

The Front Desk That Never Sleeps

AI for Customer Service & the Front Desk

This week is about the stuff customers touch first: answering, replying, and never leaving a message unread. You DO the Assistant jobs live in Claude. You SHOW the Agent jobs running in JourneyBuilder.



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This Week's Jobs

This week is about the stuff customers touch first: answering, replying, and never leaving a message unread. You DO the Assistant jobs live in Claude. You SHOW the Agent jobs running in JourneyBuilder.

ASSISTANT = you review and send (Claude / Gemini, free to start). **AGENT** = it runs solo (JourneyBuilder). **BOTH** = starts Assistant, graduates to Agent.

1. Voice or chat agent answers FAQs 24/7

AGENT · JourneyBuilder · Paid + usage

Build the agent, feed it your hours, pricing, and services, embed the chat widget, and point your phone line at the voice agent.

2. Draft replies to emails and texts in your voice

BOTH · Claude / Gemini · Free to start

Save a short brand-voice prompt, paste the message, get a ready-to-send draft.

3. Triage incoming messages by urgency and route them

BOTH · Claude / JourneyBuilder · Free to start

Paste a batch and ask Claude to rank by urgency, or set routing rules in your omnichannel inbox.

4. After-hours agent captures leads and books a callback

AGENT · JourneyBuilder · Paid + usage

Turn on an after-hours trigger so the agent collects details and drops a callback on your calendar.

5. Handle reschedule and cancellation requests conversationally

AGENT · JourneyBuilder · Paid + usage

Connect your calendar and switch on the reschedule flow so the agent updates bookings itself.

6. Auto-answer common questions, flag sensitive ones for a human

BOTH · JourneyBuilder / Claude · Paid + usage

Define handoff keywords so the agent escalates the tricky stuff instead of guessing.

7. Draft de-escalation replies to upset customers for staff to review

ASSISTANT · Claude · Free

Paste the angry message plus context and ask for two calm, on-brand options to choose from.

8. Summarize a customer's full history before a callback

BOTH · Claude / JourneyBuilder · Free to start

Paste the email thread for a quick recap, or pull the contact summary from your CRM.

Without JourneyBuilder? The duct-tape version

- A website chat widget (one tool + login)
- An AI answering service for the phone (another)
- A separate SMS app for the text-backs (another)

- Claude to pre-write your canned responses (another)

That's 4 tools, 4 logins, 4 bills that don't talk to each other... or one JourneyBuilder that does all of it in one inbox.

Your move: pick ONE Assistant job above and do it this week (Claude and Gemini are free to start). When you want the Agent jobs running on their own, that's the JourneyBuilder conversation... book a call at fridays.jaytheaguy.com.