

CCS Launches Connected AI Receptionist to Help Businesses Answer Every Call

New AI-powered solution answers customer calls, responds to common questions, routes callers and schedules appointments around the clock

HAUPPAUGE, NY, UNITED STATES, August 25, 2026 /EINPresswire.com/ -- [CCS](#) ("Custom Computer Specialists") today announced the launch of a new offering in their Connected Voice portfolio - [Connected AI Receptionist](#). This voice-enabled virtual receptionist is designed to help businesses answer more calls, serve customers faster and reduce the burden of routine phone calls on employees.

For many businesses, the phone remains a critical first point of contact with customers. But higher call volumes, after-hours inquiries, staffing constraints and rising customer expectations can make it difficult for teams to respond consistently.

Connected AI Receptionist helps address that challenge by answering incoming business calls using natural, conversational language. The solution can understand caller intent, provide answers to common questions, route calls to the appropriate person or department, and help callers schedule appointments—all without forcing customers through complicated phone menus.

"Businesses shouldn't have to choose between serving the customer in front of them and answering the phone," said Adam Lapitino, Divisional President at CCS. "Connected AI Receptionist gives businesses another way to stay responsive while allowing their teams to remain focused on the work that requires their attention."

More than answering the phone Connected AI Receptionist is designed to manage everyday customer conversations from the initial greeting through the appropriate next action.





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*Adam Lapitino, Divisional
President*

Businesses can use the solution to:

- Answer common questions with fast, accurate responses to frequently asked inquiries.
- Route calls intelligently based on what the caller needs.
- Schedule appointments without requiring an employee to handle the interaction.
- Handle calls after hours, helping businesses remain responsive during evenings, weekends and other times when staff may be unavailable.

The caller continues to use the business’s existing phone

number. When a call comes in, Connected AI Receptionist can engage the caller naturally, determine what they need and take the appropriate action—whether that means answering a question, connecting the caller with the right person or helping schedule an appointment.

Connected AI Receptionist is designed to help organizations provide a more consistent caller experience while reducing interruptions from routine calls.

With around-the-clock availability and faster response capabilities, businesses can reduce missed opportunities during busy periods and after hours while freeing employees to concentrate on higher-value work.

“AI is most valuable when it solves a practical business problem,” added Adam Lapitino. “For Connected AI Receptionist, that problem is straightforward: when a customer calls, someone needs to answer. We’re helping businesses make sure that happens.”

Availability

Connected AI Receptionist is available now from CCS Connected Voice. Businesses interested in learning more or scheduling a demonstration can visit or contact Connected Voice at 800-598-8989.

About CCS

CCS is a premier provider of technology solutions and services to organizations throughout the US. Many organizations rely on CCS to deliver high-quality, exceptionally reliable, and secure technology solutions to support their cybersecurity, managed services, cloud, software, network management, and strategic planning needs.

Established in 1979, CCS's extensive knowledge and experience have positioned it as a trusted partner for educational institutions, government agencies, healthcare providers, nonprofits, small to mid-sized businesses, and corporations throughout the US.

With five hundred of the best-and-brightest employees in the technology industry, CCS has offices in Hauppauge, NY (HQ); Providence, RI; Cleveland, OH; Raleigh, NC; Wilmington, DE; and Indianapolis, IN. We strongly believe in “Right People, Right Results”. Providing the Right Results for our clients has earned CCS numerous certifications, awards, and distinctions: Inc. 5000; MSSP

Alert Top 250 Global MSSPs (#18); CRN North America "Elite 150", "Elite 250" and "Security 100" for top Managed Service Providers; Top 10 K12 Solution Providers; Barracuda XDR Partner of the Year; Best Cybersecurity Provider; Best Technology Services; Best Places to Work; SOC 2 Type 2 Compliance; and certification as a CMMC Registered Practitioner Organization. Learn more at www.customonline.com

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