

THE VOICE AGENT REALITY SHEET

What AI phone agents genuinely do well today, what still fails, and the handoff rule that makes the whole thing work.

NOW

DEPLOY TODAY

Booking and rescheduling. Screening and routing. Hours, pricing, FAQ. Reliable at 3am, never rude, never sick.

NOT

STILL HUMAN WORK

Closing complex sales. Emotional conversations. Anything where trust is the product. Demos lie; production does not.

RULE

AGENTS CATCH, HUMANS CLOSE

Let the agent answer every call, qualify, and book. The moment money or emotion enters, it hands off to a person with full context.

THE HANDOFF SCRIPT • GIVE THIS TO YOUR AGENT

"You answer, greet, and solve booking, hours and pricing questions. If the caller asks about [COMPLEX SALE / COMPLAINT / CUSTOM WORK], say: 'That deserves a real conversation, let me get [NAME] to call you within the hour', then send the full transcript to [PHONE/SLACK]."

TEST ON YOURSELF

Call your own agent 10 times before a customer does.

TRANSCRIPTS ON

Every call logged. You learn what people actually ask.

NEVER FAKE HUMAN

Let it say it is an assistant. Trust survives honesty.

WANT THE FULL SYSTEM, LIVE BUILDS AND EVERY BLUEPRINT?

COMMUNITY

SKOOL.COM/AICREATIVEOS/ABOUT

Inside: the complete versions of all seven of this week's systems, my exact configs, and me answering questions.