



● **Live** — ready today

● **Built** — switched on when you are

● **Roadmap** — quick to add

ANSWERING

Never misses the phone

- Answers every inbound call, 24/7 — no hold music, no voicemail.
- Handles several calls at once — never a busy signal.
- First-ring pickup — nights, weekends, holidays.
- Spam & robocall screening

CALL ROUTING

Hands off when it should

- Transfer to a human — warm or cold handoff.
- On/off by schedule — after-hours only.
- Voicemail if no answer
- Escalation — emergencies & VIPs.

LANGUAGE

Bilingual, seamlessly

- Full English + Spanish
- Switches language mid-call — follows the caller, no menu.
- Additional languages per business

OUTBOUND

Vona calls out

- Reminders & confirmations
- Lead follow-up & win-back
- Review requests after a job

LEAD HANDLING

Captures the caller

- Qualifies & gauges urgency
- Captures name, number & need
- Reads the number back digit-by-digit
- Recommends the right service — knows your prices.
- Captures email & contact preference
- "Request a callback" path

INTELLIGENCE & RECORDS

Remembers everything

- Full transcript of every call
- Plain-English call summary
- Natural conversation — not a phone tree.
- Custom knowledge — services, prices, FAQs.
- Named, branded voice per business
- Call recording & CRM push

SCHEDULING

Books the job

- Checks real availability — offers only open times.
- Books straight into your calendar
- You control what's bookable
- Won't double-book a taken slot
- Reschedule & cancel

INDUSTRY-TUNED

Fits your trade

- Trades, auto, salons, pet care, legal, retail & more
- Takes restaurant-style orders
- HIPAA-capable on request — medical & dental.
- Vertical intake flows

NOTIFICATIONS

Keeps you in the loop

- Emails you after every call — summary + transcript.
- Instant booking alert
- Texts the caller a confirmation
- Appointment reminders

OWNERSHIP

You own the system

- No per-call platform tax
- Bookings land in *your* calendar
- Isolated per business — data never mixes.
- Your own phone number
- Owner dashboard + mobile app

Live features sell today. **Roadmap** features run on the same platform — none are far off. The three that turn Vona from a great demo into indispensable:

01 Transfer to a human

02 On/off scheduling

03 Owner dashboard