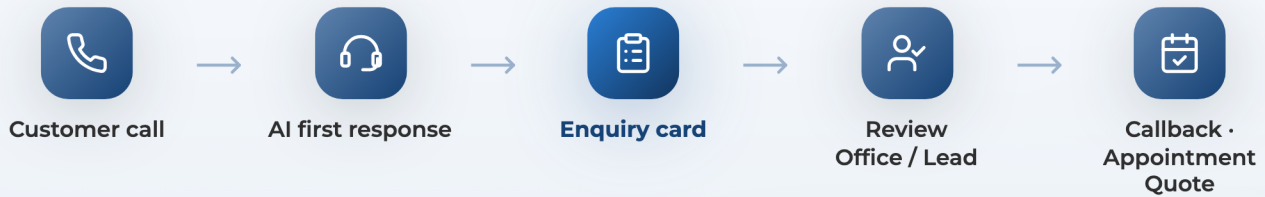


AI CALL HANDLING FOR TRADE BUSINESSES

Take calls in a structured way — instead of letting them run the business

The AI answers the call, asks about the request in a structured way and hands over a usable enquiry card. Callbacks are better prepared and the office and lead technician are freed up — **the professional decision stays with the business.**

HOW INITIAL CALL HANDLING WORKS



THE SITUATION

The phone rings while quotes are being prepared and job sites coordinated. Enquiries get noted, but not always completely — callbacks are delayed, information is missing, and customers explain their request more than once.

- Office constantly interrupted by calls
- Emergencies not clearly separated from enquiries
- Callback notes without property or urgency
- Quotes delayed because details are missing

A CLEAR DIVISION OF WORK

What the AI handles

First response outside office hours
Structured capture of the request
Summary and callback note
Flagging of missing information

What the team decides

Technical assessment and priority
Scheduling and dispatch
Quoting and approvals
Binding commitments to customers

ENQUIRY CARD

EXAMPLE

CALLER
John Doe

REQUEST
Heating fault — no hot water

PROPERTY
Detached house

URGENCY
high · to verify

DETAILS SO FAR
System runs, hot water fails, no visible leak

STILL MISSING

Manufacturer, year built, photo of the system, customer number

→ NEXT STEP
Callback from office / lead to assess and check scheduling

BENEFITS FOR THE BUSINESS



Fewer interruptions

The office and lead are freed up.



Better callbacks

All details are prepared in advance.



Consistent capture

Nothing gets lost on notepads.



Urgent first

Emergencies are spotted sooner.

NEXT STEP

AI Initial Check for your business

Together we assess which call types are suitable and which organisational and data-protection requirements apply — practical, not a tool demo.

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