



Gary Gonzalez
President

TouchPoint Networks Provides AI Receptionist for Business Phone Systems

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

PORTLAND, OR – June 25, 2026 – TouchPoint Networks, 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 Gary Gonzalez, President of TouchPoint Networks. "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," Gonzalez 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 Gonzalez.

ABOUT TouchPoint Networks

Gary Gonzalez and Tamara Gonzalez are the owners of TouchPoint Networks, a member of the Technology Assurance Group (TAG). TouchPoint is a managed IT services provider focused on helping businesses become more profitable, secure, and efficient through the strategic use of technology.

For over 25 years, TouchPoint has partnered with clients to understand their unique goals and deliver solutions that provide a competitive advantage while reducing the risks of cost and obsolescence. The company's success is built on strong relationships, deep industry expertise, and a commitment to doing what's best for each client.

TouchPoint supports clients throughout the Pacific Northwest with a highly responsive team, backed by office locations in Portland, Eugene, and Medford.

For more information, please visit www.asktouchpoint.com.