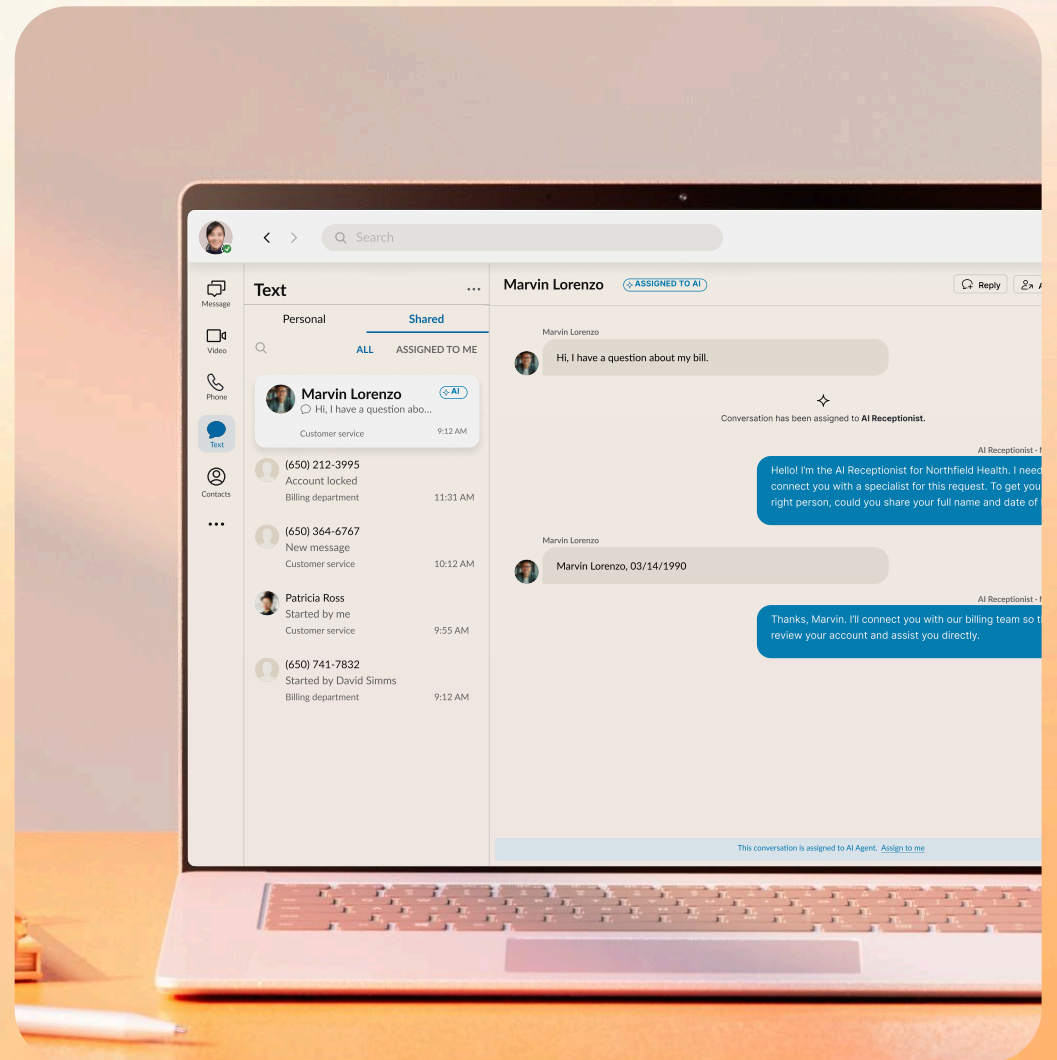


AI Receptionist for SMS

Automate inbound text conversations with AI that responds instantly, resolves common requests, and hands off to your team when needed



AI Receptionist for SMS extends AI Receptionist for voice to messaging, automatically responding to inbound texts, resolving common inquiries, booking appointments, and capturing leads through your shared SMS inbox.

It uses your existing knowledge base to deliver accurate answers and seamlessly hands off complex conversations to your team with full context, so every message is handled quickly and nothing falls through the cracks.

Core Capabilities



End-to-end SMS conversation handling

- Automatically responds to inbound messages in a shared SMS inbox
- Understands intent and resolves common customer requests without human involvement



Knowledge-driven responses and FAQs

- Pulls from your website, FAQs, and knowledge base
- Delivers accurate, consistent answers to common questions



Appointment booking and lead capture

- Schedules appointments directly through SMS
- Captures and qualifies inbound leads automatically



Seamless human handoff with context

- Escalates complex or sensitive conversations to your team
- Leaves a clear conversation summary for fast follow-up



Built for shared SMS inbox workflows

- Natively integrates with RingCentral's shared SMS inbox
- Works alongside your team without disrupting existing processes

How small businesses use AI Receptionist for SMS

Home services

handle booking requests, quotes, and customer questions without missing after-hours inquiries

Healthcare and dental offices

manage appointment scheduling and patient FAQs while reducing front desk workload

Automotive services

respond to service inquiries and schedule appointments faster

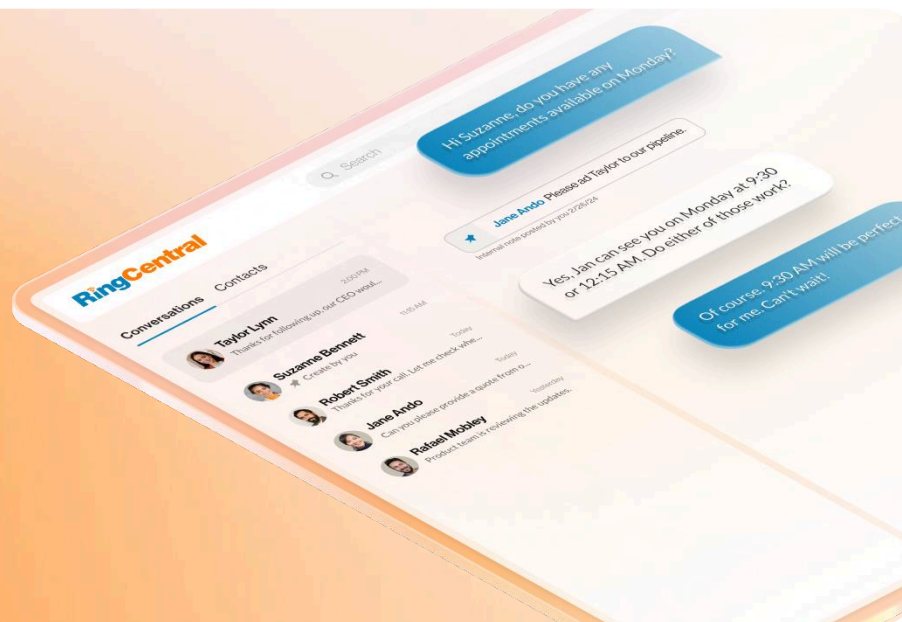
Professional services

capture leads and stay responsive to client questions without constant monitoring

Extend your AI Receptionist across channels

AI Receptionist for SMS builds on your existing AI Receptionist for voice, giving your business a consistent, always-on front line across both calls and text. Together, they ensure every customer interaction is handled efficiently, whether it starts with a call or a message.

Learn more



For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.

RingCentral is a leading provider of trusted AI communications, contact center, sales intelligence, video, and hybrid event solutions. RingCentral empowers businesses with conversation intelligence and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of hundreds of thousands of customers and millions of users worldwide. Visit ringcentral.com to learn more.



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