

Why more businesses are choosing AI receptionists for smarter operations

Explore how RingCentral AI Receptionist enhances efficiency across multiple business functions, turning every missed interaction into an opportunity for growth.








Customers expect instant, 24/7 service, but resource-constrained small businesses may struggle to meet these expectations—leading to missed calls and lost opportunities.

Just two missed calls per day can cost small businesses an annual loss of

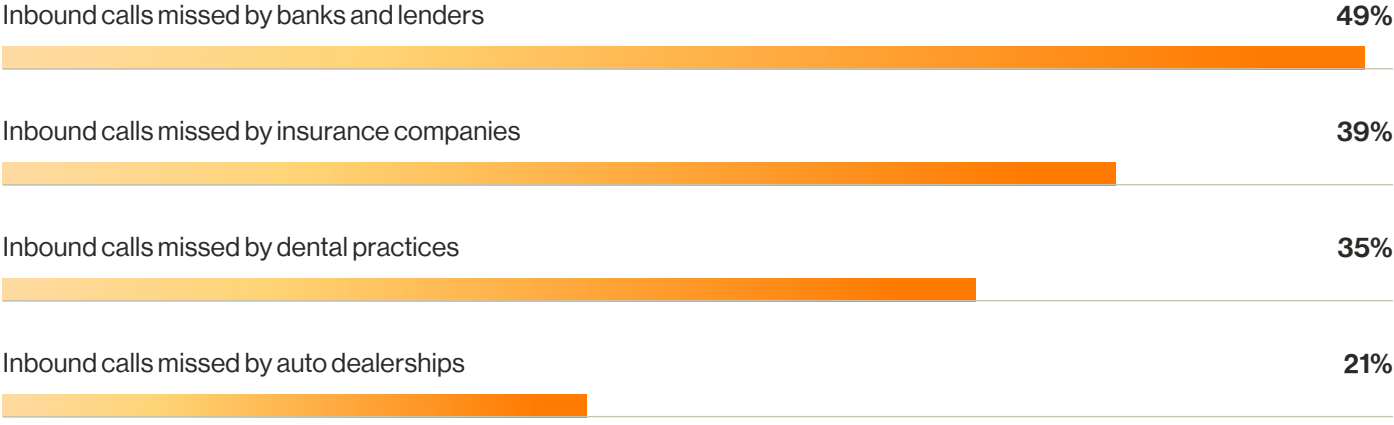
\$126K

These common scenarios reflect customers’ frustration with the state of customer service today:

-  **“This is actually a billing issue, let me transfer you...”**
Customers lose patience having to re-explain their issue with each transfer
-  **“I’ll need to check with my supervisor about that policy...”**
Inconsistent service quality puts your professional image at risk
-  **“Please leave a message and we’ll get back to you...”**
85% of missed callers won’t attempt to reach you again
-  **“Our office is currently closed, please call back...”**
Customers move on to competitors who are available 24/7
-  **“For billing press 1, for support press 2...”**
Outdated, complex menu trees that frustrate callers

Without additional support on the front lines, businesses in different industries miss crucial chances to connect with customers.

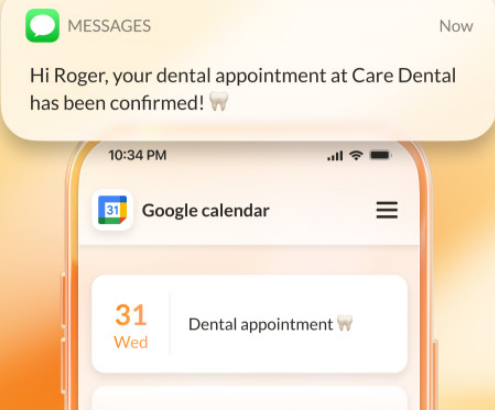
About 1-in-5 missed calls is a potential customer trying to book an appointment, a lead ready to convert, or an urgent request that goes unanswered.



RingCentral AI Receptionist is your 24/7 virtual phone agent that answers calls and handles questions using your website, FAQs, and uploaded business documents. It speaks and responds naturally, understanding context like a human.

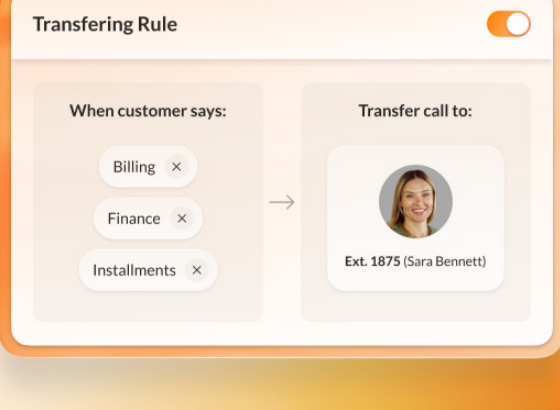
Schedule appointments 24/7

Book appointments, send reminder texts, filter spam calls, and accurately connect callers to the right person by context, names, locations, or keywords.



Effortlessly handle calls

Eliminate the headache of managing calls, whether you're struggling with the limitations of outdated call menus or handling calls manually.



Directly integrated into the RingCentral platform, AI Receptionist can be set up in minutes to help manage high call volume, freeing your team to focus on what matters—no extra staff needed.

- ✓ Turn your AI receptionist into a company expert by sharing your business knowledge, policies, processes, and more.
- ✓ Identify peak call periods, staffing needs, and common customer inquiries with easy performance tracking.
- ✓ Sync your existing phone settings instantly, including business hours, locations, and employee directory.
- ✓ Build multiple AI receptionists (such as front desk, sales, and support) into your phone system.
- ✓ Assign your AI receptionist any new or existing number.

Knowledge hub

Q Search + Add

Name	Number of resources	Status
Sales and Marketing	2	<input checked="" type="checkbox"/>
Help Desk	4	<input checked="" type="checkbox"/>
Atlanta	1	<input type="checkbox"/>

Upload asset PDF Locations.pdf

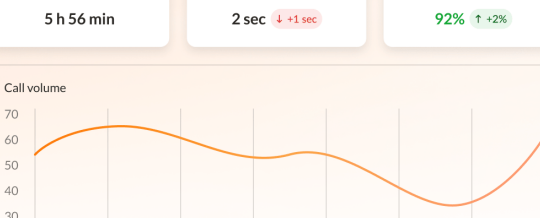
Call Insights

Search by number Date range 04/02/2023 - 04/02/2023 Call status All

Total duration of AIR calls: 5 h 56 min

Average handling time: 2 sec +1 sec

Call success rate: 92% +12%



Businesses across different industries are using AI Receptionist to enhance their customer experiences.

Healthcare

- ✓ Appointment scheduling
- ✓ Send medical intake forms
- ✓ Answer common FAQs
- ✓ Triage initial patient concerns

Legal

- ✓ Appointment scheduling
- ✓ Send case intake forms
- ✓ Share service information
- ✓ Instant lawyer-client matching

FinServ

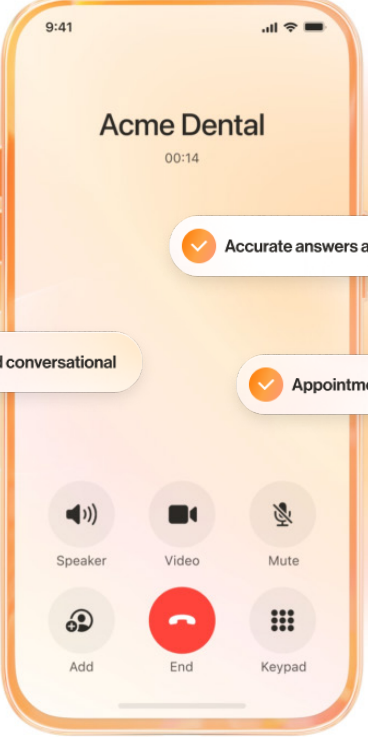
- ✓ Lead capture with screening
- ✓ Route to service specialists
- ✓ Product and service promos

Retail

- ✓ Check product availability
- ✓ Promo & sales information
- ✓ AI SDR for inbound leads

Repair services

- ✓ Intake service requests
- ✓ Provide rates and quotas
- ✓ Dispatch calls to technicians



Every call handled, every opportunity captured

Turn missed calls into new customers with AI Receptionist, your always-on, intelligent front desk.

Learn more