

GoTo

Connect

GoTo Connect AI Receptionist

The 24/7 smart assistant that never misses a call, helps automate simple tasks, and delivers better service faster.



Many Small Businesses are ill-equipped to meet customer expectations

Customers

Expectations at an all-time high

Pace of innovation in consumer tech is accelerating.

Consumers want consistent service across all platforms, whether online, via mobile, or in-person.

Customers expect swift and personalized interactions.

Businesses

Ill-equipped to meet expectations

Modern tech viewed as an unattainable investment.

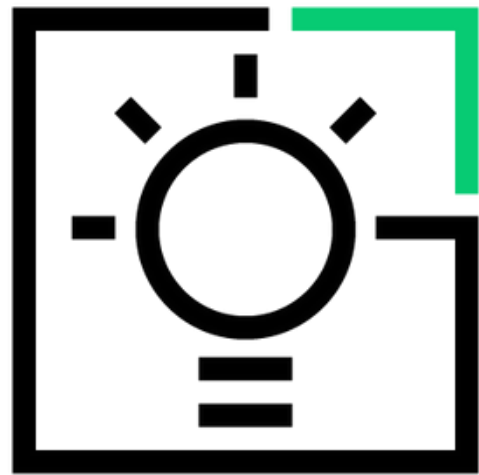
Siloed tools lead to miscommunications and inefficiencies.

Overworked teams lack time and resources for adaptation.



And yet, small businesses see AI as too complex, risky, or expensive for them and their teams.

However...



93%

of small business owners agree that AI tools offer cost-effective solutions that drive savings and improve profitability.

68%

of UC Today readers highlighted that AI was either “very important” or “absolutely essential” in their decision-making process for UCC solutions.



Introducing: GoTo Connect's AI Receptionist

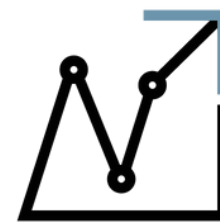
The 24/7 smart assistant that never misses a call, automates simple tasks, and delivers better customer service faster, and more affordably.



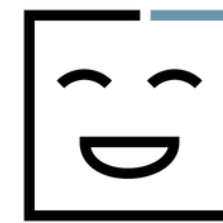
**Boost operational
efficiency**



**Reduce average call
duration**



**Increase first call
resolution**



**Improve overall customer
experience**



GoTo Connect



GoTo Connect AI Receptionist

Reclaim your time and streamline call management with AI Receptionist to handle customer interactions efficiently, improve satisfaction, and ensure no call goes unanswered.

Zero missed opportunities

AI Receptionist handles calls around the clock, ensuring no lead or inquiry goes unanswered.

Save time and serve customers better

The AI handles routine calls, freeing up your team to focus on more important tasks.

Answers you can count on

AI Receptionist delivers fast, accurate responses, cutting wait times, call transfers and providing frustration-free call handoffs.

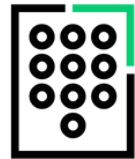
Easy to set up, easy to trust

The AI Receptionist is ready to go in minutes, with reporting to monitor all interactions so you can confidently put AI to work.

Customer support, your way

Customize tone and voice with 10+ language options to deliver great service that makes customers feel cared for.

Built for an exceptional experience



Intelligent Configuration

Effortlessly design, duplicate, and enable custom AI call flows with the Dial Plan Editor



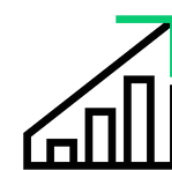
Interaction Rules

Define precise rules and guardrails to ensure the AI can handle and respond to different types of interactions.



Information Capture

Capture important details from customer calls – even after hours – and send them via email, enabling timely follow-ups with minimal effort.



AI Observability

Access real-time analytics to gain full visibility into the AI Receptionist's performance, ensuring transparency and identifying opportunities for process optimization.



Call Reason Identification

Gather and store the purpose of the call, eliminating ambiguity and ensuring smooth handoffs.



Knowledge Base

Create and manage collections of knowledge to provide accurate and detailed responses, ensuring efficiency and professionalism.



FAQ

Set up common question-and-answer pairs in minutes, keeping things simple and streamlined.



Voice & Personality

Tailor virtual interactions by choosing voice, tone and 10+ languages to fit your brand's personality.



GoTo AI Receptionist is your 24/7 partner for better service at every step.



DoorDriven



Transforming customer experiences

“I was impressed by how quickly and accurately the GoTo AI Receptionist delivered information. GoTo's AI Receptionist can answer FAQs like hours of operation or holiday schedules without tying up queues. That's critical for letting agents focus on high-priority tasks.”

Armando Kling
Telecommunications Engineering
MV Transportation





Get up and running with an award-winning team

GoTo

Connect





AI-powered customer experiences, tailored for small and midsize businesses

Always on, always working - capture all calls and conquer after hours.

GoTo Connect AI Receptionist.

