

Step 1: Choose Arrange Callbacks

Select this option when callers need a callback request captured and passed to your team.

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 checked="" type="radio"/>
BOOK Book Appointments Available <input type="radio"/>	EVENT Open Day / Event Cover Available <input type="radio"/>
BUSY Busy Day Overflow Available <input type="radio"/>	

Arrange Callbacks is selected. Now click Next to add the business facts for this call type.

Back **Next** Dashboard

Then click Next

1 Arrange Callbacks

Select this when callers need a callback arranged.

2 Selection confirmed

Check this confirms Arrange Callbacks is selected.

What to do on this page

1 Select Arrange Callbacks

2 Check the confirmation message

3 Click Next to add the business facts



Tip: choose Arrange Callbacks when the aim is to collect callback details, not to book or confirm an appointment.

Step 2: Add Your Business Name

Enter the business name you want the receptionist to use when speaking to callers.

1 Receptionist type 2 Business facts 3 Speech 4 Activate

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.

CALL **SELECTED COVER TYPE**
Arrange Callbacks
The questions change based on the cover type you selected.

QUESTION 1 OF 10 **REQUIRED**

Business name

Section: Business facts

Clearview Windows & Doors

✓ **Facts captured so far**

Business name
Clearview Windows & Doors

What type of business is this?
Double glazing / windows and doors installer

Business website URL
www.windows.com

SMS notification number
07999231110

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

Reason for cover
staff holiday

Back **Next** Dashboard

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

Speech saved. Review activation and payment next.

1 Required field

Business name is required for this setup.

2 Enter your business name

Use the name you want the receptionist to say to callers.

3 Then click Next

Continue to the next business fact.

What to do on this page

1 Enter or review the business name

2 Check the name is spelled correctly

3 Click Next to continue



Tip: use the exact business name you want callers to hear, including any trading name if needed.

Step 2: Add Your Business Type

Tell the receptionist what kind of business you run.

1 Receptionist type 2 Business facts 3 Speech 4 Activate

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.

CALL **SELECTED COVER TYPE**
Arrange Callbacks
The questions change based on the cover type you selected.

QUESTION 2 OF 10 **REQUIRED**

What type of business is this?
Section: Business facts

Double glazing / windows and doors installer

Facts captured so far

Business name
Clearview Windows & Doors

What type of business is this?
Double glazing / windows and doors installer

Business website URL
www.windows.com

SMS notification number
07999231110

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

Reason for cover
staff holiday

Back **Next** Dashboard

Business fact saved.



What to do on this page

- 1 Enter the type of business.
- 2 Check it is clear and accurate.
- 3 Click Next.

HELPER

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

Need help with this question?

Explain



Tip: keep this short and clear so the receptionist understands what callers are asking about.

1 Business type

Enter a short plain-English description of the business. Example: Double glazing and windows installer.

2 Next

Press Next after completing this field.

Step 2: Add Your Business Type

Tell the receptionist what kind of business you run.

1 Receptionist type

2 Business facts

3 Speech

4 Activate

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.

CALL

SELECTED COVER TYPE

Arrange Callbacks

The questions change based on the cover type you selected.

QUESTION 2 OF 10

OPTIONAL

What type of business is this?

Section: Business facts

Double glazing / windows and doors installer

✓ Facts captured so far

Business name

Clearview Windows & Doors

What type of business is this?

Double glazing / windows and doors installer

Business website URL

www.windows.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Reason for cover

staff holiday

Back

Next

Dashboard

Business fact saved.

2

Next

Press **Next** after completing this field.



What to do on this page

- 1 Enter the type of business.
- 2 Check it is clear and accurate.
- 3 Click Next.

HELPER

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

Need help with this question?

Explain



Tip: keep this short and clear so the receptionist understands what callers are asking about.

Step 2: Add Your SMS Notification Number

Enter the mobile number where you want SMS updates sent.

1 Receptionist type 2 Business facts 3 Speech 4 Activate

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.

CALL SELECTED COVER TYPE
Arrange Callbacks
The questions change based on the cover type you selected.

QUESTION 4 OF 10 OPTIONAL

SMS notification number

Section: Business facts

07999231110

Facts captured so far

Business name
Clearview Windows & Doors

What type of business is this?
Double glazing / windows and doors installer

Business website URL
www.windows.com

SMS notification number
07999231110

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

Reason for cover
staff holiday

Back **Next** Dashboard

Business fact saved.



What to do on this page

- 1 Enter the SMS notification number.
- 2 Check it is correct.
- 3 Click Next.

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

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



Tip: use a mobile number that can receive text updates about calls and callback requests.

Step 2: Add Your Call Summary Email

Enter the email address where you want your call summaries sent.

1 Receptionist type

2 Business facts

3 Speech

4 Activate

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.

CALL

SELECTED COVER TYPE

Arrange Callbacks

The questions change based on the cover type you selected.

QUESTION 5 OF 10

REQUIRED

Email address for call summaries

Section: Business facts

thomas@frontline-ai.co.uk

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

✓ Facts captured so far

Business name

Clearview Windows & Doors

What type of business is this?

Double glazing / windows and doors installer

Business website URL

www.windows.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Reason for cover

staff holiday

Back

Next

Dashboard

Business fact saved.



What to do on this page

- 1 Enter the email address for call summaries.
- 2 Check it is clear and accurate.
- 3 Click Next.

HELPER

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

Need help with this question?

Explain



Tip: Use an email you check regularly so you never miss important call summaries.

Step 2: Add Your Reason for Cover

Tell the receptionist why you need call cover.

1 Receptionist type

2 Business facts

3 Speech

4 Activate

STEP 2

Step 2: Business facts

Tell the receptionist why you need cover. These facts tell the receptionist what it can rely on during calls.

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

CALL

SELECTED COVER TYPE

Arrange Callbacks

The questions change based on the cover type you selected.

QUESTION 6 OF 10

REQUIRED

Reason for cover

Section: Business facts

staff holiday

✓ Facts captured so far

Business name

Clearview Windows & Doors

What type of business is this?

Double glazing / windows and doors installer

Business website URL

www.windows.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Reason for cover

staff holiday

Back

Next

Dashboard

Business fact saved.



What to do on this page

1 Enter the reason for cover.

2 Check it is clear and accurate.

3 Click Next.

HELPER

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

Need help with this question?

Explain

1 Reason for cover

Tell the receptionist why you need call cover.

Be short and clear.

Example:
Staff holiday.

2 Next

Press Next after completing this field.



Tip: Keep this short and clear so the receptionist understands why you need cover.

Step 2: Add Your Business Hours

Tell the receptionist when your business is open.

1 Receptionist type

2 Business facts

3 Speech

4 Activate

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.

CALL

SELECTED COVER TYPE

Arrange Callbacks

The questions change based on the cover type you selected.

1 Business hours

Set when your business is open for each day.

Choose *Open* or *Closed* and set the start and end times.

2 Next

Press **Next** after completing your business hours.

QUESTION 7 OF 10

REQUIRED

Business hours

Section: Business facts

MONDAY	STATUS
	Open
START	END
9:00 AM	5:00 PM
TUESDAY	STATUS
	Open
START	END
9:00 AM	5:00 PM

Facts captured so far

Business name

Clearview Windows & Doors

What type of business is this?

Double glazing / windows and doors installer

Business website URL

www.windows.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Reason for cover

staff holiday

Back

Next

Dashboard

Business fact saved.



What to do on this page

- 1 Set your business hours for each day.
- 2 Check the times are correct and up to date.
- 3 Click **Next**.

HELPER

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

Need help with this question?

Explain



Tip: Keeping your hours up to date helps the receptionist give callers the right information.

Step 2: Add Who Will Call People Back?

Tell the receptionist who should return callback requests.

1 Receptionist type

2 Business facts

3 Speech

4 Activate

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.

CALL

SELECTED COVER TYPE

Arrange Callbacks

The questions change based on the cover type you selected.

QUESTION 8 OF 10

REQUIRED

Who will call people back?

Section: Arrange Callbacks facts

the sales team

✓ Facts captured so far

Business name

Clearview Windows & Doors

What type of business is this?

Double glazing / windows and doors installer

Business website URL

www.windows.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Reason for cover

staff holiday

Back

Next

Dashboard

Business fact saved.



What to do on this page

- 1 Enter who will call people back.
- 2 Check it is clear and accurate.
- 3 Click **Next**.

HELPER

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

Need help with this question?

Explain

1 Who will call people back?

Enter who should return callback requests. Example: the sales team.

2 Next

Press **Next** after completing this field.



Tip: use a clear team or person name so callback requests go to the right place.

Step 2: Set Callback Details

Choose what information the receptionist must collect before a callback is passed on.



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.

CALL
SELECTED COVER TYPE
Arrange Callbacks

The questions change based on the cover type you selected.

QUESTION 9 OF 10 REQUIRED

Details needed before callback

Section: Arrange Callbacks facts

COMMON ITEM	LABEL
Caller name	Caller name
HELPER PROMPT	
Ask for the caller name	
ID: caller_name	<input checked="" type="checkbox"/> REQUIRED
Up	Down Delete

COMMON ITEM	LABEL
Reason for call	Reason for call
HELPER PROMPT	
Ask what the call is about	
ID: reason_for_call	<input checked="" type="checkbox"/> REQUIRED
Up	Down Delete

Facts captured so far

Business name

Clearview Windows & Doors

What type of business is this?

Double glazing / windows and doors installer

Business website URL

www.windows.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Reason for cover

staff holiday

1 Details needed before callback

Choose the information the receptionist should collect before the callback is passed on.

2 Required callback fields

Set the common item, label and helper prompt for each detail, then mark it required if needed.

What to do on this page

- 1 Add the callback details you need.
- 2 Make the labels and helper prompts clear.
- 3 Mark important fields as required.

EXAMPLES

Caller name, reason for call, preferred callback number, and best time to call back.

Need help with this question?

Explain



Tip: only ask for the callback details you really need so the call stays quick and clear.

Step 2: Add Your Urgent Call Types

Tell the receptionist which calls need urgent attention.

1 Receptionist type

2 Business facts

3 Speech

4 Activate



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.

CALL
SELECTED COVER TYPE
Arrange Callbacks

The questions change based on the cover type you selected.

QUESTION 10 OF 10

OPTIONAL

Which callbacks are urgent?

Section: Arrange Callbacks facts

Emergency repairs, urgent installation requests,
customer complaints

✓ Facts captured so far

Business name

Clearview Windows & Doors

What type of business is this?

Double glazing / windows and doors installer

Business website URL

www.windows.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Reason for cover

staff holiday

1 Urgent call types

List the types of calls that should be treated as urgent.

Be short and clear.

Example:
Emergency repairs,
urgent installation requests.

What to do on this page

1 List the types of calls that are urgent.

2 Check it is clear and complete.

3 Click Next.

HELPER

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

Back

Next

Dashboard

Business fact saved.

2 Next

Press **Next** after completing this field.



Tip: Be specific about urgent call types so the receptionist knows what needs immediate attention.

Need help with this question?

Explain

Step 2: Review Your Business Facts

Check your answers and move to speech when you're ready.

1 Receptionist type

2 Business facts

3 Speech

4 Activate



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.

CALL

SELECTED COVER TYPE

Arrange Callbacks

The questions change based on the cover type you selected.

Business facts saved

Your business facts are saved. Use Review business facts to check your answers, or use the main Next button below to move to speech.

Review business facts

Facts captured so far

Business name

Clearview Windows & Doors

What type of business is this?

Double glazing / windows and doors installer

Business website URL

www.windows.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Reason for cover

staff holiday

1 Review saved facts

Click Review business facts to check or edit your answers. Do this if anything looks wrong.

2 Next

Click Next when you are happy with your facts.

What to do on this page

- 1 Review your saved facts to check or edit any answers.
- 2 Click **Next** when your facts are correct.
- 3 You'll move to speech on the next page.

HELPER

Your business facts are saved. Review them if anything looks wrong, then use the main Next button below to move to speech.

Back

Next

Dashboard

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

Need help with this question?

Explain



Tip: Double-check your facts now so the receptionist has the right information when answering calls.

Step 4: Opening and Closing Speech

Create a friendly opening and professional closing to start and end the call.

1 Receptionist type

2 Business facts

3 Speech

4 Activate



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

[Preview greeting](#)

This is spoken when the receptionist answers.

Hello, thanks for calling Clearview Windows & Doors.
The team are currently tied up. I'm here to help with
basic questions and can arrange callbacks.
How can I help you today?

Receptionist voice

FEMALE

MALE

Closing message

[Preview closing](#)

This is spoken before the call ends.

Thanks for calling. I have passed your callback
request to Clearview Windows & Doors.
Goodbye.

[Back](#)

[Save speech & continue](#)

[Dashboard](#)

3 **Save & continue**

Click **Save speech & continue**
when you're happy with your
opening and closing speech.

What to do on this page

- 1 Write a short opening greeting that callers hear first.
- 2 Write a closing message that plays before the call ends.
- 3 Preview both to make sure they sound good.
- 4 Click **Save speech & continue** to proceed.

HELPER

Keep both messages short, friendly and professional. Callers appreciate natural, clear communication.

Need help with this step?

[Explain](#)



Tip: A warm opening and polite closing leave a great impression with every caller.

1 Opening greeting

Write a short, friendly greeting that callers will hear first. Be natural and welcoming. Preview it to check how it sounds.

2 Closing message

Write a polite closing that reassures callers their request has been handled. Preview it before saving.

Step 5: Activate Your Receptionist

Review your setup and activate your temporary receptionist.



1 Receptionist type

2 Business facts

3 Speech

4 Activate

STEP 5

Activate your receptionist

Review the setup, pay securely, then your temporary receptionist number will be assigned after payment.

Final step

✓ Ready to go live

Your receptionist setup is saved. Payment activates the service and starts the number assignment process.

Receptionist type	Take Messages
Business	Clearview Windows & Doors
Voice	Female voice
Status	Ready to activate

ACTIVATION PRICE

£50 for 24 hours

Secure payment · £50 for 24 hours. Includes £10 call credit, typically enough for around 80 minutes of AI receptionist call time, depending on call length and network/provider charges.

What happens next

- ✓ Secure Stripe payment opens in a new checkout page.
- ✓ After payment, a temporary receptionist number is assigned.
- ✓ You forward calls to that number for the active cover period.
- ✓ Your setup is saved so it can be reused later.

Activate now

1 Review setup

Double-check your setup details to make sure everything is correct before activation.

2 Activate now

Pay securely to activate your temporary receptionist and start the number assignment process.

What to do on this page

- 1 Review your setup details to confirm everything is correct.
- 2 Click **Activate now** and complete the secure payment.
- 3 After payment, your temporary receptionist number will be assigned.
- 4 Forward calls to that number to start using your service.

HELPER

Once activated, your temporary receptionist is ready to answer calls. You can reuse this setup anytime when you need cover.

Need help with this step?

Explain

Back

Activate now

Dashboard



Tip: Activating your receptionist is quick and secure. You'll be up and running in minutes.