



[DATASHEET](#) • [SUPPORT](#) • [CONVERSATION AGENT](#) • [PHONE](#)

After hours, the phone rings and nobody answers?

From now on, your agent picks up.

The Conversation Agent answers calls on your own phone number, replies from your knowledge base and gives order status after verification. Whatever your team should handle becomes a ticket through an SMS link. For practices, retailers and service firms that get calls after hours.

AT A GLANCE

Your own phone number, answers from your knowledge base, order status after verification and open requests as tickets through an SMS link. Every call appears with its transcript in the call log.

01 · WHAT IT IS ABOUT

After hours, calls go unanswered. Now your agent answers.

After closing time, a patient asks for directions, a customer asks about an order, and nobody picks up. The Conversation Agent answers the call on your own phone number and replies from your knowledge base. Whatever your team should handle becomes a ticket through an SMS link.

CHANNEL

Phone, through your own number that PaperOffice assigns to your agent

KNOWLEDGE

Knowledge bases from Knowledge Base AI, plus business data after verification

HANDOVER

Ticket through an SMS link to a form, or a callback ticket to the caller's number

RECORD

Every call with transcript, summary and sentiment in the call log


Your own phone number

In the **Telephony** tab, you click **Request phone number**, and PaperOffice assigns a number from its pool. You forward calls from your company number to it.

Answers from your knowledge

With the **Public agent** role, the agent answers from the knowledge bases you give it, including website sources. Workspace documents stay locked.

Language and voice

The start language is fixed or follows the number dialed or the caller's country code. On request, the agent switches to an allowed language and its voice.

Requests via SMS link

If the caller needs your team, they receive an SMS with a link to a form. With their email address, this becomes a ticket; a callback ticket is the alternative.

Order status and quotes

After an order or invoice number and postal code, the agent gives the status from your business data. It sends quotes as PDF if you allow it.

AI notice and recording

After your greeting, an announcement says that an AI assistant is speaking and the call may be recorded. An objection stops the audio recording.

02 · HOW IT WORKS

Set up, request a number, take calls.

You set up the agent once under **Conversation AI > Conversation Agents** : role, knowledge, greeting and phone number. From then on, it answers calls on this number as they come in, in the evening and at weekends too.

1

Create the agent

Under **Conversation AI > Conversation Agents** , create an agent, choose the **Public agent** role and write the greeting and instructions.

2

Set knowledge and requests

In the **Knowledge** tab, choose the knowledge bases. In the **Requests** tab, you decide how the agent takes requests for your team.

3

Request a number

In the **Telephony** tab, click **Request phone number** . PaperOffice assigns the number, and you forward your company number to it.

4

Review the calls

Under **Conversation AI > Call Log** , every call appears with transcript and analysis. **Conversation AI > Knowledge gaps** collects open questions as suggestions for new articles.

TECHNICAL DATA

FEATURE	DETAILS
Phone number	Your own number on request, assigned by PaperOffice; forwarding from your company number
Knowledge sources	Knowledge bases with articles, FAQs and website sources; workspace documents stay locked
Languages	Start language fixed, by number dialed or by country code; switching to allowed languages
Handover	SMS link to a form, valid for 48 hours; callback ticket to the recognized number
Business data	Order status after order or invoice number plus postal code, SMS code optional; verification lasts 15 minutes
Log	Call log with transcript, audio, summary and sentiment; retention 30, 90 or 180 days
Plan and billing	Conversation AI from the Professional plan; billing based on usage

03 · IN PRACTICE

Practice, shop, trade. Reachable when people call.

Dental practice after hours

In the evening, patients ask about opening hours and directions. The agent answers from the practice's knowledge base. Anyone moving an appointment gets an SMS link, and that becomes a ticket.

Retailer with order questions

"Where is my order?" After the order number and postal code, the agent gives the status from the connected shop data. A complaint goes to the team as a ticket through an SMS link.

Trade business with a price list

A caller asks about the price of a maintenance visit. The agent quotes it from the price list and, on request, emails a quote as PDF with the date and time of the call.

FREQUENTLY ASKED QUESTIONS

How do callers reach the agent?

Through your own phone number: you click **Request phone number** in the **Telephony** tab, and PaperOffice assigns the number. You keep your existing company number and forward calls to it.

Do callers know they are talking to an AI?

Yes. After your greeting, an announcement says that an AI assistant is speaking and the call may be recorded. If your greeting already says both, it is skipped. An objection stops the audio recording.

Which language does the agent speak?

The start language you set: fixed, by the number dialed or by the caller's country code. If the caller asks for another allowed language, the agent switches, voice included.

How do open requests reach your team?

The caller receives an SMS with a link to a form and enters an email address there. This becomes a ticket with the conversation history. Alternatively, the agent creates a callback ticket for the caller's number.

GET STARTED

Let your agent take its first call.

Sign in to your PaperOffice account, create an agent under **Conversation AI > Conversation Agents** and click **Request phone number** in the **Telephony** tab.

paperoffice.ai/en/ai-conversation-agent-phone-answer-calls



MORE ABOUT THE MODULE

paperoffice.ai/en/ai-conversation-agent-phone-answer-calls

PRICING

paperoffice.ai/en/pricing

CONTACT

paperoffice.ai/en/contact