BUSINESS SERVICES

AI FOR YOUR FRONT DOOR

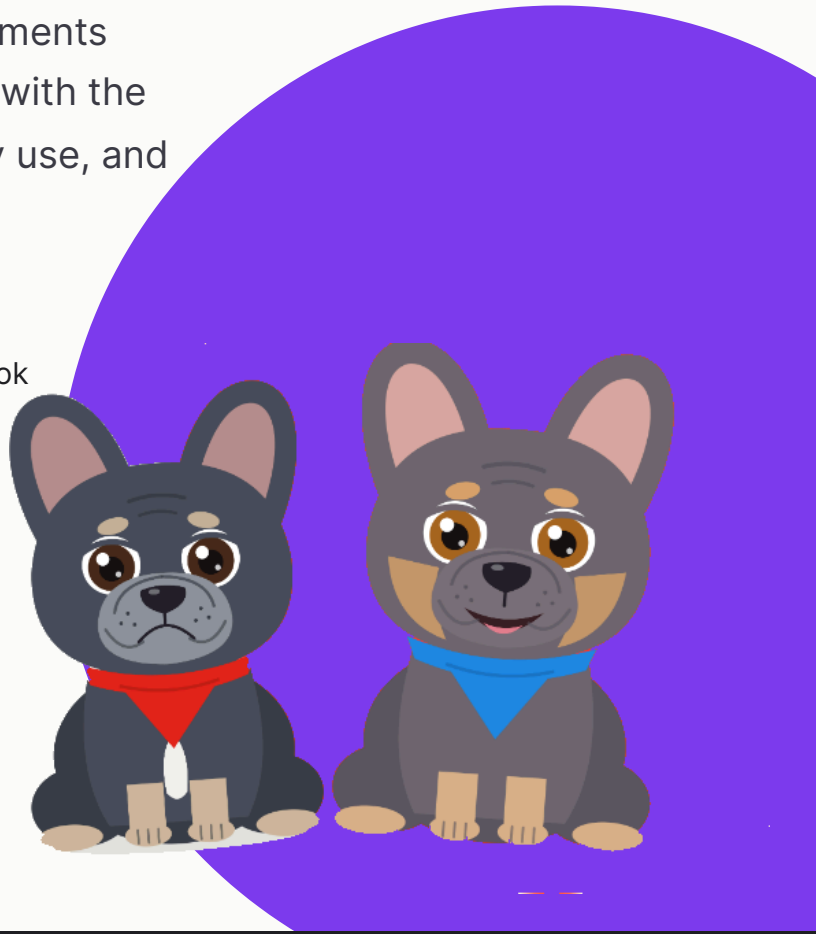
ANSWERS, CAPTURES AND BOOKS

AI Concierge

Never miss a customer enquiry again.

AI Concierge answers your customers' calls and questions day and night, captures the details you need and books appointments straight into your calendar. It works with the phone system and tools you already use, and it's set up and looked after by Kee.

- **24/7 answering** when your team is busy
- **Three AI agents**: answer, capture and book
- **Works with** your phone system and CRM



Keeping promises. Keeping costs under control.

kbs.team · 0161 820 1000

WHY AI CONCIERGE

Every missed enquiry is a missed customer.

Calls come in at lunch, after hours and when everyone is already on the phone. AI Concierge picks them up, answers routine questions, takes the right details and books the appointment, so your team can focus on the work that needs a person.

Professional services **Healthcare and clinics** **Trades and home services** **Property** **Hospitality**

Needs first

We map your enquiries before we build anything.

Built for you

Trained on your own business knowledge.

Honest advice

AI for the routine, people for the rest.

WHERE IT HELPS

Put AI Concierge on the enquiries that slow your team down:

Out of hours
Answer and capture calls when the office is closed.

Busy periods
Pick up when every line is already engaged.

Common questions
Opening times, prices, directions and policies.

New enquiries
Take names, numbers and needs for follow up.

Appointments
Check availability and book in one call.

Reception cover
Lunch breaks, holidays and sickness.

THREE AI AGENTS

One concierge, three jobs.

FAQ Agent

Gives accurate, consistent answers to your customers' common questions, using your own business knowledge.

Info Capture Agent

Asks your set questions, captures the answers and sends them to your team to review and follow up.

Booking Agent

Checks availability, books appointments, meetings or services and confirms with the customer.

24/7 voice answering

Answers calls day and night, so enquiries are never left ringing.

Live analytics

See what customers ask, what was captured and what was booked.

Quality and oversight

Interaction records and controls to support audit and compliance.

OUTCOMES

Fewer missed calls. Less admin. Happier customers.

- Fewer missed enquiries
- Less staff pressure
- Better customer experience
- Simpler booking
- Audit ready records

THE PROBLEMS IT SOLVES

Business challenges, turned into better outcomes.

AI Concierge takes on the repetitive, predictable work, so your people can spend their time where it counts.

Missed enquiries

Respond when staff are unavailable, so fewer opportunities slip away.

Repetitive questions

Handle routine enquiries consistently and take pressure off frontline teams.

Booking back and forth

Let customers book themselves, with fewer waits and booking errors.

Compliance and handovers

Capture the same information every time, with records to support audit.

WORKS WITH YOUR TOOLS

Plugs into what you already use

AI Concierge works alongside your existing phone system, cloud calling, CRM and customer service tools, whatever platform you use. Pair it with a Kee phone system or our human call answering for complete cover.

WHY USE KEE

AI that's set up properly and looked after.

One point of contact

A real person at Kee from first call to go live.

We build your agents

Trained on your FAQs, questions and calendar.

Joined up with your phones

Linked to your phone system and call flows.

Improves over time

We review the analytics and fine tune with you.

HOW IT WORKS

1. **Tell us your enquiries**
   Book a call or send us your common questions.
2. **We build your agents**
   Your answers, questions and booking rules.
3. **We connect it**
   Linked to your phone system and calendar.
4. **We look after it**
   Reporting, changes and support from Kee.

GETTING STARTED

Three easy ways to get started.

Upload your phone bill

Use our secure form:
wkf.ms/4juXFfs

Email us

Send your questions to
km@kbs.team

Book a call

Pick a time or scan the QR code below

WHY KEE

One partner for every call that comes in.

- **A real person** who knows your account, whenever you call.
- **Joined up** with your phone system, so it just works.
- **Honest advice** on what AI should handle and what needs a person.
- **We take ownership**: if something's not right, we chase it until it is.

ACCREDITED AND INDEPENDENT

ISO 9001
Quality management

ISO 14001
Environmental management

ISO 27001
Information security

Energy Ombudsman
Registered energy broker

Let's have a proper chat

Kai-la Minshull, Procurement Manager
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Scan or click to book a call with Kai-la