JUSAN

attendIA

Technical Note
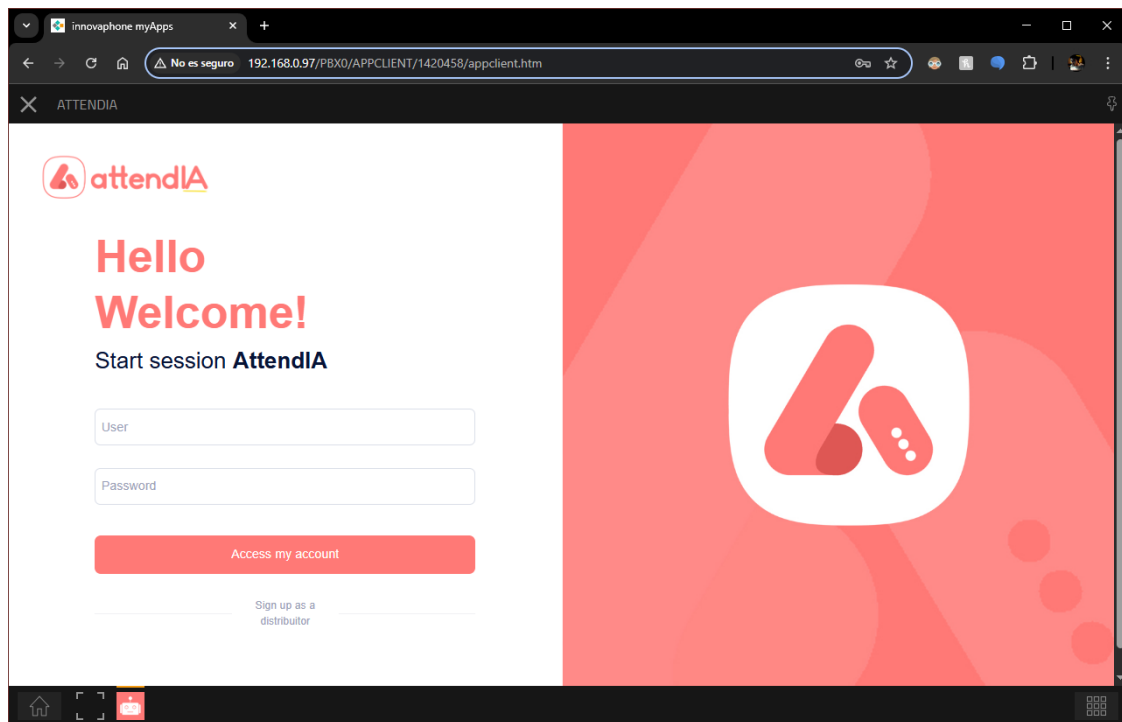
Configuration

on innovaphone myApps

CONFIGURATION ON INNOVAPHONE MYAPPS

This document outlines the configuration steps required to set up the AttendIA application within the innovaphone myApps environment. The guide includes the process for registering a distributor, verifying the account, and accessing the main dashboard interface.

1. Access AttendIA on myApps

Launch the AttendIA application from the innovaphone myApps interface. You will be presented with the login screen.

2. Register as a Distributor

Click on the link 'Sign up as a distributor' below the login form. This will redirect you to the distributor registration form.
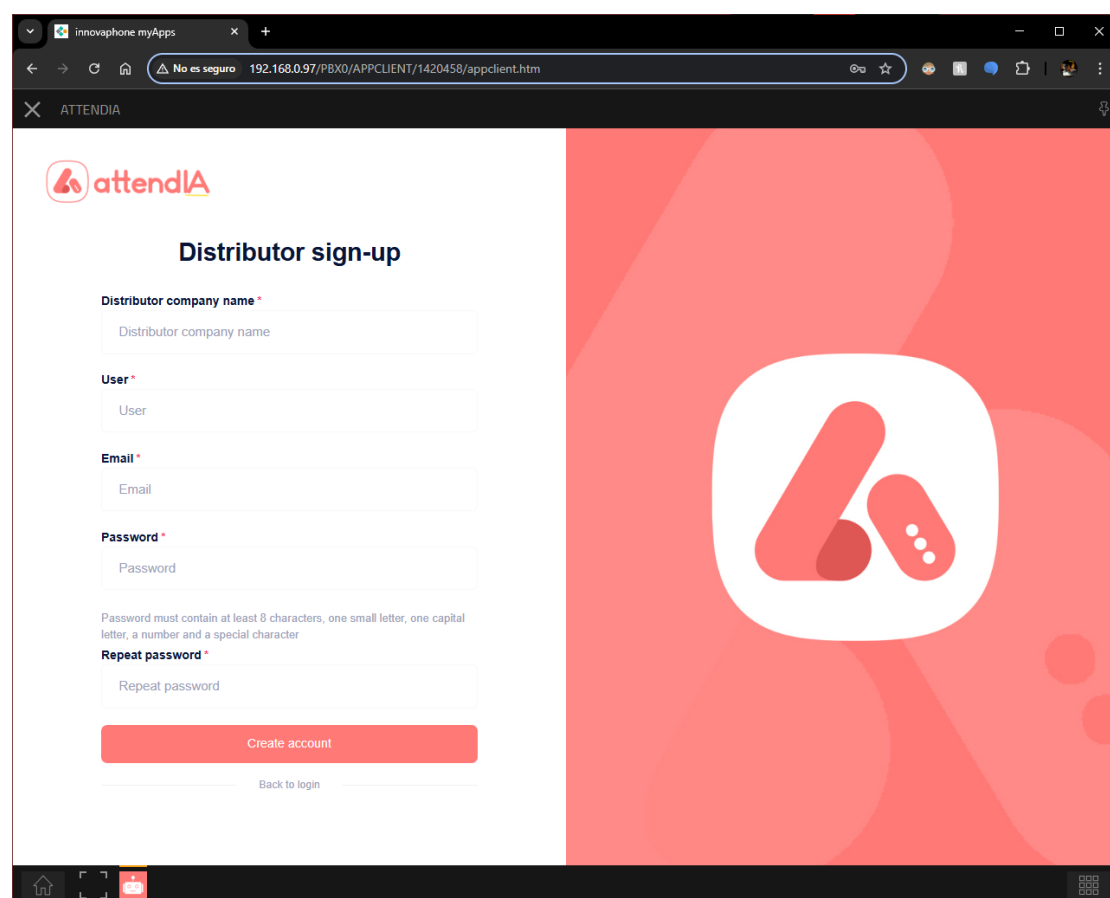
This type of user is intended for innovaphone distributors and system integrators only. It is not meant to be created by end customers themselves. Final customer accounts must be created under the responsibility of their respective distributor or integrator.

Only one distributor account can be registered per email domain. If your company has already created a distributor account, you should log in using the associated email address and password. If you don't know them, please contact your company's administrator.

Creating a distributor account is free of charge. Under a distributor account, you can also create customer accounts and assign each one a bot—also free. However, each bot will only be functional for up to 30 minutes of total call time. After this limit, the system will reject further calls with a busy tone.

As will be detailed later, creating a customer account requires assigning a SIP trunk pointing to the IP address `innovaphone.fidelitycloud.es:6060` over TCP. You will also need to provide the source IP of the trunk for firewall rule authorization, as well as assign a DDI (direct dial-in number) to allow incoming calls to be handled by AttendIA.

If you already have a distributor account, and your goal is to create a customer account under it, you may skip this step and go directly to section 8.

3. Fill in the Registration Form

Provide the required details: company name, desired username, email address, and a secure password. Repeat the password to confirm and click on 'Create account'.

Please note that only one distributor account can be registered per email domain. If your company has already created a distributor account, you should log in using the associated email address and password. If you are unsure of the credentials, please contact your company's administrator.
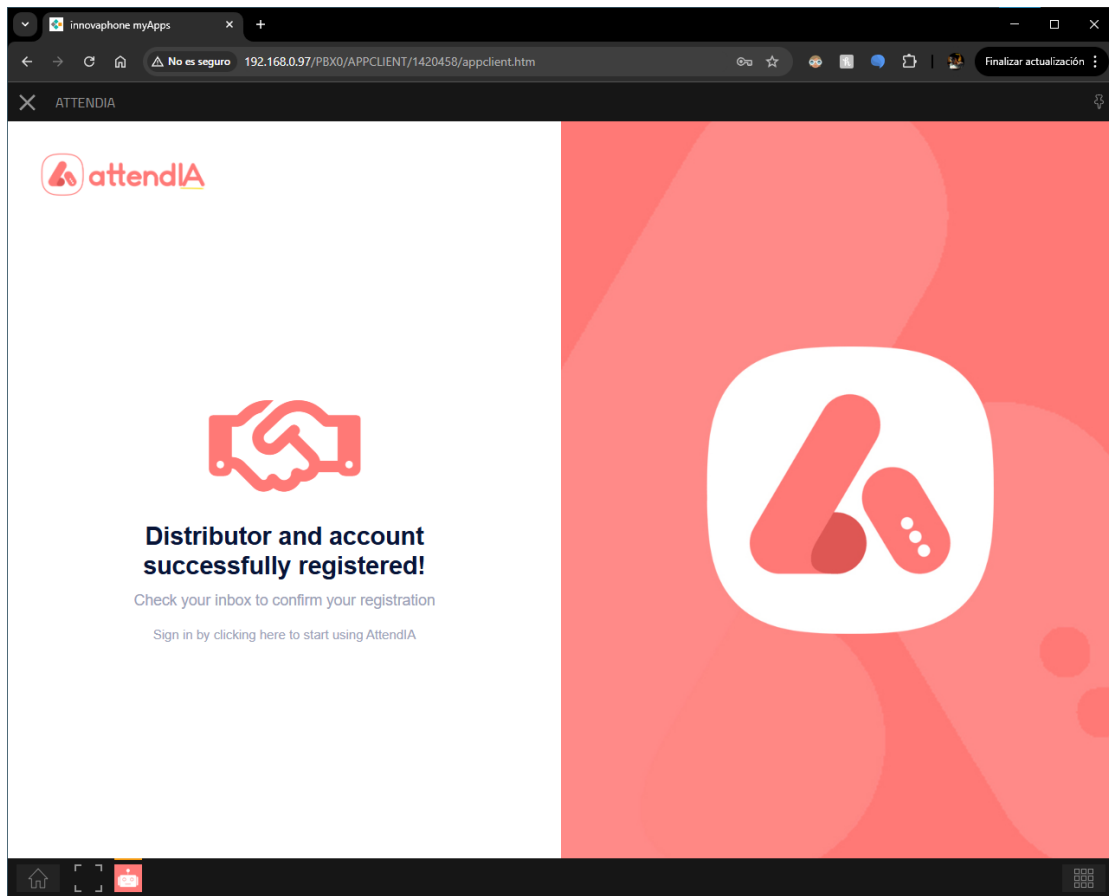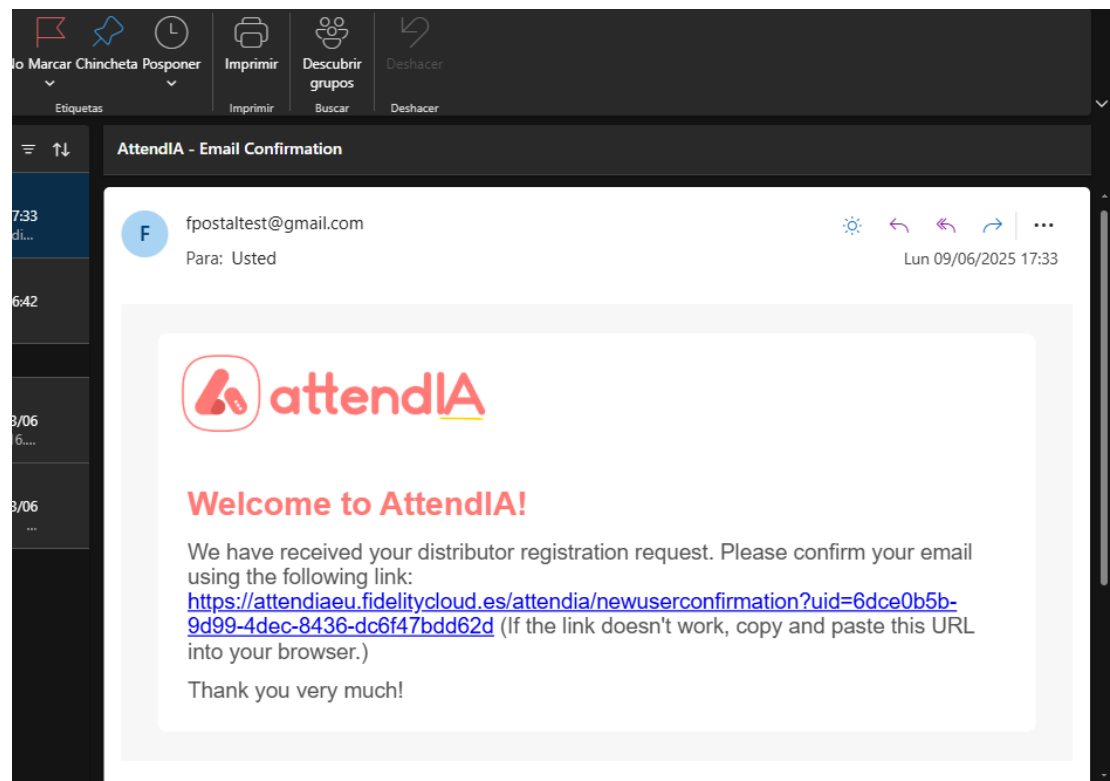
4. Confirm Registration

Upon successful registration, a confirmation screen will appear. You will also receive a confirmation email.
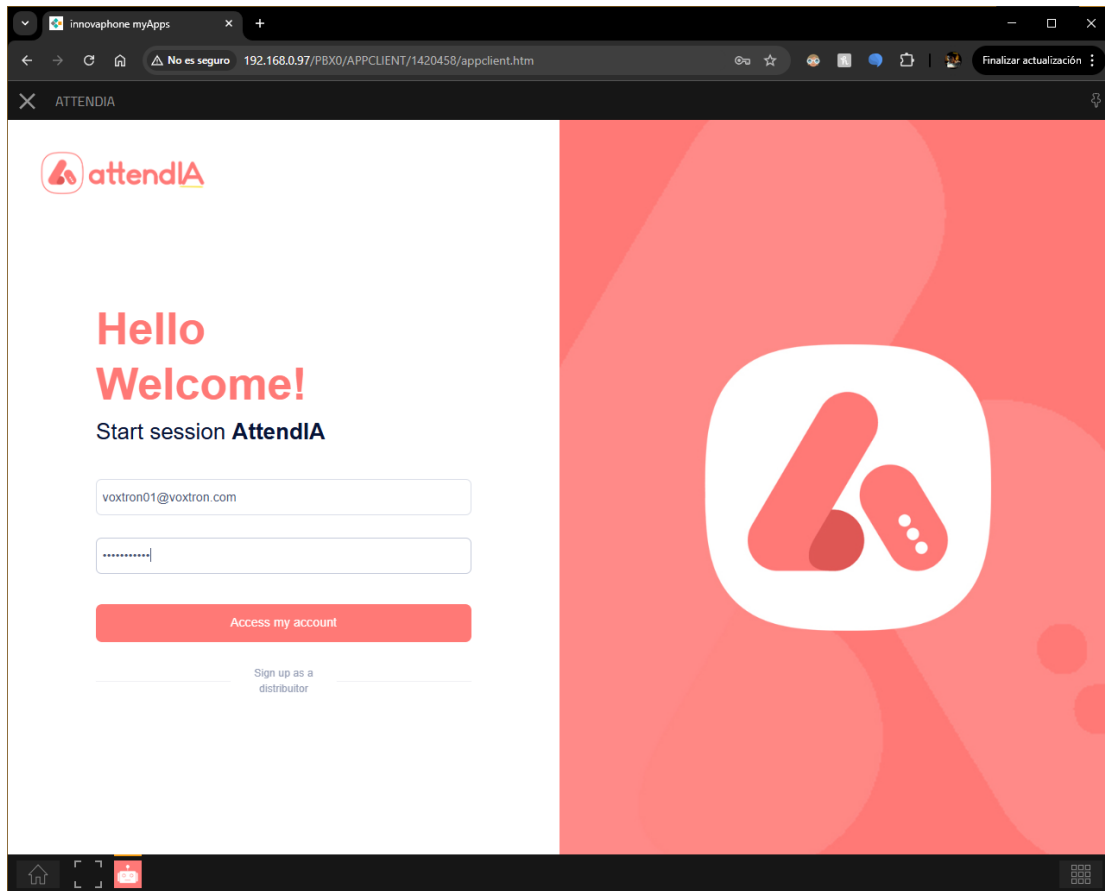
5. Confirm Email Address

Open the email account provided during registration and click on the confirmation link to activate your account.
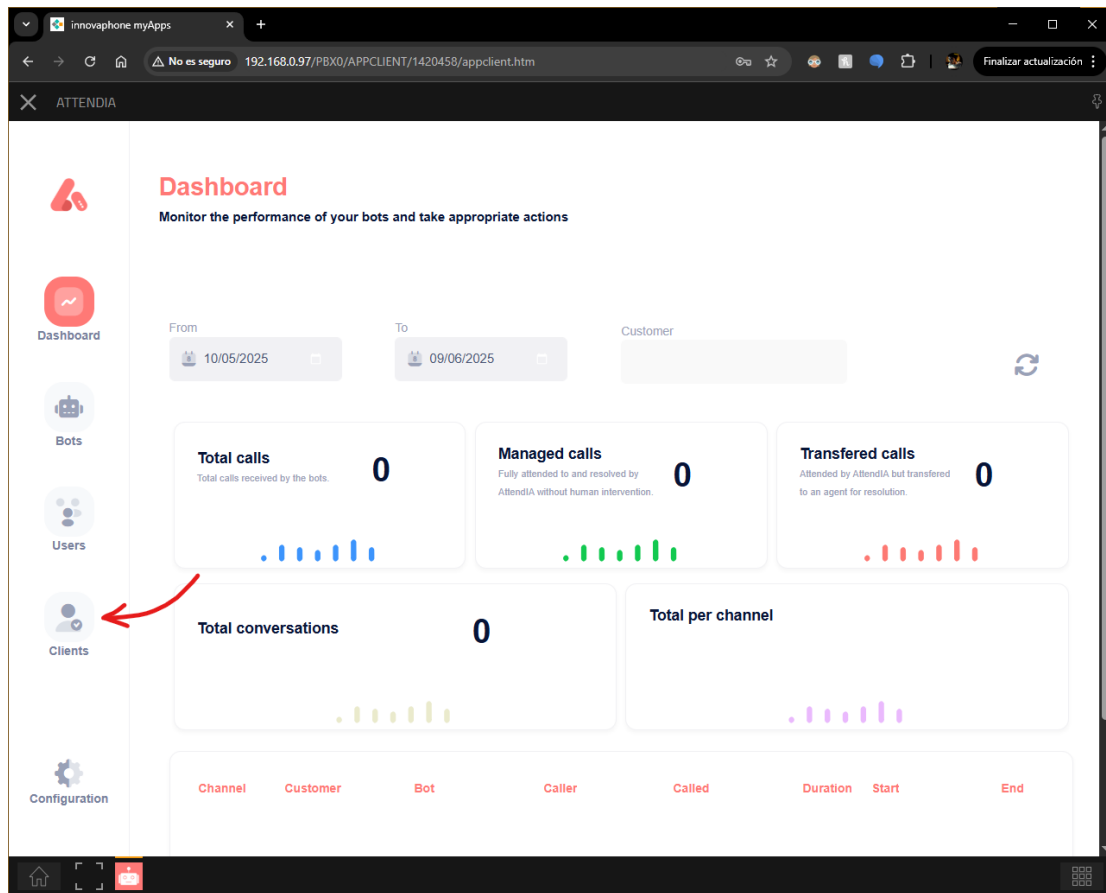
6. Log In

Return to the login screen and enter your credentials to access the AttendIA dashboard.

7. Dashboard Overview

After logging in, you will reach the main dashboard where you can monitor the bot activity and call statistics.

8. Create a Customer

Navigate to the 'Clients' section from the sidebar and click on '+ Create customer' to add a new client.