



Step 1: Choose Take Messages

Select the message-taking cover type to capture caller details and send messages straight to you.

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.

1 Choose Take Messages as your receptionist type.

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.

2 Then click Next to continue to Business facts.

Take Messages is selected. Now click Next to add the business facts for this call type.

Back

Next

Dashboard



Step 2: Add your business name

Check the business name callers will hear. If it is correct, leave it as it is and click **Next**.

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.

MSG **SELECTED COVER TYPE**
Take Messages
The questions change based on the cover type you selected.

QUESTION 1 OF 9 **REQUIRED**

Business name
Section: Business facts

Oak and Iron

Facts captured so far

- Business name: Oak and Iron
- What type of business is this?: locksmiths
- Business website URL: www.oakandiron.com
- SMS notification number: 07999231110
- Email address for call summaries: gary@frontline-ai.co.uk
- Reason for cover: -

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**

This is the business name callers will hear.



TIP: This name is used in greetings and when the receptionist introduces your business. You can change it later from your dashboard if needed.



Step 2: Add your business type

Add a short description of what your business does so the receptionist understands the types of calls it may receive. Then click [Next](#).

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.

MSG **SELECTED COVER TYPE**
Take Messages
The questions change based on the cover type you selected.

QUESTION 2 OF 9 REQUIRED

What type of business is this?

Section: Business facts

Facts captured so far

Business name
Oak and Iron

What type of business is this?
locksmiths

Business website URL
www.oakandiron.com

SMS notification number
07999231110

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

Reason for cover

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**

Enter a short business type here.



TIP: Keep this simple and clear — for example locksmiths, estate agents, dental practice or accountants.

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.

MSG

SELECTED COVER TYPE

Take Messages

The questions change based on the cover type you selected.

QUESTION 4 OF 9

OPTIONAL

SMS notification number

Section: Business facts

07999231110

This is the mobile number where we'll send text notifications for new messages.

✓ Facts captured so far

Business name

Oak and Iron

What type of business is this?

locksmiths

Business website URL

www.oakandiron.com

SMS notification number

07999231110

Email address for call summaries

gary@frontline-ai.co.uk

Reason for cover

Handling inquiries, Taking bookings,
Customer follow-ups, Service questions

Back

Next

Dashboard



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

✓ Speech saved. Review activation and payment next.



Step 2: Add your website URL

Add your website address so the receptionist can refer to it when speaking with 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.

MSG **SELECTED COVER TYPE**
Take Messages
 The questions change based on the cover type you selected.

QUESTION 3 OF 9 **OPTIONAL**

Business website URL

Section: Business facts

Facts captured so far

- Business name: Oak and Iron
- What type of business is this?: locksmiths
- Business website URL: www.oakandiron.com
- SMS notification number: 07999231110
- Email address for call summaries: gary@frontline-ai.co.uk
- Reason for cover: .

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**

Enter your website URL, including https:// or www.



TIP: Adding your website URL helps the receptionist give accurate information and directs callers to the right place for more details.



Step 2: Add your email for call summaries

Enter the email address where you want to receive call summaries, then click **Next** to continue.

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.

MSG **SELECTED COVER TYPE**
Take Messages
The questions change based on the cover type you selected.

QUESTION 5 OF 9 **REQUIRED**

Email address for call summaries

Section: Business facts

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

✓ Facts captured so far

Business name
Oak and Iron

What type of business is this?
locksmiths

Business website URL
www.oakandiron.com

SMS notification number
07999231110

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

Reason for cover
.

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**

Add the email address where you want to receive call summaries.



Step 2: Add the reason for cover

Add a short reason for using the receptionist so it can understand the type of calls it may receive.

Then click [Next](#) to continue.

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.

MSG **SELECTED COVER TYPE**
Take Messages
The questions change based on the cover type you selected.

QUESTION 6 OF 9 **REQUIRED**

Reason for cover

Section: Business facts

Handling inquiries, Taking bookings, Customer follow-ups, Service questions

Facts captured so far

Business name
Oak and Iron

What type of business is this?
locksmiths

Business website URL
www.oakandiron.com

SMS notification number
07999231110

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

Reason for cover
-

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.

YOU ASKED
yes

HELPER
Please provide the reason for covering messages, such as handling inquiries or taking bookings.
Suggested answer: Handling inquiries, Taking bookings, Customer follow-ups, Service questions

Use this in this field

Need help with this question? **Explain**

Add a short reason for cover so the receptionist knows the type of calls it may receive.



TIP: A clear reason helps the receptionist give the right responses and prioritise the calls that matter most.



Step 2: Add your business hours

Set the days and times your business is open so the receptionist knows when to take messages.

Then click [Next](#) to continue.

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.

MSG

SELECTED COVER TYPE

Take Messages

The questions change based on the cover type you selected.

QUESTION 7 OF 9

REQUIRED

Business hours

Section: Business facts

MONDAY

STATUS

Open

START

9:00 AM

END

5:00 PM

TUESDAY

STATUS

Open

START

9:00 AM

END

5:00 PM

WEDNESDAY

STATUS

Open

START

9:00 AM

END

5:00 PM

✓ Facts captured so far

Business name

Oak and Iron

What type of business is this?

locksmiths

Business website URL

www.oakandiron.com

SMS notification number

07999231110

Email address for call summaries

gary@frontline-ai.co.uk

Reason for cover

...

Set each day to Open or Closed, then choose the start and end times.



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.

Next

Dashboard



TIP: If your hours vary, set them to the usual times. You can update these later from your dashboard.



Step 2: Add the types of questions you expect

List the types of questions customers may ask so the receptionist can handle them accurately. Then click **Next** to continue.

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.

MSG **SELECTED COVER TYPE**
Take Messages
The questions change based on the cover type you selected.

QUESTION 8 OF 9 OPTIONAL

What type of questions should we expect?

Section: Take Messages facts

inquiries, bookings, customer follow-ups, service questions

Facts captured so far

Business name
Oak and Iron

What type of business is this?
locksmiths

Business website URL
www.oakandiron.com

SMS notification number
07999231110

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

Reason for cover
...

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.

YOU ASKED
yes

HELPER
Please specify the types of questions you expect to receive from customers.
Suggested answer: inquiries, bookings, customer follow-ups, service questions

Use this in this field

Need help with this question? **Explain**

List the types of questions customers may ask, separated by commas.



TIP: Common question types help the receptionist give better answers and ensure no message is missed.



Step 2: Review your business facts

Your business facts are saved. Review them if needed, then click **Next** to move to speech.

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.

MSG **SELECTED COVER TYPE**
Take Messages
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
Oak and Iron

What type of business is this?
locksmiths

Business website URL
www.oakandiron.com

SMS notification number
07999231110


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

Reason for cover
...

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

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

Click Next to continue to the next step (Speech).




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](#)

Your facts are saved. Click **Review business facts** to check them.

 **TIP:** Review your facts to make sure everything is correct. Accurate information helps the receptionist handle calls confidently.

1 Receptionist type

2 Business facts

3 Speech

4 Activate

STEP 3 OF 5

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 Oak and Iron. The team are currently tied up. I can take a message and pass it on. How can I help today?

128/500

Receptionist voice

Choose the voice callers will hear.



Female

Warm and professional



Male

Warm and professional

Closing message

[Preview closing](#)

This is spoken before the call ends.

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

56/500



HELPER

Keep your opening short and friendly so callers feel welcome.

Your closing message is the last thing callers hear, so make it clear and polite.

TIPS

- Speak naturally and keep it brief.
- Include your business name.
- Let callers know you can take a message.
- Thank them in your closing message.

Back

Save speech & continue

Dashboard

1 Receptionist type

2 Business facts

3 Speech

4 Activate

STEP 5 OF 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** Oak and Iron

 **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 Stripe checkout



HELPER

Review your setup details to make sure everything is correct before activating.

Once activated, you'll get a temporary number straight away.

✓ TIPS

- Payment is secure and encrypted.
- You only pay for the time you need.
- You can reuse this setup anytime.
- Calls are answered by your AI receptionist immediately.

Back

Activate now

Dashboard

✓ Speech saved. Review activation and payment next.

