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## Phone Screening Agent [New]

**Phone Screening Agent** is a **no-setup feature** that transforms your existing **Routing Forms** into a conversational, natural-language phone experience.

For information on how to assign a phone number, see our article on [How to Assign a Phone Number to Your Routing Form](#).

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### How Phone Screening Works

Each **Routing Form** can be assigned its own **dedicated phone number**. This turns the form into a voice-based experience where callers answer questions and are routed automatically based on the form's pre-set logic.

For information on how to manage dedicated numbers, see our article on [Managing Phone Numbers](#).

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### The Guest Experience

When a client calls your dedicated number, they interact with the agents which is designed to handle the conversation:

- **Personalized Welcome:** The assistant greets the caller with your custom welcome message.
  - **Conversational Logic:** The assistant asks the questions defined in your Routing Form and follows the specific routing logic of said form.
  - **Integrated Booking:** If your form includes a Booking Calendar, the caller can finalize a booking directly during the phone call.
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### Frequently Asked Questions (FAQs)

- **Are there extra costs for my callers to use this service?**

Yes, standard phone call rates apply.

- **Are there extra costs for me as a user to use a Phone Screening Agent?**

Yes, each dedicated phone number requires a [phone number license](#).

- **Can I generate phone numbers for any country?**

Currently, self-serve generation is limited to U.S., Canada and UK phone numbers. For all other countries, please [contact our Sales team](#).

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