Sound familiar?

Where calls slip through the cracks today.

1

Popular slots go fast

Tee times, courts and classes fill quickly, and callers expect an answer straight away.

2

Prospects who can't get through

Interest in joining fades fast if the first call isn't answered.

3

Early and late calls

Members call before work and in the evening, outside reception hours.

4

A busy front desk

Check-ins, payments and questions at the desk all compete with the phone.

How Ava helps

Set up around the calls you actually get.

Facility and class booking

Books courts, lanes, tee times and classes, connected to your booking system where it allows.

Memberships and trials

Explains membership options and books a tour or trial session while the caller is still keen.

Everyday questions

Answers questions on timetables, opening hours, prices and parking from your information, around the clock.

Every enquiry is captured at the moment of interest, whether it's a 6am court booking or an evening membership call.

What a call sounds like

An example of Ava answering for a business like yours.

AVA
Hi, Parkside Padel Club. I'm Ava, the club's AI assistant. How can I help?

CALLER
I'm thinking of joining. What memberships do you have?

AVA
We have off-peak and full memberships, and you can try a taster session first. Would you like me to book one?

CALLER
Yes please, maybe Saturday morning?

AVA
I have 9am or 10:30 on Saturday. Which would you like?

Then you get an email: Membership prospect, taster session booked Saturday 10:30am, contact details.

What you get

What changes when Ava answers your calls.

- **More slots filled**
  Bookings taken at any hour.
- **More members joining**
  Prospects booked while they're keen.
- **Early and late cover**
  When members actually call.
- **A calmer front desk**
  Fewer phone interruptions.
- **Consistent answers**
  Prices and timetables explained clearly.

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.