

AI PHONE AGENTS · 2026

Can AI Answer My Business Calls? An Honest Answer

For after-hours enquiries, bookings and the same twenty questions you get asked every day, it is genuinely better than what most Australian businesses have now. For upset customers and unusual requests, it is not.

Yes, for a specific set of calls. AI voice answering is genuinely good at the same question asked four hundred times, at capturing name-number-address-job accurately, at booking into a live diary at 9pm on a Sunday, at never being busy when ten people ring at once, and at working while you are on a roof or asleep. **It is not good at upset people, genuinely unusual requests, or anything where being confidently wrong is expensive. Start after hours only.** There you are competing against voicemail, which is the lowest bar in business, every captured enquiry is one you would otherwise have lost.

■ The short version

Time	What the caller experiences	What the business gets
Sat 7:40pm	Rings about a leaking hot water system. Assistant answers in two rings, says it is the virtual assistant, asks what is happening, establishes it is not flooding, takes.	A booked job in the diary before anyone has looked at a phone. Previously: a voicemail, maybe
Sun 10:15am	Rings to ask whether the business does gas fitting and what the callout fee is. Gets both answers in about twenty seconds and hangs up satisfied	A call that never needed a person, handled. No message to return on Monday
Sun 6:02pm	Water coming through a ceiling. Says "this is an emergency". Assistant stops, confirms, transfers straight to the on-call mobile	The owner's phone rings with context already gathered. This path was designed first
Mon 7:55am	.	Owner opens the app to three transcripts, one booked job, one qualified lead and one emergency already handled. Total review time: four minutes

■ Also worth knowing

Day	What happens
Monday	Tally last week's calls into five or six categories with a tick sheet by the phone. This is the most valuable hour of the week and nearly everyone is surprised by the result
Tuesday	Write out the answers to your ten most common questions the way you would actually say them out loud.
Tuesday	Write the escalation rules. What counts as urgent, who it goes to, what triggers an instant transfer. Design the human path before the automated one
Wednesday	Connect the calendar. Set durations, buffers, and the things it must never book. Choose the voice and write the disclosure line
Thursday	Test it badly on purpose. Mumble. Interrupt it. Ask something odd. Say "I want a person" three seconds in. Test the awkward paths, not the ones you designed
Friday	Go live for after hours only. Business hours keep ringing people. Lowest-risk launch there is
Following week	Read every transcript. Fix the three worst answers. Twenty minutes, twice, that is the entire tuning process

If you answered yes, yes, not very, and no

You are the profile this works best for, and you can prove it inside a fortnight for very little outlay. **Start with after-hours only** and let the transcripts make the argument for you, they are far more persuasive than any projection.

■ Questions the full guide answers

- ☐ Can AI actually answer my business calls?
- ☐ How do I know if AI answering suits my business?
- ☐ What do my customers hear when AI answers?
- ☐ Should callers be able to reach a human easily?
- ☐ How long does it take to set up AI call answering?
- ☐ How do I measure whether AI answering worked?
- ☐ What are the common mistakes with AI phone answering?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 663 222** or visit vocphone.com/about/contact-us.