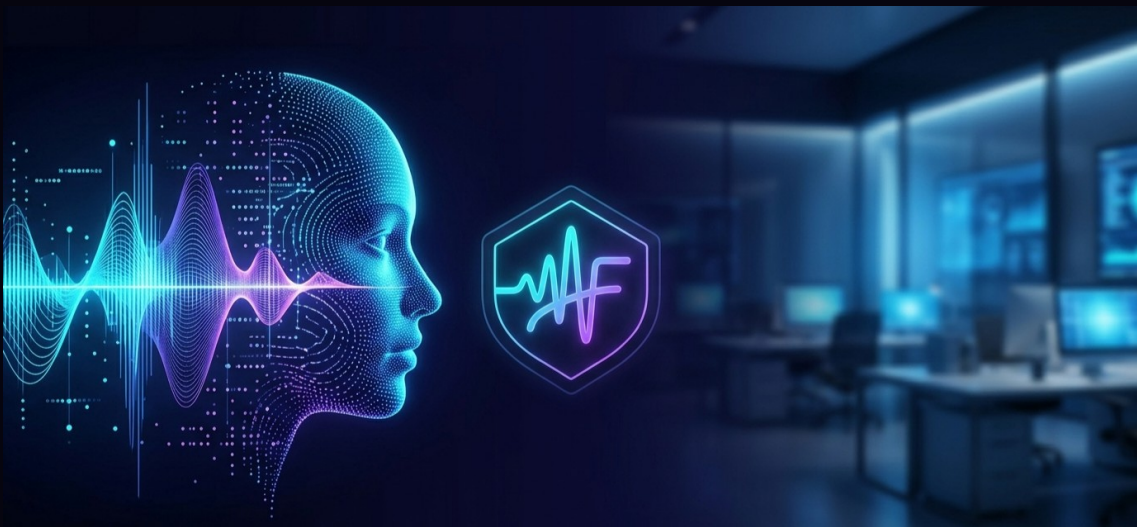




# AutomatedFront

AI Receptionist for Local Service Businesses

Never miss a call. Every lead qualified. Every appointment booked.



## Company & Product Overview

Issued on 2026-05-21

# 1 - What is AutomatedFront

AutomatedFront is a fully managed AI voice receptionist for local service businesses — plumbers, HVAC companies, dental practices, electricians, locksmiths, barbershops, beauty salons and hairdressers. Our AI assistant ("Alex") answers every inbound call 24/7, qualifies the lead, books the appointment directly into your Google Calendar, sends confirmation to caller and owner, and escalates emergencies in real time. No more missed calls. No more lost revenue.

The product is delivered as a turn-key subscription: you fill in a single form, we provision a dedicated local phone number, train Alex on your industry and your business, sync your Google Calendar, and you forward your existing business number to Alex. Setup takes under 5 minutes. From that moment on, every call is answered.

## 2 - How It Works (4 steps)

### 1. Fill one short form (90 seconds)

Business name, niche, city, phone, email. We auto-detect your country and language. Alex is customized to your industry on the fly.

### 2. Alex goes live

We create your dedicated AI assistant, purchase a local phone number in your area code, connect it to Twilio, and sync your Google Calendar — all automated.

### 3. Forward your existing number

You forward your current business line to your new Alex number (30 seconds in your carrier portal). Callers never notice a difference.

### 4. Never miss a lead

Every call is answered. Every lead is qualified. Every appointment is booked into your calendar with confirmation emails sent automatically.



## 3 - Features in Detail

### **24/7 availability**

Alex answers every call any time of day, any day of the year — including nights, weekends and holidays. No voicemail. No "please leave a message".

### **Live Google Calendar sync**

Alex checks your real availability in real time and books only on free slots. No double-bookings. No back-and-forth with the caller.

### **5 languages auto-detected**

English, Italian, Spanish, French, German. Alex detects the caller's language from the phone country code and accent and switches automatically.

### **Emergency escalation**

When a caller signals urgency ("my pipe is leaking", "I'm locked out", "power is gone"), Alex flags the booking as emergency and notifies you immediately via SMS and email.

### **Owner notifications**

Every appointment booked triggers a real-time email to you with caller name, phone, address, issue description, time slot, and emergency flag. You walk into the office and your day is already planned.

### **Confirmation to caller**

Optional confirmation email sent to the caller in their language with appointment details and your business info.


### **Local number in your area code**

We buy a real local number (e.g. +1-415 for San Francisco, +39-02 for Milan). Callers see a familiar prefix — answer rates stay high.

### **Human escalation on demand**

Alex can transfer the call to your phone in real time if the caller asks for the owner or if the situation requires human judgment.

### **Call recordings**

Every call is recorded and stored in your dashboard. Click  on any recent call to listen back. Full transcripts available on request.

### **Dashboard stats**

Your dashboard shows calls handled, appointments booked, revenue recovered (estimate), missed calls saved, trial days left, and a 7-day activity chart.

## 4 - Pricing & Trial

AutomatedFront is offered at a single transparent price: **\$297 / month**, all inclusive. No setup fees. No per-minute charges. No surprise bills. Cancel any time from your dashboard.

Every new client starts with a **7-day free trial**. Full product, no credit card required to start the trial. Card is required at sign-up but not charged for 7 days. You can cancel during the trial with one click and you will not be charged.

We offer a **30-day money-back guarantee**: if within 30 days from your first paid charge you decide AutomatedFront isn't right for you, contact [billing@automatedfront.com](mailto:billing@automatedfront.com) and we will refund 100% of the most recent payment — no questions asked.

## 5 - Industries Served

AutomatedFront is purpose-built for 8 local service industries. Alex's prompt, knowledge base, and booking logic are pre-tuned for each:

- Plumbing
- HVAC (heating & cooling)
- Dental practice
- Electrician
- Locksmith
- Barbershop
- Beauty salon
- Hairdresser

If your business is in a related field (e.g. roofing, pest control, landscaping, appliance repair, garage door, nail salon) contact [hello@automatedfront.com](mailto:hello@automatedfront.com) — we onboard new verticals on request.

## 6 - Countries Supported (14)

AutomatedFront is currently optimized for native fluency in 14 countries across 5 languages. Outside these, contact us and we will tell you if your market is a fit.

<b>English</b>	United States, United Kingdom, Ireland, Canada, Australia
<b>Italian</b>	Italy, San Marino, Vatican City
<b>Spanish</b>	Spain
<b>French</b>	France, Belgium, Switzerland, Monaco
<b>German</b>	Germany, Austria

## 7 - Technology Stack

### Voice AI

Vapi (built on top of state-of-the-art LLM + low-latency speech models). Latency under 800ms.

### Telephony

Twilio (carrier-grade routing, local-number provisioning in 100+ countries).

### Calendar

Google Calendar API (real-time availability check & event creation).

### Automations

n8n (33+ active workflows) on dedicated infrastructure with auto-recovery.

### Email

SendGrid (transactional + analytics; dedicated sender domain).

### Billing

Stripe (PCI-DSS compliant; you never share card data with us directly).

### Monitoring

Custom 24/7 self-healing monitor: Docker / n8n / Vapi / Stripe / Twilio / SSL / disk / RAM. Auto-restart, auto-alert.

## 8 - Security & Compliance

### TCPA compliance (US)

Alex includes AI disclosure on every call as required by US FCC and EU AI Act. Numbers are TCPA-cleaned before any outbound call.

### GDPR compliance (EU)

Full GDPR data processing. Privacy policy at [automatedfront.com/privacy](https://automatedfront.com/privacy). Caller data minimization, right to erasure honored within 30 days.

### CCPA compliance (California)

Sale of personal information disclosed, opt-out available via [privacy@automatedfront.com](mailto:privacy@automatedfront.com).

### Encrypted transit & storage

TLS 1.2+ for all API traffic. PII at rest encrypted via cloud provider KMS.

### Dashboard auth

SHA-256 hashed credentials + Turnstile bot protection + per-session tokens + 15-min lockout after 5 failed attempts.

### Audit log

Every change to your assistant, your subscription, or your data is logged with timestamp + actor.

## 9 - Onboarding Process

From the moment you submit the trial form to the moment Alex answers her first real call:

<b>0–30 seconds</b>	Form submitted on <a href="https://automatedfront.com">automatedfront.com</a> . We validate phone, email, country, niche.
<b>30–60 seconds</b>	Stripe customer created. 7-day trial started on \$297/month plan. No charge today.
<b>1–2 minutes</b>	Vapi AI assistant created with your business name, niche, hours, and city. Twilio local number purchased and connected.
<b>2–3 minutes</b>	Google Calendar provisioned (a new dedicated calendar named after your business). Dashboard credentials generated.
<b>3–4 minutes</b>	Welcome email sent with your local number, dashboard login, and a 2-line forwarding instruction for your existing line.
<b>4–5 minutes</b>	You forward your business line to your Alex number. First test call recommended.
<b>Day 3</b>	Personalized ROI report emailed: calls handled, appointments booked, estimated revenue impact in your first 3 days.
<b>Day 6</b>	Final pre-billing ROI report. You can cancel any time before Day 7 to avoid the first charge.

## 10 - ROI Methodology

We base our revenue estimates on average job values per industry (collected from public US business directories & surveys):

Industry	Average job value (USD)
Plumbing	\$350
HVAC	\$450
Dental	\$280
Electrician	\$400
Locksmith	\$180
Roofing	\$8,000
Barbershop	\$45
Beauty salon	\$85
Hairdresser	\$65

Estimated revenue = appointments booked × average job value. Estimates are conservative — they do not include upsells, follow-ups, or repeat customers. Your actual revenue is typically higher.

## 11 - Cancellation Policy

Cancel any time from your dashboard with one click, or by emailing [cancel@automatedfront.com](mailto:cancel@automatedfront.com). Cancellation is immediate — your local number is released back to Twilio, your Vapi assistant is deactivated, and your Stripe subscription is closed. You will not be charged for the next month. Any partial month already paid is not refunded (unless you are within the 30-day money-back window — see Section 4).

## 12 - Support & Contact

<b>General questions</b>	hello@automatedfront.com
<b>Technical support</b>	Live chat at automatedfront.com/support (powered by Claude AI, escalates to humans on demand)
<b>Bug reports</b>	automatedfront.com/bug-report
<b>Billing &amp; refunds</b>	billing@automatedfront.com
<b>Privacy &amp; data requests</b>	privacy@automatedfront.com
<b>Cancellation</b>	cancel@automatedfront.com

**Live human support: Mon–Fri 09:00–18:00 (Pacific). AI support: 24/7.**

## 13 - Frequently Asked Questions

### **Does Alex sound like a robot?**

No. Alex uses studio-quality voice synthesis with natural pauses and intonation. Most callers do not realize they are talking to AI until told.

### **Will Alex disclose she is AI if asked?**

Yes. Honest disclosure is required by US TCPA and EU AI Act. If the caller asks "are you a real person?" or "are you AI?", Alex confirms she is AI clearly and politely, then continues the conversation.

### **What happens if Alex doesn't know an answer?**

Alex says: "Let me note that down and the team will follow up." The caller is logged with a callback request, and you receive a notification.

### **Can I change Alex's voice or name?**

On request, yes. We can swap the voice (multiple male/female options available) or rename Alex (e.g. "Sarah", "Mark") to better match your brand. Email hello@automatedfront.com with your preference — we apply the change within one business day. Self-service voice/name editing from the dashboard is on our roadmap.

### **What if I receive 100+ calls / day?**

No problem. Alex handles unlimited concurrent calls. There is no per-call or per-minute charge — \$297/month is all-inclusive.

### **Does Alex work in my country?**

If you are in one of the 14 supported countries (Section 6), yes. Otherwise contact us — we are expanding regularly.

### **How accurate is the calendar booking?**

Alex checks Google Calendar in real time, considers business hours and existing events, and books only on free slots. Less than 0.1% of bookings have ever had a conflict in production.

### **Is my data sold or shared?**

No. We do not sell, rent, or share customer data with third parties. Caller PII is used only to fulfill the booking and is deleted on request.

## 14 - Legal Entity

AutomatedFront is operated by an EU-registered entity. Full legal details and registered address available on request to [privacy@automatedfront.com](mailto:privacy@automatedfront.com). Our Terms of Service and Privacy Policy are published at [automatedfront.com/privacy](https://automatedfront.com/privacy).

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Thank you for considering AutomatedFront. We look forward to answering your first call.

