Configuring Yuave Digital Assistant

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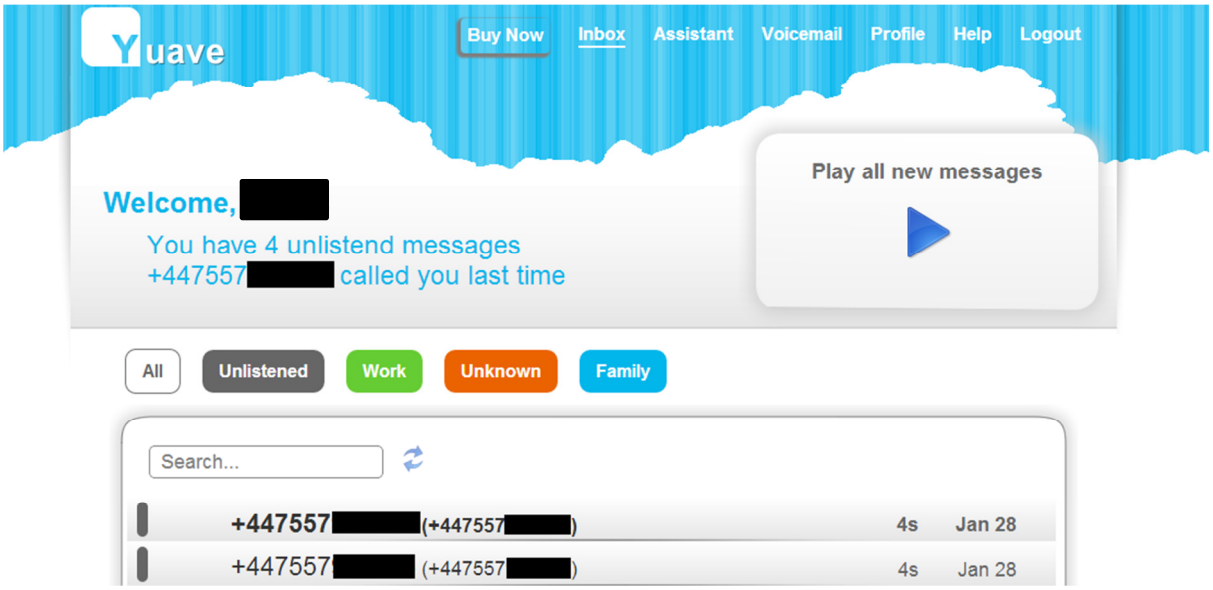
Some Basics

You have signed up for Free Trial. When you sign in to your Yuave account your home screen will look like the following



This is your voicemail inbox where you can see all the new and old voicemail messages. These messages can be listened in the browser, downloaded to your computer and deleted from your account.

The menu is available in the top row. Brief description of each of them is given below

Buy Now: This button appears only in the Free trial mode. When you click on it, you will be re-directed to pricing and packaging page. You then select the suitable package for your business, submit your payment information and will be taken back to the home screen.

Inbox: Corresponds to the home screen .

Assistant: This takes you to Yuave Digital Assistant. Here you can set the greeting which your callers will hear when they will dial your Yuave number. You also have various options for dealing with the customer calls e.g. forward the call to your mobile number or send it to your voicemail etc.

Voicemail: This is Yuave Voicemail page. Here you can create different groups and assign numbers to those groups. Then you can set customized voicemail greeting for each of your groups.

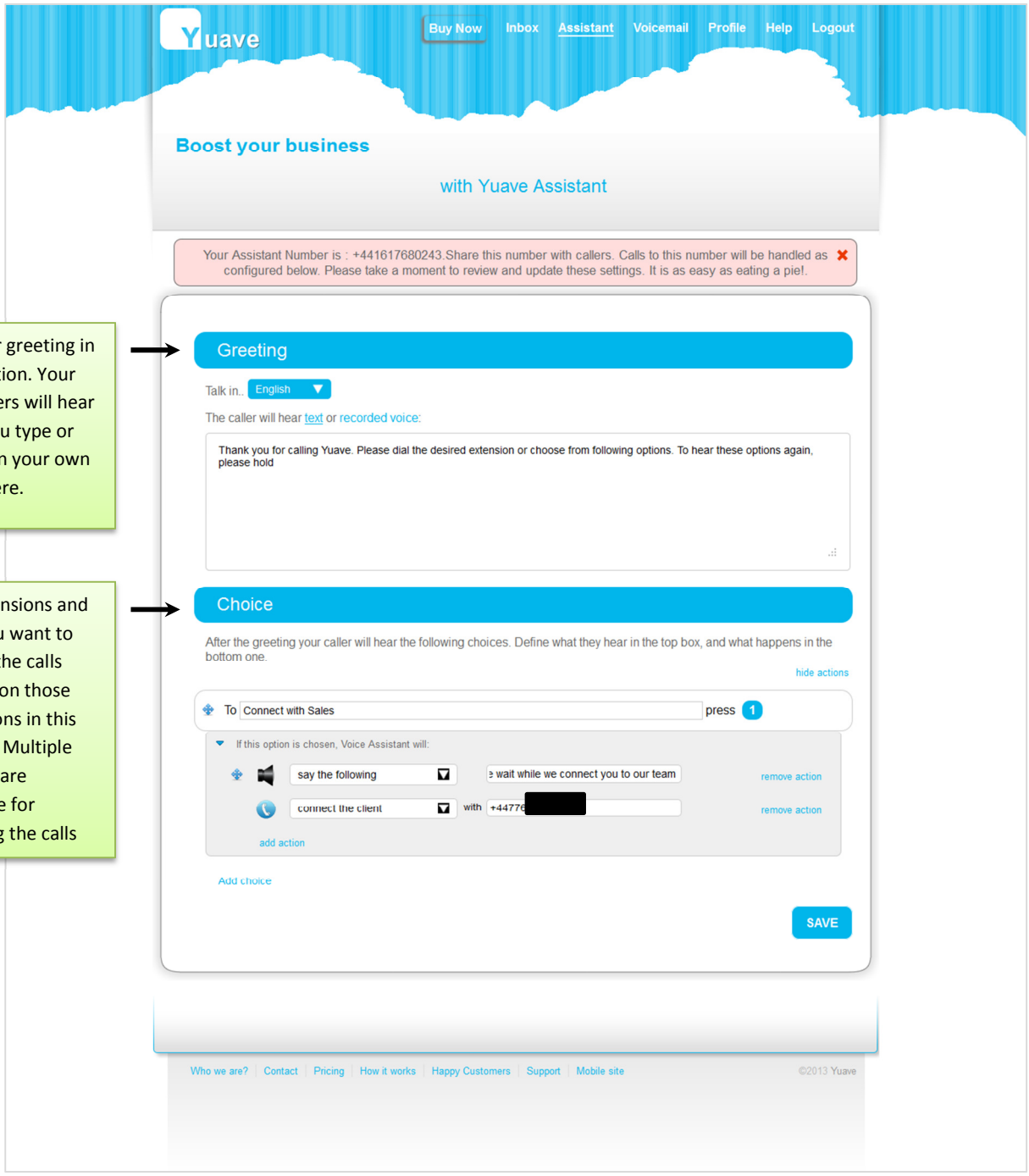
Profile: This page contains user information.

Help: Contains videos and documentation for technical support.

Logout: Takes you to the home page of the Yuave website. You will have to sign in again to access your Yuave account.

Configuring Yuave Digital Assistant

The Yuave Digital Assistant can be accessed by clicking on “Assistant” in the top menu. The screen looks like the following.



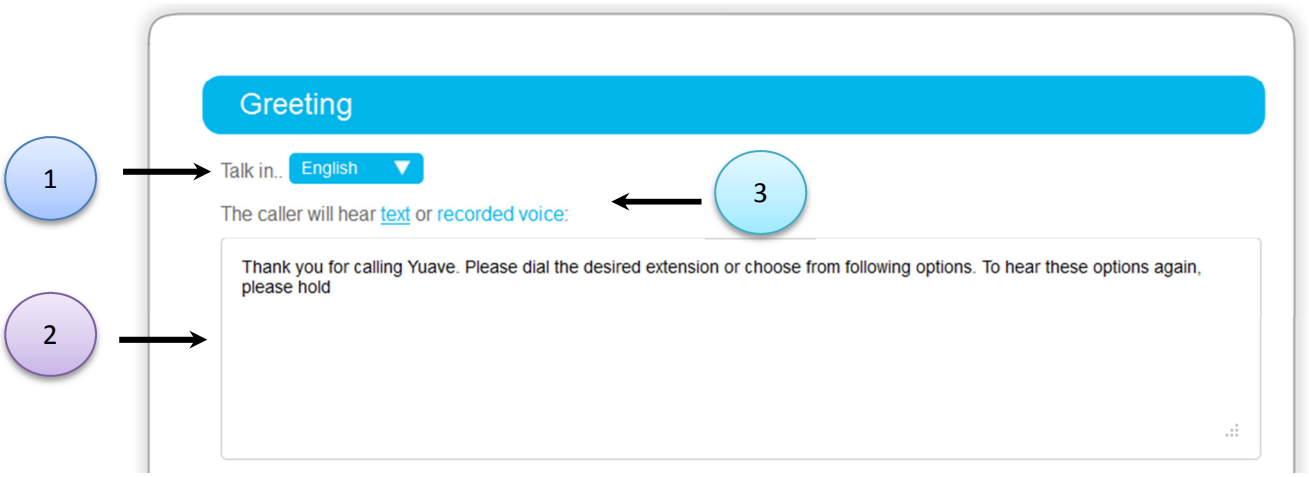
Set your greeting in this section. Your customers will hear what you type or record in your own voice here.

Set extensions and how you want to handle the calls coming on those extensions in this section. Multiple options are available for handling the calls

You can see here that Assistant consists of mainly “Greeting” and “Choice” sections. Lets discuss these sections in detail.

"Greeting" Section

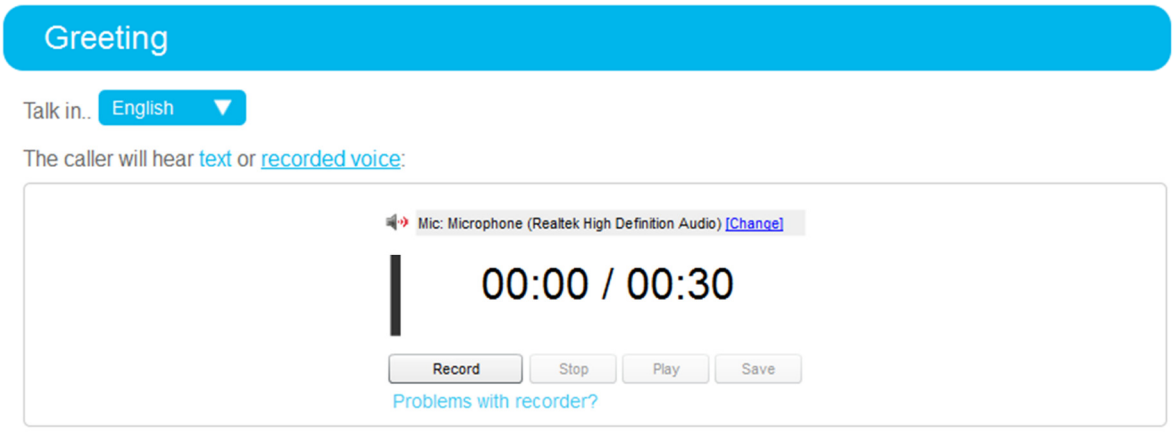
The greeting section has 3 main parts which are explained below



1. You can select the language in which the greeting will be played. Remember this is **not** the language of the website which can be changed in "Profile".

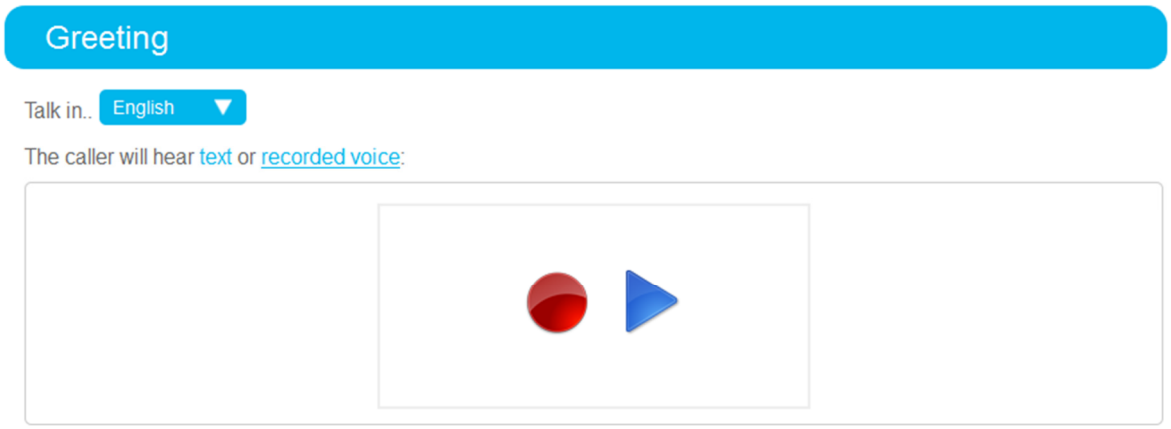
2. You need to type your greeting in this box. When your callers dial your Yuave number they will hear this text as a greeting.

3. If you you want to record the greeting in your own voice then click on **"Recorded Voice".** You will see the following screen



Click on **"Record"** button and you will see the flash player asking your permission. Click **"Allow"**

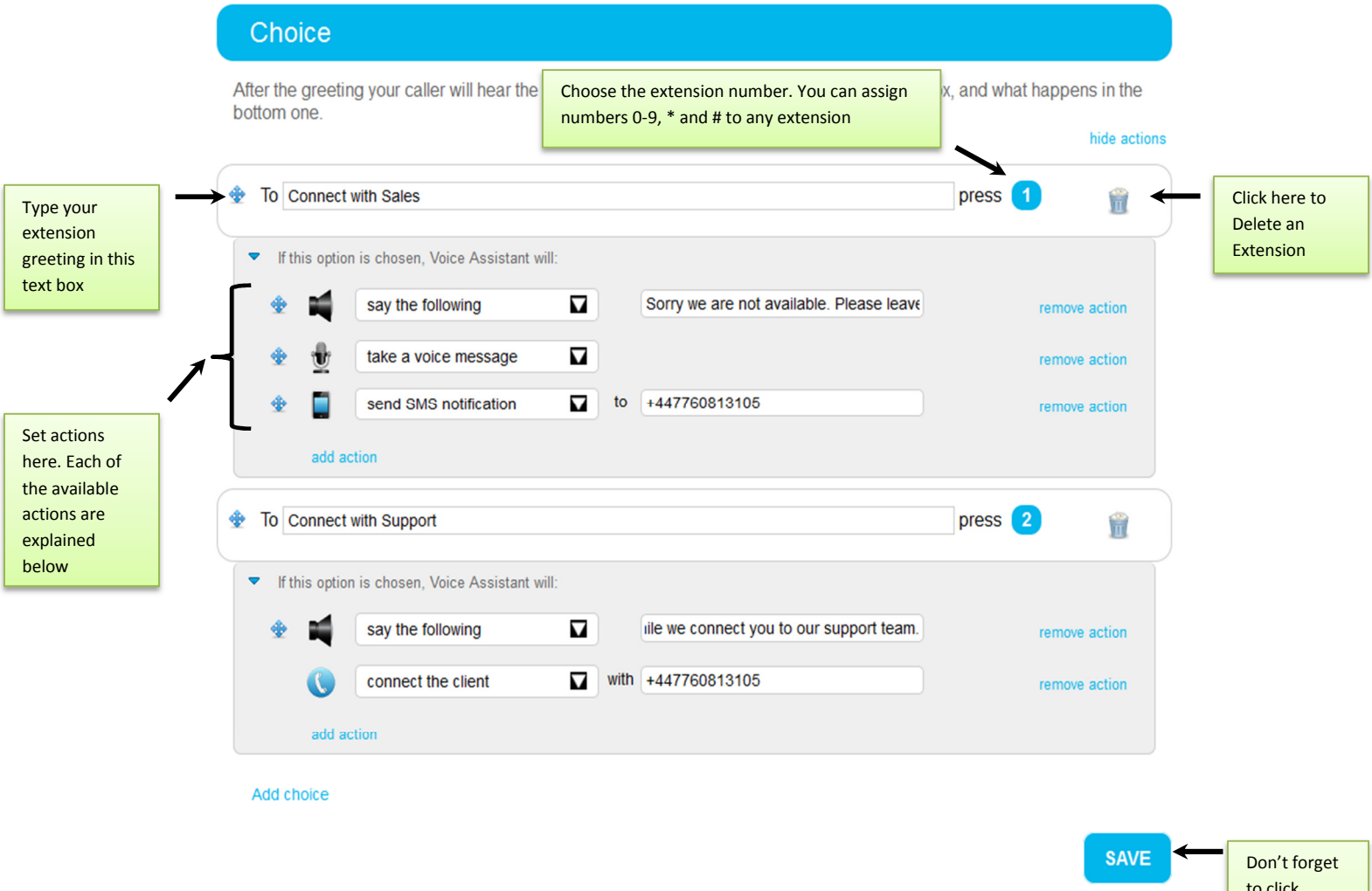
Once you finish recording, click **“Play”** to listen to your recorded greeting. If you are satisfied then click on **“Save”.** You will see the following



Now your greeting is set for your callers. Dial your Yuave Assistant number to listen to your greeting.

"Choice" Section

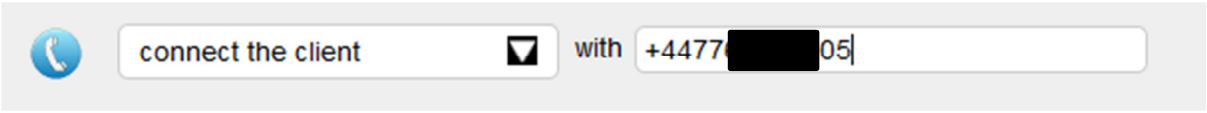
In this section you can create extensions for your callers and the associated options. The Choice section looks like the following.



When you sign up to Yuave, by default some extensions will be created for you. You can modify them or delete them and create new extensions.

Following "Actions" are available with Yuave Digital Assistant

Action 1

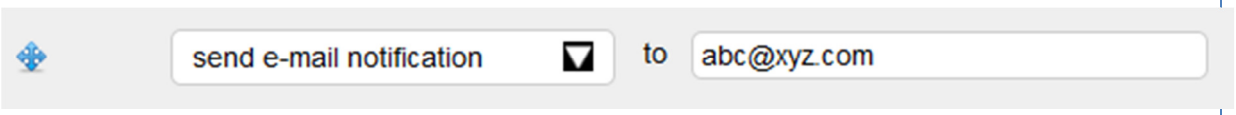


Use this action to forward calls to mobile, landline or any other number in the world. You will have to write the number in the format shown about i.e. + (country code) (number).

Action 2

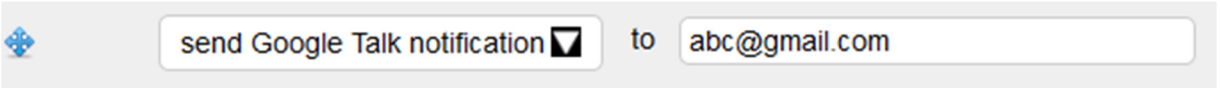
Use this action to play any message. Just type the message in the text box on the right

Action 3

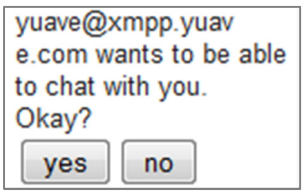


Use this action to send e-mail notification to you. Type email address in the textbox on the right.

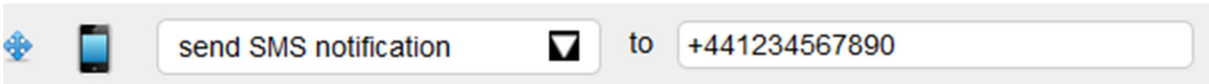
Action 4



Use this action to send a Google Talk notification to you. Type “Gmail” or “Googlemail” address in the textbox on the right. In order to receive the notification you will have to allow **yuave@xmpp.yuave.com** to be able to chat with you in your Gmail or Googlemail account.



Action 5



Use this action to send SMS notification to yourself. You will have to write the number in the format shown about i.e. + (country code) (number).

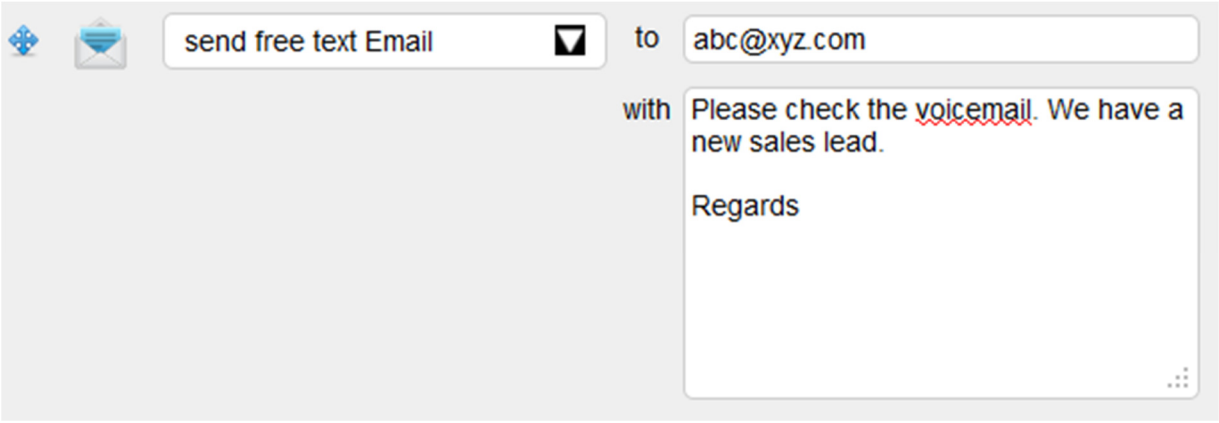
Action 6

Use this action to take a voicemail message.

Action 7

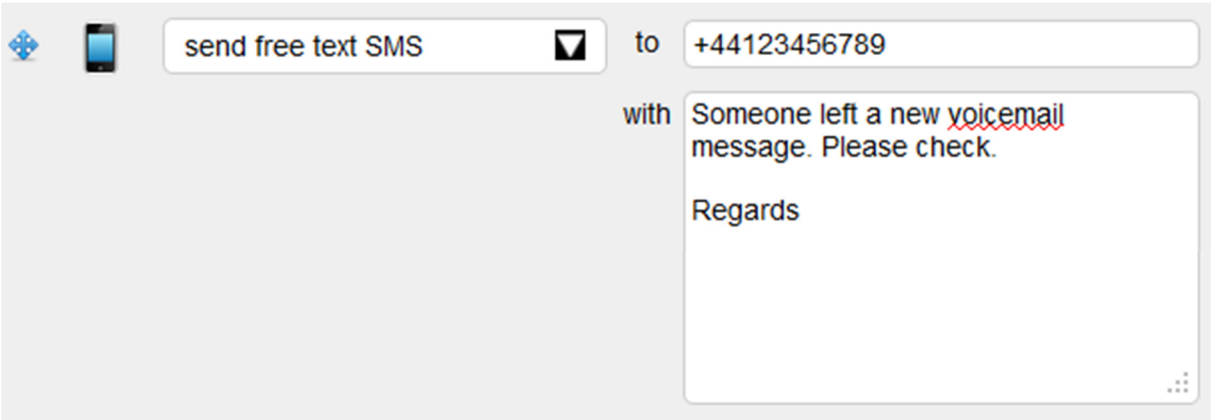
Use this action to send an SMS to the caller. Type the text of the SMS in the textbox on the right.

Action 8



Use this action to send an e-mail to any address. Type email address in the textbox next to “to” and your message in the textbox next to “with”.

Action 9



Use this action to send SMS to any number. Type phone number in the textbox next to “to” and your message in the textbox next to “with”.

Not all actions can be used with each other. Please refer to the following table

	Connect the Client	Say the Following	Send e-mail notification	Send Google Talk notification	Send SMS notification	Take a voice message	Send SMS to caller	Send free text email	Send free text email
Connect the Client									
Say the Following									
Send e-mail notification									
Send Google Talk notification									
Send SMS notification									
Take a voice message									
Send SMS to caller									
Send free text email									
Send free text SMS									

Notes

1. All notifications (cells marked in red) must be used only with “Take a Voice Message” action.