

# AS Consulting's AI Receptionist: Every Call Answered, Summarized and Routed

*AI disclosure: this content, including any imagery, was artificially generated.*

"Every missed call is a lead handed to a competitor." That is how AS Consulting puts it on its [AI voice agents page](#), and it is the problem its AI receptionist is built to solve. The agent answers a business's inbound calls 24/7, handles routine questions using the business's own information, puts callers through to a person when they ask, and emails a summary, the transcript and the recording of every call.

The quickest way to judge it is to hear it. [Watch the 69-second demo on YouTube](#), read the [full LinkedIn guide to AI receptionists](#), or go straight to AS Consulting's [AI receptionist cost comparison and switching checklist](#). Better still, call the live US demo on +1 202 795 3386 and put it through a real conversation; details are on the [AI voice agents page](#).

## What does an AI receptionist do for a small business?

An AI receptionist is an automated phone service. It picks up a business's incoming calls, holds a spoken conversation with each caller and routes the call where it needs to go. Where voicemail only records a message and a phone menu makes callers press buttons, an AI receptionist responds to what the caller actually says and handles a back-and-forth exchange. It answers from the information the business gives it, such as services, opening hours and common questions, and it hands anything outside those boundaries to a person.

For a small business, that changes what happens at the moments the phone usually goes unanswered: a busy hour at the front desk, lunch, the evening after closing, the weekend. Instead of reaching voicemail, the caller gets a conversation, and the owner gets a written record of it. The business still decides where the line sits between what the agent answers and what a person handles.

## What does AS Consulting's AI receptionist include?

AS Consulting builds each agent on the business's own services and the questions its customers actually ask, then connects it to the number customers already dial. This is what the agent does, as described on AS Consulting's [AI voice agents page](#):

- Answers inbound calls [24/7](#), with no voicemail and no hold music, including after hours and at weekends.
- Records every call and emails a summary, the transcript and the recording to as many inboxes as the business chooses, subject to the recording-consent rules that apply.
- Puts callers through to the business when they ask for a person, and takes a message if nobody answers.
- Hangs up on suspected spam and robocalls, so the summaries in the inbox are real inquiries.
- Greets saved contacts by name and takes each inquiry in the caller's own words.
- Is set up to tell callers that it is an automated assistant.
- Works with the existing number, with no retainers and no lock-in contracts.

Each of those features answers a question buyers ask before switching: will callers be stuck with a machine, will anything get lost, and will the business be tied in. The transfer on request, the full call record and the lack of lock-in are there for exactly those reasons.

## How does it work with the number customers already call?

Nothing changes for callers. The business forwards its existing number to the agent, or moves the number across where its carrier supports it, so customers keep dialing the number on the website, the van and the business card. Forwarding can be set to start after a few rings, or only outside business hours, so staff still take the calls they can reach and the agent covers the rest.

Before switching, three checks save trouble later: whether the carrier charges for forwarded calls, how to turn forwarding off again, and a test call from another phone to confirm that transfers reach the right person. AS Consulting's [switching checklist](#) covers the rest of the preparation.

## What does answering every call cost compared with staffing the phone?

Cost is usually the first comparison, and it is rarely like for like. The US Bureau of Labor Statistics puts receptionist median pay at \$38,010 a year, or \$18.27 an hour, in May 2025, in its [Occupational Outlook Handbook](#). Pay is only part of what an employer spends: in private industry, wages and salaries made up 70.0% of employer compensation costs in June 2026 and benefits the remaining 30.0%, according to the [BLS](#).

Coverage is the other half of the comparison. AS Consulting calculates that one receptionist scheduled for 40 hours a week is on duty for about 24% of the 168 hours in a week, as set out in its [AI receptionist cost guide](#). The hours outside that window are when calls most often go to voicemail.

The AI side has its own line items: setup, the calls or minutes included, forwarding costs and any add-ons. On any quote, ask what counts as a billable call, how a transferred call is billed and what happens when usage passes the allowance. AS Consulting's [full cost comparison](#) puts the two sides next to each other, and its own agent comes with no retainers and no lock-in contracts.

## When is an AI receptionist worth it?

It earns its place when calls regularly arrive during busy periods or outside business hours. Before deciding, a business can track incoming and missed calls, call times and the share of inquiries that are routine. Those patterns show where an agent would catch calls that currently go to voicemail, and where a person should stay on the line. AS Consulting's [cost guide](#) explains how to read them.

Callers' expectations matter as much as the numbers. In a [Gartner survey](#) of 5,728 customers in December 2023, 64% said they would prefer companies not to use AI for customer service, and their top concern was difficulty reaching a person. That is why AS Consulting sets every agent up to say it is automated and to put callers through to a person as soon as they ask.

## What should stay with a person?

Anything sensitive, unusual or hard to resolve with standard information. AI receptionists vary in how well they handle unexpected requests, and any agent can misunderstand a caller or give outdated

information when its instructions go stale. So the business decides which requests always go to a human, keeps the agent's answers current, and reads the call summaries to spot gaps early. With AS Consulting's agent, every call arrives as a summary, transcript and recording, so those gaps are visible rather than hidden in voicemail.

## How should a business choose and test one?

Start with the calls the business actually gets. Three checks matter most: how callers reach a person, what call records the business receives, and how billing works for transfers and extra usage. AS Consulting's [full switching checklist](#) adds data handling and outage planning.

Then call a demo the way a customer would. Ask a routine question, change one detail, then ask for a person and listen to what happens next. Notice whether the agent says it is automated, understands the request and keeps the exchange on track. AS Consulting's live US demo answers on **+1 202 795 3386**; try it, then [book a free demo](#) to have an agent set up on your own services and questions.

## A worked example: a home-services business after hours

Consider a hypothetical plumbing company that forwards its number to AS Consulting's agent outside business hours. An evening caller describes a leaking pipe. The agent takes the details in the caller's own words and, because the owner has marked emergencies as calls that go to a person, puts the call through to the technician on call. A second caller asks about weekend opening times and gets the answer right away. A third call looks like a robocall, and the agent hangs up. The next morning the owner's inbox holds a summary, transcript and recording of the two real calls, ready for follow-up.

Nothing in that evening needed the owner to pick up a phone, and nothing was lost to voicemail. That is the job AS Consulting's AI receptionist is built for.

## Frequently asked questions

### Will callers know they are talking to an AI?

Yes. AS Consulting sets each agent up to say it is an automated assistant, and a caller can ask for a person at any point in the call.

### Can it use the number the business already has?

Yes. The business forwards its existing number to the agent, or moves the number across where supported, so callers dial exactly what they always have.

### What happens if a caller needs someone and nobody answers?

The agent takes a message, and the business still receives the summary and transcript by email.

### Does it record calls?

AS Consulting's agent records each call and emails the recording with the summary and transcript. Before recording or transcribing calls, a business should check the federal and state rules that apply, including whether all parties must consent and whether callers need to be told. This summarizes public guidance; a business should check its own obligations with a qualified adviser.

## How can I hear it before deciding?

Call the live US demo on +1 202 795 3386, or [book a free demo](#) and see an agent set up for your own business.

## Read • Watch • Contact

The complete cost comparison and switching checklist are in AS Consulting's full guide, [AI receptionist: costs, benefits and the checks to make](#).

AI-generated



AI RECEPTIONIST

Call the  
live demo

+1 202 795 3386

asconsulting.top

[Watch the 69-second AI voice agent demo on YouTube](#)

LINKEDIN ARTICLE

AI Receptionist for Small Business:  
How It Works, What It Costs and How  
to Choose One

AS Consulting • asconsulting.top

Read →

[Read the full guide on LinkedIn](#)

Hear AS Consulting's AI receptionist answer a call.

Call the live US demo on +1 202 795 3386 and try it as a customer would, or [book a free demo](#) to set one up for your business. No retainers, no lock-in.

**Automate smarter.**