



# Conversational AI

09 May 2024



## Table of Contents

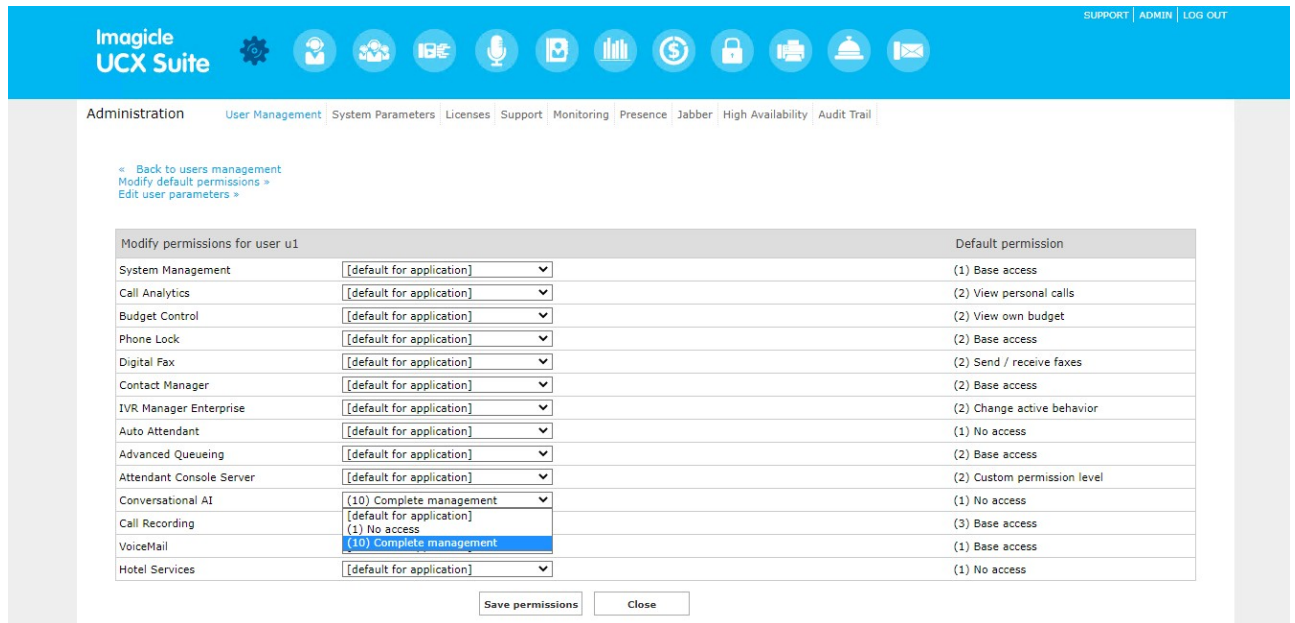
<u>Administration Guide</u> .....	1/2
<u>Users Permissions</u> .....	1/2
<u>License Activation</u> .....	2/2

# Administration Guide

## Users Permissions

Imagicle Conversational AI, as all other apps included into Imagicle UCX Suite, includes a choice of permission levels to be granted to specific admin users.

Default permission level for such application is (1) No access. If you want to enable a user to apply configurations on Conversational AI portal, please change relevant permission to (10) Complete management. See below sample:



Modify permissions for user u1		Default permission
System Management	[default for application] ▼	(1) Base access
Call Analytics	[default for application] ▼	(2) View personal calls
Budget Control	[default for application] ▼	(2) View own budget
Phone Lock	[default for application] ▼	(2) Base access
Digital Fax	[default for application] ▼	(2) Send / receive faxes
Contact Manager	[default for application] ▼	(2) Base access
IVR Manager Enterprise	[default for application] ▼	(2) Change active behavior
Auto Attendant	[default for application] ▼	(1) No access
Advanced Queueing	[default for application] ▼	(2) Base access
Attendant Console Server	[default for application] ▼	(2) Custom permission level
Conversational AI	(10) Complete management ▼	(1) No access
Call Recording	[default for application] ▼	(3) Base access
VoiceMail	(10) Complete management	(1) Base access
Hotel Services	[default for application] ▼	(1) No access

Save permissions Close

Conversational AI permission can be automatically set by importing it from an AD/LDAP server, for each user. See [AD Synch](#) and [LDAP Synch](#) articles for further details.

## License Activation

Imagicle Conversational AI offers two different license types:

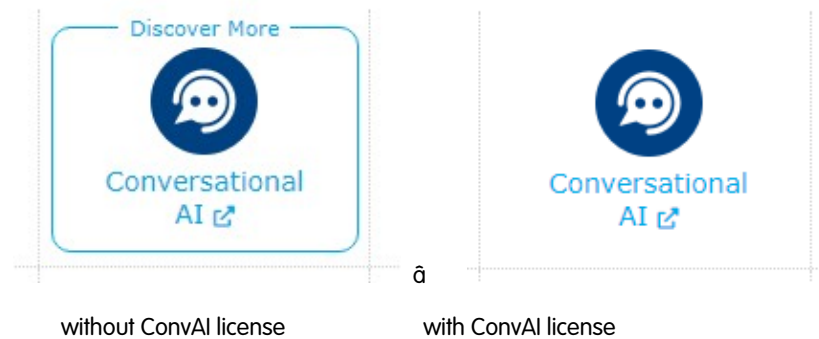
- Chat license, based on number of users to be enabled to chat transactions.
- IVR license, based on maximum number of minutes you can engage ConvAI from Auto Attendant application

See screenshot below for new licenses appearance on UCX Suite License web page:

### Imagicle UCX Suite activation

Activation mode	<b>Offline</b>						<a href="#">Switch to online or update your license</a>
PRODUCT NAME	QUANTITY	METRIC	LICENSE TYPE	CARE TERM DATE	TERM DATE	LICENSE STATUS	
Conversational AI - Chat	10	users	Subscription	-	22/09/2023	Licensed	
Conversational AI - IVR	60	minutes	Subscription	-	22/09/2023	Licensed	

You can either decide to purchase one license, or both of them. When a Conversational AI license is enabled in Imagicle UCX Suite, relevant icon on web portal main menu changes as per below screenshot samples:



Without a ConvAI license, the menu option brings to a web page where you can register for a free demo. With a ConvAI license, the menu option brings to actual Imagicle Conversational AI Cloud web portal, where the admin user can login and apply configurations for own company.

## Evaluation

Currently, Imagicle does not offer an evaluation period for Conversational AI. Please contact Imagicle for more details.

## How to activate the license

To activate the license, follow the standard procedure you can find in the General configuration section.