AI Disclosure

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What ConvoPal is

ConvoPal AI LLC sets up and manages AI-powered communication tools for home-service businesses — including AI phone receptionists, website chat assistants, appointment booking, and customer text messaging. When you call or message a business that uses ConvoPal, an artificial-intelligence assistant — not a person — may answer, collect your information, and schedule an appointment. The chat assistant on our website and our demonstration phone line are also operated by AI.

What every caller hears

Every call handled by a ConvoPal AI receptionist begins with a notice that the call is recorded and that you are speaking with an AI assistant. The AI will confirm that it is an AI whenever you ask. If you would rather not be recorded, tell the AI and it will take your name and number so a person can call you back.

Reaching a person

If you ask to speak with a person, the AI will try to transfer you to a member of the business's team during the hours the business has set. If no one is available, the AI will take a message and the business will be notified.

Text messages

The AI asks for your permission before sending any text message. The first text you receive includes instructions to opt out, and you can opt out at any time by replying STOP to any message.

What the AI does and doesn't do

The AI answers based on information the business provides — its hours, services, service area, and the fees it has chosen to share. It does not quote repair or installation prices unless the business has set specific fixed fees, and it does not make commitments beyond what the business has authorized. The AI is not an emergency service; in an emergency, call 911 or your utility's emergency line. AI systems can misunderstand, mishear, or occasionally state something inaccurate, so the business reviews every booking and alert and can correct errors it finds. If something the AI told you doesn't sound right, confirm it with the business.

Your information

Information you share with the AI is collected on behalf of the business you called or messaged and is used to help you and schedule your service. Calls are recorded and transcribed. Our **Privacy Policy** explains how information is handled and how to request access or deletion.

For businesses

The recording notice, AI disclosure, and text-message consent described above are built into every ConvoPal receptionist and remain on for every client. The binding terms of the Service are in the Client Services Agreement each client signs.

Questions

Email abigail@convopalai.com.