



Auranode
AURANODE VOICE FRONT DESK

 AN OVERFLOW & AFTER-HOURS PILOT

Stop losing booked jobs to *voicemail.*

Every inbound call answered. Every booking on your calendar. Every edge case routed to your dispatcher — in under two seconds, with a transcript on every call.

A 30-DAY PAID PILOT FOR HVAC OPERATORS

01 / 09

Every missed call after hours is a job your competitor books in the morning.

A single furnace or AC service ticket pays for the pilot. The math is unforgiving when the office is closed, a tech is on a job, or a Saturday call rolls to voicemail.

\$385

AVG. SERVICE TICKET

×

8

MISSED CALLS / WEEK

×

35%

BOOK RATE IF ANSWERED

\$4,300

RECOVERED / MONTH

Illustrative math using widely cited HVAC industry ranges. Plug in your own ticket size, miss rate, and conversion to model your number — most operators we talk to underestimate it.

Five steps. Same outcome. Every time the phone rings.

1

Answer

Your number forwards or ports to Auranode. The line never rings out.

2

Disclose

Every call opens with a clear AI disclosure. No surprises for your customer.

3

Qualify

Service type, preferred window, ZIP. The same questions your CSR asks.

4

Book

The appointment lands directly on your Google Calendar.

5

Escalate

Anger, urgency, anything outside scope — straight to your dispatcher.

The customer experience is short, polite, and on script. The job is on your calendar before they hang up.

A narrow promise we keep, not a broad one we break.

Auranode handles

IN SCOPE

- New-service bookings
- Questions about an existing appointment
- Urgent calls that need a human callback
- Service-area qualification (in / out of zone)

Your team handles

OUT OF SCOPE

- Quoting, payment capture, deposits
- Live dispatch and tech routing
- Multilingual calls (English-first today)
- Anything ambiguous — we escalate, never guess

We do not promise what we cannot deliver today. The scope above is what the system is built and tested to do.

Stress-tested across normal, noisy, angry, unsupported, and booking-conflict calls.

Measured on our scripted QA suite, not live customer traffic — Auranode is pre-first-customer and every call behind these numbers was placed by us.

100%

BOOKING ACCURACY

100%

CORRECT ESCALATIONS

2.1_s

P95 RESPONSE TIME

100%

AI DISCLOSURE ON EVERY
CALL

22

SCENARIOS TESTED END-TO-END

0

LIVE CUSTOMER CALLS BEHIND THESE
NUMBERS

5

STRESS CONDITIONS COVERED

Scenarios: normal, noisy line, angry caller, unsupported request, and booking conflict. AI disclosure plays on every call. Every booking lands on your calendar. SMS confirmation to the caller is built but not yet proven from a US number — that is pilot scope, not a claim we are making today.

You stay in control of the phone, the calendar, and the customer.



Your dispatcher always wins

Anything urgent, angry, or off-script routes to your team. The AI never argues with a customer.



Every call transcribed

Every conversation has a searchable transcript and call summary, not just a recording you'd never replay.



Daily QA review

A daily scorecard plus an exception queue for failed bookings, escalations, and missing confirmations.



One-switch rollback

Don't like how a call went? Forward your number back the way it was. The pilot is reversible by design.

White-glove setup. Your number, your calendar, your coverage windows.

01

We forward or port your existing number

No customer-facing change. The phone they've always called still rings — Auranode just picks up faster.

02

We connect your Google Calendar

Bookings land on the same calendar your dispatcher already uses. No new tool to learn.

03

You define coverage windows

After hours only, daytime overflow only, or 24/7. Toggle anytime during the pilot.

04

Weekly review call with your operator

We walk through every flagged call together, tune intent handling, and adjust escalation thresholds.

One flat monthly price. No setup fee. No per-call surcharges.

VOICE FRONT DESK · HVAC

30-DAY PILOT

Scoped to your call volume

NO SETUP FEE

Unlimited inbound calls within coverage windows

Setup, calendar integration, and number forwarding included

Weekly review call with a real operator

Cancel and roll back anytime — keep your transcripts

Break-even is a single recovered job

Recover one missed booking per month and the pilot pays for itself. You would be our first HVAC pilot — priced accordingly.

What the price includes

Twilio number setup, calendar connection, intent tuning, daily QA review, and your weekly call with us. Your only ongoing cost is your existing phone line.

What it does not include

Outbound campaigns, custom CRM integrations, or multilingual coverage. Those are conversations for after the pilot, not before.

Book a 20-minute scoping call. We'll have your pilot live within a week.

EMAIL US

alex@tryauranode.com

Tell us your call volume, your service area, and one missed-call horror story.

OR BOOK DIRECTLY

tryauranode.com/contact

Pick a 20-minute slot. We'll come prepared with your scoping checklist.

ABOUT AURANODE

Auranode is a small AI engineering team building voice tooling for home-services operators. We pick up calls. We don't replace the people who run your business.

We start with HVAC because it's the workflow we've built and tested for. We grow from there only when the proof is real.

