AI EMPLOYEE · BUILT AROUND YOUR BUSINESS

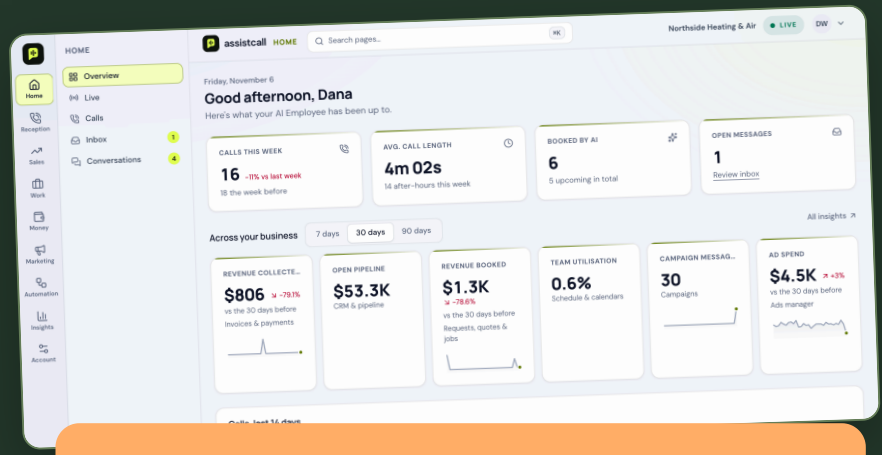
Keep working. Keep the enquiry.

An AI Employee that captures job requests, checks your service area and follows your on-call rules.

Real product screens | Industry workflows | Setup & integrations

UK edition · GBP proposals
6 November 2026 · Version 1.0

SHARED ASSISTCALL WORKSPACE · FICTIONAL DEMO



Useful job details, ready for your team.

Location, problem, callback and urgency—without promising an arrival that your engineer has not accepted.

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 captures requests and follows configured routing. Technician dispatch, final pricing and arrival commitments remain with your business.

A routine service enquiry

The owner is on a job. Ava captures the work requested and a preferred appointment time.

An out-of-area caller

Ava checks the approved service area before offering the next step, saving the team an avoidable callback.

An urgent leak after hours

Ava follows the approved safety and on-call process, then attempts the configured handoff or takes an urgent message.

01
Listen
What work does the caller need?

→

02
Locate
Confirm postcode and callback.

→

03
Check
Service area and approved urgency rule.

→

04
Act
Book a permitted slot or route the request.

→

05
Review
Engineer accepts the job and timing.

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
I have a leak under the kitchen sink. Can someone come today?

AVA
I can pass that to the team. What postcode is the property in?

CALLER
SW11 1AA.

AVA
Thank you. May I confirm the address and the best callback number?

CALLER
14 Example Street. Please use the mobile I am calling from.

AVA
I will try the configured on-call contact. They will confirm availability and any arrival time.

What the team needs to know

Request	Leak under kitchen sink
Location	Address and postcode confirmed on the call
Callback	Caller-confirmed mobile
Priority	Business urgency rule applied
Next step	On-call attempt; no arrival time promised

Illustrative non-emergency request. Immediate danger uses the business-approved emergency instructions.

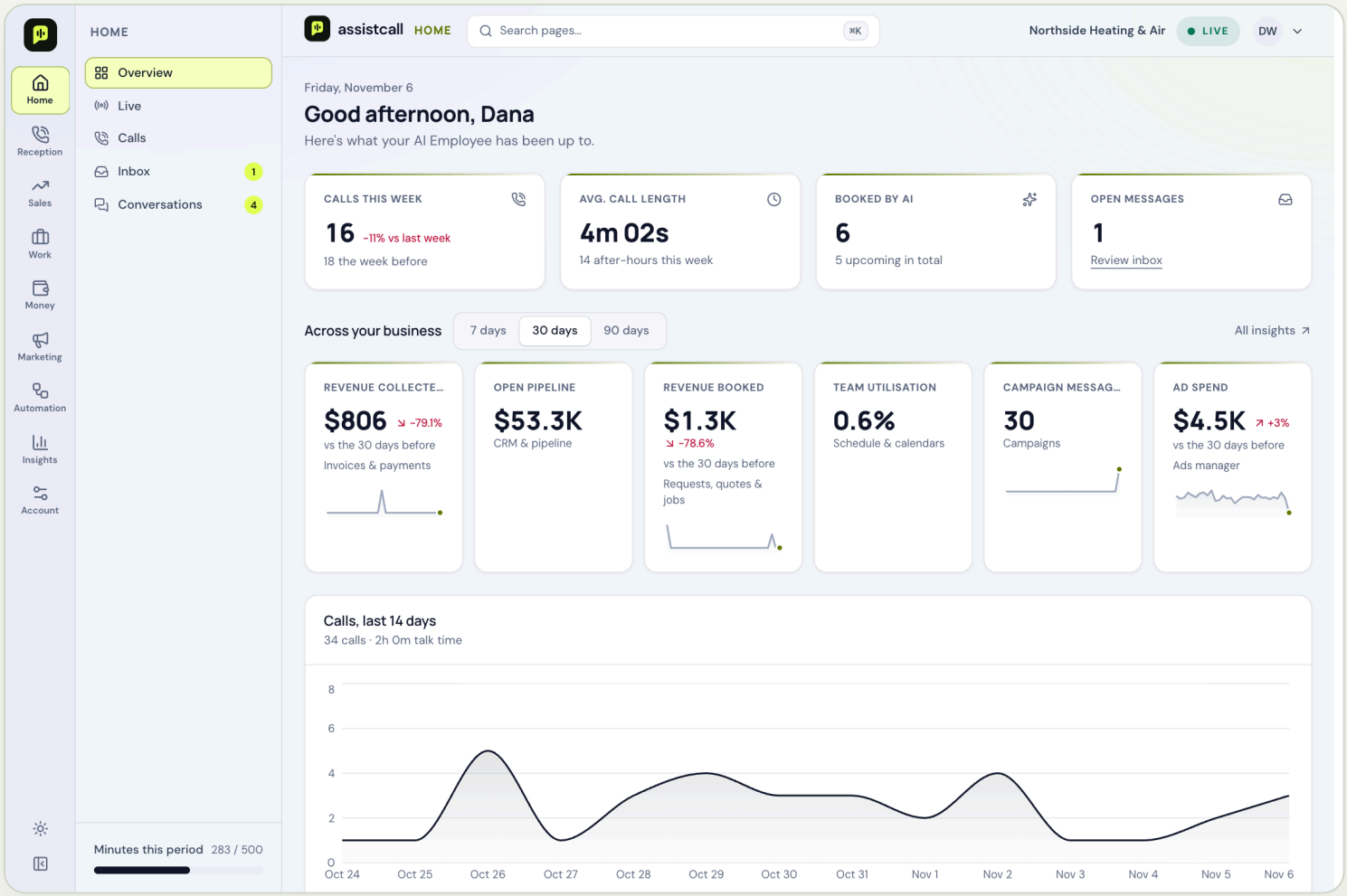
Dynamic, within your rules

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

Know what came in while you were on a job.

Calls, bookings and messages are visible in one workspace. The screenshot uses a fictional service business.



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

1

Call demand

See when the team receives calls and what needs review.

2

Bookings and messages

Separate confirmed appointments from unanswered callback requests.

3

Optional operations

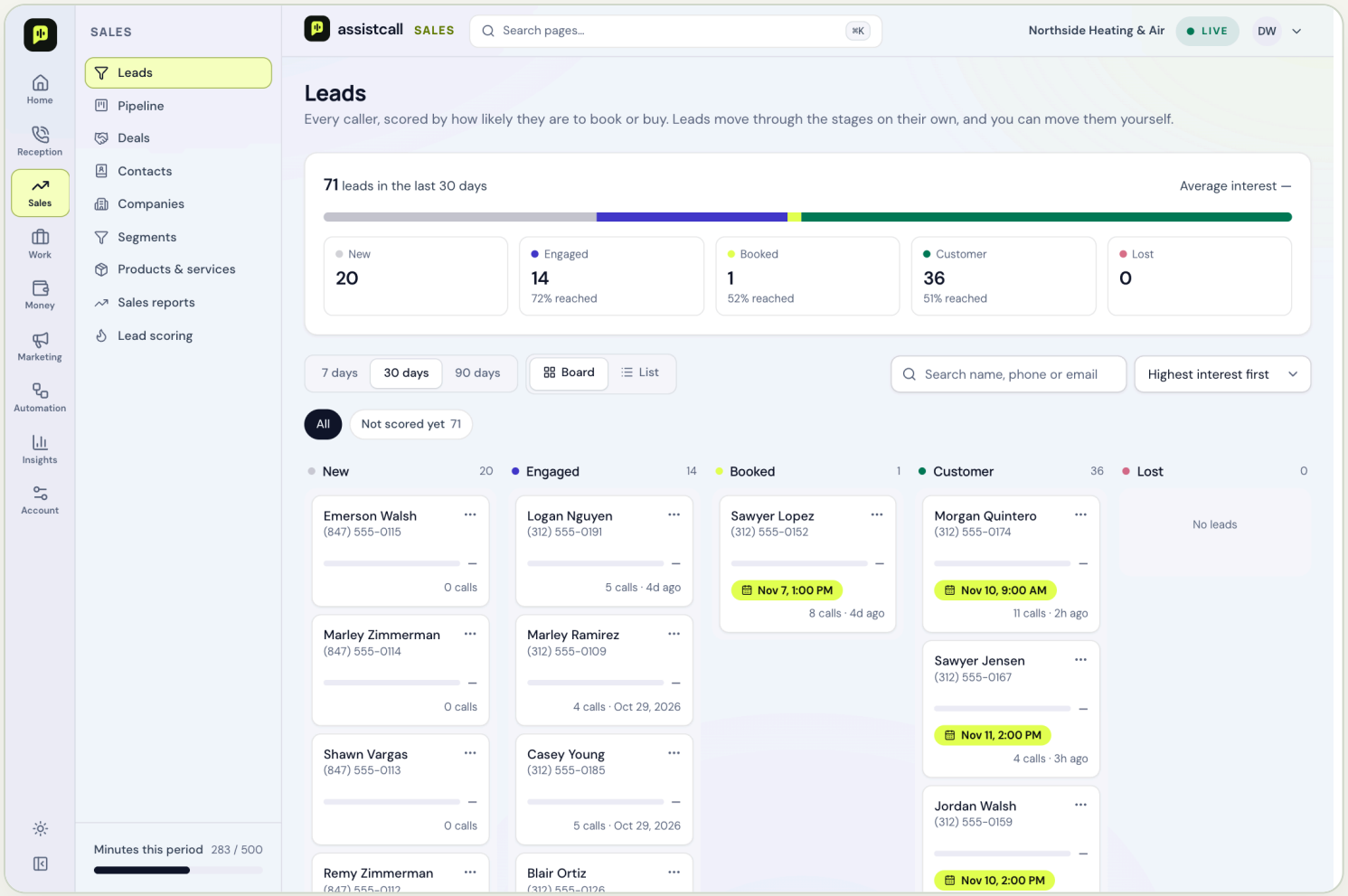
Sales, work and reporting modules are enabled by account; they are not all included automatically.

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

04 · INFORMATION & FOLLOW-UP

A job enquiry your team can actually use.

Capture the essentials during the call, then manage the next action from the lead board.



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

1

Useful detail

Problem, service location, callback and the caller's requested timing.

2

One clear next step

A staff callback, an agreed routine slot or an on-call handoff.

3

No hidden commitment

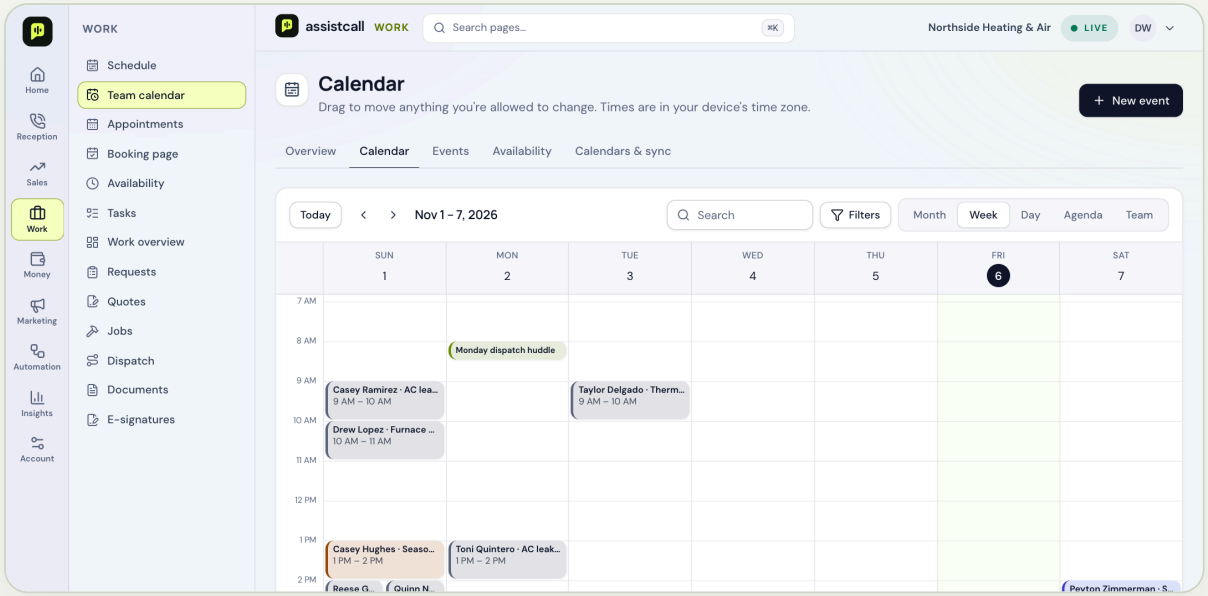
Staff confirm the job, scope, price and attendance.

Screens use a fictional service business to demonstrate the shared interface.

05 · BOOKINGS & REQUESTS

Routine bookings without guessing availability.

Connect a permitted calendar or keep appointment requests for the team to confirm.



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

A diary appointment is not an automatic technician dispatch. ServiceM8 or Jobber job scheduling requires its own agreed mapping, permissions and acceptance test.

1 Define the work

List which services can be booked and which always need staff review.

2 Set the rules

Hours, duration, buffers, coverage area and time zone belong in the setup.

3 Check and confirm

Ava offers available times and confirms only a successful booking.

4 Preserve the fallback

If the calendar is unavailable, record a request and tell the caller the team will confirm.

06 · MESSAGES & HUMAN HANDOFF

Urgent requests follow your on-call plan.

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

1 · Recognise the next step

Define the words and situations that should reach the on-call team. Ava uses the configured destination and returns to a message fallback if the person is unavailable. The handoff can ring approved app, browser, phone or SIP destinations where configured.

2 · Send the right link

Send an approved booking, contact or preparation link through an enabled text workflow. If the caller gives another mobile, confirm the full number and permission first; do not overwrite unrelated contact details.

3 · Handle no answer

If nobody accepts, save an urgent message with the location and callback, notify the configured team and explain that attendance is not yet confirmed.

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.

Connect the enquiry to your existing office workflow. Start with one job type and one destination so the result is easy to verify.

assistcall

Your AI Employee
Approved facts · actions · call record

Authorised connection

↔

or approved link / staff handoff

ServiceM8
Private or approved app connection

Jobber
Account-authorised job workflow

Google Calendar
Routine appointment calendar

HubSpot
Commercial enquiry follow-up

SYSTEM / ROUTE	SCOPE	WHAT MUST BE AGREED
ServiceM8	Custom connection review	Choose the right private/API or public-app authentication route and agree client/job fields.
Jobber	Custom connection review	Administrator authorises the app; agree whether to create a request, client or job.
Calendar + CRM	Configured workflow	Test the booking result and the follow-up record separately. A calendar event alone is not a dispatched job.

Official references: ServiceM8 · Authentication · Jobber · App authorisation · Google Calendar · Create events

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 job request to ServiceM8 or Jobber.

A proposed adapter maps the call into a reviewable request. Your team decides when it becomes an accepted job.

FROM THE CONVERSATION	DESTINATION	RULE
Name + callback	Client / request contact	Match a confirmed contact or create a reviewable new one.
Address + postcode	Service location	Check against the business service area.
Problem description	Request description	Keep the caller's facts; do not invent a diagnosis.
Urgency + preferred time	Priority / requested window	Use approved categories, not an invented arrival commitment.
Call reference + summary	Activity / note	Keep a traceable record and prevent duplicate requests.

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 service area and routine job type.
- A named on-call destination and no-answer fallback.
- One authorised job-request or calendar integration.

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

- Confirm the service location and callback.
- Use only approved price and coverage information.
- Route immediate-danger topics to approved instructions.
- Make failed transfers and unconfirmed requests clear.

Ava must not

- Promise a technician or arrival time without acceptance.
- Diagnose equipment or give unsafe repair instructions.
- Invent prices, discounts or service coverage.
- Treat a business handoff as an emergency response service.

Speak in the caller's language

A customer explains a routine job in Polish. Ava can continue in Polish, ask for the postcode and leave an English internal summary.

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.

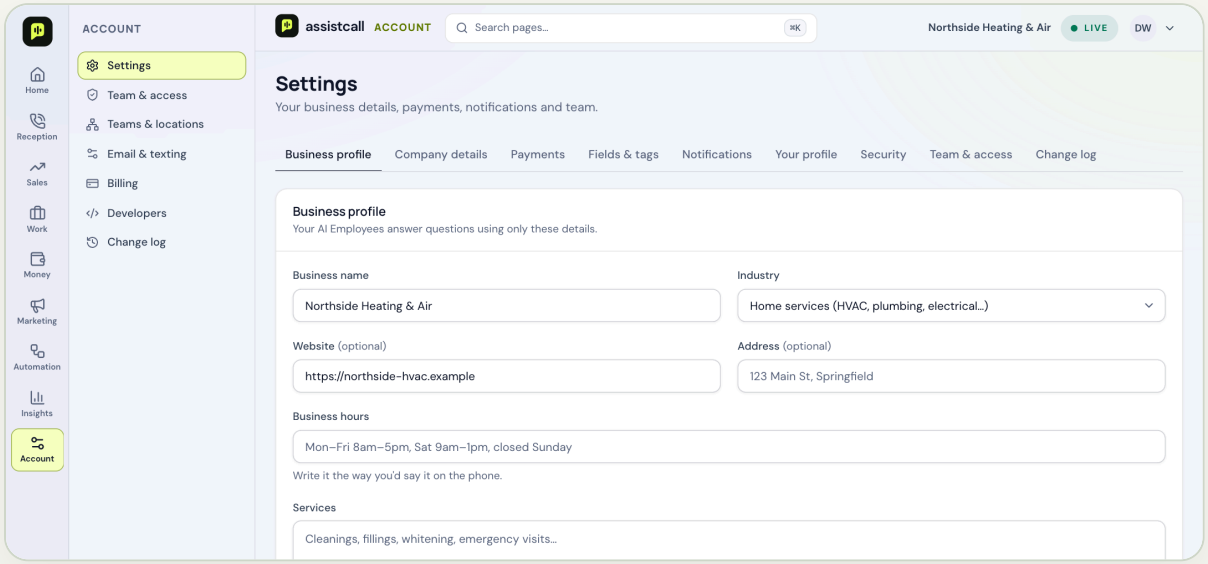
Internal notes are generally stored in English. Confirm the language and wording of any customer-facing message separately.

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, change our Saturday hours to 9am to 1pm and keep urgent calls on the on-call route."

Ava reads it back

"Saturday office hours will be 9am to 1pm. The urgent-call route stays as configured. Shall I save the hours?"

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

- Services, service area and exact prices you want quoted.
- Routine booking hours, duration and buffers.
- On-call destinations and the no-answer process.
- Approved safety wording and issues that always need a person.

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

ServiceM8 · Authentication ↗

The authentication route differs between private account integrations and public applications.

developer.servicem8.com

Jobber · App authorisation ↗

The account administrator authorises the app and its requested permissions.

developer.getjobber.com

Google Calendar · Create events ↗

Calendar writes require access to the selected calendar.

developers.google.com

HSE · Domestic gas safety questions ↗

Gas and immediate-danger procedures need an approved safety route, separate from ordinary job booking.

www.hse.gov.uk

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 Plumbing teams ↗