

# AI Receptionist Evaluation Checklist PDF

Before buying: measure missed-call rate, after-hours demand, booked-call rate, and average job value.

Rules to define: service area, jobs accepted, emergency escalations, pricing language, appointment windows, and human handoff.

Tool must-have: call recording, transcript summary, CRM/calendar integration, spam filtering, text confirmation, escalation path.

Never allow: final pricing, warranty decisions, legal promises, refund decisions, or safety advice without human review.

First 30 days: review 20 transcripts weekly, check bad handoffs, track booked jobs, compare missed calls, adjust scripts.