

Free AI receptionist script and call flow

This script gives your front desk staff, voicemail, or compatible phone setup the exact words to greet a caller, check for emergencies, capture the service request and ZIP code, and read back a verified callback number.

Fill in and set aside before the first call

Before using the script on live calls, replace [business], [hours and time zone], [approved service area], [handoff number], and [callback window] with your verified shop details, and test with sample data first. When checking your call log against this script, set aside blocked numbers, spam robocalls, and repeat dialers first.

1. Greet the caller clearly.
 - Human greeting: "Thanks for calling [business]. This is [staff name]. What are you calling about today?"
 - AI greeting: "Thanks for calling [business]. I'm an AI receptionist. You can ask for a person at any time. What are you calling about today?"
2. Check for an urgent situation.
 - Urgent line: "If someone is in immediate danger, call 911 now. For a business service emergency, I can check the approved handoff route." Follow the business's approved procedure, and never diagnose a problem or promise an emergency response.
3. Ask the reason for the new inquiry.
 - Service business question: "What service are you asking about, and what ZIP code is it in?"
 - Brokerage question: "Which property or service are you asking about?" Ask the same property questions of every prospect.
4. Give a known answer from approved facts or request a human handoff.
 - Use only [approved facts]. If the answer is missing, say: "A staff member needs to check that. What number should they use to reach you?" If the caller asks for a person, say: "I'll check whether [approved handoff] is available." Transfer only if supported and authorized; otherwise take a callback request.
5. Take an appointment request without booking it on the spot.
 - Appointment line: "What are two time windows that work for you? This is a request. A staff member will confirm availability before it is booked."
6. Capture and read back the callback details.

- Read-back line: "What name and callback number should I use? Is a callback about this request okay?" Repeat the callback number and request out loud, collect only what the business needs for this inquiry, and keep payment details out of the call notes.

7. Close the call or record the voicemail and draft the staff handoff note.

- Live close: "I have your request for [service or property]. [Approved callback window, if verified.] Thanks for calling [business]."
- Voicemail greeting: "You've reached [business]. Please leave your name, callback number, and reason for calling. [Verified staffed hours.] If someone is in immediate danger, call 911."
- Staff handoff note: Draft a note with the call time, request, verified callback number, permission, and open questions. Every outgoing message, booking, and record change waits for the owner's approval, and calls are never recorded unless the business has approved the required notice and consent process.

Scope of this check

Reviewing your call handoff notes against this script shows whether callers received a clear next step and whether staff captured a verified callback number and ZIP code. It never claims lost revenue, and it never claims what a caller did next.

Sample data. Made-up business. The two closes below are an example for a fictional plumbing company.

Weak example

"We missed your call. Leave a message after the beep and somebody will get back to you when we can."
Mike's Plumbing (Sample data. Made-up business.)

Strong example

"I have your request for a water heater inspection in 78704, and I read back 555-0142 as your callback number. Our office hours are 8 a.m. to 6 p.m. Monday through Friday, and a staff member will confirm availability before anything is booked. Thanks for calling."
Mia, handoff note drafted for Mike's Plumbing (Sample data. Made-up business.)