PHANTOM WORKFLOW

Voice AI and answering service evaluation

Compare intake options using representative calls, human handoffs, and the full operating workload.

Last reviewed: 2026-10-05

This is a planning guide for your own workflow. It is not a client result or a finished build. The guide text matches the web page.

Read this whitepaper online

Compare the same work

Choose call scenarios that reflect the business's ordinary inquiries and exceptions. Ask each provider to demonstrate collection, routing, corrections, and staff handoff using the same scenarios.

A brief scripted answer is not equivalent to a completed booking or a staff-accepted escalation. Define the accepted result for each scenario before evaluating providers.

Evaluate the whole conversation

Voice timing includes recognition, answer preparation, playback, and any external lookup. Record the caller's wait rather than advertising a latency based only on one component.

Test background noise, interrupted answers, corrections to names, and unclear requests. A useful receptionist needs a recovery path when the application cannot establish an answer or complete an action.

Inspect the human handoff

Twilio documents voice conversation tools and call connection behavior. That documentation describes vendor capabilities; it does not guarantee a business's transfer success or staffing availability.

Have staff confirm what happens on busy and unanswered destinations. The caller should receive the approved alternative, and an unresolved request should be visible to the next responsible person.

Use actual operating inputs

Compare provider quotes and actual usage with supervision, integration work, and follow-up effort. Include the work that remains with staff rather than presenting usage charges as the entire cost.

A pilot can establish an observed result for its scope and period. It cannot establish that AI is always cheaper or that every caller will be served. Record exceptions and review the choice as the call mix changes.

Decisions to write down

Checkpoint	Decision
Coverage	Which requests can be handled without a staff decision?
Conversation	How are interruptions and misunderstandings recovered?
Transfer	Does a person accept the handoff, and what is the fallback?
Cost	Which usage, integration, and supervision inputs are included?

Sources

Twilio: Conversation Relay. Checked 2026-10-05.

Twilio: TwiML Dial reference. Checked 2026-10-05.

Related guides

How to evaluate voice AI receptionist latency

AI intake or an answering service: how to compare