Sound familiar?

Where calls slip through the cracks today.

1

Missed calls, missed instructions

People with a legal problem ring around, and the firm that answers usually gets the work.

2

Inconsistent intake

Enquiry notes vary depending on who picked up, leaving gaps before a fee earner can assess the matter.

3

Routine calls reach fee earners

“Any update on my completion?” calls interrupt billable work all day.

4

Out-of-hours enquiries

Many people deal with personal legal matters in the evening, when the office is closed.

How Ava helps

Set up around the calls you actually get.

New matter intake

Captures the type of matter, key facts, any deadlines and contact details on every enquiry, so the fee earner starts with a proper brief.

Consultation booking

Books initial consultations with the right person or team at any time of day, with a written summary attached.

Existing client messages

Takes clear, structured messages and tells clients when to expect a reply, keeping interruptions to a minimum.

Ava never gives legal advice. She makes sure every enquiry is captured consistently and reaches the right person.

What a call sounds like

An example of Ava answering for a business like yours.

AVA
Good morning, Carter & Lowe Solicitors. I'm Ava, the firm's AI assistant. How can I help?

CALLER
I'm buying a house and need a conveyancing quote.

AVA
I can help with that. Is it freehold or leasehold, and do you know the purchase price?

CALLER
Freehold, about £325,000, with a mortgage.

AVA
Thank you. I'll pass this to our conveyancing team, who'll send you a quote. Can I take your name, email and best number?

Then you get an email: Freehold purchase around £325k with mortgage, conveyancing quote requested, contact details.

What you get

What changes when Ava answers your calls.

- **More instructions won**
  Every enquiry answered first time.
- **Consistent intake notes**
  The same questions on every call.
- **Fewer interruptions**
  Fee earners stay on casework.
- **Evening and weekend cover**
  When personal matters come up.
- **A written record**
  Every call summarised by email.

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.