

TPx UCx Contact Center: AI Powered Virtual Receptionist



Professional Call Handling. 24/7 Coverage.
Managed by TPx

What is It and Why Do You Need It?

Unanswered calls can mean missed appointments, lost revenue, and a less consistent customer experience. UCx Contact Center's AI Powered Virtual Receptionist helps extend coverage after hours and during peak periods by handling common customer interactions that don't require a live agent, allowing your team to stay focused on business-critical conversations where human expertise can have the greatest impact.

The receptionist answers, routes, and assists customers 24/7 across voice and chat. It can respond to routine inquiries, schedule appointments, and connect customers with the appropriate person or team when human assistance is needed.

TPx supports the UCx Contact Center service with implementation, managed services, technical support, and ongoing professional services.

Benefits

Benefit	What It Means for You
24/7 Coverage	Provide callers with an immediate, professional response after hours, during peak periods, on weekends, and on holidays.
Scale Without Adding Headcount	Automate repetitive interactions such as FAQs, business-hours inquiries, scheduling, rescheduling, and caller screening.
Capture More Opportunities	Answer inbound calls when customer interest is highest and schedule appointments in real time, reducing voicemail backlogs and callback delays.
Reduced Agent Workload	Resolve routine inquiries automatically so agents can focus on complex and higher-value customer interactions.
Improved Handoffs	Use intent recognition, tone-based escalation, and conversation summaries to connect customers with the appropriate team while preserving context.
Flexible, Efficient Deployment	Configure the experience around your business requirements and adjust settings as customer-service needs evolve.

How It Works

Step 1: Configure AI Receptionist for Its Intended Role

The Virtual Receptionist can be configured for the interactions your organization wants it to support, including after-hours coverage, overflow during peak periods, front-door greeting and routing, scheduling, and general inquiries.

Voice and communication style, business information, FAQs, and conversational guardrails can be configured based on your intended customer experience and business requirements.

Step 2: Answer and Assist Customers

Once deployed, the Virtual Receptionist can respond to inbound interactions and allow customers to describe their needs using natural language.

Routine questions can be addressed through the AI experience, helping reduce the number of interactions that require live-agent assistance.

Step 3: Route, Escalate, and Complete Customer Requests

When an interaction requires live assistance, UCx Contact Center provides routing capabilities designed to connect customers with the appropriate destination. The platform supports multiple inbound voice queues, automatic call distribution, skills-based routing, and geographic routing.

Virtual Receptionist can escalate interactions and provide relevant conversation context when handing the customer to an agent. It can also support appointment scheduling, rescheduling, cancellation, and contact-information capture based on the capabilities and integrations configured for the solution.

Step 4: Manage and Support the Service

After deployment, TPx provides ongoing managed services and support for UCx Contact Center. This includes service monitoring and reporting, incident management, administrative support, license management, and access to applicable management portals.

Customer-requested changes to supported user and group services can be handled through TPx's established support process. When requirements extend beyond the scope of standard service, TPx can also provide additional design, consulting, configuration, and implementation through Professional Services.



Why TPx?

UCx Contact Center combines customer-engagement technology with TPx-managed service delivery, giving organizations access to implementation expertise, ongoing support, and a clear path for service management as requirements evolve.



Communications Experience

TPx has more than 25 years of experience helping businesses deploy and manage voice and collaboration services, providing practical expertise across business communications and customer engagement.



Expertise that Extends Your Team

TPx provides implementation, administration, support, and professional services to help your organization deploy and maintain UCx Contact Center without placing the full operational burden on internal resources.



Coordinated Service and Support

TPx provides managed services, monitoring and reporting, and 24/7/365 incident management for UCx Contact Center. When platform escalation is required, TPx manages troubleshooting and service-case coordination with Intermedia.



Support as Your Requirements Evolve

TPx provides ongoing design, consulting, configuration, and implementation services when your contact center requirements change or extend beyond the scope of standard service.

Solution Overview

The Virtual Receptionist is designed for organizations where inbound calls directly affect revenue, customer satisfaction, or service delivery. It can be particularly valuable for teams managing high call volumes, routine inquiries, after-hours demand, seasonal spikes, or front-desk coverage gaps.

Service Feature	Description
24/7 Call Answering	Answers inbound calls immediately, day or night.
Natural-Language Conversation	Allows callers to speak in their own words while the AI identifies intent and responds conversationally.
Voice and Tone Selection	Provides voice and communication-style options that can be aligned with your brand.
FAQ and Business Information Management	Delivers consistent information about hours, services, pricing, directions, and policies.

Service Feature	Description
Configurable Guardrails	Defines which topics the AI can address and when human assistance is required.
Appointment Scheduling	Checks availability and books appointments in real time through Outlook, iCal, and Google Calendar.
Rescheduling and Cancellation	Allows customers to modify existing appointments without waiting for a callback.
Contact Information Capture	Collects phone numbers, email addresses, and other information required by your team.
Tone-Based Escalation	Identifies signs of urgency or frustration and escalates the interaction to a human representative.
Intent-Based Routing	Identifies the purpose of the interaction and routes the customer to the appropriate team or destination.
Flexible Escalation Destinations	Transfers interactions to a live agent, queue, hunt group, or individual based on the configured call flow.
Agent Conversation Summaries	Provides receiving agents with a summary of the interaction so customers do not have to repeat information already provided.

Address More Calls Without Adding More Complexity

See how AI Powered Virtual Receptionist for UCx Contact Center can help your organization provide 24/7 coverage, improve appointment capture and customer routing, and give agents more time to focus on higher-value interactions.

**Schedule a meeting with a
TPx Contact Center expert.**

