INDUSTRY GUIDE · 2026

Phone Systems for Mechanics and Auto Workshops

For mechanics, auto electricians, tyre shops and panel beaters: send each kind of call where it belongs, so fewer need a mechanic.

> A workshop is loud, hands are dirty and the counter is often empty. **Sort your calls before you buy phones**, because each of the five call types a workshop gets has a different best answer.

The five calls and where they go

Call	Best answer
New booking	Counter first, AI agent for overflow and after hours
"Is my car ready?"	An SMS from the business number before they ask
Approval for extra work	Recorded call, then an itemised SMS they reply YES to
Suppliers and assessors	A separate number straight to the counter
After hours	AI agent books and texts a confirmation

Getting approval for extra work on record

1. Call from the business line with recording on, and say so.
2. Explain what you found and the cost in parts and labour.
3. Send an itemised SMS: the job, the price incl. GST, "reply YES to approve".
4. No reply means no work. Leave a voicemail and wait.
5. Note the approval on the job card so the invoice matches.

Stop the "is my car ready?" call

Text from the business number on drop off ("we will update you by 1pm"), if anything changes, and when it is ready with the total and closing time. Keep each under 160 characters.

What the regulators say

Queensland's Office of Fair Trading: owners should authorise all repairs, including work additional to the original quote. WA Consumer Protection: customers need to authorise repair work and any agreed additional work. General information, read 16 November 2026, not legal advice.

Hardware by location

Where	What	Price
Workshop floor	W78P DECT cordless, up to 10 handsets, vibration alarm	$279
Front counter	Uniden EVOC2 desk phone (wall mount $19.90)	$249
Owner and adviser	Uniden Voice mobile app, SMS included	Free app
Customer door	A12 intercom, IP66, 90dB speaker	$749

Routing order

1. Counter desk phone and adviser's app ring for about 15 seconds.
2. Ring group adds the floor handsets and owner's mobile.
3. Still unanswered: the AI agent books or takes a message.

Four bay example (prices checked 16 Nov 2026)

Item	Price
Business plan, 3 users, 36 months	from $84.90 a month
Extra user	$30.00 a month
Supplier line (extra local number)	$3.90 a month
SMS, about 120 a week (illustrative)	$0.10 each
Number porting with new signup	Free ($65 otherwise)
AI Agent (optional)	from $49 a week

On Uniden Voice

Australian owned and operated. Ring groups, time conditions, call recording, two way SMS and AI Agents built in. Book a demo at unidenvoice.com/get-started/book-a-demo or call 1300 881 662, Monday to Friday, 9am to 5pm AEST.