Sound familiar?

Where calls slip through the cracks today.

1

Phones peak when the desk is busiest

The morning rush, check-ins and payments all compete with a ringing phone.

2

Incomplete registrations

New patient details taken in a hurry often need a second call to complete.

3

Missed appointments

No-shows and late cancellations cost clinical time that's hard to refill.

4

After-hours calls

Patients who call in the evening reach an answerphone and often don't try again.

How Ava helps

Set up around the calls you actually get.

Appointment booking and changes

Books, moves and cancels appointments, linked to your diary or practice system where it allows, so freed-up slots get filled.

New patient enquiries

Captures full details for new patients and explains what to expect at a first visit, so registration is complete first time.

Safe routing

Recognises clinical questions and urgent symptoms, never gives medical advice, and directs callers to your team, NHS 111 or 999 as you define.

Ava handles the routine calls. Anything clinical or sensitive goes to a person, every time.

What a call sounds like

An example of Ava answering for a business like yours.

AVA
Hello, Brookside Dental. I'm Ava, the practice's AI assistant. How can I help?

CALLER
I need to move my check-up next week. I can't make Thursday.

AVA
No problem. Can I take your name and date of birth to find your appointment?

CALLER
Sarah Mitchell, 4th of March 1986.

AVA
Thanks, Sarah. I have Monday at 9:15 or Wednesday at 4pm. Which would you prefer?

Then you get an email: Check-up moved from Thursday to Wednesday 4pm, patient verified, Thursday slot now free.

What you get

What changes when Ava answers your calls.

- **Shorter queues**
  Fewer callers waiting on hold.
- **Complete new patient records**
  Captured properly first time.
- **Fewer gaps in the diary**
  Changes handled straight away.
- **Out-of-hours cover**
  Evenings, weekends and bank holidays.
- **Clinical calls routed safely**
  Always to a person.

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.