

# ZULTYS AI RECEPTIONIST

## Your Enterprise-Safe AI for Answering Questions and Routing Calls

The Zultys AI Receptionist™ acts as a 24/7 front-line tool using natural, conversational language — answering common questions, handling full conversations, and ensuring callers get what they need without tying up your team. When escalation is required, it can be configured to route callers through a directory to the appropriate person or department.

A smartphone is shown at an angle, displaying a chat interface. At the top, a white speech bubble contains the question: "Hi, I need an oil change, when does your service department open?". Below this is a circular icon of a car with a gear. The text "Superior Care Automotive" is displayed. At the bottom, another white speech bubble contains the answer: "Hello, we are open 7 days a week from 9 AM to 6 PM." The phone screen also shows icons for microphone, speaker, and video call.

*Hi, I need an oil change, when does your service department open?*

**Answers only from approved sources!**  
Responds 24/7 using your website, FAQs, PDFs, and more.


*Hello, we are open 7 days a week from 9 AM to 6 PM.*

## Callers Get Real-Time Answers from the AI Without Needing a Live Agent

Functions as an AI-powered voice agent and receptionist service designed to act like a live front desk. Responses are delivered as source-restricted answers, drawn only from the company's curated knowledge base. The more detailed the information provided, the more accurate and customized the responses.

The AI uses natural, conversational language to answer questions as well as route callers by name, location, or context — with the added flexibility for callers to interact using keypad digits (DTMF) if preferred or press 0 anytime for instant access to a live agent. Ongoing refinement of the underlying data sources further improves accuracy and performance over time, creating a better caller experience.

The AI Receptionist can also schedule calendar appointments and connect to databases like CRM systems for real-time lookups and data sharing across disparate systems. Available via an additional one-time integration fee, this capability enables more informed customer interactions while reducing manual data entry for your team.

A circular graphic showing a stylized "AI" in large, colorful letters (blue, yellow, red) over a background of blurred code and data points. A purple speech bubble is overlaid on the graphic.

Organizations gain insight into how calls are handled, what customers are asking, and where escalations occur.

# AI You Can Trust

**Zultys AI Receptionist is practical, purpose-built AI designed to reduce risk — not create it — enabling AI adoption without customer anxiety about compliance or incorrect information.**



The AI Receptionist is designed for practical, policy-controlled use. Administrators define what information the AI can access, which roles can use it, and how it responds, allowing organizations to enforce security policies and compliance requirements while maintaining operational flexibility.

To prevent the AI from giving incorrect or made-up answers, the AI receptionist only uses information from approved, trusted data sources. If it doesn't have the right information, it can transfer the caller to a live expert instead of guessing. Enterprise-grade access controls and secure traffic help organizations minimize risk while maintaining accuracy and enabling confident AI adoption.

## **This solution is especially impactful for organizations that:**

- Receive predictable, repetitive inbound calls (e.g., hours, directions, FAQs)
- Operate outside standard 9–5 business hours or need after-hours coverage
- Manage multiple locations and want a unified receptionist experience that scales
- Are leaner, cost-conscious operations and want to free up staff to focus on higher-value work
- Requires different levels of users managing the system

## **Results That Improve Both Service and Efficiency**

- Call recordings and sentiment analysis indicators for continuous service improvement
- No missed calls or slow responses, reducing the number of lost leads and frustrated customers
- A consistent, professional “front desk” experience that’s always available
- Lower overhead to handle complex or customer-critical needs
- Flexibility enables callers to use voice or DTMF digit entry — improving the customer experience