



# AI Phone Answering System Buyer's Guide

Every provider sounds the same. Every demo looks polished. Use this checklist to evaluate any AI phone answering system with confidence. Spot the gaps before they cost you.

## QUICK EVALUATION CHECKLIST

### Security & data

- ✓ Data protected & access-controlled
- ✓ Export or delete on demand

### Reliability & support

- ✓ A clear fallback when AI fails
- ✓ Reach a real person quickly

### Fit for your business

- ✓ Customizable call handling
- ✓ Integrates with your tools

### Transparency

- ✓ Clear pricing & contract terms
- ✓ Visibility into performance

## A BETTER APPROACH

The most reliable solutions pair **human support** for complex moments with **AI efficiency** for speed and scale.

♥ Human

✦ AI

See how Abby combines AI with real human expertise.

Get Started →

## 10 QUESTIONS EVERY SMALL BUSINESS SHOULD ASK BEFORE CHOOSING A PROVIDER

Quickly identify the right provider and avoid costly mistakes.

### 01 How is my data stored and protected?

- ✓ **Look for** Encryption, access controls, clear data policies
- 🚩 **Red flag** Vague answers with no specifics

### 02 What happens when the AI can't handle a call?

- ✓ **Look for** Human escalation, custom triggers, warm transfers
- 🚩 **Red flag** "Our AI handles everything"

### 03 Can I reach a human if I need help?

- ✓ **Look for** Phone, chat, and email support + fast response
- 🚩 **Red flag** Email-only or chatbot-only support

### 04 Can I customize how calls are handled?

- ✓ **Look for** Custom scripts, workflows, and business rules
- 🚩 **Red flag** One-size-fits-all setup

### 05 Does it integrate with my existing tools?

- ✓ **Look for** CRM, calendar, and communication integrations
- 🚩 **Red flag** Limited or unclear integrations

### 06 What will it cost, and what's my commitment?

- ✓ **Look for** Transparent pricing, clear limits, flexible terms
- 🚩 **Red flag** Hidden fees or required long-term contracts

### 07 How does the AI learn my business over time?

- ✓ **Look for** Structured onboarding + ongoing improvements
- 🚩 **Red flag** "Set it and forget it" systems

### 08 How is call quality monitored?

- ✓ **Look for** QA processes, human review, proactive fixes
- 🚩 **Red flag** No clear quality control

### 09 Can I review calls and give feedback?

- ✓ **Look for** Recordings, transcripts, analytics dashboard
- 🚩 **Red flag** Limited visibility or extra fees

### 10 What's your data retention policy?

- ✓ **Look for** Data export and clear retention parameters
- 🚩 **Red flag** No export or portability options

## THE BOTTOM LINE

The best AI phone answering systems are transparent, flexible, and built for real-world scenarios, not just demos. If a provider can't clearly answer these, they're not ready to support your business.