SAMPLE: KEYSTONE AI RECEPTIONIST

What you get after every call

When the AI receptionist answers a call, you get a summary like this by email and text within about a minute. Northern Ridge Mechanical is a fictional company created to show the format and depth of our work. Names, numbers and details are illustrative.

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CALL SUMMARY

From Keystone AI Receptionist
To dispatch@northernridge-example.com
Received Saturday, 9:42 PM (after hours)

New call: No heat, Fairbanks, appointment requested

Urgent | New customer | Appointment booked

Summary

Karen Whitfield called because her oil-fired boiler stopped working and her house is down to 54°F with an outside temperature of -28°F. She has reset the boiler once with no luck. She booked the first emergency slot Sunday at 8:00 AM and asked for a call back tonight if a technician can come sooner.

Caller details

Name	Karen Whitfield
Phone	(907) 555-0143
Email	k.whitfield@example.com
Service address	1420 Example Ridge Road, Fairbanks, AK
Service requested	Emergency boiler repair, no heat
Appointment	Sunday, 8:00 AM to 10:00 AM (emergency rate quoted)
Next step	Call back tonight if an on-call technician is available sooner

Call excerpt

AI: Thanks for calling Northern Ridge Mechanical. Our office is closed, but I can help. What's going on?

Caller: My boiler quit and the house is getting really cold.

AI: I'm sorry, that's urgent in this weather. Is anyone in the home at risk from the cold, and do you smell fuel or exhaust?

Caller: No smell. It's just me and the dog, but it's 54 in here.

AI: Understood. Our first emergency opening is tomorrow at 8 AM. I'll book that and flag your call so the on-call technician sees it right away...

Call length 3 min 12 sec. Full recording and transcript available in your dashboard.

Answers 24/7
Nights, weekends and when your crew is on a job.

Captures the details
Name, number, address, what they need and how urgent it is.

Books and alerts
Puts the job on your calendar and texts you the summary.

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