

# TOP 10 THINGS TO LOOK FOR

## IN AN AI VOICE AGENT FOR YOUR HOME SERVICES BUSINESS



01

### Natural Language Processing (NLP)

- Ensure the voice agent can understand and respond to a wide range of customer inquiries using natural, conversational language.



02

### 24/7 Availability

- Look for a voice agent that operates around the clock, ensuring no call goes unanswered, even outside of regular business hours.



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### Appointment Scheduling

- Verify that the voice agent can book, reschedule, and cancel appointments seamlessly, integrating with your existing calendar and booking systems.



04

### Multi-Channel Support

- Check if the voice agent can handle inquiries from various channels, including phone calls, text messages, and web chats, providing a consistent experience across platforms.



05

### Integration Capabilities

- Ensure the voice agent can integrate with your other systems, like your CRM, marketing, and field service management systems to ensure the call and appointment are in your systems of record.



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06

### Customizable Responses

- Look for an AI voice agent solution that allows you to customize responses and scripts to match your business's tone and style, ensuring a personalized customer experience.



07

### Data Security and Privacy

Confirm that the voice agent adheres to strict data security and privacy standards to protect customer information and comply with regulations.



08

### Analytics and Reporting

- Ensure the solution provides detailed analytics and reporting features, allowing you to track performance, customer interactions, and conversion rates.



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### Ensure Scalability

Choose an AI voice agent that can scale with your business, handling increased call volumes as your customer base grows.



10

### Customer Support and Training

- Look for a provider that offers robust customer support and training resources, ensuring you can get the most out of your AI voice agent.

