

Step 1: Choose Book Appointments

Follow these steps to select the **Book Appointments** call type so your receptionist can collect appointment requests and pass the details to you.

1 Go to Receptionist type

You are on the first step of setup: Receptionist type.

2 Review your options

You will see the available call types your AI receptionist can handle.

3 Select Book Appointments

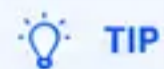
Click the **Book Appointments** card to select it. The card will highlight to confirm your choice.

4 Check the confirmation message

A message will appear at the bottom to confirm your selection.

5 Click Next

Click **Next** to continue and add the business facts for this call type.



TIP

You can change your call type later from your dashboard if you need to.

Option	What it does	Best for
MSG Take Messages	Captures caller details and messages and sends them to you.	When you cannot answer but want to receive messages.
CALL Arrange Callbacks	Captures callback requests with preferred times and urgency.	When you want to return calls at the best time.
BOOK Book Appointments	Collects appointment requests and passes the details to you clearly.	When callers want to book appointments or reserve times.
EVENT Open Day / Event Cover	Handles enquiries and attendance questions for events.	When you are running a one-day event or open day.
BUSY Busy Day Overflow	Routes and alerts the right person when your team is busy.	When call volume is high and you need overflow cover.

Need help?

Click **Explain** on any step in setup for more detail about what to enter.



Explain

Step 2: Business facts

Add the key details about your business so your receptionist can answer callers accurately.

- 1 **You are on Step 2**
The **Business facts** step is where you provide your business information.
- 2 **Answer the essentials**
Answer one question at a time. You can refine the wording before going live.
- 3 **Cover type shown**
This shows the call type you selected in the previous step.
- 4 **Add your business name**
Enter your business name exactly as callers should hear it.
- 5 **Facts captured so far**
As you add information, your facts are listed here so you can review them anytime.
- 6 **Get instant help**
Ask the helper anything about this step. Click **Explain** for more detail about what to enter.



TIP

You can edit any of these facts later from your dashboard if needed.

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.

BOOK **Book Appointments**

SELECTED COVER TYPE

The questions change based on the cover type you selected.

QUESTION 1 OF 10

REQUIRED

Business name

Section: Business facts

Harbour View Dental

Tip:
Enter your business name as callers should hear it.

Facts captured so far

Business name

Harbour View Dental

What type of business is this?

Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.

Business website URL

www.harbourviewdental.co.uk

SMS notification number

07999 231110

Email address for call summaries

gary@frontline-ai.co.uk

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Next

Dashboard

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

What goes into Business facts?

Business details
Name, website, contact info

Hours of operation
Days and times your business is open

Services & info
What you do and how you help

How to contact
SMS number and email for notifications



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

Good to know

These details help your AI receptionist give accurate, helpful answers to every caller.

Step 2: Add your business facts

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

- 1 You are on Business facts**
You are on the second step of setup: **Business facts**.
- 2 Selected cover type**
The cover type you chose in Step 1 is shown here.
- 3 Answer the question**
Answer the question shown. These facts help your receptionist give accurate answers.
- 4 Facts captured so far**
Your answers are saved here as you go. You can scroll to review and refine them.
- 5 Click Next**
When you have answered the question, click **Next** to continue to Speech.



TIP
You can change your answers at any time before **activation**. Your facts will help your receptionist respond accurately to callers.

Field	What to enter	Example	Why it matters
Business name	Your business name	Harbour View Dental	Callers will hear and use this name.
What type of business is this?	A short description of what you do	Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.	Helps the receptionist understand your services and answer questions accurately.
Business website URL	Your website address	www.harbourviewdental.co.uk	Used if callers ask for your website.
SMS notification number	Mobile number to receive SMS alerts	07999231110	You'll get text alerts when appointment requests arrive.
Email address for call summaries	Email to receive appointment summaries	sales@frontline-ai.co.uk	You'll receive full details by email.

Need more help?

Click **Explain** on any step in setup for more detail about what to enter.



Explain

Step 2: Add your business facts

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

- 1 You are on Business facts**
You are on the second step of setup: Business facts.
- 2 Selected cover type**
The cover type you chose in Step 1 is shown here.
- 3 Answer the question**
Answer the question shown. These facts help your receptionist give accurate answers.
- 4 Facts captured so far**
Your answers are saved here as you go. You can scroll to review and refine them.
- 5 Click Next**
When you have answered the question, click Next to continue to Speech.



TIP

You can change your answers at any time before activation. Your facts will help your receptionist respond accurately to callers.

Field	What to enter	Example	Why it matters
Business name	Your business name	Harbour View Dental	Callers will hear and use this name.
What type of business is this?	A short description of what you do	Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.	Helps the receptionist understand your services and answer questions accurately.
Business website URL	Your website address	www.harbourviewdental.co.uk	Used if callers ask for your website.
SMS notification number	Mobile number to receive SMS alerts	07999231110	You'll get text alerts when appointment requests arrive.
Email address for call summaries	Email to receive appointment summaries	sales@frontline-ai.co.uk	You'll receive full details by email.

Need more help?

Click **Explain** on any step in setup for more detail about what to enter.

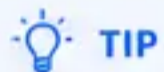


Explain

Step 2: Add your business facts

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

- 1 You are on Business facts**
You are on the second step of setup: **Business facts**.
- 2 Selected cover type**
The cover type you chose in Step 1 is shown here.
- 3 Answer the question**
Answer the question shown. These facts help your receptionist give accurate answers.
- 4 Facts captured so far**
Your answers are saved here as you go. You can scroll to review and refine them.
- 5 Click Next**
When you have answered the question, click **Next** to continue to Speech.



TIP

You can change your answers at any time before activation. Your facts will help your receptionist respond accurately to callers.

Field	What to enter	Example	Why it matters
Business name	Your business name	Harbour View Dental	Callers will hear and use this name.
What type of business is this?	A short description of what you do	Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.	Helps the receptionist understand your services and answer questions accurately.
Business website URL	Your website address	www.harbourviewdental.co.uk	Used if callers ask for your website.
SMS notification number	Mobile number to receive SMS alerts	07999231110	You'll get text alerts when appointment requests arrive.
Email address for call summaries	Email to receive appointment summaries	sales@frontline-ai.co.uk	You'll receive full details by email.

Need more help?

Click **Explain** on any step in setup for more detail about what to enter.

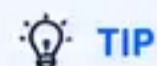


Explain

Step 2: Add the reason for cover

Tell your receptionist why you need your calls covered. This helps the AI understand the situation and respond appropriately to callers.

- 1 You are on Business facts**
Step 2 is where you provide key details about your business.
- 2 Selected cover type**
Book Appointments is selected as the cover type.
- 3 Answer the question**
Enter the reason calls need to be covered in the text box.
- 4 Facts captured so far**
Your answers are saved as you go. Scroll to review or update them at any time.
- 5 Click Next**
When you are happy, click **Next** to continue to the next question.



TIP

Be clear and specific. Example reasons include: reception is busy, staff are on leave, or calls need covering during appointments.

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.

SELECTED COVER TYPE

BOOK **Book Appointments**

The questions change based on the cover type you selected.

QUESTION 6 OF 10
REQUIRED

Reason for cover

Section: Business facts

Reception is busy with patients and cannot always answer appointment calls straight away

Business name
Harbour View Dental

What type of business is this?
Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.

Business website URL
www.harbourviewdental.co.uk

SMS notification number
07999231110

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

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Dashboard

✔ Business fact saved.

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

Field	What to enter	Example	Why it matters
Reason for cover	A short explanation of why calls need to be covered	Reception is busy with patients and cannot always answer appointment calls straight away	Helps the AI receptionist understand the context so it can set the right expectations with callers.

Need more help?

Click **Explain** on any step in setup for more detail about what to enter.



Explain

Step 2: Set your business hours

Tell your receptionist when your business is open so they know what times to offer for appointments.

- 1 You are on Business facts**
Step 2 is where you add the key details about your business.
- 2 Selected cover type**
Book Appointments is selected as the cover type.
- 3 Answer the question**
Set your business hours for each day. Choose Open or Closed and set the start and end times.
- 4 Facts captured so far**
Your other business details are saved here for you to review.
- 5 Click Next**
When your hours are correct, click Next to continue.



TIP

Set realistic hours so the receptionist offers times you are actually available. You can update these anytime later from your dashboard.

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.

BOOK

SELECTED COVER TYPE

Book Appointments

The questions change based on the cover type you selected.

QUESTION 7 OF 10 **REQUIRED**

Business hours

Section: Business facts

	STATUS	START	END
MONDAY	Open	9:00 AM	5:00 PM
TUESDAY	Open	9:00 AM	5:00 PM
WEDNESDAY	Open	9:00 AM	5:00 PM
THURSDAY	Open	9:00 AM	6:00 PM
FRIDAY	Open	9:00 AM	5:00 PM
SATURDAY	Closed		
SUNDAY	Closed		

✓ Facts captured so far

Business name
Harbour View Dental

What type of business is this?
Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.

Business website URL
www.harbourviewdental.co.uk

SMS notification number
07999231110

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

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Dashboard

✓ Business fact saved.



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

Field	What to enter	Example	Why it matters
Status	Choose Open or Closed	Open	Lets the receptionist know if you accept calls on that day.
Start time	The time you open	9:00 AM	Used to offer suitable appointment times.
End time	The time you close	5:00 PM	Prevents appointments being booked outside your working hours.

Need more help?

Click **Explain** on any step in setup for more detail about what to enter.



Explain

Step 2: Add your appointment types

Add the services you offer so your AI receptionist can understand the appointment types callers may request.

- 1 You are on Business facts**
Step 2 is where you provide all the key details about your business.
- 2 Selected cover type**
Book Appointments is selected as the cover type.
- 3 Answer the question**
Add each appointment or service you offer. For each one, add a name, receptionist notes and the duration.
- 4 Facts captured so far**
Your other business details are saved here for you to review.
- 5 Click Next**
When you have added your appointment types, click **Next** to continue.



TIP

Be clear and consistent with names and durations. This helps callers get the right information and reduces follow-up calls. You can add, edit or remove appointment types at any time.

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.

SELECTED COVER TYPE

BOOK Book Appointments

The questions change based on the cover type you selected.

QUESTION 8 OF 10 REQUIRED

Appointment types

Section: Book Appointments facts

SERVICE NAME	RECEPTIONIST NOTES	DURATION
Dental check-up	Routine appointment	30
<p>Dental check-up</p> <p>Duration not set ACTIVE</p> <p>Uses business hours</p> <p style="text-align: right;">Edit availability Remove</p>		
Hygienist appointment	Routine appointment	40
<p>Hygienist appointment</p> <p>40 minutes ACTIVE</p> <p>Uses business hours</p> <p style="text-align: right;">Edit availability Remove</p>		
<p>Add appointment type</p>		

Add each appointment or service callers may request. Each service keeps its own duration and availability.

Facts captured so far

Business name
Harbour View Dental

What type of business is this?
Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.

Business website URL
www.harbourviewdental.co.uk

SMS notification number
07999231110

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

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Next
Dashboard

Business fact saved.



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](#)

What to enter for each appointment type

Field	What to enter	Example	Why it matters
Service name	The name of the appointment or service	Dental check-up	Callers will use these names when booking.
Receptionist notes	A short description for the receptionist	Routine appointment	Helps the AI understand how to handle the request.
Duration	How long the appointment lasts (minutes)	30	Lets the AI advise accurate times and availability.
Active	Keep checked to offer this service	<input checked="" type="checkbox"/>	Only active services will be offered to callers.

Need more help?

Click **Explain** on any step in setup for more detail about what to enter.



[Explain](#)

Step 2: Add who handles appointment requests

Tell us who should receive appointment requests so we can route calls to the right person.

- 1 You are on Business facts**
Step 2 is where you add the key details about your business.
- 2 Selected cover type**
Book Appointments is selected as the cover type.
- 3 Answer the question**
Enter the name (or role) of the person who handles appointment requests.
- 4 Facts captured so far**
Your other business details are saved here for you to review.
- 5 Click Next**
When you have added the person who handles requests, click Next to continue.

TIP
Use a role (e.g. receptionist, practice manager) if more than one person may handle requests. You can update this later from your dashboard.

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.

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

BOOK SELECTED COVER TYPE
Book Appointments
The questions change based on the cover type you selected.

QUESTION 9 OF 10 REQUIRED

Who handles appointment requests?

Section: Book appointments facts

manager

✓ Facts captured so far

Business name
Harbour View Dental

What type of business is this?
Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.

Business website URL
www.harbourviewdental.co.uk

SMS notification number
07999231110

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

Back
Next
Dashboard

✓ Business fact saved.

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

Need more help?

Click **Explain** on any step in setup for more detail about what to enter.

Explain

Field	What to enter	Example	Why it matters
Who handles appointment requests?	The name or role of the person who should receive and manage appointment requests.	manager	Ensures appointment requests are routed to the right person so callers get a quick response.

Step 2: Review your business facts

Your appointment setup details are saved. Review them if needed, then click **Next** to move to **Speech**.

- 1 Business facts saved**
Your answers in Step 2 have been saved successfully.
- 2 Review business facts if something needs changing**
Click **Review business facts** to check or update any of your answers.
- 3 Facts captured so far**
All the key details you've provided are listed here for your reference.
- 4 Click Next to continue to Speech**
When you're happy with your answers, click **Next** to move on to the next step.



TIP

Check the saved facts before moving on. These details help the receptionist handle appointment requests accurately.

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.

BOOK

SELECTED COVER TYPE

Book Appointments

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
Harbour View Dental

What type of business is this?
Private dental practice offering check-ups, hygienist appointments, fillings, emergency dental appointments and cosmetic consultations.

Business website URL
www.harbourviewdental.co.uk

SMS notification number
07999231110

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

HELPER

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

Need help with this question? Explain

Back
Next
Dashboard

✔ Business facts saved. Review them if needed, then use the main **Next** button to move to speech.
4

1

2

3

4

What has been saved in Step 2?

Category	What it includes	Example	Why it matters
Business details	Business name, type, and website	Harbour View Dental Private dental practice www.harbourviewdental.co.uk	Helps the receptionist understand your business and answer callers accurately.
Contact preferences	SMS number and email for summaries	07999231110 sales@frontline-ai.co.uk	Ensures appointment requests and summaries go to the right place.
Appointment handling	Business hours, appointment types and who handles requests	See previous steps	Helps the AI receptionist manage and route appointment requests correctly.

Need more help?

Click **Explain** on any step in setup for more detail about what to enter.



Explain

Step 5: Activate your receptionist

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

- 1 Ready to go live**
Your setup is saved. Payment activates the service and starts the number assignment process.
- 2 What happens next**
See the simple steps that happen after you complete payment.
- 3 Activation price**
You get 24 hours of cover for just £50, including £10 call credit to get started.
- 4 Click Activate now**
Pay securely with Stripe to activate your receptionist and get your number.



TIP

Once activated, your number will be ready for calls during your 24 hour cover period. You can reuse this setup whenever you want more cover.

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	Book Appointments
Business	Harbour View Dental
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

🔒 Secure payments powered by Stripe

HELPER

Your business facts are saved. Review them if anything looks wrong, then use the main **Activate now** button to complete payment.

Need help with this step?

Explain

Back
Activate now
Dashboard

✓ Speech saved. Review activation and payment next.

After activation

Your temporary receptionist number will appear in your dashboard once payment is complete. You can start forwarding calls immediately and we'll handle the rest.

.....→