



BTS TECHNOLOGIES

IT Services | Phones | Security



Roger Wentowski
President

BTS Technologies, Inc. Provides AI Receptionist for Business Phone Systems

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

BIRMINGHAM, AL – July 29, 2026 – BTS Technologies, Inc., 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 Roger Wentowski, President of BTS Technologies, Inc.. "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," Wentowski 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 Wentowski.

ABOUT BTS TECHNOLOGIES, INC.

Founded in 1976, BTS Technologies is Alabama's leading managed technology services provider. The company's mission is to increase its customers' profitability, improve their productivity and give them a competitive advantage by implementing the right technology. BTS Technologies is the only provider that protects its customers from the two risks of technology - obsolescence and cost. As its customers' trusted technology advisor, BTS Technologies has earned the position as the market leader and its customers' business through quality products and services.

BTS Technologies is a premier Member of Technology Assurance Group, an organization of leading managed technology services providers (MTSPs) in the United States and Canada representing \$800 million in products and services. This means that the organization is the ultimate resource for Managed IT Services, Cybersecurity, Cloud Solutions, Business Phone Systems (VoIP), and Video Surveillance. BTS Technologies delivers future technology today! For more information, please visit please call 205.290.8400 or visit us at www.askbts.com.