



Step 1: Choose Open Day / Event Cover

Use this option when you need your receptionist to handle one-day event enquiries and attendee questions.

1 Receptionist type 2 Business facts 3 Speech 4 Activate

STEP 1

What should your receptionist help with today?

Choose the main job for today. We'll fine-tune the details and call script next.

This setup is mobile-friendly. Short answers are fine - you can edit them before activation.

MSG Take Messages Most popular <input type="radio"/>	CALL Arrange Callbacks Available <input type="radio"/>
BOOK Book Appointments Available <input type="radio"/>	EVENT Open Day / Event Cover Available <input checked="" type="radio"/>
BUSY Busy Day Overflow Available <input type="radio"/>	

Open Day / Event Cover is selected. Now click Next to add the business facts for this call type.

Back **Next** Dashboard

Business facts saved. Review them if needed, then use the main Next button to move to speech.

Then click Next



What to do on this page

- 1 Select Open Day / Event Cover
- 2 This cover type handles event enquiries and attendee questions
- 3 Click Next to add your event details and business facts



Best for open days, special events, launch days, school visits, viewings, and one-off cover.



Step 2: Add Open Day / Event Details

Answer the key business facts so your receptionist knows what to say during event calls.

STEP 2

Step 2: Business facts

Answer one question at a time. These facts tell the receptionist what it can rely on during calls.

Answer the essentials now. You can refine the wording before going live.

EVENT

SELECTED COVER TYPE

Open Day / Event Cover

The questions change based on the cover type you selected.

QUESTION 1 OF 12

REQUIRED

Business name

Section: Business facts

Harbour & Stone Events

✓ Facts captured so far

Business name
Harbour & Stone Events

What type of business is this?
Wedding and private event venue

Business website URL
www.example.com

SMS notification number
07992231110

Email address for call summaries
sales@frontline-ai.co.uk

Reason for cover
Open day

Check saved facts

Answer each question

Back

Next

Dashboard

Then click Next



What to do on this page

- 1 Add your business name and event details
- 2 Check the facts captured so far
- 3 Click Next when the information is correct



Best for giving callers accurate event information, contact details, timings, and next steps.



Step 2: Add Business Type

Tell your receptionist what kind of business or venue this is so it can handle event enquiries more accurately.



STEP 2

Step 2: Business facts

Answer one question at a time. These facts tell the receptionist what it can rely on during calls.

Answer the essentials now. You can refine the wording before going live.

EVENT

SELECTED COVER TYPE

Open Day / Event Cover

The questions change based on the cover type you selected.

QUESTION 2 OF 12

REQUIRED

What type of business is this?

Section: Business facts

Wedding and private event venue

Answer this question

✓ Facts captured so far

Business name
Harbour & Stone Events

What type of business is this?
Wedding and private event venue

Business website URL
www.example.com

SMS notification number
07999231110

Email address for call summaries
sales@frontline-ai.co.uk

Reason for cover
Open day

Check saved facts

Back

Next

Dashboard

Then click Next



What to do on this page

- 1 Enter what type of business or venue this is
- 2 Check the facts captured so far
- 3 Click Next to move to the next event detail



Best for helping callers understand your venue, service type, and event enquiries.



Step 2: Add Website URL

Add your website so your receptionist has the right reference point for event callers.

STEP 2

Step 2: Business facts

Answer one question at a time. These facts tell the receptionist what it can rely on during calls.

Answer the essentials now. You can refine the wording before going live.

EVENT

SELECTED COVER TYPE

Open Day / Event Cover

The questions change based on the cover type you selected.

QUESTION 3 OF 12

OPTIONAL

Business website URL

Section: Business facts

www.example.com

Add website URL

Facts captured so far

Business name

Harbour & Stone Events

What type of business is this?

Wedding and private event venue

Business website URL

www.example.com

SMS notification number

07999231110

Email address for call summaries

sales@frontline-ai.co.uk

Reason for cover

Open day

Check saved facts

Back

Next

Dashboard

Then click Next

What to do on this page

1

Add your business website URL

2

Check it appears in saved facts

3

Click Next to continue



Best for giving callers the correct website reference and helping the AI understand your event business.



Step 2: Add SMS Notification Number

Add the mobile number that should receive SMS updates for event calls.

STEP 2

Step 2: Business facts

Answer one question at a time. These facts tell the receptionist what it can rely on during calls.

Answer the essentials now. You can refine the wording before going live.

EVENT

SELECTED COVER TYPE

Open Day / Event Cover

The questions change based on the cover type you selected.

QUESTION 4 OF 12

OPTIONAL

SMS notification number

Section: Business facts

07999231110

Add SMS number

✓ Facts captured so far

Business name

Harbour & Stone Events

What type of business is this?

Wedding and private event venue

Business website URL

www.example.com

SMS notification number

07999231110

Email address for call summaries

sales@frontline-ai.co.uk

Reason for cover

Open day

Check saved facts

Back

Next

Dashboard

Then click Next

What to do on this page

1 Add your SMS notification number

2 Check it appears in saved facts

3 Click Next to continue



Best for sending event call summaries and alerts straight to your mobile.



Step 2: Add Email Address for Call Summaries

Add the email address that should receive event call summaries and updates.

STEP 2

Step 2: Business facts

Answer one question at a time. These facts tell the receptionist what it can rely on during calls.

SELECTED COVER TYPE

EVENT **Open Day / Event Cover**

The questions change based on the cover type you selected.

QUESTION 5 OF 12

REQUIRED

Email address for call summaries

Section: Business facts

sales@frontline-ai.co.uk

To make sure you receive your call summaries, add hello@onedayreceptionist.com to your safe senders list.

Add email address

✓ Facts captured so far

Business name
Harbour & Stone Events

What type of business is this?
Wedding and private event venue

Business website URL
www.example.com

SMS notification number
07999231110

Email address for call summaries
sales@frontline-ai.co.uk

Reason for cover
Open day

Check saved facts

Back

Next

Dashboard

Then click Next

What to do on this page

- 1 Add your email address for call summaries
- 2 Check it appears in saved facts
- 3 Click Next to continue



Best for sending event call summaries and updates straight to your inbox.

Step 2: Business facts

Complete the current field, check the saved values, then continue to the next question.

The screenshot shows a mobile application interface for 'Step 2: Business facts'. At the top, it says 'STEP 2' and 'Step 2: Business facts'. Below this, there's a sub-header 'Answer one question at a time. These facts tell the receptionist what it can rely on during calls.' and a green callout bubble: 'Answer the essentials now. You can refine the wording before going live.' The main form is divided into two columns. The left column has a 'SELECTED COVER TYPE' section with 'Open Day / Event Cover' selected, and a 'QUESTION 6 OF 12' section with the title 'Reason for cover' and a text input field containing 'Open day'. The right column has a 'FACTS CAPTURED SO FAR' section with a list of fields: 'Business name' (Harbour & Stone Events), 'What type of business is this?' (Wedding and private event venue), 'Business website URL' (www.example.com), 'SMS notification number' (07999231110), 'Email address for call summaries' (sales@frontline-ai.co.uk), and 'Reason for cover' (Open day). At the bottom, there are three buttons: 'Back', 'Next' (highlighted with a blue circle), and 'Dashboard'. A 'Business fact saved.' message is visible at the bottom left. On the right side of the interface, there's a 'HELPER' section with a woman's avatar and the text: 'Ask me anything about this setup field. I will use your selected call type and saved answers to help.' Below this is a 'Need help with this question?' label and an 'Explain' button.

What each labelled area means

- 1 Current answer field**
Enter the value for the question shown. For this screen, type the reason cover is needed. Example: "Open day", "staff absence", "holiday cover", or "busy phone cover".
- 2 Facts captured so far**
Review the values already saved. These are the facts the receptionist will use as context during live calls.
- 3 Helper**
Use this if the user is unsure what to write. It can explain the current field and suggest suitable wording.
- 4 Next button**
Press after entering the answer. This saves the value and moves to the next setup question.
- 5 Selected cover type**
Shows the chosen call-cover setup. The questions on this page change depending on this selection.

Value guide for the saved facts

Business name: Public/trading name

SMS number: Mobile for alerts

Business type: What the business does

Email address: Where call summaries go

Website URL: Business website

Reason for cover: Why cover is needed today

Step 2: Business hours

Set each day as open or closed, then enter the usual start and end time.

The screenshot shows a user interface for setting business hours. At the top, a green notice box (1) states: 'Setup is locked because this receptionist has been activated. Review the setup here. To change the live receptionist after payment, contact support so the call flow can be checked before changes go live. Contact support.' Below this, a progress indicator shows 'STEP 2' is active. The main heading is 'Step 2: Business facts' with a sub-heading 'Answer one question at a time. These facts tell the receptionist what it can rely on during calls.' A green tip box (2) says: 'Answer the essentials now. You can refine the wording before going live.' The 'SELECTED COVER TYPE' is 'Open Day / Event Cover'. A '2' callout points to this section. The 'Business hours' section (3) shows a table with columns for 'MONDAY' and 'TUESDAY'. For Monday, the 'STATUS' is 'Closed' (4), 'START' is '10:00 AM' (5), and 'END' is '10:00 PM' (6). For Tuesday, the 'STATUS' is 'Open', 'START' is '9:00 AM', and 'END' is '5:00 PM'. A '7' callout points to the 'Facts captured so far' section, which lists: Business name (Harbour & Stone Events), What type of business is this? (Wedding and private event venue), Business website URL (www.example.com), SMS notification number (07999231110), Email address for call summaries (sales@frontline-ai.co.uk), and Reason for cover (Open day). A '8' callout points to a 'HELPER' box that says: 'Ask me anything about this setup field. I will use your selected call type and saved answers to help.' At the bottom, a '9' callout points to a 'Need help with this question?' button with an 'Explain' link.

What each labelled area means

- 1 Locked setup notice**

This appears after the receptionist has been activated. The setup can be reviewed, but live changes need support so the call flow can be checked before going live.
- 2 Selected cover type**

Shows the call-cover setup being configured. The questions and values on this page are based on this cover type.
- 3 Day section**

Each day has its own row or card. Complete the status, start time and end time for that day.
- 4 Status**

Choose whether the business is Open or Closed for that day. If closed, no start or end time is needed.
- 5 Start time**

Enter the time calls should be treated as inside normal business hours for that day.
- 6 End time**

Enter the time normal business hours finish for that day.
- 7 Facts captured so far**

Review the saved business facts. These are the values the receptionist can rely on during calls.
- 8 Helper**

Use this if the user is unsure how to answer the

Value guide for business hours

Status: Open if calls should follow normal hours; Closed if the business is shut

End: Closing time for that day

Start: Opening time for that day

Example: Monday: Open, 9:00 AM to 5:00 PM

Step 2: Event name

Enter the name of the open day or event so the receptionist can refer to it correctly.

The screenshot shows a multi-step form. At the top, a green notification box (1) states the setup is locked. Below it, a progress indicator shows 'STEP 2' is active. The main heading is 'Step 2: Business facts' with a sub-heading 'Answer one question at a time. These facts tell the receptionist what it can rely on during calls.' A green tip (2) says 'Answer the essentials now. You can refine the wording before going live.' The form is divided into two columns. The left column (3) is titled 'QUESTION 8 OF 12' and 'REQUIRED'. It contains an 'Event name' field (4) with the text 'Wedding open weekend'. The right column (5) is titled 'Facts captured so far' and lists: 'Business website URL' (www.example.com), 'SMS notification number' (07999231110), 'Email address for call summaries' (sales@frontline-ai.co.uk), 'Reason for cover' (Open day), and 'Business hours' (Monday to Friday: 9:00 AM to 5:00 PM. Saturday to Sunday: Closed). At the bottom, there are three buttons: 'Back', 'Next' (8), and 'Dashboard'. A helper box (6) on the right side of the form contains a woman's profile picture and text: 'HELPER Ask me anything about this setup field. I will use your selected call type and saved answers to help.' Below the helper box is a 'Need help with this question?' box (7) with an 'Explain' button.

What each labelled area means

- 1 Locked setup notice**

This setup has already been activated. Review it here, but live changes need support so the receptionist can be checked before updates go live.
- 2 Selected cover type**

Shows this setup is for Open Day / Event Cover. The event-specific questions are based on this selection.
- 3 Current question**

Shows the setup question being completed. Here the system is asking for the event name.
- 4 Event name field**

Enter the event name callers may mention or ask about. Example: "Wedding open weekend", "Summer open day", or "Private viewing event".
- 5 Facts captured so far**

Review saved values including website, SMS number, email, reason for cover and business hours.
- 6 Helper**

Use this if the user is unsure what event name to enter or how callers might refer to it.
- 7 Help question box**

Type a question about this field, then press Explain for guidance.
- 8 Next button**

Press after entering the event name. This saves

Value guide for event name

- Use:** the public name of the event, not internal shorthand
- Also fine:** Open day, private viewing day, summer showcase

Good example: Wedding open weekend

Avoid: vague values such as "event" if the caller may need the exact name

Step 2: Event date and time

Enter when the event is taking place so the receptionist can give callers the correct timing.

The screenshot shows a multi-step form titled 'Step 2: Business facts'. At the top, a green box (1) contains a 'Locked setup notice'. Below it, a blue box (2) indicates the 'Selected cover type' is 'Open Day / Event Cover'. The main form area is divided into two columns. The left column (3) is titled 'Event date and time' and contains a text input field (4) with the value 'Saturday 14 September 10:00am to 4:00pm'. A progress indicator (9) shows 'QUESTION 9 OF 12'. The right column (5) is titled 'Facts captured so far' and lists several fields: 'Business name' (Harbour & Stone Events), 'What type of business is this?' (Wedding and private event venue), 'Business website URL' (www.example.com), 'SMS notification number' (07999231110), 'Email address for call summaries' (sales@frontline-ai.co.uk), and 'Reason for cover' (Open day). At the bottom, there are three buttons: 'Back', 'Next' (8), and 'Dashboard'. A 'HELPER' box (6) is positioned to the right of the form, containing a question mark icon and the text 'Ask me anything about this setup field. I will use your selected call type and saved answers to help.' Below the helper box is a 'Need help with this question?' label and an 'Explain' button (7).

What each labelled area means

- 1 Locked setup notice**
This setup has already been activated. Review it here, but live changes need support so the call flow can be checked before updates go live.
- 2 Selected cover type**
Shows this setup is for Open Day / Event Cover. The date and time question is part of the event-specific setup.
- 3 Current question**
Shows the setup question being completed. Here the system is asking when the event takes place.
- 4 Event date and time field**
Enter the event date and opening times in a clear caller-friendly format. Example: "Saturday 14 September, 10:00am to 4:00pm".
- 5 Facts captured so far**
Review saved values such as business name, website, notification details and previous event information.
- 6 Helper**
Use this if the user is unsure how to format the event date and time.
- 7 Help question box**
Type a question about this field, then press Explain for guidance.
- 8 Next button**
Press after entering the event date and time. This saves the answer and moves to the next setup question.

Value guide for event date and time

Use: a full date plus start and finish time

Also fine: Weekend of 14-15 September, 10:00am to 4:00pm each day

Good example: Saturday 14 September, 10:00am to 4:00pm

Avoid: unclear values such as "Saturday" without a date

Step 2: Event location / venue

Enter where the event is taking place so the receptionist can give callers the correct location.

1 Setup is locked because this receptionist has been activated. Review the setup here. To change the live receptionist after payment, contact support so the call flow can be checked before changes go live. Contact support.

STEP 2

Step 2: Business facts

Answer one question at a time. These facts tell the receptionist what it can rely on during calls.

Answer the essentials now. You can refine the wording before going live.

2 **SELECTED COVER TYPE**
EVENT **Open Day / Event Cover**
The questions change based on the cover type you selected.

3 **QUESTION 10 OF 12**

9 **Event location / venue**
Section: Open Day / Event Cover facts

4 Riverside Business Centre, 18 Market Road, Chelmsford

5 **Facts captured so far**

- Business name: Harbour & Stone Events
- What type of business is this?: Wedding and private event venue
- Business website URL: www.example.com
- SMS notification number: 07999231110
- Email address for call summaries: sales@frontline-ai.co.uk
- Reason for cover: Open day

6 **HELPER**
Ask me anything about this setup field. I will use your selected call type and saved answers to help.

7 Need help with this question? **Explain**

8 **Next** | Back | Dashboard

What each labelled area means

- 1 Locked setup notice**
This setup has already been activated. Review it here, but live changes need support so the call flow can be checked before updates go live.
- 2 Selected cover type**
Shows this setup is for Open Day / Event Cover. The venue question is part of the event-specific setup.
- 3 Current question**
Shows the setup question being completed. Here the system is asking for the event location or venue.
- 4 Location / venue field**
Enter the address or venue name callers may need. Include enough detail for directions or confirmation. Example: "Riverside Business Centre, 18 Market Road, Chelmsford".
- 5 Facts captured so far**
Review saved values such as business name, business type, website, notification details and reason for cover.
- 6 Helper**
Use this if the user is unsure how much address detail to include.
- 7 Help question box**
Type a question about this field, then press Explain for guidance.
- 8 Next button**
Press after entering the event location. This

Value guide for event location / venue

Use: venue name plus address if callers may ask where to go

Also fine: Main showroom, rear entrance on Station Road

Good example: Riverside Business Centre, 18 Market Road, Chelmsford

Avoid: vague values such as "at our place" or "same as usual"

Step 2: Event information / FAQ text

Enter the useful event details the receptionist can rely on when callers ask questions.

1 Setup is locked because this receptionist has been activated.
Review the setup here. To change the live receptionist after payment, contact support so the call flow can be checked before changes go live. [Contact support](#).

STEP 2

Step 2: Business facts

Answer one question at a time. These facts tell the receptionist what it can rely on during calls.

Answer the essentials now. You can refine the wording before going live.

2 **SELECTED COVER TYPE**
EVENT **Open Day / Event Cover**
The questions change based on the cover type you selected.

3 QUESTION 11 OF 12

4 **Event information / FAQ text**
Section: Open Day / Event Cover facts

Event name: Harbour & Stone Wedding Planning Open Day

Event topic: Wedding planning help for couples who are planning their wedding and want advice on where to start, what to organise, and how to avoid missing important details.

5 **Facts captured so far**

Business name
Harbour & Stone Events

What type of business is this?
Wedding and private event venue

Business website URL
www.example.com

SMS notification number
07999231110

Email address for call summaries
sales@frontline-ai.co.uk

Reason for cover
Open day

6 **HELPER**
Ask me anything about this setup field. I will use your selected call type and saved answers to help.

7 Need help with this question? [Explain](#)

8 **Next** [Dashboard](#) [Back](#)

What each labelled area means

- 1 Locked setup notice**
This setup has already been activated. Review it here, but live changes need support so the call flow can be checked before updates go live.
- 2 Selected cover type**
Shows this setup is for Open Day / Event Cover. The FAQ text question is part of the event-specific setup.
- 3 Current question**
Shows the setup question being completed. Here the system is asking for event information or FAQ text.
- 4 Event information / FAQ field**
Enter the details callers are likely to ask about. Include topics, purpose, who it is for, what they should know, and any key instructions.
- 5 Facts captured so far**
Review saved values such as business name, business type, website, notification details and reason for cover.
- 6 Helper**
Use this if the user is unsure what information to include in the FAQ text.
- 7 Help question box**
Type a question about this field, then press Explain for guidance.
- 8 Next button**
Press after entering the FAQ text. This saves the answer and moves to the next setup question.

Value guide for event information / FAQ text

Use: plain caller-friendly facts the receptionist can repeat

Include: parking, arrival instructions, booking rules, cost, availability or contact limits if relevant

Good example: Event name, topic, who it is for, what callers should do next

Avoid: internal notes, vague wording, or facts the receptionist should not say to callers

Step 4: Check Opening and Closing Speech

Make sure the generated speech matches the selected receptionist task.

Setup is locked because this receptionist has been activated.

Review the setup here. To change the live receptionist after payment, contact support so the call flow can be checked before changes go live. [Contact support.](#)

STEP 4

Opening and closing speech

Set the first and last things callers hear. Keep it short and natural.

Step 3 of 5

Opening greeting

This is spoken when the receptionist answers.

Hello, thanks for calling Harbour & Stone Events. I can help with event questions and pass details to the team. How can I help today?

Preview greeting

Receptionist voice

FEMALE

MALE

Closing message

This is spoken before the call ends.

Thanks for calling. I have passed your event enquiry to Harbour & Stone Events. Goodbye.

Preview closing

Back

Next

Dashboard

Then click Next

1 Opening greeting

Check this says what the receptionist is actually set up to help with.

2 Closing message

Check this only confirms what happened during the call.

3 Preview both messages

Play both preview buttons and listen to the wording.

What to do on this page

- 1 Check the greeting matches the selected cover type
- 2 Check the closing matches the caller outcome
- 3 Edit anything that sounds wrong
- 4 Preview both messages
- 5 Then click Next

Task match check

If the receptionist is set up to give information about a specific event or topic, the speech must say that.



Tip: if the receptionist is set up to give information about a specific event or topic, the speech must say that. It must not claim to handle bookings, payments, or anything outside the selected setup.