



An AI Receptionist That Never Drops a Detail

A voice AI system built for a security company that answers, remembers, and logs every call.

AI VOICE RECEPTIONIST

CASE STUDY

An AI Receptionist That Never Loses a Caller's Details

How I built a voice AI system for a security company that answers the phone, recognises returning clients, captures new enquiries properly, and tells the owner immediately if anything ever goes wrong.

The situation

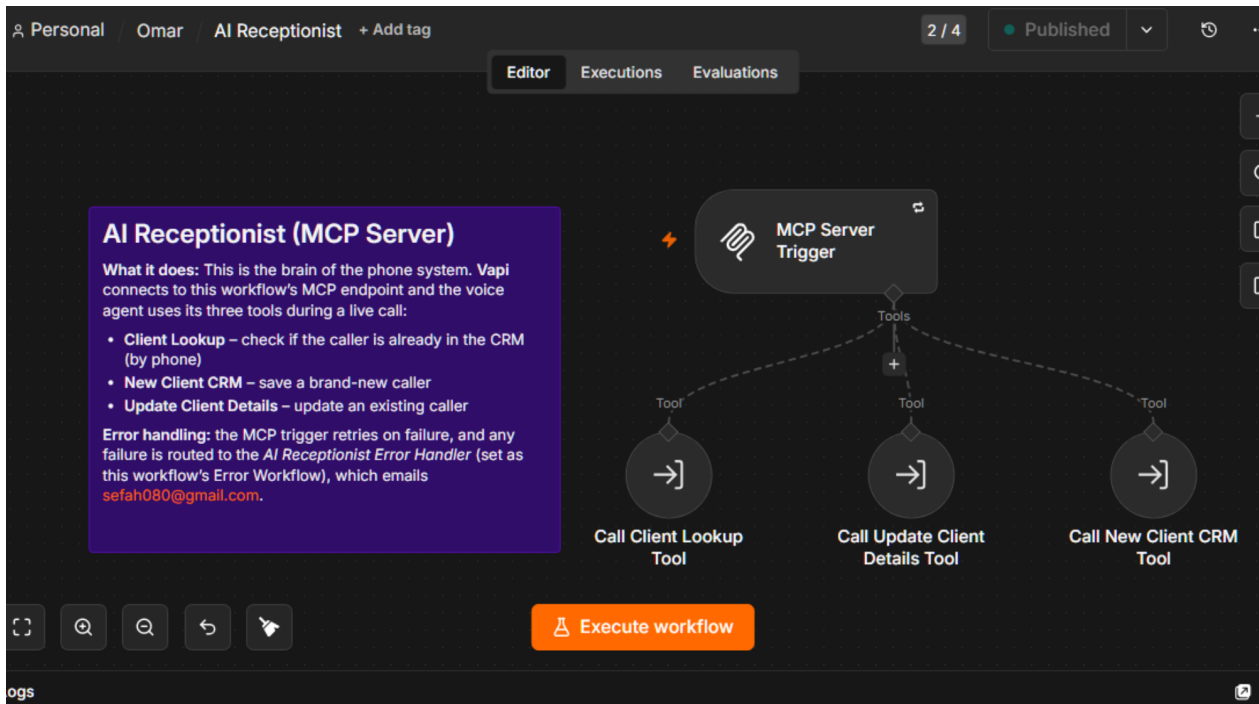
Gold Standard Security needed every phone enquiry handled the same way, every time. Whoever answered had to work out if the caller was already a client, get their details right, note exactly what they needed, and write all of it down properly. That is a lot to get right on every single call, and there was no room for a detail getting missed or a note never making it into the system.

What I built

A voice AI that answers the phone as the business itself, has an actual conversation with the caller, and quietly handles everything in the background, working out who is calling, saving the right details in the right place, and logging the call, without the caller ever knowing there is a system behind it.

One voice on the phone, backed by three real actions

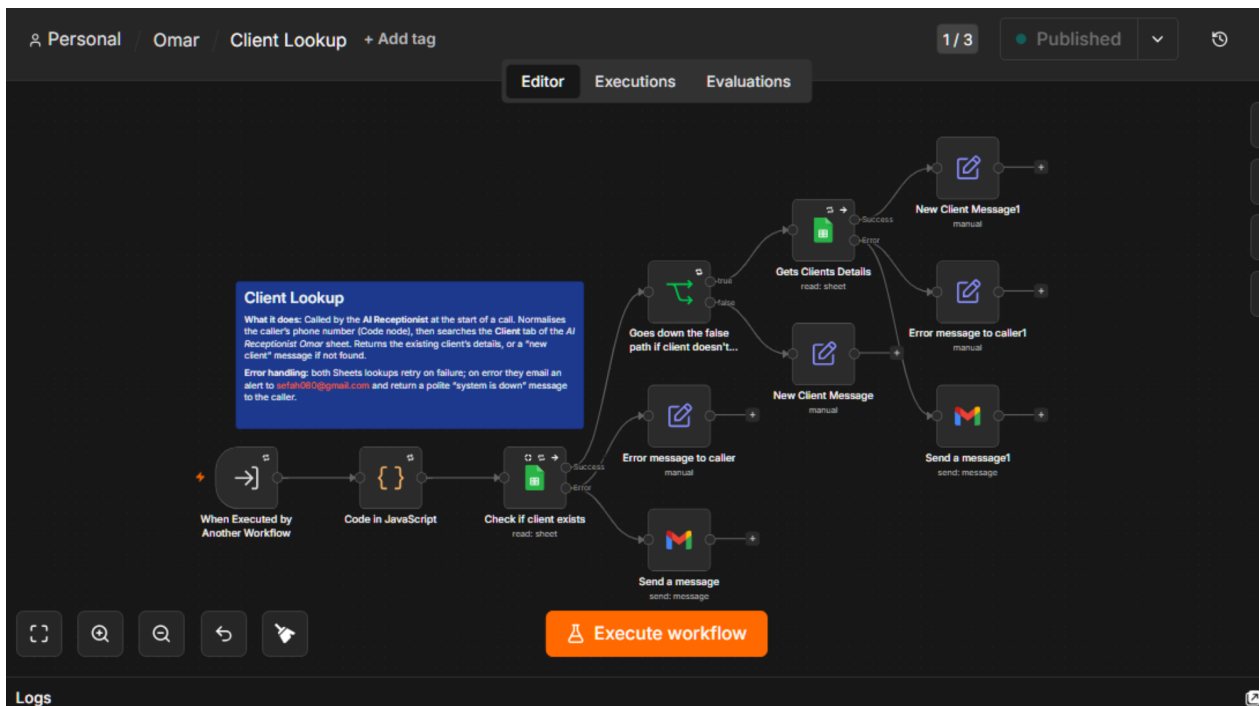
The AI receptionist answers the call and carries the conversation naturally. Behind that conversation, it has three things it can do without the caller ever noticing, look up who is calling, save a brand new enquiry, or update an existing client's details. It decides which one it needs, in the moment, based on how the call is going.



The AI receptionist and its three core actions, live and running for Gold Standard Security.

Recognising a returning client before the conversation even starts

The moment a call comes in, the system checks the caller's number against the client list. If they have called before, it already knows who it is talking to. If they have not, it knows this is a brand new enquiry. Either way, the conversation starts on the right foot instead of the caller having to explain themselves from scratch every time.



The system that recognises a caller and decides new enquiry or returning client, live and running for Gold Standard Security.

Every new enquiry saved properly, every existing client kept up to date

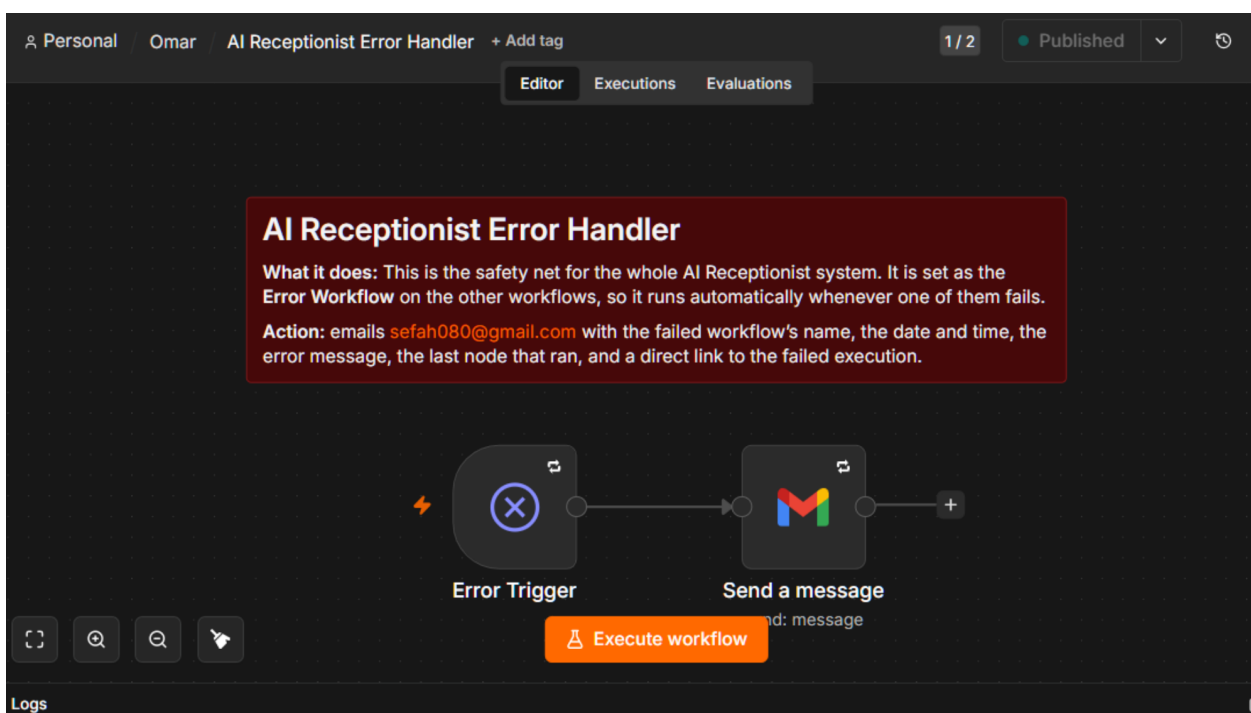
When a new caller gets in touch, their name, contact details, postcode, best time to call back, and what they actually need are all saved directly into the business's records, in full, without anyone having to type it up afterwards. When an existing client calls, their details are checked and updated rather than creating a duplicate entry, so the records stay accurate over time instead of getting messier with every call.

Every call logged, nothing left to memory

Every single call is recorded into a call log the moment it happens, so there is always a proper record of who called, when, and what came of it, rather than relying on someone remembering to write it down.

Nothing is ever allowed to fail silently

The whole system has a safety net running underneath it. If anything technically goes wrong, anywhere, the owner gets an email immediately with exactly what broke, when it happened, and a direct link to look into it. The caller is never left in dead air either, they get a polite message instead of a system that just stops responding.



The safety net that alerts the owner the moment anything breaks, live and running for Gold Standard Security.

What it actually changed for the business

- Every caller is recognised or captured properly, without depending on someone remembering to check.
- New enquiries are saved in full detail automatically, nothing scribbled down and lost.
- Existing client records stay accurate over time instead of filling up with duplicates.
- Every single call is logged, so there is always a real record to look back on.

- If anything ever breaks, the owner knows immediately, not days later from a frustrated client.