AI Phone Agent Buyer's Checklist

Vet any AI phone agent against these before you buy. Too many blanks = keep looking.

Capability

- [ ] Holds a **natural conversation** — not a press-1 menu (call their demo to check)
- [ ] Can **complete tasks**: book appointments, qualify leads — not just take messages
- [ ] Answers **your** common questions (trained on your info)
- [ ] Handles interruptions and UK accents well

Hand-off & control

- [ ] Clear **escalation to a human** — live transfer, SMS or callback
- [ ] You define **when** it hands over and what it must not attempt
- [ ] Full **call transcripts & outcomes** you can review

UK compliance

- [ ] Follows **UK GDPR**; data stored in agreed UK/EU regions
- [ ] Handles **recording consent** and PECR/Ofcom rules correctly
- [ ] Logs **auditable evidence** for every call
- [ ] UK-based or UK-compliant — not a US platform that skips our rules

Integration & cost

- [ ] Keeps your **existing phone number** (SIP/VoIP or forwarding)
- [ ] Writes into your **calendar and CRM**
- [ ] Transparent pricing — the per-minute rate or the fixed project price is in writing before you start

Hear one before you decide

Call Thalia, the AI receptionist of SignalLine, our sister product, on **+44 20 4511 4077**. Ready-made: **signalline.io** · Custom builds: **blancore.tech**

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