

USE CONVERSAA WELL · 5 STEPS

Teach your assistant and set its voice

Give it reliable facts, approve answers and make replies sound like your business.

Better answers start with clear, current business information. Imported website content needs review before it becomes customer-facing knowledge.

1 Add your knowledge

Open Answers. Import from your website or add questions and answers manually. Cover services, prices, hours, location, booking conditions and cancellation rules.

[Open Answers ↗](#)

2 Review drafts before publishing

Check dates, numbers and promises. Select the correct drafts and choose Make selected live. Use the all-drafts action only after checking the whole batch. Confirm the action; do not publish outdated website claims just because they were imported.

3 Set the voice and assistant name

Open AI settings. Choose the tone, describe how your staff should sound and optionally name your assistant. Example: Warm and direct. Give the answer first, keep it short, and ask one useful follow-up.

[Open AI settings ↗](#)

4 Set handover expectations

Decide which issues need a person, such as complaints or uncertain bookings. Use Inbox to pause the AI in a conversation while your team replies, then hand it back when appropriate.

[Open Inbox ↗](#)

5 Run a realistic test

Ask about a price, location, an unknown service and a booking. Send several short messages together and a correction. Check that the response covers the whole question without inventing facts. Update the source answer when something is wrong.

You are ready when...

Live answers are accurate, the voice fits your brand and a team member knows how to take over.

Keep in mind. An assistant name is a brand choice, not a promise that a human is typing. Keep replies honest when customers ask directly. Typing indicators show work in progress; they do not prove that a message has been delivered.