

Voice · AI Receptionist

Every call answered. Day and night.

A natural conversation the moment the line connects, not a press-1 menu or after-hours voicemail. AI Receptionist answers from your own documents and routes every call to the right person.

Always on

24/7 cover, with no missed calls

Natural speech

callers speak normally and the AI understands

Trained on you

answers from your own knowledge base

Human handoff

sensitive calls transfer to a live agent

Who it's for

- Healthcare, retail, financial services, real estate and professional services
- Multi-language and multi-region inbound teams
- Businesses replacing a frustrating IVR or after-hours voicemail
- Existing FirstNet Yeastar customers

No press-1 menus. Callers speak naturally in any of 34 supported languages, and sensitive requests go to a person with full context.

Answer, route and hand over

Natural conversation

Natural-language call answering around the clock, in a voice that sounds like your brand.

24/7 call answering · 34 supported languages · Customisable voice and brand persona

Trained on your business

Answers come from your own documents and FAQs, and every inbound call is routed to the right person first time.

Trained on your documents and FAQs · Smart routing on every inbound call

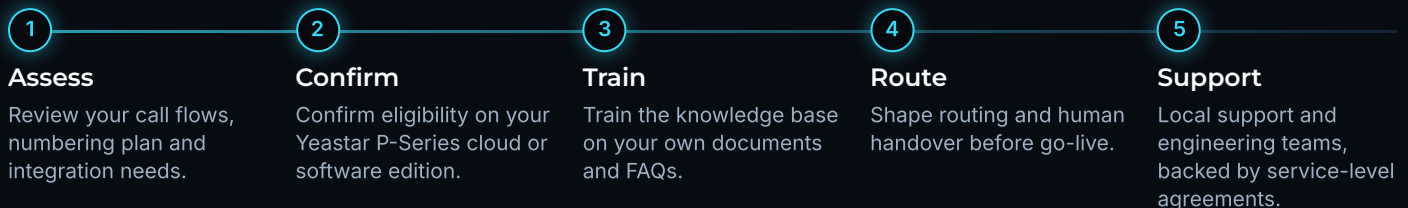
Clean handover

When a request is sensitive, the call transfers to a human agent with full context.

Seamless handover to a human agent · Per-call transcript · AI call summary

Optional add-ons: FirstNet SIP Trunks with backup, Clarity Call Analytics, Compliance Recording and the Yeastar mobile and desktop apps.

What FirstNet does for you



Why FirstNet

- ✓ **Built on your Yeastar PBX.** Runs on the Yeastar P-Series cloud or software edition you already use.
- ✓ **Engineered before go-live.** Our voice engineering team trains the knowledge base and shapes the routing.
- ✓ **One provider** for minutes, SIP, deployment, porting and support, on FirstNet's carrier-grade voice network.
- ✓ **Owned end to end.** We deliver it. We support it. We own the outcome.

Getting started

- 1 Scope.** Contact FirstNet to scope your deployment and confirm Yeastar eligibility.
- 2 Train and design.** We train the knowledge base on your content and shape the call routing.
- 3 Go live.** Calls are answered 24/7, with sensitive requests handed to your team.

Talk to us: AI Receptionist runs on your Yeastar P-Series cloud or software edition. Contact FirstNet to scope your deployment.

Let's elevate your customer experience.

Book an AI Receptionist scoping session with your FirstNet account team.

[firstnet.co.za →](https://firstnet.co.za)

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Features, language support, availability and outcomes depend on Yeastar edition eligibility, solution design, scope and the signed customer agreement. AI responses depend on the knowledge base provided. Customers remain responsible for their own POPIA obligations. Yeastar is a trademark of its owner. All other names belong to their respective owners.