Sound familiar?

Where calls slip through the cracks today.

1

First-line noise

Simple, repeat questions reach engineers because nothing filters them first.

2

Tickets missing details

A fault logged without the site, device or error means a call back before diagnosis can start.

3

Expensive out-of-hours cover

Clients expect round-the-clock support, which is costly to staff or outsource.

4

Unqualified sales calls

New enquiries need basic qualification before a sales conversation is worth having.

How Ava helps

Set up around the calls you actually get.

Fault intake and triage

Captures the client, site, affected users and symptoms, judges severity against your rules, and escalates priority issues immediately.

First-line answers

Answers common questions from your own knowledge base, like how to reset a password or check service status, before anything reaches an engineer.

Out-of-hours cover

Answers every out-of-hours call herself instead of voicemail or an outsourced call centre, and reaches your on-call engineer for genuine P1s.

Simple questions are answered in conversation, harder ones reach engineers as complete tickets, and nothing waits until morning that shouldn't.

What a call sounds like

An example of Ava answering for a business like yours.

AVA
Hello, Fieldpoint IT support. I'm Ava, the AI assistant. How can I help?

CALLER
None of us can get onto email this morning.

AVA
Sorry about that. Is it everyone in the office, and are you seeing an error message?

CALLER
Everyone, all eight of us. It just says it can't connect.

AVA
Thanks. As the whole office is affected, I'm raising this as a priority and putting you through to an engineer now.

Then you get an email: Email outage, all eight users, "cannot connect" error, priority, transferred to engineer.

What you get

What changes when Ava answers your calls.

- **Complete tickets every time**
  No call backs to gather basics.
- **Faster P1 escalation**
  Priority issues reach an engineer quickly.
- **24/7 cover, no call centre**
  Answered by Ava, not voicemail.
- **Better-qualified leads**
  Sales calls arrive with context.
- **Engineers on billable work**
  Fewer interruptions.

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.