



Step 1: Choose Busy Day Overflow

Use this option when your team is busy and calls need to be routed to the right person.

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
Capture caller details and messages and send them straight to you.

CALL **Arrange Callbacks** Available
Capture callback requests, preferred times and urgency.

BOOK **Book Appointments** Available
Collect appointment requests and pass the details to you clearly.

EVENT **Open Day / Event Cover** Available
Handle one-day event enquiries and attendee questions.

BUSY **Busy Day Overflow** Available
Route and alert the right person when your team is busy.

Choose this option

Busy Day Overflow 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 Busy Day Overflow
- 2 This cover type routes the caller to the right person or department
- 3 Click Next to add your routing contacts and business facts



Best for busy teams, lunch cover, staff shortages, and overflow calls.

Step 2: Check Your Business Facts

These details are carried over from your login / account creation page. You can change them here if needed.

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.

BUSY **SELECTED COVER TYPE**
Busy Day Overflow
The questions change based on the cover type you selected.

QUESTION 1 OF 10 REQUIRED

Business name

Section: Business facts

Eastgate Home Services

Facts captured so far

- Business name: Eastgate Home Services
- What type of business is this?: Property maintenance company
- Business website URL: www.bob.com
- SMS notification number: 07999231110
- Email address for call summaries: thomas@frontline-ai.co.uk
- Business hours: Monday to Friday: 9:00 AM to 5:00 PM. Saturday to Sunday:

Back Next Dashboard

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

Then click Next



HELPER

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

What to do on this page

- 1 Review the business details already filled in
- 2 These are carried over from your account setup
- 3 Change anything here if you want different details for this receptionist setup



Tip: most of this page is pre-filled from your account, so you only need to change anything that is different for this cover.

Step 2: Add Your Business Description

This short description tells the receptionist what kind of business you run. Keep it simple and clear.

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.

BUSY **SELECTED COVER TYPE**
Busy Day Overflow
The questions change based on the cover type you selected.

QUESTION 2 OF 10 **REQUIRED**

What type of business is this?

Section: Business facts

Property maintenance company

Facts captured so far

- Business name: Eastgate Home Services
- What type of business is this?: Property maintenance company
- Business website URL: www.bob.com
- SMS notification number: 07999231110
- Email address for call summaries: thomas@frontline-ai.co.uk
- Business hours: Monday to Friday: 9:00 AM to 5:00 PM. Saturday to Sunday:

Back **Next** Dashboard

Business fact saved. Then click Next

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

What to do on this page

- 1 Enter a short description of your business
- 2 This helps the receptionist understand what callers need
- 3 Keep it simple – you can refine other details later



Tip: write this like a simple one-line description someone could understand instantly.

Step 2: Add Your Business Website

If your business has a website, add it here. This helps the receptionist use your website details during calls.

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.

BUSY **SELECTED COVER TYPE**
Busy Day Overflow
The questions change based on the cover type you selected.

QUESTION 3 OF 10 **OPTIONAL**

Business website URL

Section: Business facts

www.bob.com

Facts captured so far

Business name
Eastgate Home Services

What type of business is this?
Property maintenance company

Business website URL
www.bob.com

SMS notification number
07999231110

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

Business hours
Monday to Friday: 9:00 AM to 5:00 PM. Saturday to Sunday:

Back **Next** Dashboard

Business fact saved.

Then click Next



HELPER

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

What to do on this page

- 1 Enter your business website if you have one
- 2 This helps the receptionist refer to your website during calls
- 3 If you do not have a website, you can leave this blank

Optional field

Add your main business website

Leave this blank if you do not have a website

Example:
www.yourbusiness.com



Tip: add the main website callers should be sent to — you can update it later.

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.

BUSY

SELECTED COVER TYPE

Busy Day Overflow

The questions change based on the cover type you selected.

1 Required field

2 Add the email address for call summaries

3 Use an email you check regularly

4 Email masked here for privacy

QUESTION 5 OF 10

REQUIRED

Email address for call summaries

Section: Business facts

XXXX@XXXXXXXX.XX

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

✓ Facts captured so far

Business name
Eastgate Home Services

What type of business is this?
Property maintenance company

Business website URL
www.bob.com

SMS notification number
07999231110

Email address for call summaries
XXXX@XXXXXXXX.XX

Business hours
Monday to Friday: 9:00 AM to 5:00 PM. Saturday to Sunda:

Back

Next

Dashboard

Then click Next



What to do on this page

1 Enter the email address for call summaries

2 This is where your receptionist updates will be sent

3 Use an address you monitor regularly

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 the best email for receiving call summaries and missed call updates.

Step 2: Set Up Overflow Routing and Alerts

Busy Day Overflow asks what the caller needs, routes the issue to the right person or department, and alerts them.

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.

BUSY **SELECTED COVER TYPE**
Busy Day Overflow
The questions change based on the cover type you selected.

QUESTION 7 OF 10 **REQUIRED**

Overflow routing and alerts

Section: Busy Day Overflow facts

Busy Day Overflow asks what the caller needs, routes the issue to the right person or department, and alerts them.

PERSON	DEPARTMENT
Sarah Milton	Sales
ALERT PHONE	ALERT EMAIL
+447999123456	sales@example.com
DEPARTMENT DUTIES	
New enquiries, quotes, pricing questions, service information	
ID: sales	Remove route

PERSON	DEPARTMENT
David Clarke	Operations
ALERT PHONE	ALERT EMAIL
+447999123456	ops@example.com
DEPARTMENT DUTIES	
Existing customers, delivery issues, supplier calls, job updates	
ID: operations	Remove route

PERSON	DEPARTMENT
Duty Manager	Urgent issues
ALERT PHONE	ALERT EMAIL
+447999123456	manager@example.com
DEPARTMENT DUTIES	
Complaints, same-day problems, urgent customer issues	
ID: urgent_issues	Remove route

[+ Add another route](#)

Facts captured so far

BUSINESS TITLE
Eastgate Home Services

What type of business is this?
Property maintenance company

Business website URL
www.bob.com

SMS notification number
07999231110

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

Business hours
Monday to Friday: 9:00 AM to 5:00 PM. Saturday to Sunday: Closed

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 Add one route for each person or department

2 Include person name and department

3 Add the alert phone and email

4 Describe what each department handles

5 AI uses these duties to choose the best route

How routing works

- 1** Caller explains the issue
- 2** AI matches the issue to the best route
- 3** The right person or department is alerted
- 4** If needed, the receptionist says whether a callback or message has been passed on

Examples:

- Sales for quotes,
- Operations for existing customer issues,
- Duty Manager for urgent complaints.

Tip: Create one clear route per team. The better the duties are described, the better the AI can direct the caller.

Business facts – Routing and alerts

Tell your receptionist who to alert and what to promise callers for follow-up.



What you're setting up

Busy Day Overflow routes each call to the right person or department based on the caller's needs and alerts them by phone and email.

1 Add your team or departments

List the people or departments you want calls routed to. Add their phone, email, and what they handle.

2 How routing works

When a call comes in, the AI receptionist listens to the caller and sends the enquiry to the most relevant person based on the duties you set.



You can add, edit or remove routes anytime from your dashboard.

3 Set the follow-up promise

Choose what we should tell callers about follow-up. This is included in the closing message.

4 Stay informed

The right person is alerted by phone (SMS/Call alert) and email with the full call details.



Tip

Be clear in Department duties so calls are routed accurately.

BUSY

SELECTED COVER TYPE

Busy Day Overflow

The questions change based on the cover type you selected.

QUESTION 9 OF 10

REQUIRED

What follow-up should callers be promised?

Section: Busy Day Overflow facts

Someone will call back as soon as possible.

Overflow routes – Who should be alerted?

Add the people or departments you want enquiries routed to and alerted.

1	PERSON	DEPARTMENT	ALERT PHONE	ALERT EMAIL
	Sarah Milton	Sales	+447999123456	sales@example.com
	DEPARTMENT DUTIES			
	New enquiries, quotes, pricing questions, service information			
	ID: sales			
	Remove route			
2	PERSON	DEPARTMENT	ALERT PHONE	ALERT EMAIL
	David Clarke	Operations	+447999123456	ops@example.com
	DEPARTMENT DUTIES			
	Existing customers, delivery issues, supplier calls, job updates			
	ID: operations			
	Remove route			
3	PERSON	DEPARTMENT	ALERT PHONE	ALERT EMAIL
	Duty Manager	Urgent issues	+447999123456	manager@example.com
	DEPARTMENT DUTIES			
	Complaints, same-day problems, urgent customer issues			
	ID: urgent_issues			
	Remove route			

[+ Add another route](#)

[Back](#)

[Next](#)

[Dashboard](#)

✓ Facts captured so far

Business name

Eastgate Home Services

What type of business is this?

Property maintenance company

Business website URL

www.bob.com

SMS notification number

07999231110

Email address for call summaries

thomas@frontline-ai.co.uk

Business hours

Monday to Friday: 9:00 AM to 5:00 PM.

Saturday to Sunday: Closed



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](#)

✓ Business fact saved. Use Next to continue to Speech.

Step 3: Set Your Opening and Closing Speech

Choose what callers hear when the receptionist answers and when the call ends.

STEP 3

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.

Preview greeting

Hello, thanks for calling Eastgate Home Services. The team are currently busy. I can help with basic questions and route your call to the right person. How can I help today?

Receptionist voice

FEMALE

MALE

5 Choose the receptionist voice

Closing message

This is spoken before the call ends.

Preview closing

Thanks for calling. I will pass this on. Goodbye.

6 Preview each message before saving

Back Save speech & continue Dashboard

7 Then click Save speech & continue

What to do on this page

- 1 Add your opening greeting
- 2 Add your closing message
- 3 Choose female or male voice
- 4 Preview and save to continue



Tip: Keep both messages short, natural and easy to understand.

Step 4: Set Your Opening and Closing Speech

Choose what callers hear when the receptionist answers and when the call ends.

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 Eastgate Home Services. The team are currently busy. I can help with basic questions and route your call to the right person. How can I help today?

Receptionist voice

FEMALE

MALE

Closing message Preview closing





This is spoken before the call ends.

Thanks for calling. I will pass this on. Goodbye.

Back **Save speech & continue** Dashboard

7 Then click **Save speech & continue**

What to do on this page

-  Add your opening greeting
-  Add your closing message
-  Choose female or male voice
-  Preview and save to continue



Tip: Keep both messages short, natural and easy to understand.



Step 5: Activate Your Receptionist

Review the setup, pay securely, and go live.



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	Eastgate Home Services
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

Back Activate now Dashboard

1 Check your setup summary

2 Review the receptionist type, business and voice

6 Review the activation price

What happens next

1 **Secure Stripe payment opens**
You'll be taken to a secure Stripe checkout page to complete payment.

2 **Your temporary receptionist number is assigned**
You'll receive a temporary number after payment.

3 **Forward your calls to that number**
Forward your business calls to the number for the active cover period.

4 **Your saved setup can be reused later**
Your settings are saved so you can reactivate or adjust them anytime.

Tip: Double-check the summary before payment, then click **Activate now** to go live.