RELIARING
POWERED BY TRIDACOM

PRODUCT BROCHURE



AI PHONE ANSWERING

ReliaReceptionist

An AI front desk that knows your business.

An AI receptionist answers your business number, answers questions from your own website and documents, books appointments, takes messages and puts callers through to a person, within limits you set.

20	100–800	1	365 days
voices, English and Canadian French	answered minutes included monthly	Canadian or US number included	of call transcripts kept

THE PROBLEM

Calls arrive when everyone is busy.

The call you wanted arrives while you are with a customer, on a job site or already on the phone. Voicemail loses the caller. A keypad menu makes them work. An answering service reads a script that does not know this week's hours or whether Thursday at two is free.

WHAT RELIARING DOES ABOUT IT

It answers, looks it up, then acts.

Give the receptionist a greeting, a voice and your facts: questions and answers, documents, or pages imported from your website. When its number rings it tells the caller they have reached an AI assistant, then searches that knowledge before it answers. It books the appointment, takes a message, records lead details or rings a person and hands the call over. Every call leaves a transcript, an outcome and a minute count.

Callers get a real answer

It searches your questions and answers, documents and website pages before it speaks, and is instructed never to make an answer up.

A person is always reachable

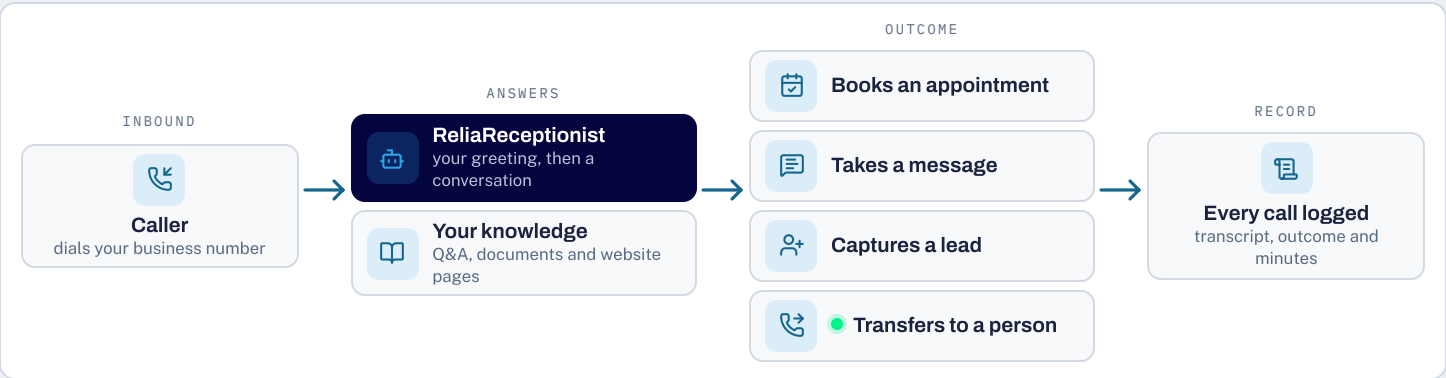
It rings the people you list, takes a message when nobody picks up, and falls back to a route of last resort.

The bill stays predictable

A minute budget per receptionist and an overage spend cap stop the AI before costs run past what you allowed.

HOW IT WORKS

What happens when the receptionist answers



01
Buy a plan
Each receptionist runs on its own plan. Pick a new number, bring yours, or use one you have.

02
Create and teach
Choose a voice and greeting, then add Q&A, upload documents or import your website.

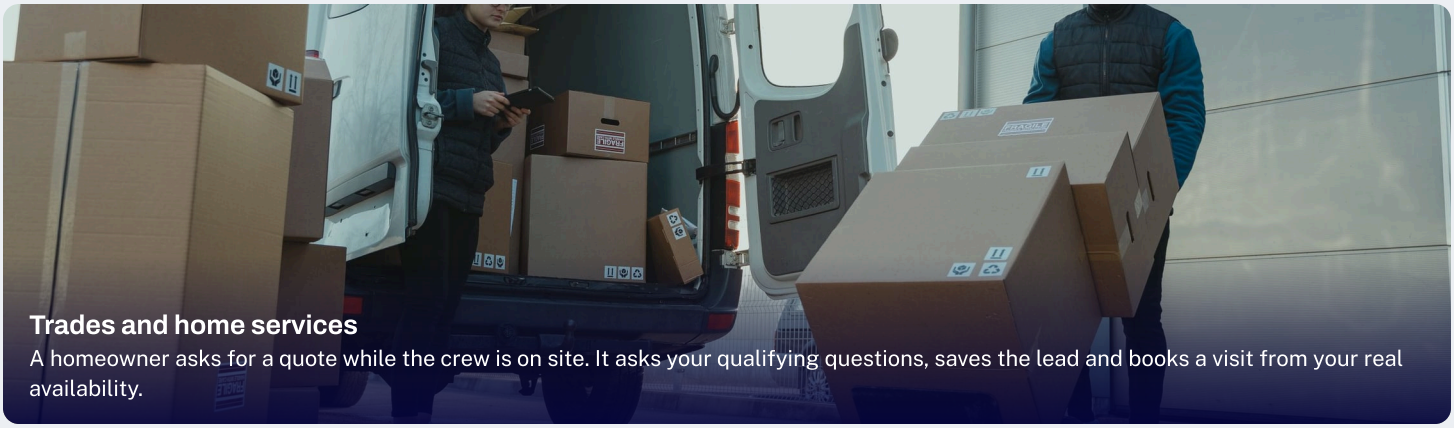
03
Set routes and limits
Add transfer destinations, business hours, a minute budget and a route of last resort.

04
Activate
Record the cross-border processing acknowledgment and switch it on. Calls to its number are answered.

05
Review
Read transcripts, work the message inbox, follow up leads and watch the minutes used.

AVAILABILITY TODAY

Early access: we set up your receptionist with you and place test calls together before it answers live callers.



Trades and home services
A homeowner asks for a quote while the crew is on site. It asks your qualifying questions, saves the lead and books a visit from your real availability.

CAPABILITIES

What ReliaReceptionist does

Knowledge from your sources
Answers from Q&A items, uploaded PDF, Word and text files, and imported website pages.

Appointment booking
Checks real availability in ReliaRing Scheduling, then books, moves or cancels with a spoken reference.

Messages and inbox
Takes who, what, callback number and urgency; delivers to the inbox and the people you choose.

Screened transfers
Before connecting an outside number, it asks that person whether to take the call.

Transfers to extensions
Rings a user's extension; that extension's own voicemail and forwarding rules then apply.

Lead capture
Asks the qualifying questions you write and saves the answers with a follow-up status.

Hours and holidays
Weekly hours, closed days and special dates, with four after-hours actions to choose from.

Call transcripts
Every turn in order, with outcome, duration and transfer destination; optional summary and sentiment.

Your own systems
A custom connection looks up an order or booking in your own system mid-call.

Route of last resort
One extension, group, voicemail box or outside number takes the call when the AI cannot.

Spam and blocked callers
Send spam-flagged calls to voicemail or hang up; block individual numbers before they are answered.

Slack and Teams alerts
Post to Slack, Microsoft Teams or your own system when a message, call or lead lands.

WHO USES IT

Where it earns its keep

Medical or dental clinic

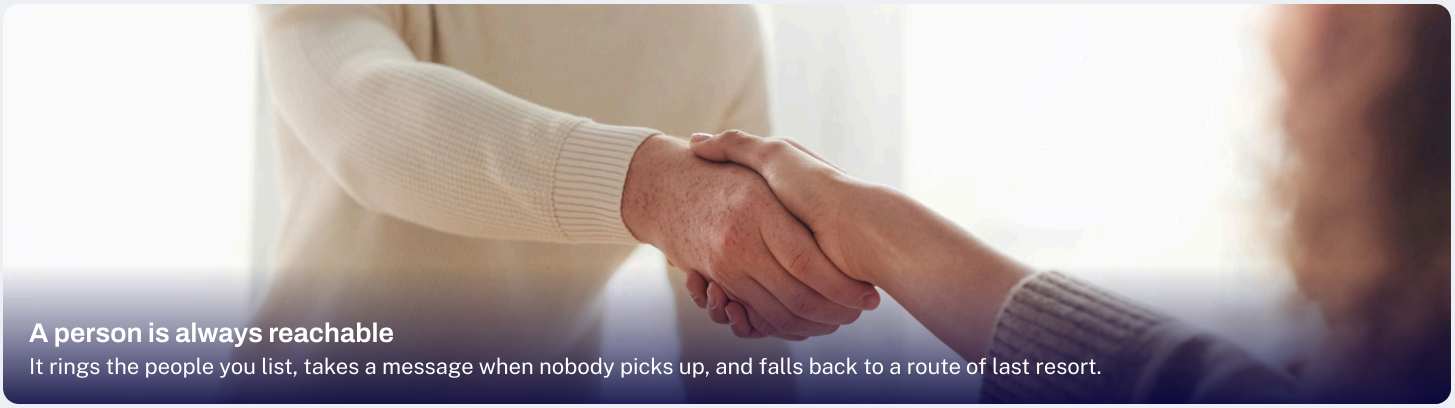
A patient calls after closing. The receptionist says the clinic is closed, takes a name, callback number and reason, and the front desk gets the message by email.

Trades and home services

A homeowner asks for a quote while the crew is on site. It asks your qualifying questions, saves the lead and books a visit from your real availability.

Law or accounting office

A caller asks for a partner who is out. It rings the partner's mobile, asks whether to take the call, then connects them or takes a message.



A person is always reachable

It rings the people you list, takes a message when nobody picks up, and falls back to a route of last resort.

WHY RELIARING

The better choice, in specifics

01 **Part of your phone system**

On a ReliaRing account it transfers to your users' extensions and falls back to a ring group, call queue or voicemail box.

02 **Or works on its own**

No extensions, users or desk phones needed: a number rings the receptionist directly, and you can forward an existing line to it.

03 **Limits you set, enforced**

A minute budget, an overage spend cap and an international-transfer switch that stays off until your administrator accepts the risk.

04 **Honest about what it is**

It never claims to be a person, says it is an AI when asked, and is instructed never to invent an answer.

SPECIFICATIONS

The technical summary

Deployment	Cloud. Call media handled in Canada (Canada Central, Canada East); speech and AI processing outside Canada
Call languages	English (US, Canada) and French (Canada); Conversational voice tiers are English only
Voices	20 in total: 8 English and 2 Canadian French (Standard), 10 English (Conversational)
Knowledge sources	Q&A items; PDF, DOCX, TXT, MD, CSV and JSON files up to 20 MB; website import; 200 documents per receptionist
Transfer targets	Users' extensions, contacts and outside numbers; ring time 5–120 seconds; four no-answer actions
Receptionists	One plan per receptionist; each has its own number, voice, knowledge and minute budget
Call limits	15 minutes per call; 5 simultaneous receptionist calls per account
Notifications	Email for messages and bookings, with separate after-hours and urgent recipients; optional post-call summary email; Slack, Microsoft Teams or signed webhook
Retention	Transcripts, messages and leads 365 days; usage and billing records kept with the account

GOOD TO KNOW

Safeguards and honest limits

- By default every call opens by telling the caller they have reached an AI assistant and that the call may be transcribed.
- Either notice can be switched off only with a recorded acknowledgment that legal notice is then your responsibility; who and when are stored.
- Receptionist calls are transcribed, not stored as audio. Transferred-call audio is deleted once transcribed. Transcripts, messages and leads are purged after 365 days.
- Honest limit: call media stays in Canada, but speech recognition and AI responses are processed outside Canada. You acknowledge this before activation.

WORKS WITH

Works with ReliaRing Scheduling, extensions, ring groups, call queues, voicemail and contacts. Calendar feeds by private iCal link. Alerts to Slack, Microsoft Teams or a signed webhook.

PLANS · PER RECEPTIONIST / MONTH

Published prices, month to month

Starter
A first receptionist for lighter call volume

$49 CAD/mo
$39 USD

- 100 answered minutes a month
- $0.55 CAD ($0.42 USD) per extra minute
- 1 Canadian or US number included
- Every feature included

MOST POPULAR

Professional
For a main line that rings daily

$129 CAD/mo
$99 USD

- 300 answered minutes a month
- $0.49 CAD ($0.38 USD) per extra minute
- 1 Canadian or US number included
- Every feature included

Business
For busy lines and several departments

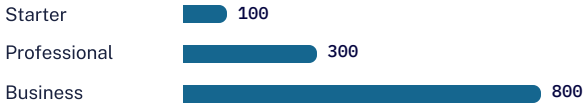
$299 CAD/mo
$229 USD

- 800 answered minutes a month
- $0.42 CAD ($0.32 USD) per extra minute
- 1 Canadian or US number included
- Every feature included

ON EVERY PLAN

- Knowledge from your sources
- Appointment booking
- Messages and inbox
- Screened transfers
- Transfers to extensions
- Lead capture
- Hours and holidays
- Call transcripts
- Your own systems
- Route of last resort
- Spam and blocked callers
- Slack and Teams alerts

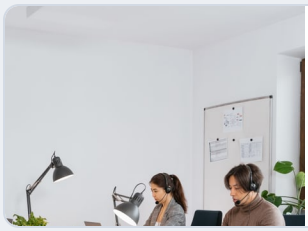
Answered minutes included
Per receptionist, per month



Price per included minute
Plan price divided by included minutes, CAD



- Every plan has the same features; plans differ only in included minutes and overage rate. No free trial.
- Calls are billed per answered minute, rounded up per call. Refused and blocked calls are not billed.
- Overage stops at your spend cap (default $20 CAD, $15 USD per cycle); calls then follow your last-resort route.
- Bringing your own number: a temporary number answers until it transfers. Any transfer-fee offer shows against the list price.
- Annual billing prepays the base plan at 10% off; minutes reset monthly and overage is always billed monthly.
- Plus voice tiers use plan minutes faster: 1.75× on Standard Plus, 1.25× on Conversational Plus.
- No setup fee on plans. Extra numbers are billed at the usual number price. Applicable taxes are added at checkout.



BEFORE YOU DECIDE

Talk it through with a person

Our team answers by phone and email, Monday to Friday, 6 a.m. to 6 p.m. Mountain Time. Ask how ReliaReceptionist would fit your setup, or for a walkthrough of the portal.

1-888-491-RING · help@reliaring.com

Answers the call, knows its limits, and always has a person to hand it to.

SCAN FOR PLANS AND SIGNUP

Learn more
reliaring.com/features/ai-receptionist

Talk to a person
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Email
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ReliaRing is a brand of Tridacom IT Solutions Inc. Prices are in Canadian dollars unless marked USD, exclude applicable taxes, are current as of November 2026 and may change. Service is available to businesses in Canada. Read the HTML edition