

GoTo Connect AI Receptionist

The 24/7 smart assistant built to deliver great customer service, every time.



GoTo Connect's AI Receptionist is the 24/7 always-on smart assistant that ensures no call or lead goes unanswered. Designed for small and midsize businesses, it automates tasks and delivers great customer service, every time.



Always on, Always Available, Even After Hours

AI Receptionist works 24/7 to handle all incoming calls, ensuring no customer inquiry slips through the cracks. At any hour, it captures essential details from customer interactions and forwards them via email, enabling timely follow-ups with minimal effort.



Fast, Accurate Answers That Save Time

Using customizable FAQs and an advanced knowledge base, AI Receptionist provides quick, accurate answers to routine questions. It intelligently identifies caller needs, gathers key details, and routes calls. Your team gets to focus on higher-value work, while your callers enjoy a world-class experience.



Built for Trust, Transparency, and Observability

Gain full visibility into AI performance and the customer journey with end-to-end analytics. Our AI Observability and built-in reporting ensure complete transparency across caller interactions, helping you optimize processes and confidently scale AI across your workflows.



Easy to Set Up, Ready from Day One

Get started in minutes with AI Receptionist's intuitive, user-friendly setup. Design, duplicate, and enable custom call flows to reflect unique operating needs. Built natively into GoTo Connect, it ensures a smooth launch so your customers receive fast, friendly service from day one.

Tailor to Your Brand, Language, and Customer Needs

Customize the AI Receptionist to reflect your brand's tone and style, while supporting multiple languages and local accents to better serve your diverse customer base. The tailored capabilities ensure every caller feels understood and valued.



AI Receptionist Features



SMS

Keep callers engaged by sending booking links, company info, geo-locations and more via text - during and after the call.



Analytics

Gain full visibility into your AI Receptionist's performance and ROI with built-in analytics.



Context Transfer

Gather key details during each call before transferring to create frictionless experiences.



Information Capture

Automatically collect and send important caller details via email - so your team always has what they need for timely follow-up.



Interaction Rules

Define rules and guardrails so the AI handles different types of interactions appropriately, according to business needs.



Intelligent Transfer

Route callers to the right department or person first time, by simply describing what or who they need, or saying the person's name.



Advanced Knowledge Base

Build a knowledge base from scratch or import content from your website/files to provide accurate answers to every caller.



FAQ

Set up common question-and-answer pairs in minutes to handle simple inquiries.



Intelligent Call Routing

Use dial plan intelligence to dynamically route each caller to the right AI Receptionist for their needs.



HD Quality Voice & Personality

Tailor your AI Receptionist's tone, accent and language with HD Quality Voices for a more natural experience.

Make Every Call Count.

Contact us today! Visit [GoTo.com](https://www.go-to.com) to learn more.

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06.25.2026/GoTo