Sound familiar?

Where calls slip through the cracks today.

1

Valuation leads slip away

A homeowner asking for a valuation is your most valuable caller, and the easiest to lose to a competitor.

2

Evening and weekend enquiries

Buyers browse listings after work, and their call reaches only an answerphone.

3

Repair reports with gaps

Maintenance calls without the right details mean delays, repeat calls and frustrated tenants.

4

Telling urgent from routine

A flood and a dripping tap shouldn't arrive the same way, especially out of hours.

How Ava helps

Set up around the calls you actually get.

Viewing and valuation booking

Books viewings and valuations against your availability, and captures the property and the motivation behind each call.

Maintenance request intake

Takes the address, the problem, access details and urgency for every repair call, and sends you a complete report.

Out-of-hours triage

Spots genuine emergencies like leaks, no heating or security problems, and puts them through to your on-call contact straight away.

Whether it's a buyer or a tenant with a leak, every caller is captured completely and routed the right way.

What a call sounds like

An example of Ava answering for a business like yours.

AVA
Hello, Riverside Estates. I'm Ava, the agency's AI assistant. How can I help?

CALLER
I'm thinking of selling and wanted a valuation.

AVA
We'd be happy to help. What's the address, and roughly when are you hoping to move?

CALLER
14 Elm Road. Probably in the spring.

AVA
Thank you. I can book a valuation on Thursday at 11 or Saturday at 10. Which suits you?

Then you get an email: Valuation booked Saturday 10am, 14 Elm Road, planning to sell in spring, contact details.

What you get

What changes when Ava answers your calls.

- **More valuations booked**
  Answered first, instructed first.
- **More viewings**
  Booked while buyers are keen.
- **Complete repair reports**
  No call backs to fill gaps.
- **Emergencies escalated**
  Out of hours, without delay.
- **Consistent service**
  For buyers, sellers, tenants and landlords.

24/7	Every call	240+	27
INCLUDING BANK HOLIDAYS	SUMMARISED BY EMAIL	NATURAL VOICES	LANGUAGES

Built the right way

Ava supports your team. She doesn't replace it.

Always transparent

Ava introduces herself as an AI assistant on every call, so callers always know who they're speaking to.

A person when it matters

Urgent, sensitive or complex calls are transferred to your team or flagged for an immediate call back.

Your data looked after

Set up to support UK GDPR. Your call data is never used to train generic AI models.

About bookings: Ava can book straight into Outlook calendars, and into many booking and practice systems on request. Where a direct link isn't possible, she captures every detail and emails it to you to confirm.

Getting started

Setup is handled directly by us, so Ava reflects how your business actually works.

1

A discovery call

We learn how you handle calls today: your services, your hours, and what counts as urgent.

2

We build and test

We set up Ava's greeting, knowledge and call rules, then make real test calls with you before she goes live.

3

Ava goes live

She answers when you can't, you get an email after every call, and we fine-tune her in the first few weeks.

Plans and pricing

Simple and transparent. Every plan includes custom setup, lead capture and an email summary after every call.

PLAN	MONTHLY PRICE	INCLUDED MINUTES
Starter	**£54.99** + VAT	100 minutes
Growth	**£79.99** + VAT	300 minutes
Pro	**£124.99** + VAT	600 minutes

Extra minutes are 25p per minute, billed monthly. Minimum term of 3 months, then rolling monthly, which gives Ava time to learn and settle in to your business. Higher-volume plans are available on request.

Included in every plan

- **Custom setup and testing**
- **Natural conversations**
- **Your greeting and call flow**
- **Lead capture and message routing**
- **An email summary after every call**
- **AI disclosure as standard**
- **GDPR-compliant setup**
- **24/7 availability**

WICOMMSVOICE

Already on WicommsVoice? Ava can run as an extension on your existing Xelion phone system, so you decide exactly which calls she answers and when. She also works alongside most other business phone systems.