PRACTICAL GUIDE · AI PHONE AGENTS · 2026

MCP and Your Phone System

Five jobs MCP could do around your calls, what already works today, ten vendor questions and a four-week pilot.

> An AI phone agent is only as useful as the systems it can reach. **MCP** is the open standard making those connections simpler to build and easier to control.

Five jobs around a call

Job	Type	What it saves
Recognise the caller	Read	Spelling names, wrong routing
Check order or job status	Read	Interruptions for the team
Book the job	Write	After-hours messages that go cold
Log the call on the record	Write	Callbacks without context
Queue a follow-up for approval	Write	Forgotten quotes and callbacks

What already works today

Route	Good for
Webhooks	Screen pops, missed-call texts, CRM notes
Open API	Click-to-call, reporting, provisioning
Zapier, Make, Power Automate	Teams without a developer
AI agent tools	Booking, transfers, SMS during the call
MCP	Flexible plain-language tasks across systems

Ten questions for any vendor claiming MCP support

- [ ] Which tools are exposed, and which change data?
- [ ] Can we switch tools off one by one?
- [ ] How is access granted and revoked?
- [ ] Does the AI ever see our credentials?
- [ ] Can a person approve actions first?
- [ ] Is every tool call logged, and can we see it?
- [ ] Where is data processed, stored and for how long?
- [ ] How do you handle prompt injection?
- [ ] What happens when our system is down?
- [ ] Can we export our data if we leave?

A four-week pilot

1. **Week 1:** one call type, one read-only lookup.
2. **Week 2:** run alongside the team and compare answers.
3. **Week 3:** add one action a person approves.
4. **Week 4:** review logs, errors and time saved, then decide.

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