

Ai Receptionist Common Terminology



- **Artificial Intelligence (Ai):** Artificial intelligence or Ai refers to computer systems that can perform functions previously only capable of being performed by human intelligence. With Ai, computers are able to reason, problem-solve, and make decisions based on very complex instructions and “learning”.
- **Ai Receptionist:** An Ai receptionist is a computer system that answers phones on behalf of businesses in a human-like manner. The Ai receptionist can greet callers, ask questions, answer questions, route calls, schedule meetings, gather information, and more.
- **Ai Voice Receptionist Prompt:** To “teach” an Ai receptionist how to answer calls, you must anticipate several call scenarios and create “prompts” that allow the receptionist to respond. The more scenarios you come up with, the better the Ai receptionist will be able to handle calls. Prompts can be customized for each business by providing detailed business information. More prompts can be added, and the Ai receptionist will also “learn” by identifying patterns.
- **Warm Transfer:** Ai receptionists can perform warm transfers where they obtain information from a caller, ask questions, and then transfer and introduce the caller to the person they need to reach. This is generally a positive experience for the caller as they don’t have to repeat themselves to the next person and still get to the team member who can help them best.
- **Cold Transfer:** An Ai receptionist can also perform cold transfers. This could be calls in which the caller has asked to speak to a specific person. Another example

could be time-sensitive call routing where the caller needs to get to the right person fast.

- **Natural Language Processing (NLP):** This term refers to the ability for computers to execute conversational functions. For example, the recognition of speech, meaning comprehension, and being able to reply intelligibly.
 - **Machine Learning:** This term refers to the ways computers use algorithms and data to mimic the way humans learn. Machine learning allows computers to teach themselves without human intervention through the use of patterns, trends, and a type of inference.
 - **Ai-Assisted:** In addition to an Ai system answering phones, humans can also be assisted by Ai technology. For example, a human receptionist could answer a call and then have the Ai system schedule, take notes, and more.
 - **Repetitive Tasks:** While human receptionists will always be around for complex call handling, empathy, and emotional intelligence, an Ai receptionist can assist with simple or routine calls and repetitive tasks. For instance, a caller who is calling in to a hair salon to be put on the schedule could be handled by an Ai receptionist. A caller who has detailed questions about hair care would likely be routed to a human.
 - **Simultaneous Answering:** Businesses with a high call volume benefit from an Ai receptionist because there is no limit on how many calls the computer system can take at one time, whereas a human has limits. An Ai receptionist can answer multiple calls simultaneously.
 - **24/7 Availability:** While human receptionists can be available to take calls 24/7, an Ai receptionist can handle after-hours calls with ease at a lower price point than hiring receptionists to work a night shift. Ai receptionists are a great option for handling after-hours calls, scheduling, and more.
-