

# Intermedia AI Agent | Receptionist

Every Call Answered. Every Time.  
Fast, intelligent answers—24/7.

Now available in Exclusive Closed Beta (U.S. only)



**AI Agent | Receptionist** answers inbound calls with a natural, conversational voice to handle questions, route callers, and schedule appointments automatically. Always on and built into Intermedia Unite and Contact Center, it ensures callers get what they need without adding staff or increasing workload.

## Your Virtual Receptionist. Always On. Always Helpful. Always Ready.

### ALWAYS AVAILABLE, DAY OR NIGHT

Provides consistent call handling after hours, on weekends, and during peak times when staff are unavailable, so every caller is acknowledged immediately.

### INSTANT ANSWERS TO COMMON QUESTIONS

Hours, services, pricing, and directions are handled immediately by your AI Agent with natural, conversational responses.

### ESCALATES WHEN NEEDED

If a caller wants a human or has a complex request, the AI Agent transfers the call seamlessly. In Contact Center environments, escalations include an AI-generated summary, while Unite transfers calls directly to a live employee or hunt group.

### ELIMINATES HOLD TIMES & MISSED CALLS

Every call is answered instantly. No more long queues, abandoned calls, or customers stuck in voicemail.

### INTELLIGENT ROUTING TO THE RIGHT PERSON OR TEAM

Callers simply say what they need, such as Sales, Support, or Billing, and the AI routes them automatically. No rigid phone trees. No button-pressing.

### APPOINTMENT SCHEDULING (VIA CAL.COM)

Callers can book, reschedule, or cancel appointments on the spot without tying up staff or interrupting the workday.

## Why Businesses Love It

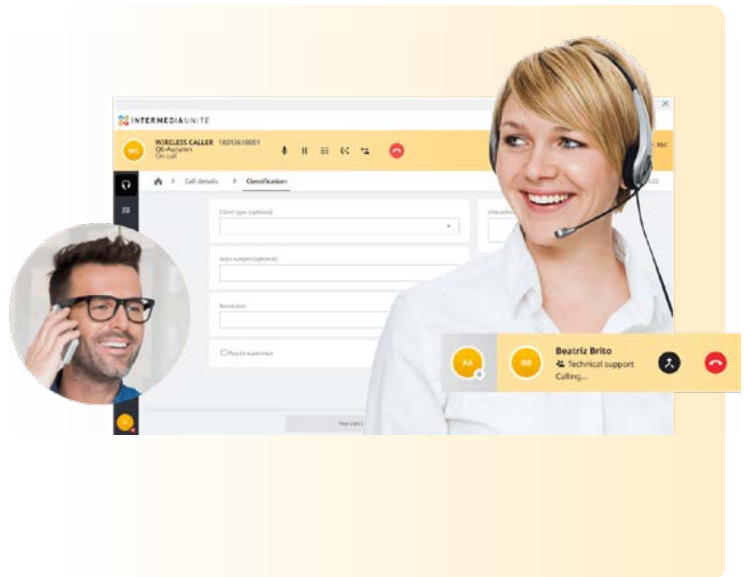
Businesses rely on AI Agent | Receptionist because it ensures every call is answered immediately, even after hours, on weekends, and on holidays, helping prevent lost leads and missed opportunities. By handling repetitive, high-volume inquiries, it reduces operational strain and gives staff more time to focus on in-person service and revenue-driving work.

Callers benefit from fast responses, no wait times, and a natural, conversational experience that helps strengthen satisfaction and loyalty. Together, these advantages support clear ROI through lower staffing pressure, improved caller conversion, and increased overall efficiency.

## Where AI Receptionist Can Live in Your Workflow

### IN CONTACT CENTER (CC)

- Serve as the first point of contact for inbound calls
- Triage and route requests naturally
- Automate FAQs and scheduling
- Support after-hours and overflow traffic
- Escalate with AI-generated summaries for faster resolution



### IN UNIFIED COMMUNICATIONS (UC)

- Enhance your Auto Attendant with a conversational greeting
- Provide after-hours call handling for small teams
- Route calls to users or hunt groups without phone trees
- Act as a virtual employee with its own dedicated phone number
- Interact with customers naturally, answering questions, routing, and scheduling

## WHAT'S POSSIBLE WITH AI AGENT | RECEPTIONIST?

Imagine a world where your business can:

- Welcome every caller instantly with a friendly voice
- Provide accurate information 24 hours a day
- Schedule new business opportunities automatically
- Never put customers on hold again
- Keep your staff focused on what matters most
- Deliver big-business customer experiences—without big-business headcount



## EXCLUSIVE CLOSED BETA AVAILABILITY

**AI Agent | Receptionist** Closed Beta is open to U.S.-based businesses only and supports English-language calls.

During Closed Beta, routing activation for UC and CC is enabled through CC's IVR Flow Studio, with onboarding support provided by Intermedia

### Beta Rollout Timeline

- December 2025 – Exclusive Closed Beta begins
- Jan–Mar 2026 – Expanded invitation-only beta for all partners
- Q2 2026 – Open Beta

### Be One of the First to Experience It

This is your chance to shape the future of AI-powered voice automation—before it goes mainstream.

### Join the Exclusive Closed Beta

To get set up, partners can complete the sign-up form at [Link](#)

A team member will follow up with the next steps when enrollment becomes available.

For feedback, partners can email: [aibetafeedback@serverdata.net](mailto:aibetafeedback@serverdata.net)



Intermedia has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support. J.D. Power 2025 Certified Assistance and Technical Support Program<sup>SM</sup> recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions for its technology service and support operations. For more information, visit [www.jdpower.com](http://www.jdpower.com)

Questions? Contact Us Today.