

# Rio Moving Launches 'Jane' – An AI Phone Assistant Trained on Over 30,000 Customer Calls

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/EINPresswire.com/ -- Revolutionizing Customer Service, One Call at a Time

[Rio Moving](#), a leading name in professional moving services, has officially launched "Jane," its proprietary AI-powered phone assistant designed to handle customer calls 24/7 and streamline the reservation process. Developed after analyzing more than 30,000 real customer calls over several years, Jane marks a significant step forward in customer experience innovation for the moving industry.

In an era where automation and AI are reshaping customer interactions across sectors, Rio Moving's introduction of Jane places the company at the forefront of intelligent service delivery. Jane is not just a voice assistant—it's a deeply trained system, developed with insights from years of customer service experience. By incorporating real-life dialogue patterns, questions, and concerns, Jane can effectively assist callers with initiating their moving



Rio Moving



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process, answering frequently asked questions, and scheduling services—all without human intervention.

### Meeting Modern Expectations with AI

Customers today expect fast, accurate, and around-the-clock service.

Traditional call centers, especially in the moving industry, have struggled to maintain high responsiveness during peak seasons or after business hours.

Rio Moving saw an opportunity to address this gap head-on with a sophisticated voice assistant that can operate without downtime.

RIO  
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Moving. "By analyzing over 30,000 calls, we were able to understand exactly how customers communicate their needs. That allowed us to create an assistant that doesn't just respond—it understands."

Jane's launch follows an extensive development process, including call data analysis, machine learning model training, and voice interface design. The result is a smooth and conversational experience that mirrors speaking to a trained human representative.

### How Jane Works

Jane answers every incoming call to Rio Moving's main line, regardless of time or day. Upon greeting the caller, she guides them through the initial reservation process—collecting information such as move date, location, type of move, and any special requirements. This allows customers to get started on their move immediately, even outside regular business hours.

In real-time, Jane can also direct customers to specific services, check availability, and offer helpful insights based on the information provided. If needed, Jane escalates more complex inquiries to human representatives during business hours or ensures follow-up if the call occurs overnight.

Since its soft launch earlier this year, Jane has already handled thousands of calls. The feedback

from customers has been overwhelmingly positive. Early survey data shows a 92% satisfaction rate, with many users commenting on how "easy," "friendly," and "efficient" the experience was.

## Customer-Centric Innovation

By bringing Jane to life, Rio Moving has aimed to solve a common problem in the moving industry: the anxiety and frustration often associated with booking and planning a move. With Jane, customers gain immediate access to assistance, empowering them to take the first step in their relocation journey without waiting on hold or navigating complex web forms.

"Our goal is to make moving feel less like a headache and more like a fresh start," Rozario said. "Jane is helping us do that by being available every minute of every day."

Rio Moving has seen a measurable increase in booking conversions since Jane began answering calls, particularly during evenings and weekends—times when traditional customer service channels are typically offline.

## Future Plans for Jane

The company isn't stopping here. Building on Jane's success, Rio Moving is preparing to expand her capabilities further. The next phase will focus on fully managing after-hours calls—enabling Jane to handle end-to-end service inquiries, provide detailed estimates, and even reschedule moves as needed.

In addition, the development team is working on integrating Jane with Rio Moving's internal CRM and dispatch systems, allowing her to access real-time job data and give customers up-to-the-minute updates about their scheduled move.

"Jane's evolution is only beginning," said a spokesperson for Rio's technology team. "We've created a foundation that can grow with the business. Over time, she'll become even smarter, more responsive, and more personalized."

## A Competitive Edge in a Crowded Market

Rio Moving has long been known for its commitment to quality, transparency, and professionalism. With Jane, the company is taking those values a step further by embracing cutting-edge technology that enhances—not replaces—the human touch. The AI assistant allows human agents to focus on complex and high-value interactions while Jane efficiently handles the volume and routine tasks.

This hybrid model is especially valuable in today's environment, where labor shortages and high call volumes can quickly lead to service bottlenecks.

## Industry Response and Broader Implications

The successful deployment of Jane could serve as a model for other service-based businesses looking to integrate AI into customer communications. As AI voice assistants become more refined, their potential to improve responsiveness, reduce wait times, and boost customer satisfaction is being increasingly recognized.

Rio Moving's transparent approach to developing Jane—from sourcing training data responsibly to testing thoroughly with real customer interactions—sets a high standard for ethical and effective AI deployment in the small business sector.

### About Rio Moving

Founded with a mission to simplify the moving process for homeowners and businesses alike, Rio Moving has become one of USA's most trusted moving service providers. Known for their dependable crews, customer-first policies, and now cutting-edge AI innovations, Rio continues to raise the bar for what customers should expect from a moving company.

Whether you're moving across the street or across the province, Rio Moving offers reliable, affordable, and now AI-enhanced service you can count on.

Rio Moving  
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