Sound familiar?

Where calls slip through the cracks today.

1

You can't answer on the job

Under a sink, on a roof, driving between jobs. The call goes to voicemail and the customer rings the next name on the list.

2

Half-captured enquiries

A rushed call back with no address and no idea of the job wastes time before you've even quoted.

3

Emergencies mixed in with everything else

A burst pipe and a new bathroom quote land in the same voicemail, with no way to tell which is urgent.

4

Evenings lost to admin

Returning calls and chasing details after a full day on site is time you don't get paid for.

How Ava helps

Set up around the calls you actually get.

Job and quote capture

Takes the customer's name, address, the work needed and how soon, so you call back ready to price the job, not to ask questions.

Emergency triage

Asks the right questions to spot a genuine emergency, like a leak or no heating, and puts the call through to you or flags it for an urgent call back.

Booking site visits

Offers your available slots and books quote visits straight into your calendar, so the diary fills while you work.

Every caller gets a professional answer, and you get a full job sheet in your inbox instead of a voicemail to decode.

What a call sounds like

An example of Ava answering for a business like yours.

AVA
Hello, you're through to Oakfield Plumbing & Heating. I'm Ava, the team's AI assistant. How can I help?

CALLER
Our boiler's stopped working and we've got no hot water.

AVA
Sorry to hear that. Is any water leaking, or is it just no heating or hot water?

CALLER
No leak, it just won't fire up.

AVA
Thanks. Can I take your name, address and best number? I'll get this to the team as a priority.

Then you get an email: Boiler not firing, no leak, priority call back, address and contact details.

What you get

What changes when Ava answers your calls.

- **More jobs won**
  Every enquiry answered while you work.
- **Better-quality leads**
  Full job details before you call back.
- **Urgent calls prioritised**
  Emergencies flagged, not buried in voicemail.
- **Your evenings back**
  Less time chasing details after work.
- **A professional first impression**
  Answered in your business name, every time.

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.