



Mike Williams
President

iTech Provides AI Receptionist for Business Phone Systems

*New Technology Helps Businesses
Answer Every Call, Improve
Customer Service, and Free
Employees for Higher-Value Work*

PARKERSBURG, WV – July 29, 2026 – iTech, a leading managed technology services provider (MTSP), announced today that the company provides a new artificial intelligence-powered receptionist solution designed to help businesses improve customer service, eliminate missed calls, and improve user experience beyond the typical auto-attendant experience.

For many organizations, every missed call represents a missed opportunity. Whether it's a prospective customer calling after hours, a client needing assistance, or a vendor seeking information, unanswered calls can lead to lost revenue and frustrated customers. Their AI Receptionist helps solve that problem by providing businesses with a virtual front desk that answers calls 24 hours a day, 7 days a week, 365 days a year.

“Business owners don't want callers sitting on hold, getting voicemail, or struggling through complicated phone menus,” said Mike Williams, President of iTech. “They want customers to get answers quickly and reach the right person without frustration. That's exactly what artificial intelligence is designed to do.”

Unlike traditional automated phone systems that force callers

through a series of button prompts, which often leads to repetition, frustrating loops and time-consuming processes, their AI Receptionist interacts naturally with callers, understands common questions, and helps route people to the appropriate department or employee, so clients are served correctly, the first time.

The technology is especially valuable for businesses that receive a large volume of repetitive phone calls, operate across multiple locations, or want to provide after-hours coverage without adding additional staff. In addition to improving customer service, the AI Receptionist can help employees become more productive by reducing constant interruptions from routine inquiries.

“Many employees spend a surprising amount of time answering the same questions over and over again,” Williams added. “When those routine calls are handled automatically, staff can focus on serving customers, solving problems, and growing the business.”

Unlike traditional staffing challenges, the AI Receptionist doesn't require ongoing training, or struggle during busy periods. It delivers the same professional experience whether it's handling one call or one hundred, which is important as businesses scale and want to maintain their customer service level consistency.

“For business owners, the value is straightforward: answer more calls, improve customer experience, and allow employees to focus on the work that matters most,” commented Williams.

ABOUT ITECH

iTech is a local and innovative provider of comprehensive technology solutions, specializing in IT services, security systems, and printers. iTech's IT team focuses on critical areas such as Cyber Security and Cloud Data Backup, ensuring seamless operations through effective Network Troubleshooting. Offering advanced alarm systems that include Access Control and robust Commercial Security features. iTech's marketing team develops effective collaterals to enhance your brand visibility. With expertise across these domains, iTech empowers businesses to optimize their technology and achieve their goals. To learn more about our products, services, and support, please contact iTech at 304-485-2222 or visit at www.itechwv.com.