



Technical Note

Configuration

on innovaphone myApps

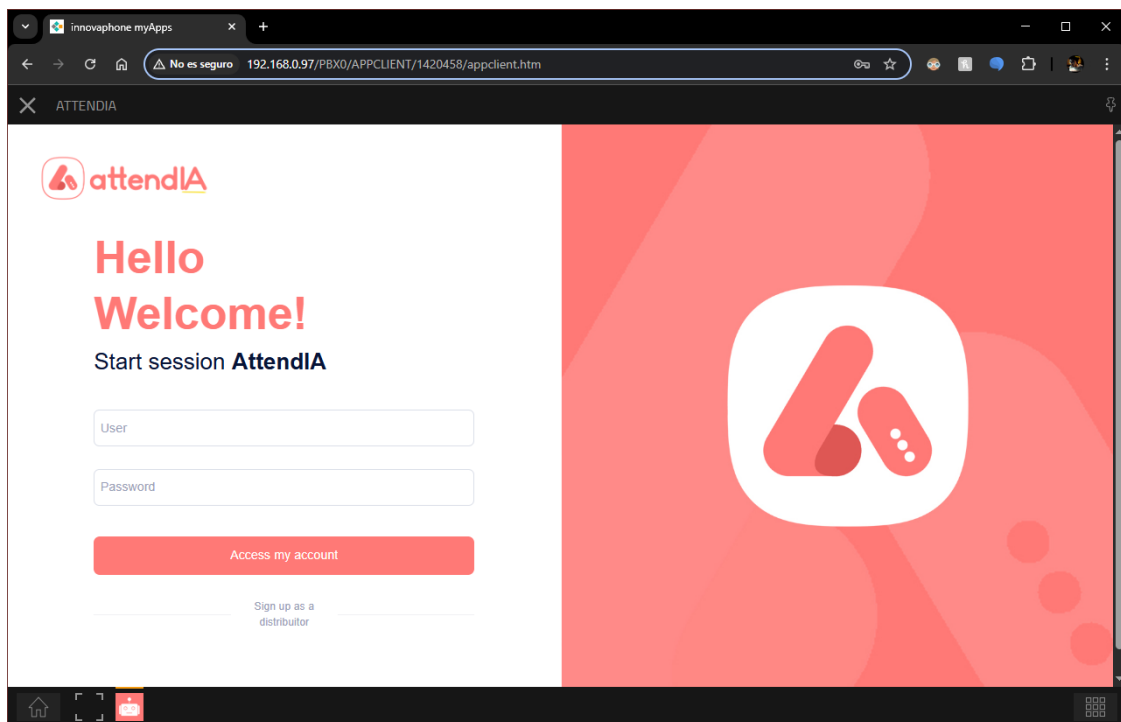


CONFIGURATION ON INNOVAPHONE MYAPPS

This document provides a complete step-by-step guide to configuring the AttendIA application within the innovaphone myApps environment. It covers the full process—from registering as a distributor and creating customer accounts, to configuring SIP trunks, building and training virtual assistants (bots), and setting up IVR rules to route incoming calls. Each step is illustrated with screenshots and practical examples to ensure a smooth and successful deployment.

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.

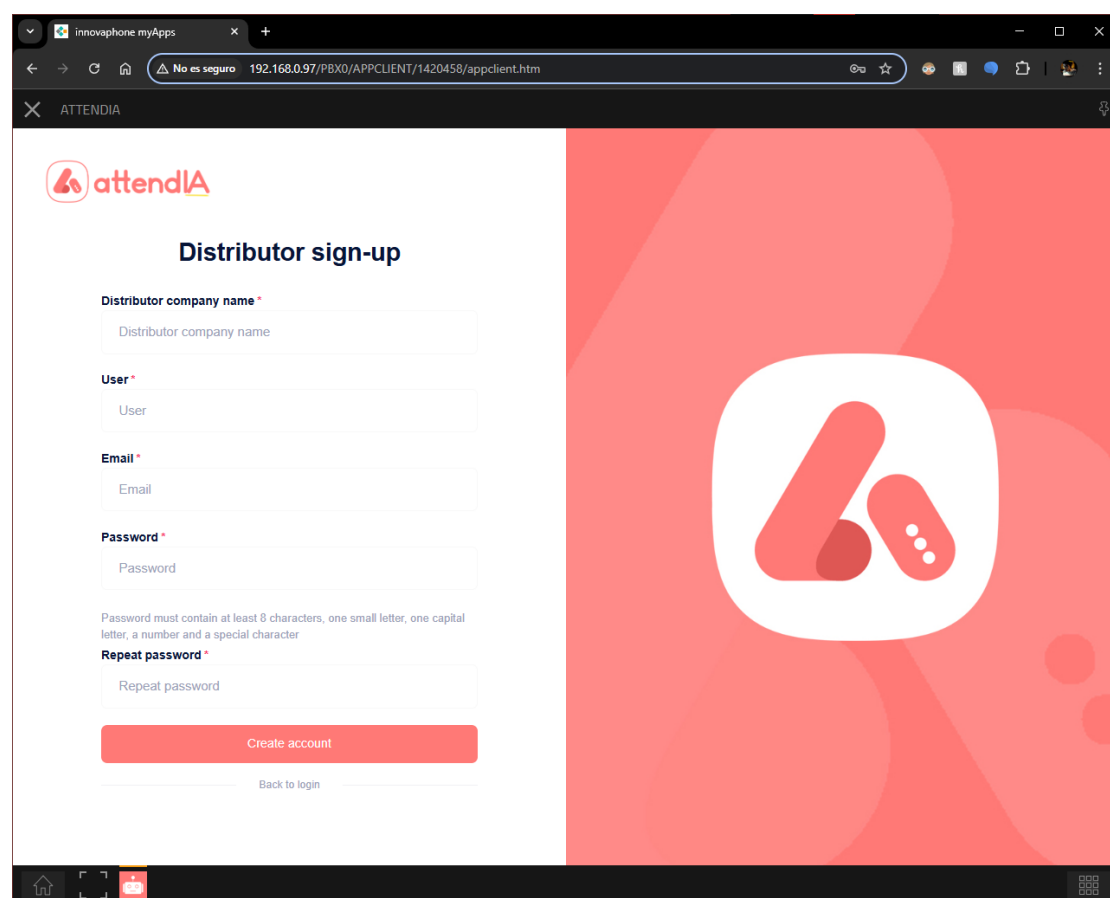
This type of user is intended for innovaphone distributors and system integrators only. It is not meant to be created by end customers themselves. Final customer accounts must be created under the responsibility of their respective distributor or integrator.

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.



The screenshot shows a web browser window with the URL `192.168.0.97/PBX0/APPCIENT/1420458/appclient.htm`. The page is titled "Distributor sign-up" and features the AttendIA logo. The form includes the following fields:

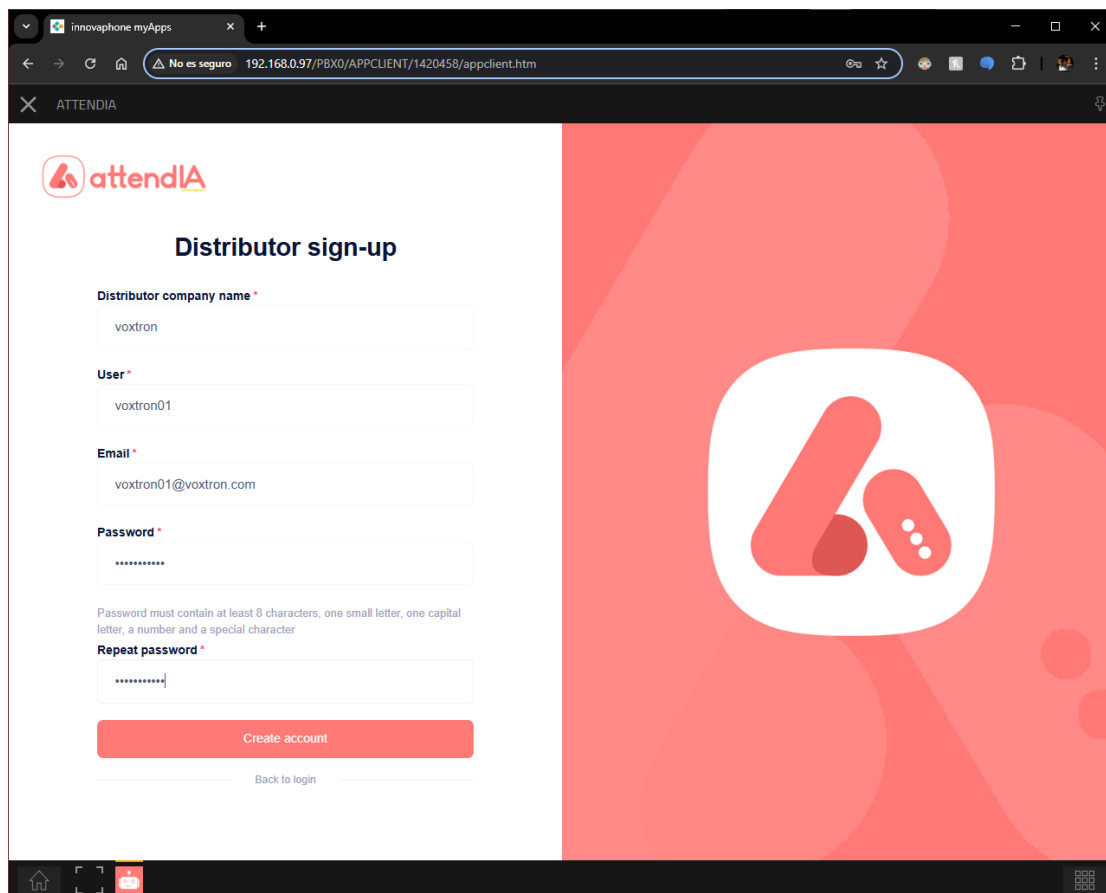
- Distributor company name ***: A text input field with placeholder text "Distributor company name".
- User ***: A text input field with placeholder text "User".
- Email ***: A text input field with placeholder text "Email".
- Password ***: A text input field with placeholder text "Password".
- Repeat password ***: A text input field with placeholder text "Repeat password".

Below the password fields, there is a note: "Password must contain at least 8 characters, one small letter, one capital letter, a number and a special character". At the bottom of the form, there is a red "Create account" button and a "Back to login" link.

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.



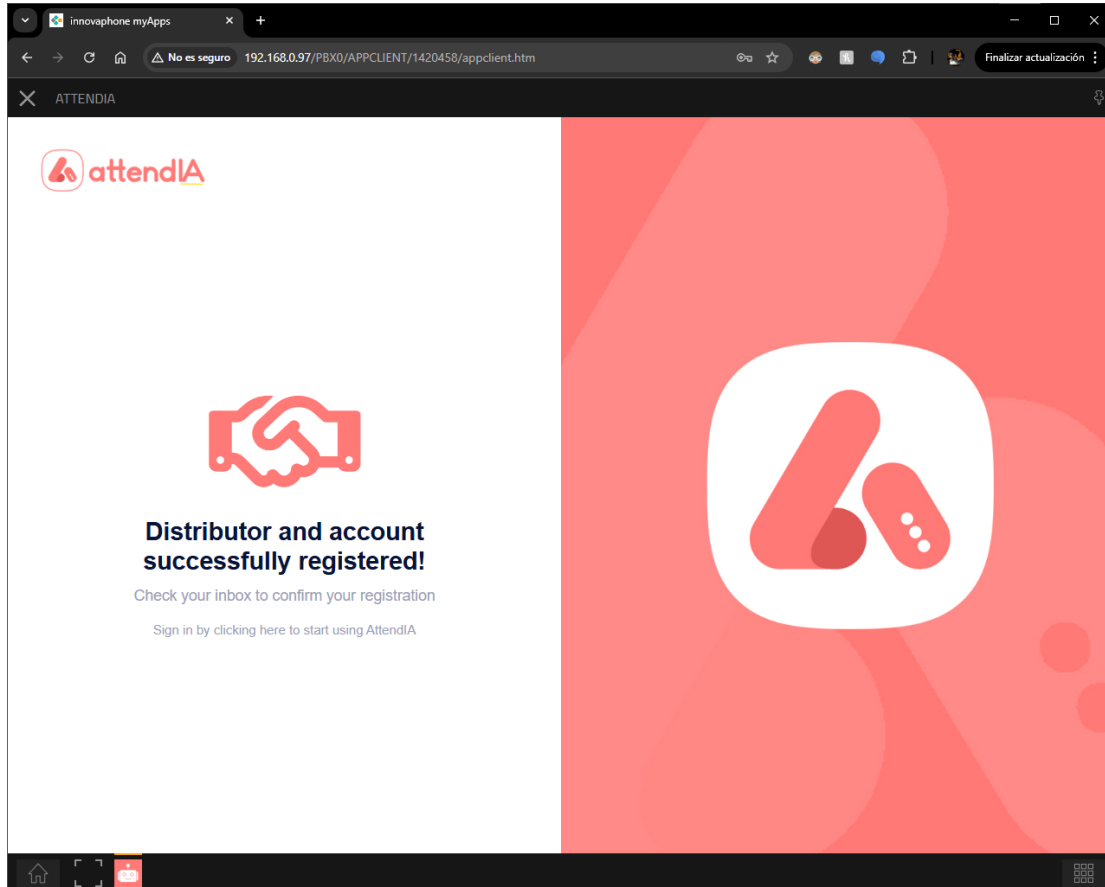
The screenshot shows a web browser window with the URL `192.168.0.97/PBX0/APPCCLIENT/1420458/appclient.htm`. The page is titled "Distributor sign-up" and features the AttendIA logo. The form includes the following fields:

- Distributor company name ***:
- User ***:
- Email ***:
- Password ***:
- Repeat password ***:

Below the password fields, a note states: "Password must contain at least 8 characters, one small letter, one capital letter, a number and a special character". At the bottom of the form, there is a red "Create account" button and a link that says "Back to login". The right side of the page has a large red background with a white AttendIA logo.

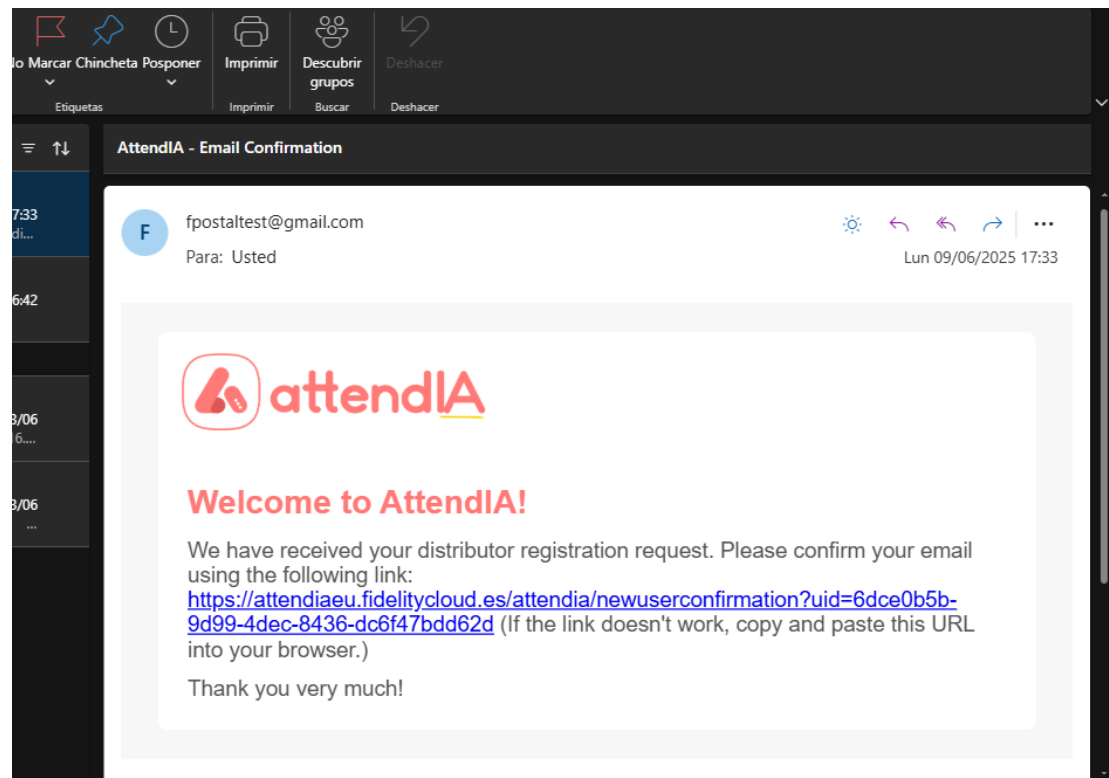
4. Confirm Registration

Upon successful registration, a confirmation screen will appear. You will also receive a confirmation email.



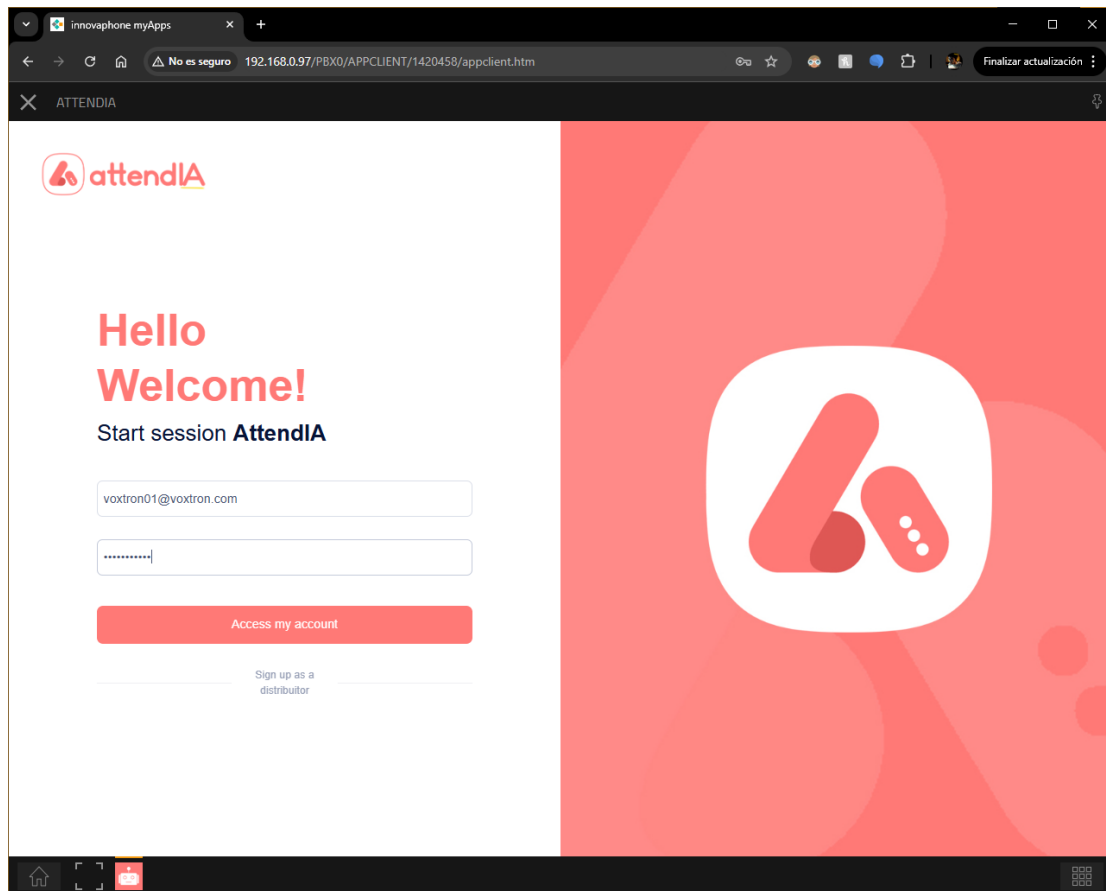
5. Confirm Email Address

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



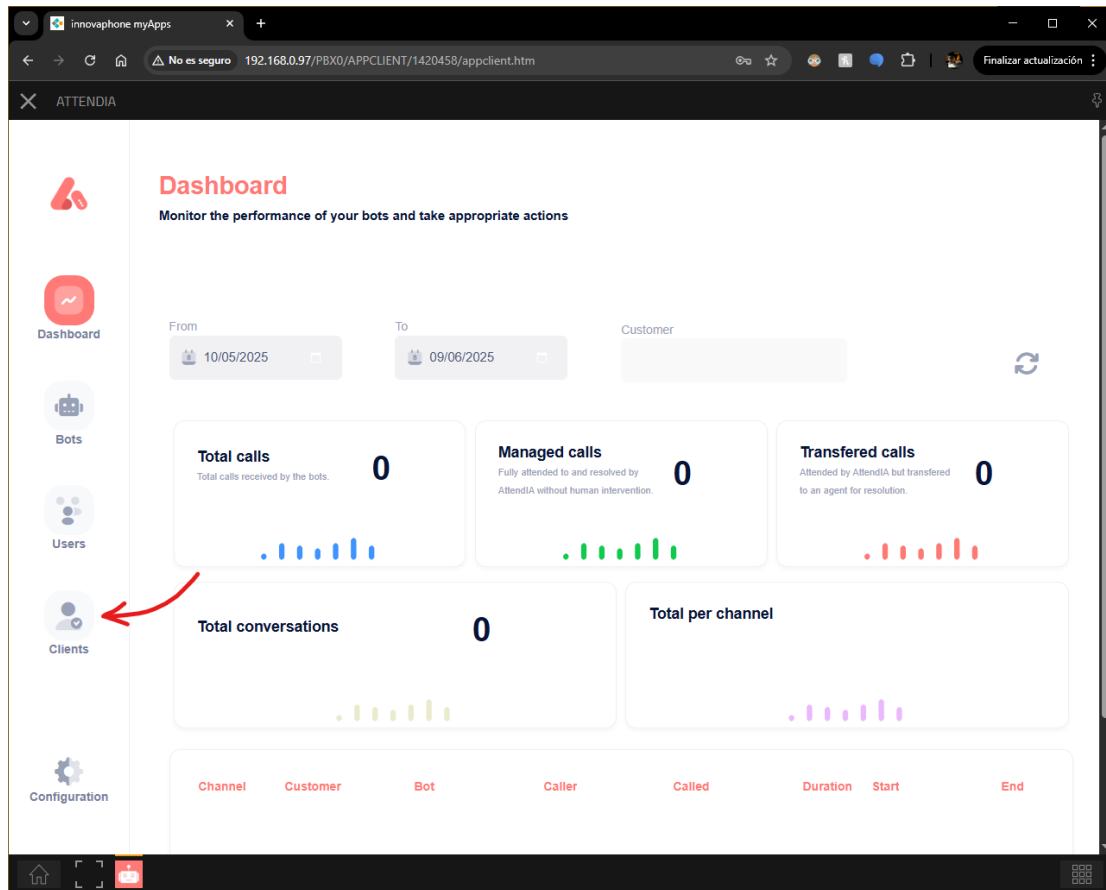
6. Log In

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



7. Dashboard Overview

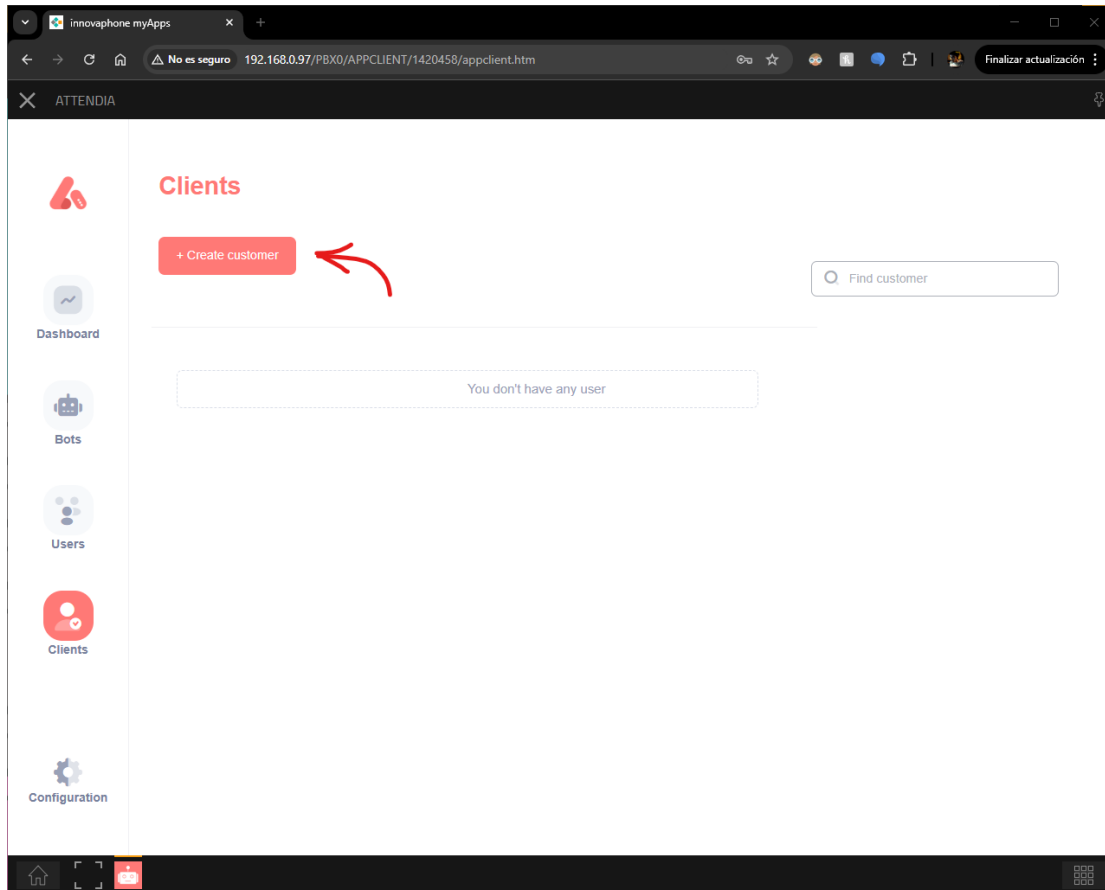
After logging in, you will reach the main dashboard where you can monitor the bot activity and call statistics.



8. Create a Customer

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

As a distributor user integrating innovaphone for end customers, you can create as many clients as needed. This incurs no additional cost.



9. Enter Customer SIP Trunk Details

Before finalizing the creation of a customer, you the integrator must first configure a SIP trunk from your innovaphone PBX that points to the AttendIA server at `innovaphone.fidelitycloud.es:6060` over TCP.

Once the trunk is correctly established, fill in the following required information in the client creation form:

- **Name:** A descriptive name for the client (e.g., company or brand).
- **Public PBX IP:** The public IP address of the customer's innovaphone PBX that will initiate the SIP trunk connection.
- **Remote Port:** The port used by the customer's PBX for the SIP trunk traffic.
- **DDI:** A direct dial-in number assigned to this customer and trunk, that external users can call to reach the AttendIA bot.

All this information is essential to properly route incoming calls and allow the AttendIA platform to establish communication with the client PBX through the appropriate firewall rules and SIP trunking settings.

The **Prefix** field is reserved for internal use by Jusan customer support and should be left blank. It will only be configured later, when a full production license is requested.

The screenshot shows a web browser window with the URL `192.168.0.97/PBX0/APPCCLIENT/1420458/appclient.htm`. The page title is 'ATTENDIA'. A modal window titled 'Customer' is open, displaying the following information:

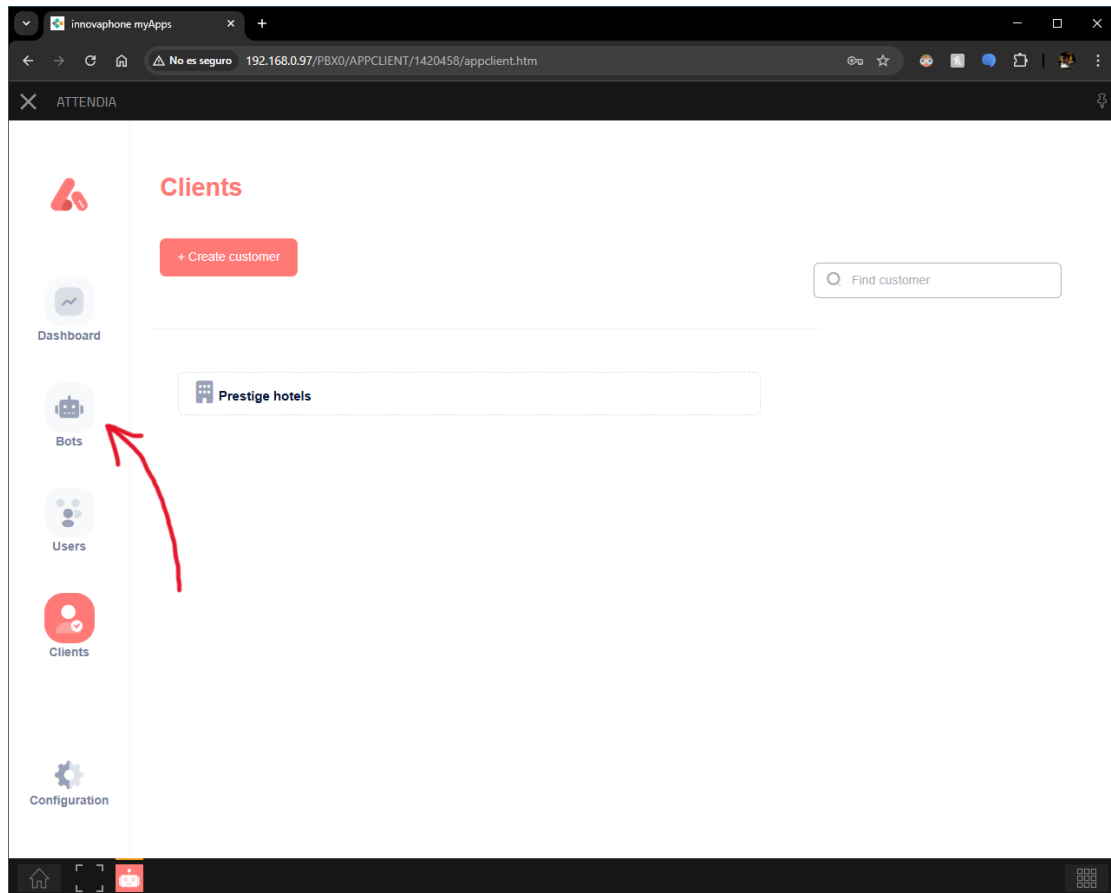
Before creating a client, you must create a trunk that points to this IP and port:
`innovaphone.fidelitycloud.es:6060/`

Field	Value
Name *	Prestige hotels
Prefix	Prefix
Public PBX Ip	46.232.228.62
Remote port	50060
DDI	972252100

Buttons: Cancel, Save

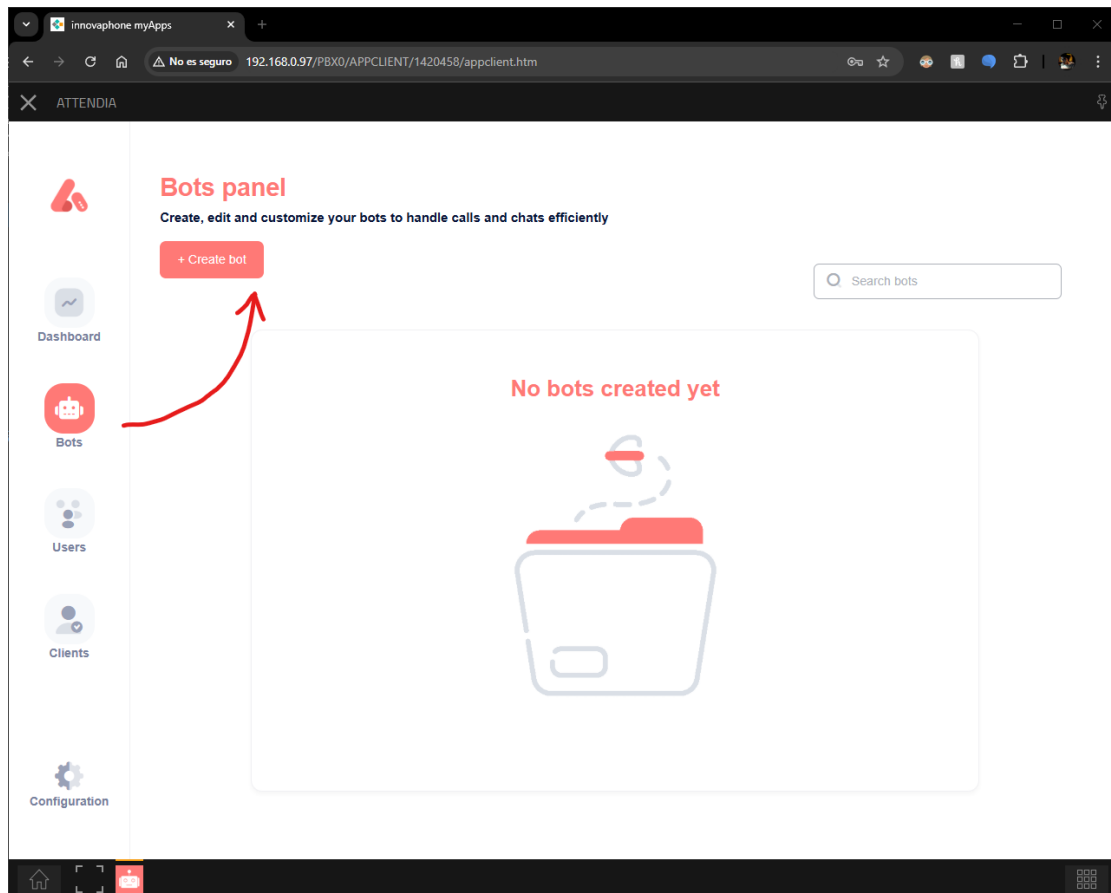
10. Navigate to Bots Panel

In the main sidebar, click on the 'Bots' icon to open the Bots panel where you can manage all bots associated with your customers.



11. Create a New Bot

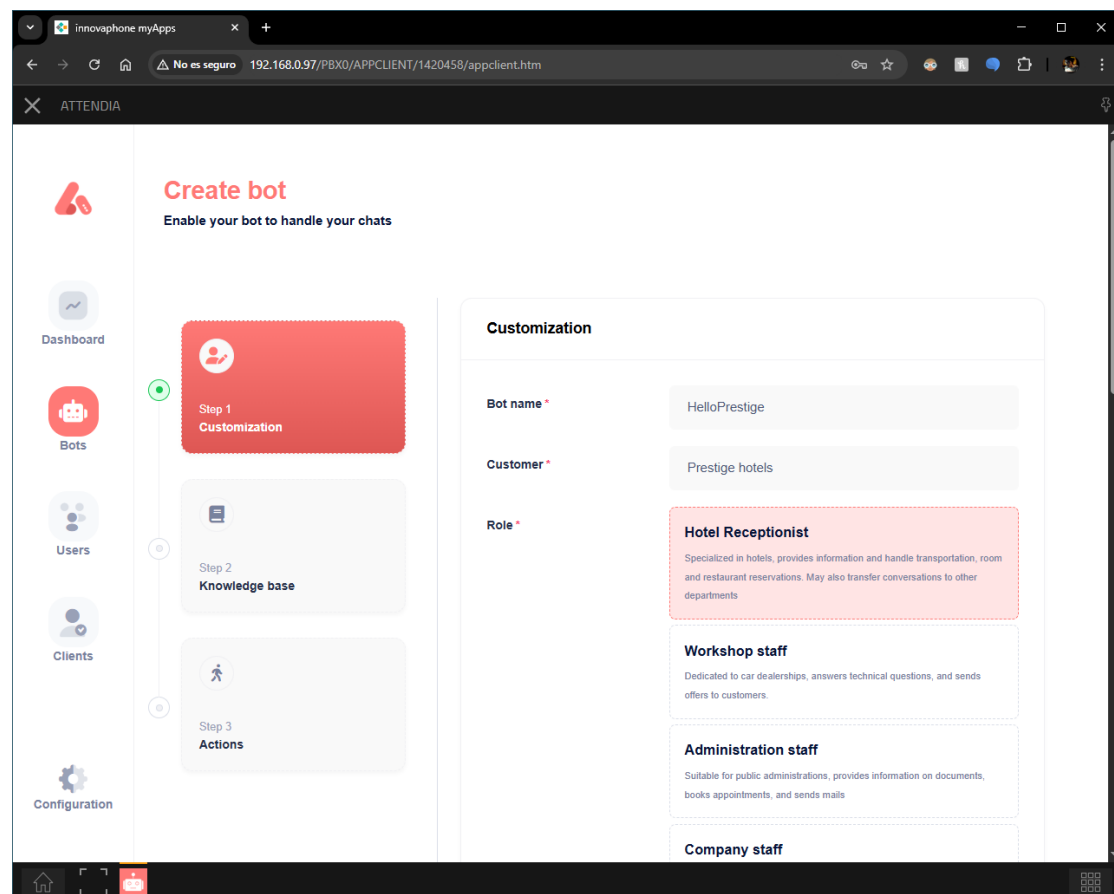
Click on '+ Create bot' to begin configuring a new bot for the selected client.



12. Bot Customization: Rol

Define the bot's basic settings: name, associated customer, and role. Choose a role that best fits the bot's responsibilities (e.g., Hotel Receptionist, Workshop Staff, Administration Staff).

The **Bot name** is for internal reference only: it does not affect the bot's behavior or responses. When a customer has multiple bots configured, they will be listed in the Bots panel by this name, making it easier to identify and manage them later.

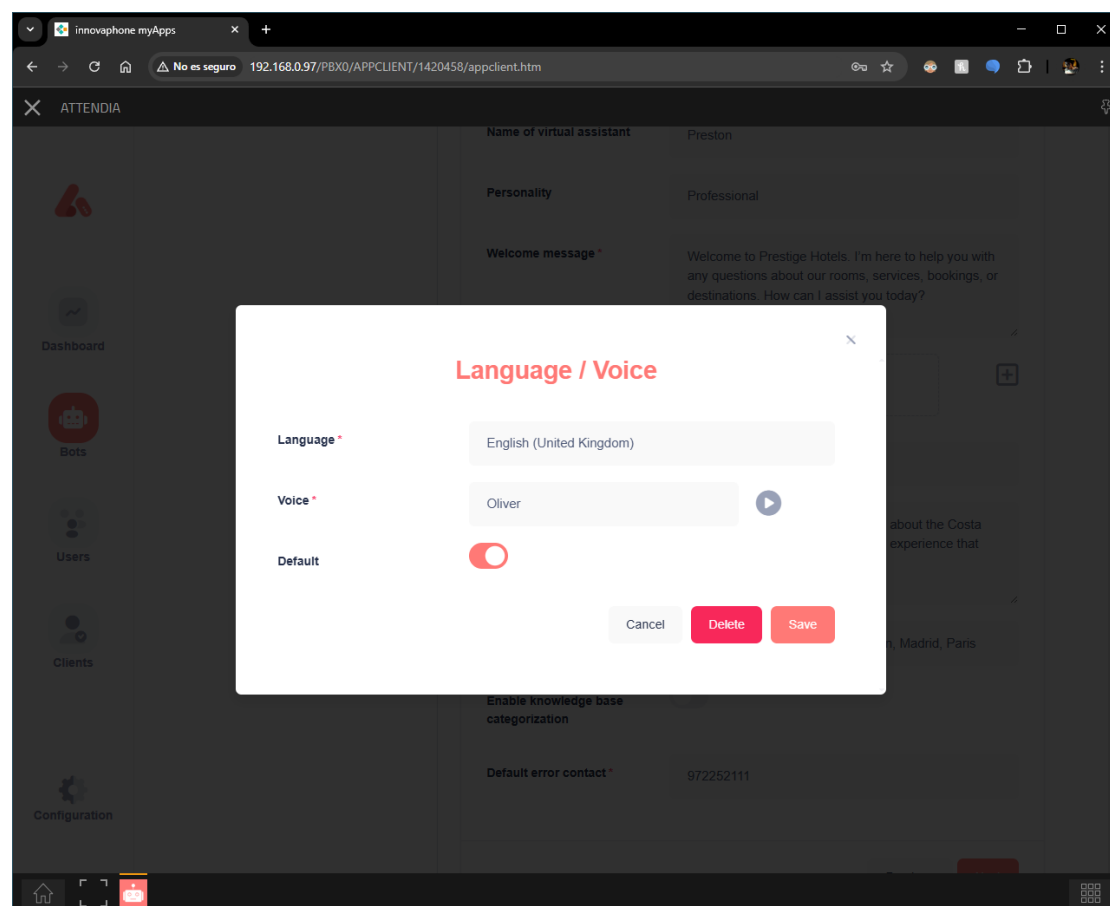


13. Bot Customization: Language and Voice

Select languages and voices for your bot.

As shown in the configuration interface, you can assign multiple languages to the same bot. For each language, you must also select a corresponding voice. However, only one language and voice pair should be marked as **default**—this will determine the language and voice used to deliver the welcome message. Make sure that the welcome message is written in the same language as the one selected as default, to avoid having it read with an accent or voice intended for a different language.

Some voices are multilingual, which can be useful when the welcome message includes content in more than one language. You can use the **play** button next to each voice to preview how it sounds and choose the one that delivers the most satisfactory result.



14. Bot Customization: Company Information

The **Name of virtual assistant** is generally not exposed to the caller during normal conversations. However, the AI may use it in specific contexts—for example, when the caller asks the bot directly for its name. For this reason, you may choose to keep it neutral (e.g., “AttendIA” or “Virtual Agent”) or give it a more personal or creative identity, similar to assistants like Alexa or Siri.

The **Company description** can be short or more detailed, but keep in mind that it will become part of the bot’s knowledge when generating responses. A good reference for what to include here might be the content from the company’s “About us” web page.

The **Knowledge base categorization** toggle is optional and should be enabled only in cases where the customer provides a large volume of documentation. The knowledge base—configured later—consists of documents and content that the bot uses to answer questions. Enabling categorization allows each document to be tagged. When the bot receives a question, it will first classify it into one of the predefined categories and then search for answers only within that category. This improves precision and avoids issues like AI hallucination, overtraining, or performance degradation.

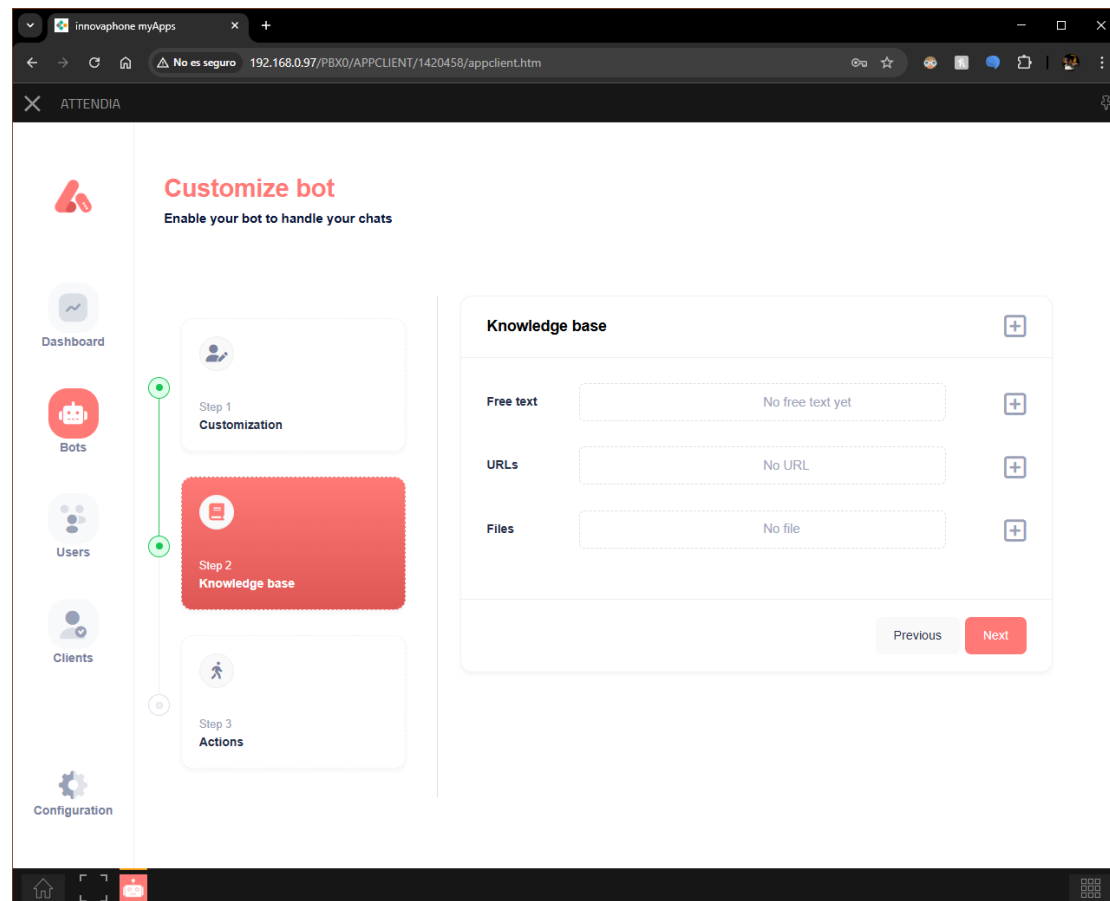
The **Default error contact** is a safety fallback: it defines the number to which the call will be forwarded in case of unexpected failures, such as the AI endpoint being temporarily unreachable.

The screenshot shows a web browser window with the URL `192.168.0.97/PBX0/APPC/CLIENT/1420458/appclient.htm`. The page title is "ATTENDIA". On the left is a sidebar with icons for Dashboard, Bots, Users, Clients, and Configuration. The main area displays configuration settings for a virtual assistant named "Preston".

Field	Value
Name of virtual assistant	Preston
Personality	Professional
Welcome message *	Welcome to Prestige Hotels. I'm here to help you with any questions about our rooms, services, bookings, or destinations. How can I assist you today?
Language / Voice *	English (United Kingdom) Oliver
Company name *	Prestige hotels
Company description *	Hotel & Lodging. We're passionate about the Costa Brava, and we want every guest to experience that love with us.
Time zone *	(GMT+2:00) Brussels, Copenhagen, Madrid, Paris
Enable knowledge base categorization	☐
Default error contact *	972252111

15. Bot Knowledge Base

Add custom knowledge content in three categories: Free text, URLs, and Files. This is the information that will be used by the bot to answer caller queries.



Click the '+' button next to each section to add new entries.

Knowledge can be extracted from text documents (.txt, .docx, .pdf), spreadsheets (.xlsx), or public web pages. However, adding information to the bot is not just about uploading content: it must be **carefully reviewed, cleaned, and purpose-driven**. Avoid including full documents or websites if only part of their content is relevant—extract and provide only what's truly useful for the assistant.

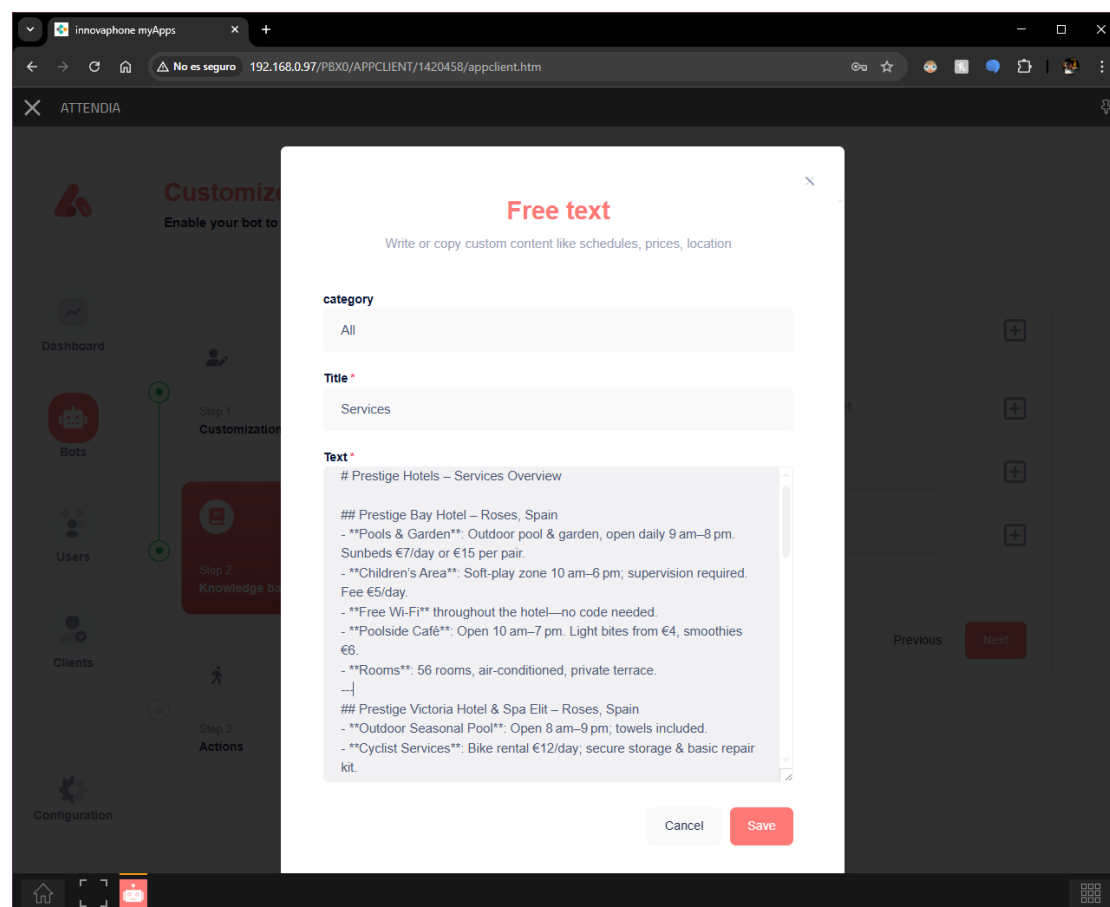
There is a **practical size limit** (around 100 pages of text), and exceeding it may slow down response times or reduce answer quality. Content should be well-structured, in the bot's main language whenever possible, and must not contain sensitive or confidential data. Note that **images are ignored**, and **scraped web content will not update automatically**—you must reupload if the source changes.

AttendIA provides tools to edit and clean entries directly after upload. Keeping the knowledge base focused and concise not only improves accuracy but also enhances performance and efficiency.

16. Bot Knowledge Base: Add Free Text Entries

In the Free text section, you can enter any custom content such as schedules, prices, or location details. After entering the text, click 'Save'.

If you previously enabled the **Knowledge base categorization** toggle—recommended when loading large volumes of information into the bot—you will now see **Category** field enabled. This allows you to assign a label you consider relevant to the content you're entering. The AI will later use these categories to narrow down its response context, improving accuracy and performance when handling user queries.



17. Bot Knowledge Base: Add External URLs

In the URLs section, paste links to relevant web pages whose content will be extracted into the knowledge base used by the bot. Ensure that the URLs are publicly accessible.

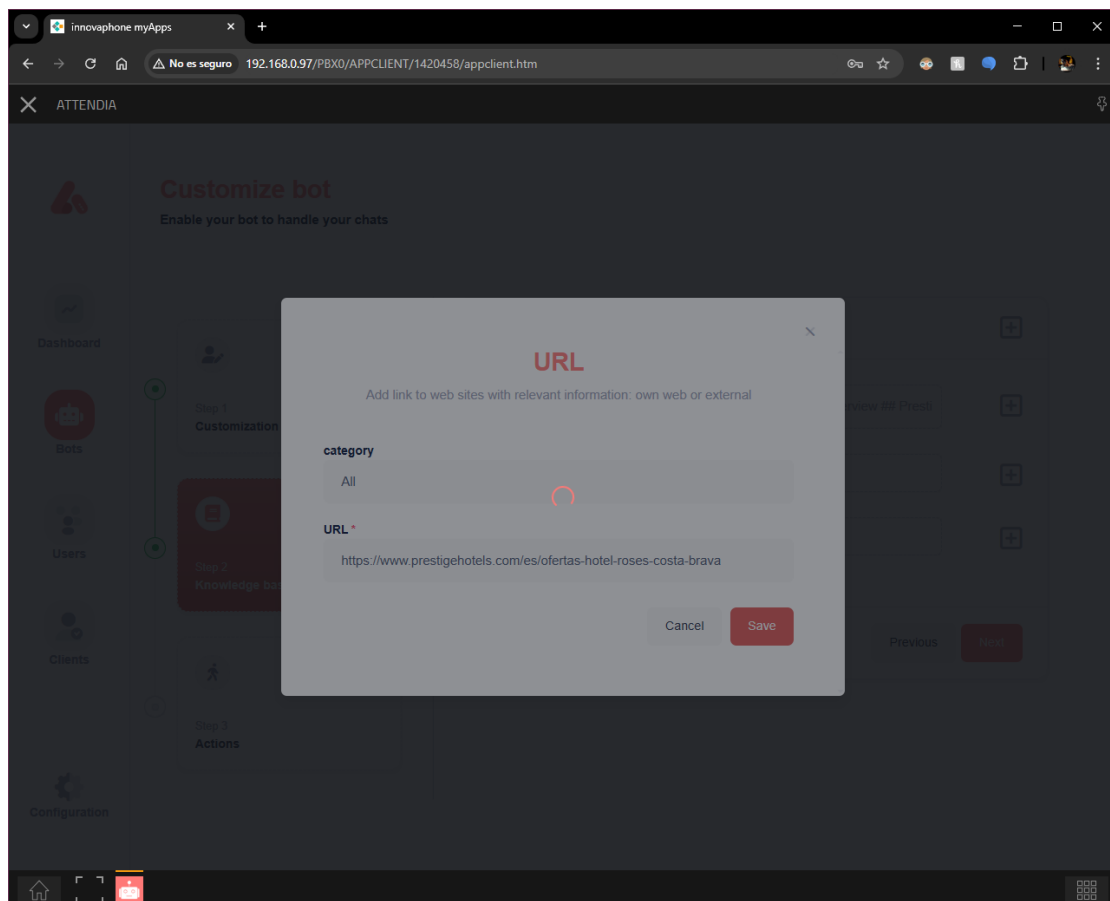
AttendIA bots are capable of performing **web scraping**, not **web crawling**. This means the system will extract only the content from the specific URL provided—it will not follow links within the page or attempt to download entire websites. This is an intentional design choice: scraping complete sites indiscriminately tends to introduce a large amount of irrelevant data, undermining the bot's ability to respond effectively and accurately.

So, if there are several relevant pages, each must be entered individually.

When using web pages as a source, **content curation is essential**. After scraping, you should review the extracted content to ensure that it is clean, useful, and well-structured. Although URL-based import is one of the most convenient formats, it also carries the highest risk of importing noisy or disorganized data due to the inconsistent structure of web pages.

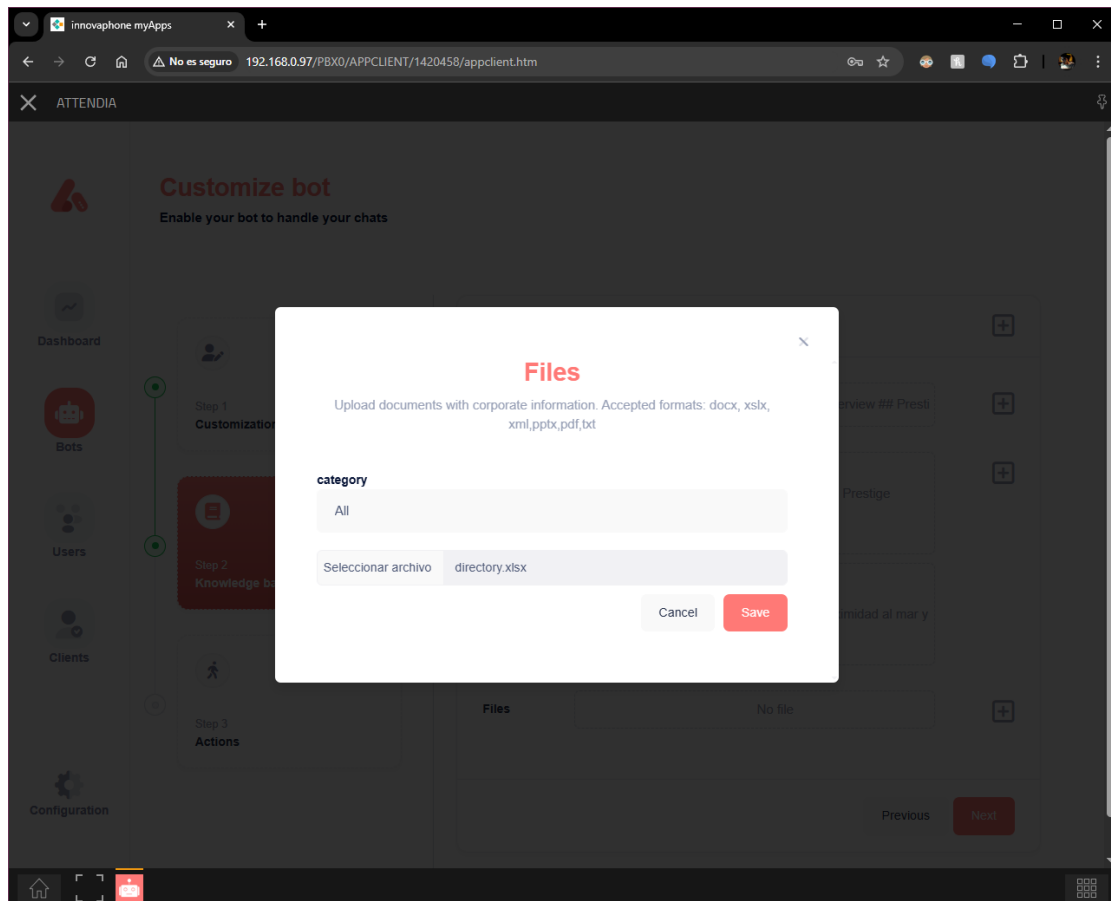
Common problems to look out for include:

- **Navigation headers** and site menus appearing at the beginning of the text
- **Cookie consent notices** at the end
- **Forms** embedded mid-page
- **Redundant metadata** (e.g., addresses, phone numbers) repeated across all pages—these should be added separately if needed



18. Bot Knowledge Base: Upload Files

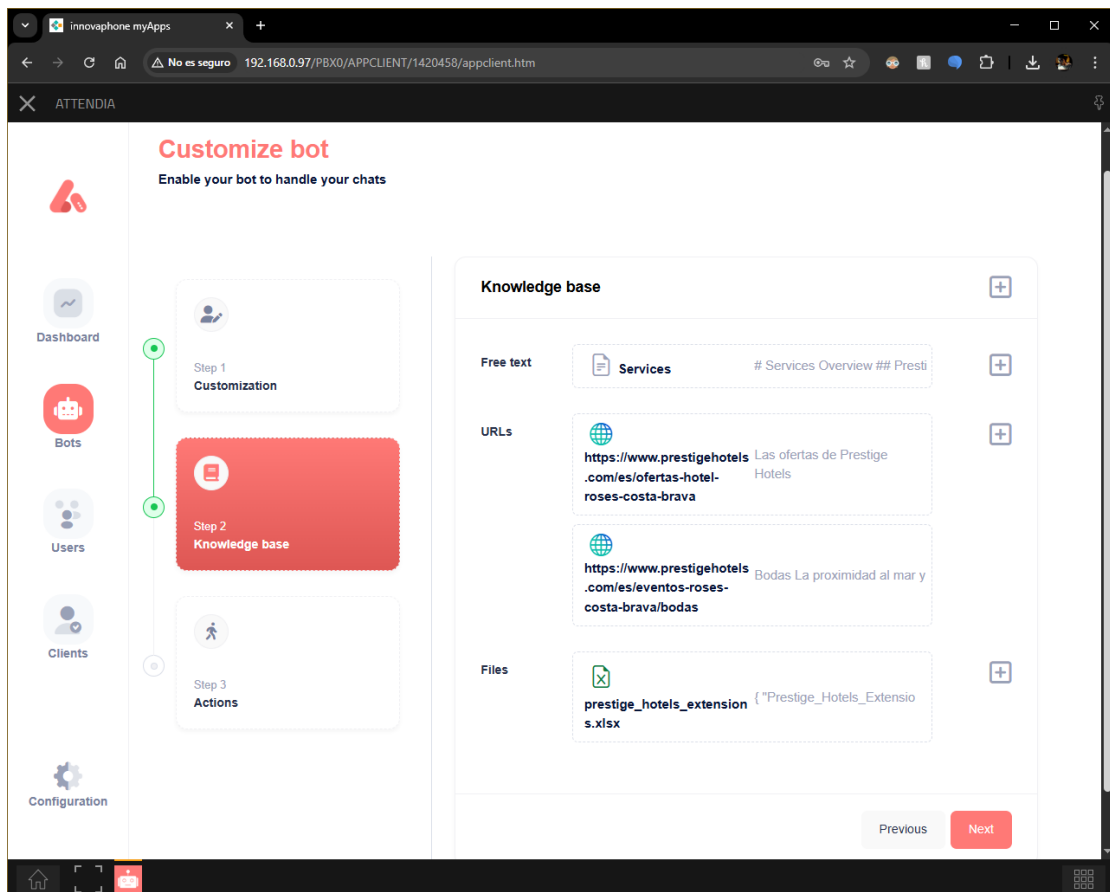
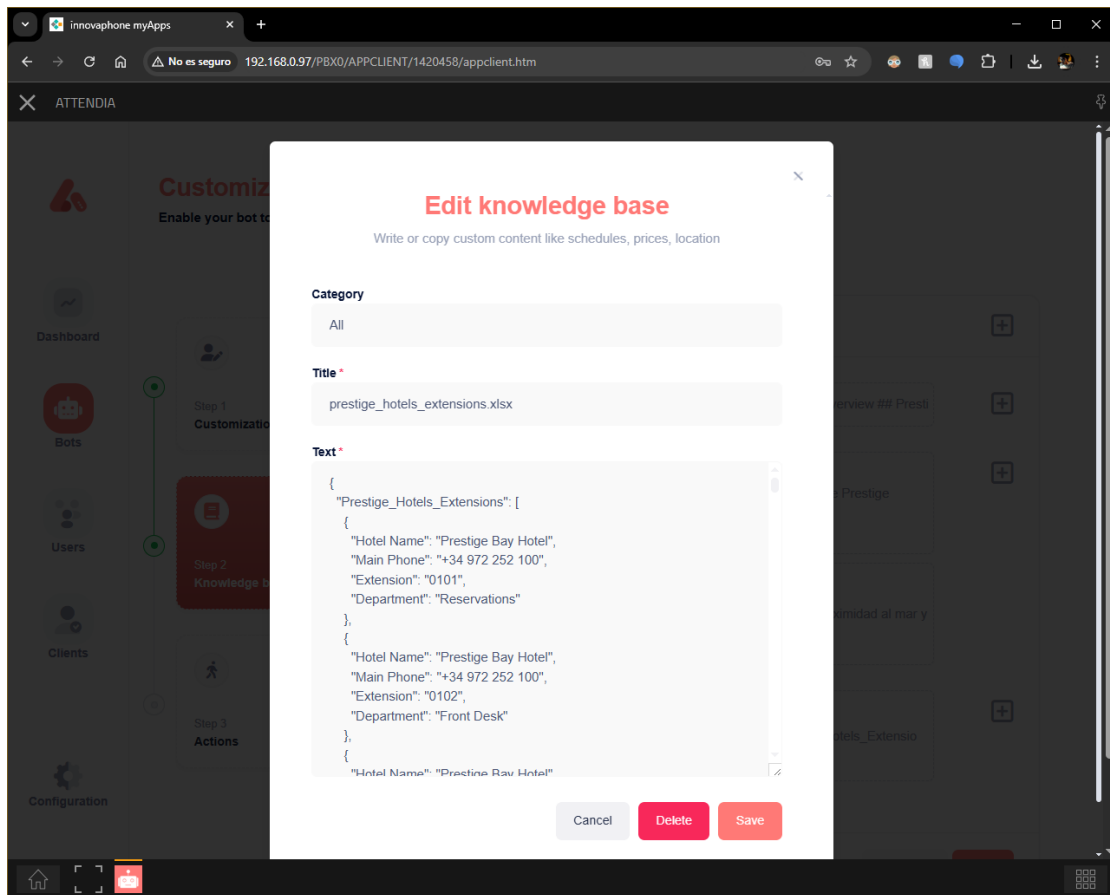
In the Files section, upload documents with corporate or product information. Accepted formats include .docx, .xlsx, .pdf, .pptx, and .txt. Click 'Select file', choose your document, then click 'Save'.



Each file format behaves differently during extraction, so it's important to understand their particularities:

- **.txt and .docx files** are the most reliable. Their extracted content will closely match the original.
- **.pdf files** can be deceptive. Even if they look clean and readable, the internal structure is often lost during conversion. Elements like multi-column layouts or tables may be misinterpreted, resulting in scrambled or out-of-order content. PDFs should always be reviewed carefully after upload.
- **.xlsx files (Excel)** must be clearly organized in a tabular format: the first row should contain column headers, followed by rows with values. The content is extracted and transformed into JSON, making it easier for the assistant to interpret.

After uploading any document, it's strongly recommended to review and clean the extracted text using the built-in editor, ensuring only relevant and correctly formatted information remains in the knowledge base.

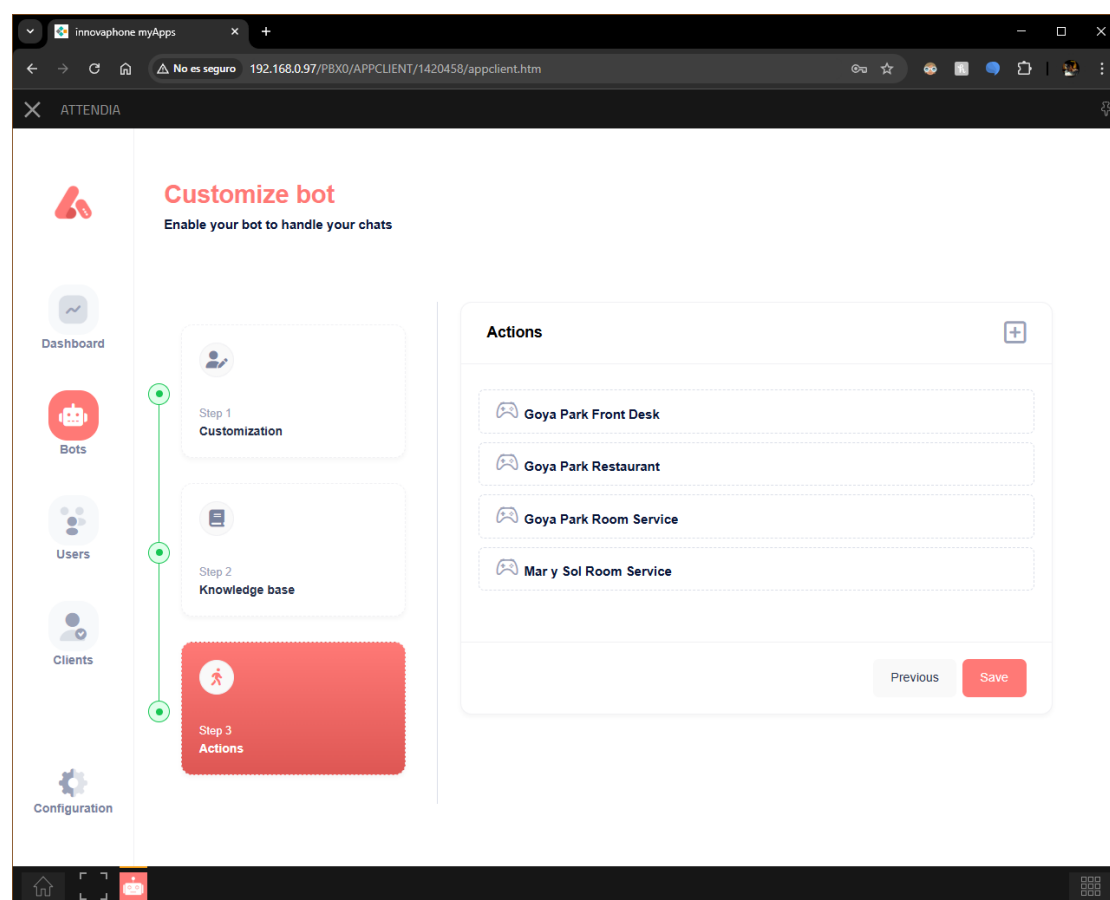


19. Bot Actions

In this final setup step for your bot, you can define the actions it will be able to perform during a conversation. Click the '+' button in the **Actions** section to add a new action. The only action type that can be configured independently by the distributor is **Call Transfer**. All other action types—such as **Taxi reservation**, **Room reservation**, **Restaurant reservation**, or **Sending an email**—require prior integration and must be coordinated with **Jusan Customer Support**.

For each call transfer action, you will be asked to provide:

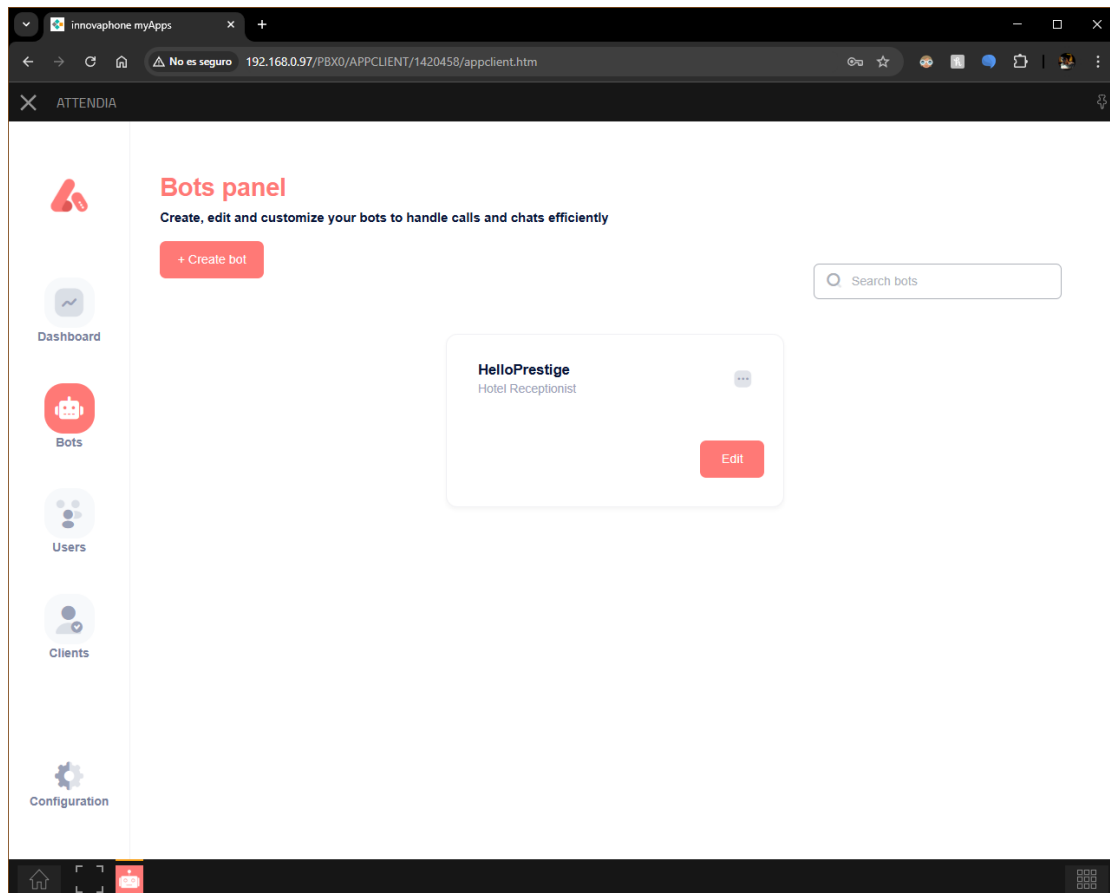
- **Identifier:** A clear internal name for the action (e.g., *Goya Park Room Service*).
- **Execution:** A description of when this action should be triggered (e.g., *when the user requests food, drinks, extra towels, toiletries, or any in-room service, and the current hotel is identified as Goya Park*). This can be as detailed or complex as needed but be careful to avoid ambiguous definitions that may lead to unclear or conflicting logic.
- **Phone number:** The destination number the PBX should dial. This number must be written in a format that your innovaphone PBX can interpret. As a general rule, the **E.164 international format** (e.g., *+34972250306*) is recommended and should work reliably in most scenarios.



Click **Save** to add each action. Repeat the process for all the call transfer actions you want your bot to be able to handle.

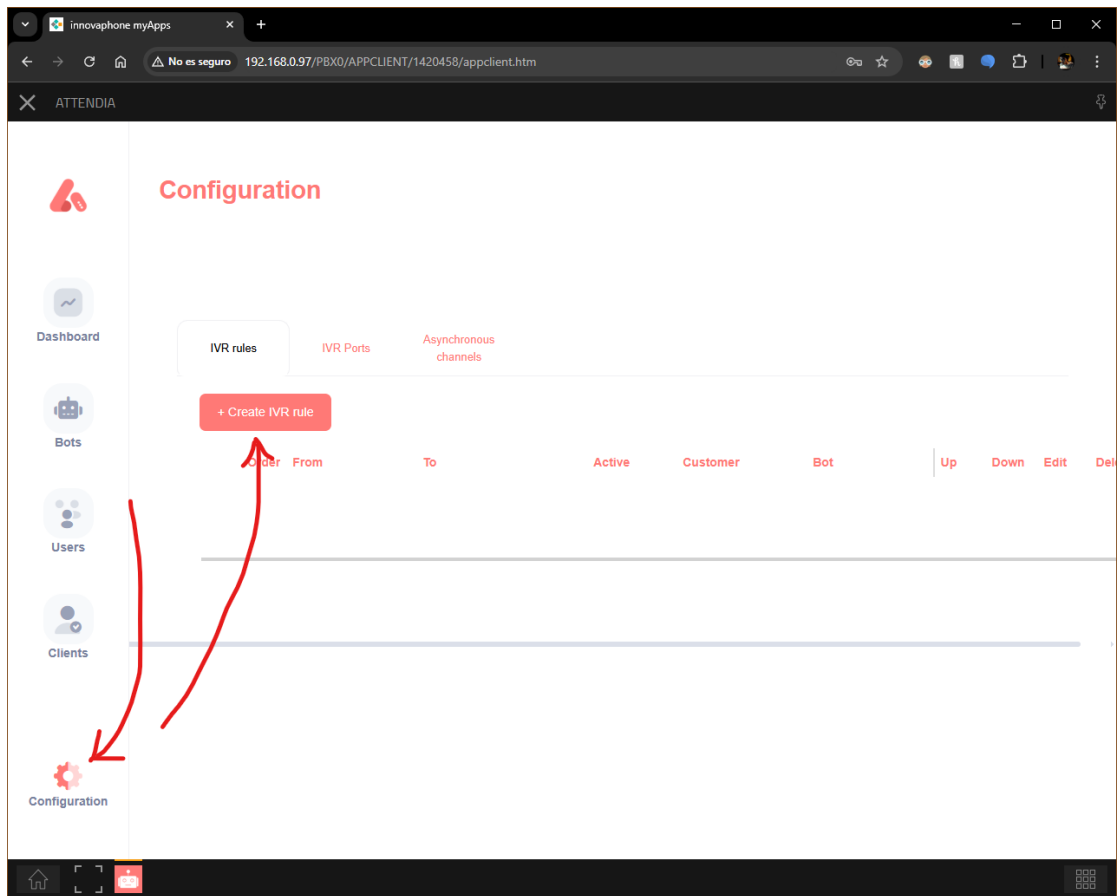
20. Review Bot in Bots Panel

Once all actions are configured and saved, click '**Save**' at the bottom of the Customize Bot screen to finalize the bot. You will then be returned to the **Bots** panel, where your new bot (e.g., *HelloPrestige*) will appear listed under the selected customer. From this panel, you can edit the existing bot or create additional bots **only if the customer has a valid paid license**. The free tier allows the creation of a single bot per customer.



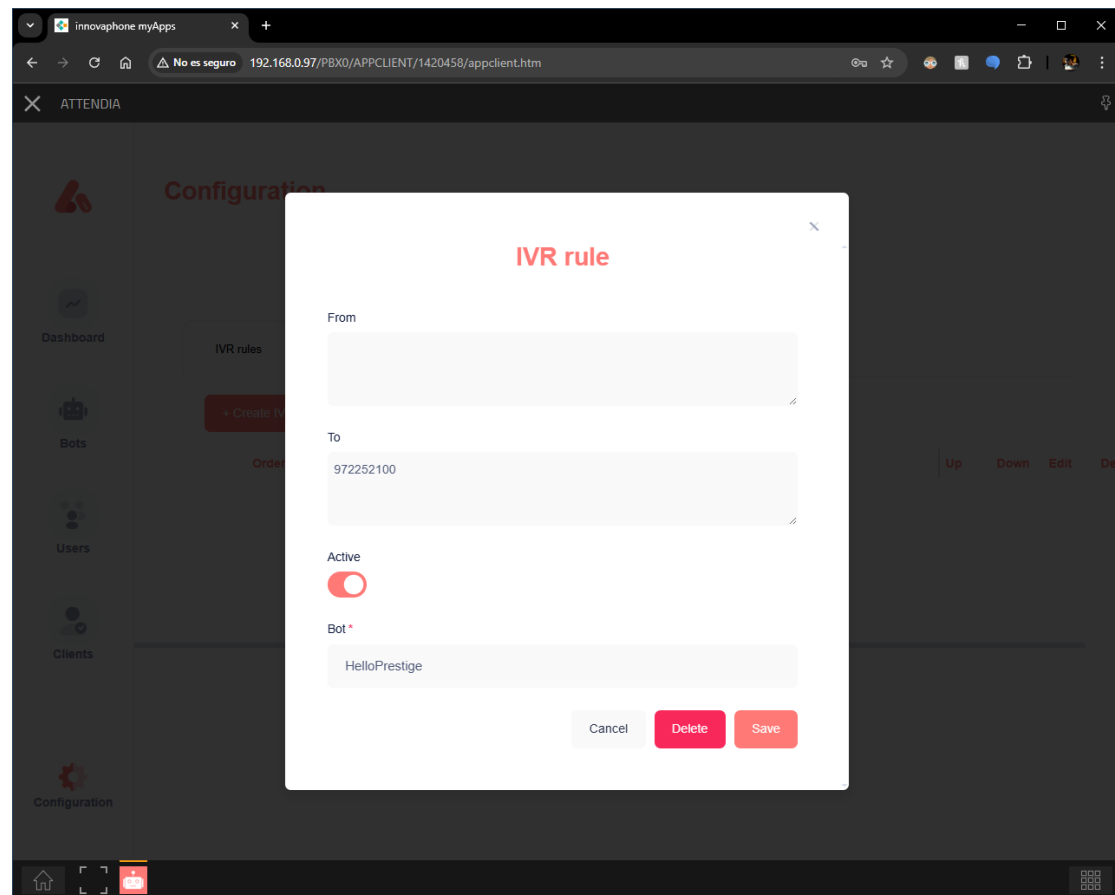
21. Navigate to Configuration Tab

After creating your bot, switch to the 'Configuration' tab in the sidebar. This section allows you to define how incoming calls are routed to your bot via IVR rules.



22. Create a New IVR Rule

Under the 'IVR rules' tab, click on '+ Create IVR rule' to set up call routing for your bot.

The screenshot shows a web browser window with the URL '192.168.0.97/PBX0/APPCLIENT/1420458/appclient.htm'. The page title is 'ATTENDIA'. The main content area is titled 'Configuration' and shows a sidebar with 'IVR rules' selected. A modal window titled 'IVR rule' is open, containing the following fields: 'From' (empty), 'To' (972252100), 'Active' (toggle switch turned on), and 'Bot' (HelloPrestige). At the bottom of the modal are 'Cancel', 'Delete', and 'Save' buttons.

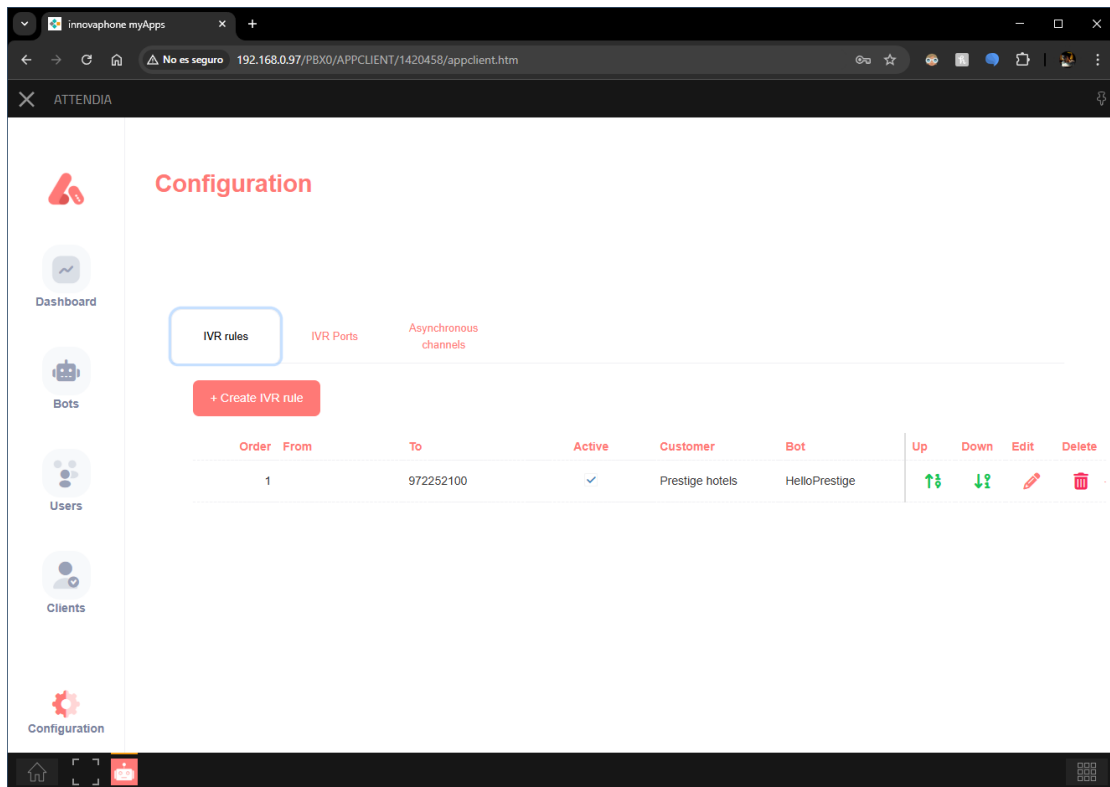
In the IVR rule form, provide:

- **From** (*optional*): A caller ID pattern or prefix to filter incoming calls. For example, +3491 targets calls from landlines in Madrid, +4930 from Berlin, or +491 for German mobile numbers. This field allows you to apply different bots or behaviors depending on the origin of the call.
- **To** (*required*): The DDI number assigned to the customer (e.g., 972252100). This field is mandatory and links the rule to a specific number that the caller is dialing.
- **Active**: Enable or disable the rule. This is useful for temporarily deactivating a rule without needing to delete it.
- **Bot**: Select the bot (e.g., *HelloPrestige*) that should handle calls matching the rule.

You can create multiple IVR rules, which are evaluated **top to bottom** in the order they appear. However, **creating multiple rules only makes sense if the customer has more than one bot**, which is only possible under a **paid license**. With the free trial, each customer can only have one bot, so a single rule—typically with an empty **From** field—is sufficient.

When multiple rules are created, it is recommended to include a final **default rule** with an empty **From** field to act as a catch-all (wildcard) for any calls not matched by earlier rules.

Click '**Save**' to create each rule.



After saving, the IVR rule appears in the list with its order, status, customer, and bot details. Use the Up/Down arrows to adjust priority or edit/delete icons to modify or remove rules as needed.

23. Verify and Test

With your bot and IVR rules configured, AttendIA on innovaphone is fully set up and ready for testing.