After-Hours Setup Checklist

Your rules for Nora, on one sheet. Fill it out before you start setup. It follows the short setup form: your hours, services, service area, calendar, and where to send your call summaries. The form takes about 10 minutes. With this done, you will have every answer ready.

> **What happens with your answers.** We build Nora for your business from them: your business name, your greeting, the jobs you take and the ones you don't. Then we set up call forwarding with you, you place test calls, and she goes live when you say go. Want to change a rule later? Tell us.

1. Your business and greeting

Business name, exactly as Nora should say it

Your greeting (the first thing a caller hears)

Example only: "Thanks for calling [your shop]. How can I help?"

Service area (towns, counties, or how far you drive)

You keep your business number. It forwards to Nora when you are closed. We set up the forwarding with you and show you how to turn it off.

2. The hours Nora answers

You pick the schedule: nights, weekends, holidays. For each day, write when you stop picking up and when you start again.

Day	Nora starts answering at	Nora stops answering at	Closed all day
Monday			☐ Yes
Tuesday			☐ Yes
Wednesday			☐ Yes
Thursday			☐ Yes
Friday			☐ Yes
Saturday			☐ Yes
Sunday			☐ Yes

Holidays Nora should cover

☐ I may turn on call forwarding during the day when I am on a job. (Nora answers any time forwarding is on.)

☐ I want to ask about daytime overflow. (Available on request. Not included in the plan.)

3. The jobs you take, and the ones you don't

Jobs we take

Jobs we do not take

Book it, or take a callback time?

One decision per job type. Book it: Nora puts the job in an open slot on your calendar. Callback time: she takes the caller's best time to hear from you and puts it in your summary text. If you would want to talk through the scope before anyone shows up, make it a callback.

Job type	What Nora does	Allowed slots and days
Example only: water heater not working	*Book it*	*Weekday mornings*
Example only: leaking faucet	*Book it*	*Any open weekday slot*
Example only: remodel quote	*Take a callback time*	*None, you call back*
	☐ Book it ☐ Callback time	
	☐ Book it ☐ Callback time	
	☐ Book it ☐ Callback time	
	☐ Book it ☐ Callback time	
	☐ Book it ☐ Callback time	
	☐ Book it ☐ Callback time	

> **Leave prices off this sheet.** Nora does not quote them. She tells callers pricing depends on the job and that you will go over it when you call back. If someone asks something she should not answer, she says you will cover it on the callback. She does not guess.

4. What counts as urgent

Your trade, your call. For each problem, give Nora the one question that settles it. Calls that count get marked URGENT at the top of your summary text.

Problem that counts as urgent tonight	The deciding question Nora asks
Example only: active leak	*"Is water running right now?"*

Sounds urgent, but can wait for a morning callback

☐ I want to ask about transferring or paging my on-call phone. (Available on request. Not included in the plan.)

5. Calendar rules

Calendar booking is set up with you during setup, on your own line. After that, Nora books open slots only inside these rules.

The calendar you keep jobs on today

_____

Slots Nora can book (times of day a job can go in)

_____

_____

Days off (Nora never books these)

_____

Job types Nora may book (the "Book it" rows in section 3)

_____

Anything else about your calendar we should know

_____

_____

6. Where your call summaries go

After every after-hours call, a text lands with the caller's name, number, address, the problem, and the booked time or callback time. Urgent calls sit at the top. Robocalls and sales pitches get a polite no and are marked as spam, so you can skip them.

Mobile number for the summary text

_____

Anyone else who should get it (name and number)

_____

7. Before she goes live

Tonight: the after-hours phone test (no tools, no sign-up)

☐ After closing time, I called my business number from a phone that is not in my contacts.

Did anyone or anything answer in my business name? ☐ Yes ☐ No

I said "My water heater is leaking." What happened? (Asked for my name and number, or went to voicemail?)

I left nothing and hung up. Did anything reach me about that call tonight? ☐ Yes ☐ No

During setup

☐ Setup form sent in.

☐ Greeting, questions, urgent rules, and who gets the summary approved in plain English before anything is built.

☐ Call forwarding set up with John.

☐ I know how to turn forwarding off.

☐ I placed test calls: heard my greeting, heard my number read back, got the right questions.

☐ I know how to pause her, change the greeting, and read the call log.

☐ I said go.

8. Extras to ask about

Available on request. Not included in the plan, and no price is listed. Check any you want to bring up.

☐ Emergency transfer

☐ Missed-call text-back

☐ Spanish

☐ Daytime overflow

☐ Callback

> **Hear Nora first.** Call (816) 683-2229. Calling Nora is the demo. She may greet you as Blur AI Solutions or as a sample shop. The demo line does not book appointments. After you hear her, you talk with John. He explains exactly how it works and sets it up with you, on your own line.
>
> **Price:** $7,500 setup (non-refundable), then $1,500 a month. Month to month, no call cap, cancel anytime. John sets Nora up with you, and she goes live once your hours, rules and calendar are set and you have heard her on test calls. At checkout you pay $9,000 ($7,500 setup plus the first $1,500 month), then $1,500 a month. Checkout and your card statement will show Crypto Boutique, our parent company. Your receipt will list the Blur AI Solutions package you're buying.