Sound familiar?

Where calls slip through the cracks today.

1

Serving or answering?

You shouldn't have to choose between the customer in front of you and the one on the phone.

2

The same questions on repeat

Opening hours, stock, delivery times and returns make up most calls.

3

Order and delivery chasers

“Where's my order?” calls are predictable, and still take time.

4

Showroom visits lost

Big-ticket buyers want to book a visit or consultation, and a missed call sends them elsewhere.

How Ava helps

Set up around the calls you actually get.

Product and stock questions

Answers questions about products, availability, delivery and returns from the information you provide.

Order and returns queries

Captures order numbers and issues, explains your returns policy, and sends your team a tidy summary to action.

Showroom appointments

Books consultations, fittings and showroom visits into your diary, with notes on what the customer is after.

Customers get an answer straight away, and your team stays focused on the people in the shop.

What a call sounds like

An example of Ava answering for a business like yours.

AVA
Hello, Hearth & Home Kitchens. I'm Ava, the showroom's AI assistant. How can I help?

CALLER
We're redoing our kitchen and want to come and see your showroom.

AVA
Lovely. Would you like a design consultation while you're here? I have Saturday at 11 or Tuesday at 2.

CALLER
Saturday, please.

AVA
Booked. If you have measurements or photos, bring them along. It helps the designer.

Then you get an email: Kitchen project, design consultation Saturday 11am, asked to bring measurements, contact details.

What you get

What changes when Ava answers your calls.

- **No more choosing**
  Shop floor and phone both covered.
- **Consistent answers**
  Policies explained the same way.
- **Big-ticket visits booked**
  While buyers are interested.
- **Fewer order chasers**
  Captured and summarised.
- **Peak-season cover**
  No queues, no temps.

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.