explain
Say what completed and what did not.

A different number for the text?

Ask which number should receive this specific message. Read it back digit by digit, confirm permission and use that destination in the enabled messaging workflow. A new text number does not automatically replace the person's primary number.

A voice number is not automatically an SMS number

UK texts need a supported sender, an enabled workflow and appropriate permission. If texting is unavailable or fails, explain that and offer the approved alternative. Do not say a message was delivered without a result.

07 · YOUR SYSTEMS

Connect the workflow you already use.

Use your agency's system of record. A scoped connection can carry the enquiry forward without treating every calendar event as a confirmed viewing.

assistcall

Your AI Employee
Approved facts · actions · call record

Authorised connection

↔

or approved link / staff handoff

Reapit
Authorised CRM / property workflow

HubSpot
Valuation or marketing enquiries

Microsoft 365
Agent calendar

Google Calendar
Approved appointment slots

SYSTEM / ROUTE	SCOPE	WHAT MUST BE AGREED
Reapit Foundations	Custom connection review	Confirm customer installation, permissions and the exact applicant, contact or appointment fields.
Property facts	Approved source required	No property-feed or listing access is assumed. Agree how updates reach Ava and who checks freshness.
CRM + calendar	Configured workflow	Map the enquiry and appointment outcome; keep access confirmation with the agent.

Official references: Reapit Foundations · API documentation · Reapit Foundations · Webhooks · Microsoft Graph · Create event · HubSpot · Contacts API

Example systems, not a list of installed connectors. Account access, permissions, commercial terms and successful testing determine what can be connected. Vendor marks remain the property of their owners.

08 · CUSTOM CONFIGURATION

Example: a viewing request to your CRM.

Proposed mapping for an authorised Reapit or CRM adapter. Confirm the exact record types with your provider.

FROM THE CONVERSATION	DESTINATION	RULE
Property reference	Property association	Use a verified identifier; flag an unmatched listing.
Name + confirmed callback	Contact / applicant	Match carefully and retain the caller's latest correction.
Buying / letting / selling	Enquiry category	Use the agency's allowed categories.
Requested date and time	Viewing request / task	Store UK time; keep "requested" until confirmed.
Text destination + summary	Approved contact field / activity	Record the intended number and the call reference.

If a lookup or write fails: keep the result unconfirmed, preserve the appropriate AssistCall record and flag the item for staff review. A custom connection is accepted only after its failure path is tested.

A focused first scope

- One branch and a defined enquiry type.
- A maintained set of approved listing information.
- One authorised CRM destination or calendar workflow.

24-hour setup service
The 24-hour setup service applies to an agreed, supported configuration or integration after the complete brief, approved content, working credentials and permissions are available. Your proposal confirms eligibility and timing. Carrier verification, vendor approval, restricted APIs and larger builds are scheduled separately.

Acceptance checks

- A normal request produces the correct result.
- Missing or corrected data is handled clearly.
- A repeated event does not create duplicates.
- Denied access and failed writes reach the fallback.

09 · GUARDRAILS & LANGUAGES

Flexible conversation. Clear boundaries.

Your business chooses the facts, permitted actions and moments that need a person.

Ava should

- Ask for the property reference early.
- Use only approved, current listing information.
- Keep enquiry categories consistent across the team.
- Let the agent confirm access and commercial decisions.

Ava must not

- Invent property facts or imply a listing is still available.
- Give access codes to an unverified caller.
- Offer finance advice or make suitability claims about people.
- Confirm property access without authorisation.

Speak in the caller's language

A prospective tenant asks in Arabic about an approved listing. Ava can respond in Arabic using the same facts, then leave an English enquiry note.

Examples of supported conversations include English, Spanish, French, Arabic, Bangla and Mandarin. Test the languages, names and dialects your customers use before launch.

Adapt without changing your policy

Ava can use the caller's responses, approved business knowledge and available authorised context. It asks when information is unclear. It does not independently rewrite your prices, policies or access rules.

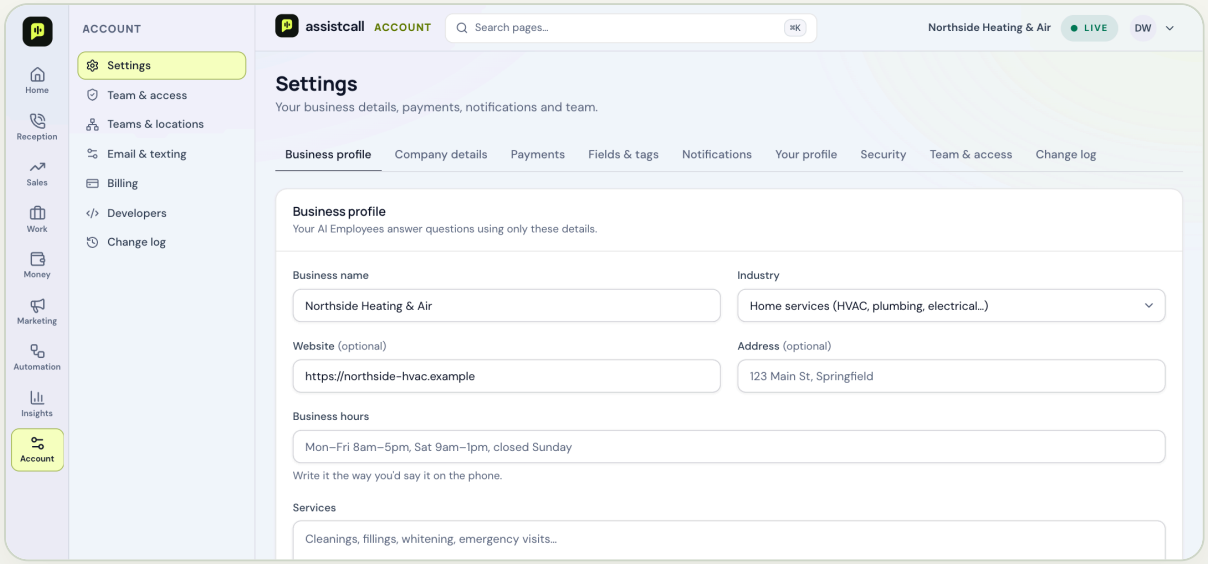
Internal notes are generally stored in English. Confirm the language and wording of any customer-facing message separately.

Urgent business routing is not an emergency service. Follow the approved local emergency instructions when there is immediate danger. Never promise a successful transfer, dispatch or professional response before it is accepted.

OWNER CONTROL

Make changes without a support ticket.

Use the dashboard for direct control. On supported owner-support routes, you can also tell Ava what to update.



Real Settings → Business profile screen, with fictional demo details. Review the "Update AI Employees' instructions" option before saving: it can replace custom instructions.

1 Open the correct section

Settings → Business profile for hours and services. Packages & knowledge for FAQs, packages and policies.

2 Make and save the change

Use exact facts. Review whether instructions should be regenerated, then save and run a test call.

3 Or speak to Ava

Use the AssistCall owner-support route supplied for your account and call from your verified owner number. Complete any requested verification. UK phone access is confirmed at activation; the dashboard remains the direct self-service route.

Owner says

"Ava, update our valuation enquiry questions: ask for the postcode and their preferred callback time."

Ava reads it back

"For valuation enquiries I will ask for the postcode and preferred callback time. Shall I save that?"

You confirm before the change is saved.

GET STARTED

A simple setup. A testable result.

Self-service covers everyday business settings. A custom setup maps your particular workflow and systems.

1 Tell us how the business works

Open the UK product site and send your setup enquiry. Your scope and GBP proposal are confirmed before activation.

2 Complete the account setup

Verify the owner, review the business profile and add approved knowledge. Number activation may require carrier checks.

3 Choose the actions

Select booking, messages, handoff and any supported connection. Give Ava only the actions needed for this workflow.

4 Test, then route calls

Test normal calls, unknown answers, alternate numbers and no-answer handoffs. Forward or route calls after acceptance.

Bring these four things

- Branches, departments and the enquiries each handles.
- Approved listing facts and the person who maintains them.
- Viewing rules, calendar access and agent destinations.
- Fields to capture for buyers, tenants and valuation requests.

Keep control after launch

Review early calls, update approved knowledge and check failed or incomplete actions. Use team permissions for who can view or change the account.

CUSTOM SETUP & SUPPORTED INTEGRATIONS

Your agreed workflow, targeted for 24 hours.

The 24-hour setup service applies to an agreed, supported configuration or integration after the complete brief, approved content, working credentials and permissions are available. Your proposal confirms eligibility and timing. Carrier verification, vendor approval, restricted APIs and larger builds are scheduled separately.

NEXT STEPS & RESEARCH

A clear scope before you connect anything.

Choose the outcome first. We will map the account, the system access and the tests needed to make it reliable.

Your UK proposal

Pricing is quoted in GBP for your agreed package. The written proposal should identify the recurring plan, included usage, any setup work, overages, messaging, third-party fees and VAT treatment.

No fixed UK tariff is implied by demo dashboard values. Optional CRM, scheduling, messaging and operations modules depend on your account.

What this guide shows

Screens are captured from the real AssistCall interface using fictional local demo data. Dialogues, records and field mappings are illustrative examples, not customer testimonials or completed vendor integrations.

Vendor logos identify example systems. They do not imply partnership, endorsement or a native connector.

Research & implementation references · checked 6 November 2026

Reapit Foundations · API documentation ↗

Customer access, permissions and an installed integration determine the available CRM operations.

foundations-documentation.reapit.cloud

Reapit Foundations · Webhooks ↗

Events can support a scoped synchronisation workflow; event handling still needs implementation and testing.

foundations-documentation.reapit.cloud

Microsoft Graph · Create event ↗

Event creation requires calendar permissions; invitations and time zones must be tested.

learn.microsoft.com

HubSpot · Contacts API ↗

Contact records and associations; an authorised connection and agreed field mapping are required.

developers.hubspot.com

Show us one real workflow.

Tell us the call, the system and the result you need. We will confirm scope, access and a GBP proposal.

Explore Estate agents ↗