YOUR FRONT DESK, COVERED

A 60-day reception pilot for busy local businesses · Secret Patterns Studio

When you can't pick up, your customer still gets an answer — fast, warm, and accurate. We are the front-desk team at Secret Patterns Studio, and for two months we cover the moments your business usually loses.

WHAT WE DO

• Missed-call rescue — unanswered calls forward to your dedicated line with us. We call back within 15 minutes during coverage hours, help the caller, and book them if that's what they need.

• Inbox & DM answering — your business email and Facebook/Instagram messages answered in your voice within 5 minutes in coverage hours, from your own price list and FAQs.

• Booking, properly — appointments straight into your calendar, with name, number, and what's needed. No double-bookings, ever.

• One-minute summaries — every call and thread, in one short message to you within minutes: who, what they wanted, what we did. Plus a weekly report in plain numbers.

THE HONEST LINES

Coverage: Monday–Saturday, 7 a.m.–9 p.m. Eastern. After hours, everything is captured and callbacks start at 8 a.m. — nothing is answered live overnight. We don't pick up calls live yet; the rescue callback is the honest version of the same promise. We never invent a price, a policy, or an opening time for your business.

$399 a month — the 60-day pilot

First month up front; the second only if you say keep going. No setup fee, no per-message charges.

WHAT WE NEED FROM YOU

One short setup session: your price list and FAQs, your calendar shared with us, call forwarding switched on (we walk you through the two-minute version), and one person to receive the summaries.

HOW WE'LL KNOW IT WORKED

Every covered message answered inside 5 minutes, every rescue callback inside 15. Every booking accurate. A weekly count — calls rescued, conversations handled, appointments booked — in plain numbers.

Secret Patterns Studio · secretpatterns@muse.ai

Ask us anything — we answer fast. It's kind of the point.