

INDUSTRY REPORT · Q1 2026

AI Receptionist & Answering Services

2025/2026 Market Report

Market sizing, voice AI technology trends, SMB adoption data, and a comprehensive pricing analysis of leading providers — compiled for citation and reference.

Published February 2026 · Data current as of Q4 2025 / Q1 2026

Source & methodology: ai-answering-review.com · Free to reference with attribution

Key Market Figures at a Glance

\$4.64B

Virtual Receptionist Market Size 2026

Business Research Insights, 2025

9.8%

Market CAGR through 2035

Business Research Insights, 2025

34.8%

Voice AI Agents CAGR through 2034

Market.us, 2024

62%

of SMB calls go unanswered

411 Locals / Invoca, 2024

55%

of US small businesses use AI in 2025

Thryv Annual Survey, 2025

85%

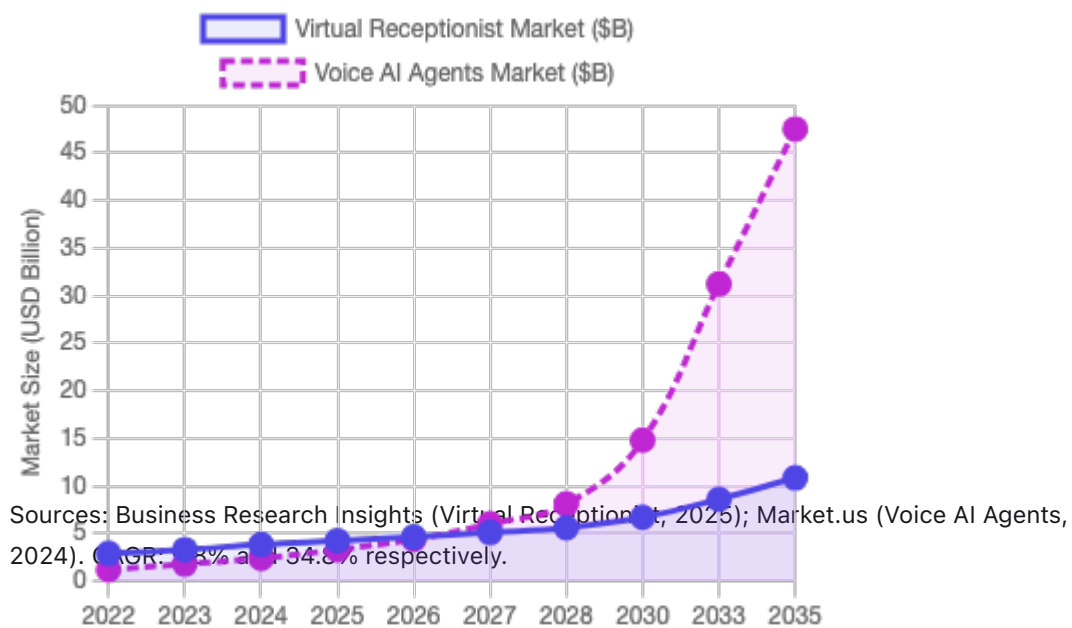
of callers don't leave a voicemail

Forbes / Ruby Research

1. Market Growth: Virtual Receptionist Services 2022–2035

The virtual receptionist services market is on a sustained growth trajectory, fueled by AI adoption and the rising cost of human labor. The broader voice AI agent segment is growing nearly 3.5× faster.

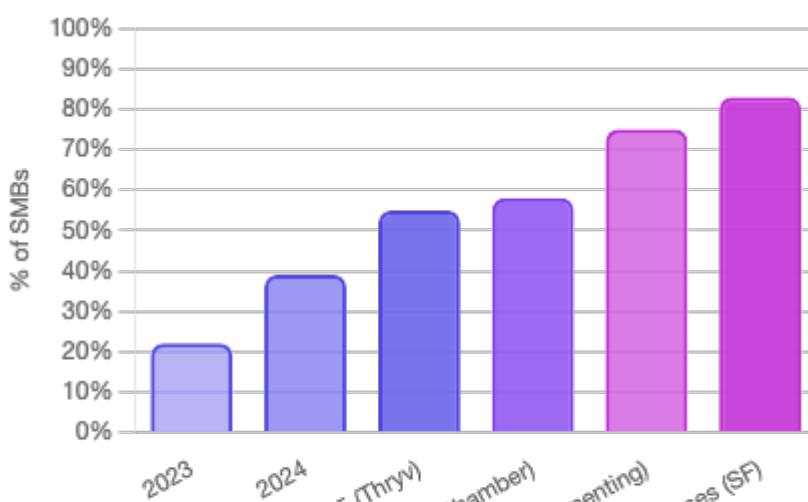
Market Size (USD Billion) — Virtual Receptionist vs. Voice AI Agents



2. SMB AI Adoption Is Accelerating Fast

According to Thryv's 2025 Annual AI and Small Business Survey (n=540), AI adoption among U.S. small businesses jumped 41% year-over-year. Salesforce's SMB Trends Report (n=3,350) found 75% are at least experimenting with AI.

AI Adoption Rate Among US Small Businesses (% using AI tools)

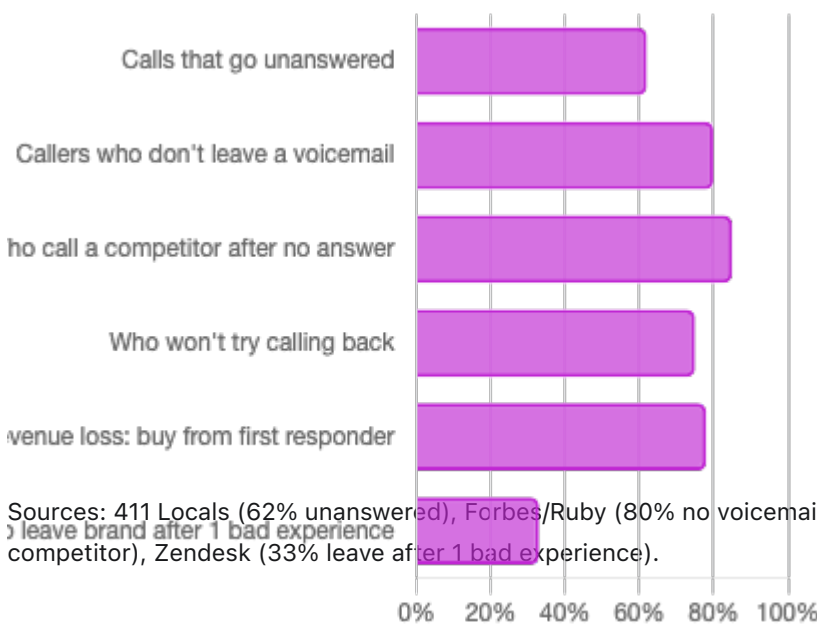


Sources: Thryv Annual AI Survey 2025; U.S. Chamber of Commerce Empowering Small Business Report 2025; Salesforce SMB Trends Report 2025

3. The Missed Call Crisis: Key Statistics

Missed calls are the silent revenue killer for small businesses. The data reveals a consistent pattern across industries: the majority of calls go unanswered, and most callers never try again.

What Happens When a Business Misses a Call?

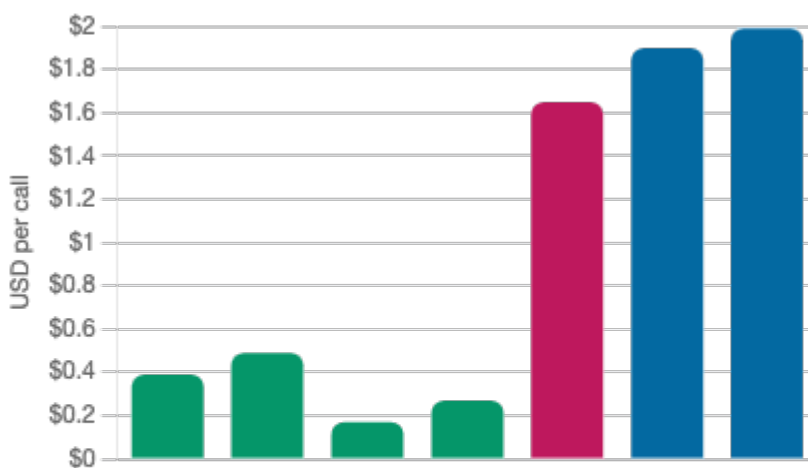


Sources: 411 Locals (62% unanswered), Forbes/Ruby (80% no voicemail), Velocify (85% call leave brand after 1 bad experience), Zendesk (33% leave after 1 bad experience).

4. Pricing Landscape: Effective Cost per Call by Provider

The following analysis is based on publicly available pricing from 10 leading AI receptionist and answering service providers, collected in early 2026.

Effective Cost Per Call at 100 Calls/Month (USD)

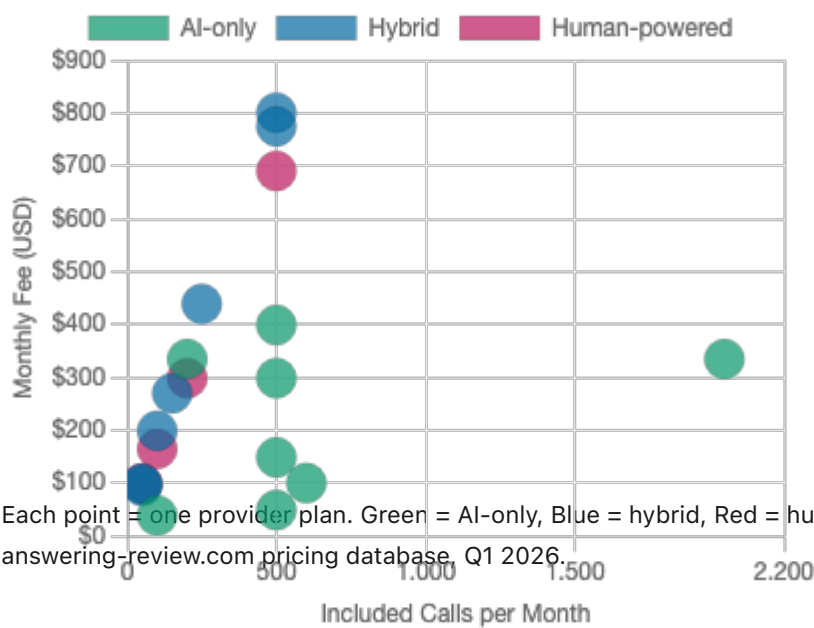


Calculation: Monthly plan fee ÷ included calls. For unlimited plans, 100 calls assumed. Overage rates excluded. Prices as of Q1 2026.

5. Price vs. Included Calls — Provider Positioning Map

This scatter chart plots each provider plan by its monthly cost (Y-axis) and included calls (X-axis), revealing clear market segments.

Monthly Price vs. Included Calls — All Major Plans



6. Full Pricing Comparison Table

Provider	Plan	Type	Incl. Calls	Monthly Fee	Overage	\$/call at cap	Best For
RingCentral	AI Add-on	AI	100	\$39	—	\$0.39	Best for AI
Rosie	Professional	AI	Unlimited	\$49	—	\$0.10*	Best for volume AI
Rosie	Scale	AI	Unlimited	\$149	—	~\$0.30*	Best for growth AI/SM
Rosie	Growth	AI	Unlimited	\$299	—	~\$0.60*	Best for high volume AI
smith.ai	Starter	Hybrid	50	\$95	\$2.40/call	\$1.90	Best for low volume hybrid
Moneyppenny	50 Calls	Hybrid	50	\$99	\$2.39/call	\$1.98	Best for UK user
Abby Connect	Starter	Human	50	\$99	—	\$1.98	Best for pre-SM human

Provider	Plan	Type	Incl. Calls	Monthly Fee	Overage	\$/call at cap	Benefit
phonely.ai	Professional	AI	600	\$100	\$0.35	\$0.17	Benefit
Abby Connect	Essential	Human	100	\$165	—	\$1.65	Human touch
Moneyppenny	100 Calls	Hybrid	100	\$199	\$2.19/call	\$1.99	Estimated SM
smith.ai	Basic	Hybrid	150	\$270	\$2.30/call	\$1.80	Hybrid coverage
Abby Connect	Professional	Human	200	\$299	—	\$1.50	Direct team
phonely.ai	Starter	AI	200	\$335	\$0.35	\$1.68	AI receptionist
phonely.ai	Business	AI	2,000	\$335	\$0.25	\$0.17	Hybrid AI
slang.ai	Core	AI	Unlimited	\$399	—	~\$0.80*	Residential
Moneyppenny	250 Calls	Hybrid	250	\$439	\$1.89/call	\$1.76	Micro-merchant
Abby Connect	Growth	Human	500	\$690	—	\$1.38	Scalable business
Moneyppenny	500 Calls	Hybrid	500	\$775	\$1.69/call	\$1.55	Highly
smith.ai	Pro	Hybrid	500	\$800	\$2.10/call	\$1.60	Pre-emptive
Synthflow.ai	Pay As You Go	AI	Unlimited	—	\$0.09/min	~\$0.27 [†]	Variable volume

* Estimated at 500 calls/month. † Assumes 3-minute avg call. Source: ai-answering-review.com pricing database, Q1 2026.

7. Key Findings & Takeaways



AI is 10–15× cheaper per call

At 500 calls/month, Rosie's AI plan costs \$0.10/call vs. \$1.38–\$1.60 for human/hybrid services — a **15× cost advantage**.



62% of SMB calls go unanswered

The average small business misses nearly two-thirds of incoming calls. AI receptionists eliminate this gap with 24/7 availability.



Market growing at 9.8–34.8% CAGR

The virtual receptionist market hit **\$4.64B in 2026**, while the voice AI agent segment is exploding at 34.8% CAGR toward \$47.5B by 2034.



55% of SMBs now use AI (up 41%)

AI adoption among U.S. small businesses surged from 39% in 2024 to 55% in 2025 — with 91% reporting revenue improvements.



Latency down 85% in two years

Modern AI receptionists respond in 420–600ms thanks to end-to-end speech models like OpenAI's Realtime API.



Hybrid model drives highest satisfaction

AI-first with human escalation achieves **92% customer satisfaction** — the highest of any model.

8. Methodology & Sources

This report synthesizes data from market research firms (Business Research Insights, Grand View Research, Market.us, MarketsandMarkets, Precedence Research), government sources (U.S. Bureau of Labor Statistics, SBA), enterprise surveys (Salesforce SMB Trends Report n=3,350; Thryv Annual AI Survey n=540; Gartner

customer service surveys), and specialized research (411 Locals missed call study; Invoca consumer survey; Deepgram latency benchmarks; OpenAI, Google, ElevenLabs product documentation).

Pricing data was collected from publicly available pricing pages of all featured providers in Q4 2025 / Q1 2026. All dollar figures are USD.

Citation: ai-answering-review.com — AI Receptionist & Answering Services Industry Report 2025/2026. Feel free to reference with attribution to ai-answering-review.com.

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Published by ai-answering-review.com · February 2026

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