Conversational AI

09 May 2024

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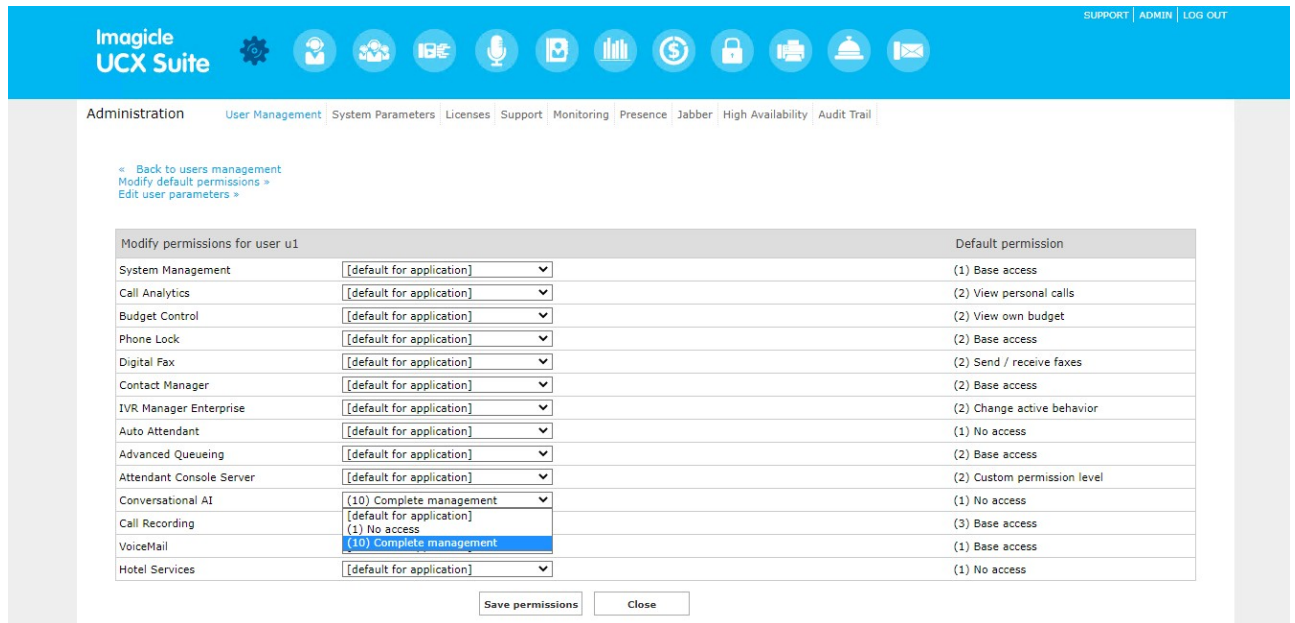
Administration Guide

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:

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	**Offline**					Switch to online or update your license

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:

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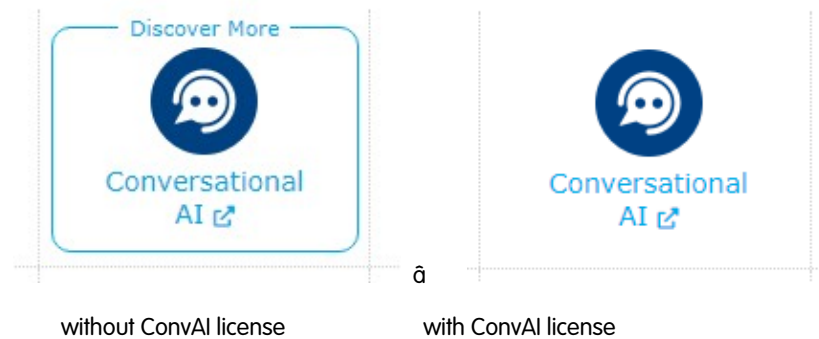
Without a ConvAI license, the menu option brings to a web page where you can register for a free demo. With a ConvAI license, the menu option brings to actual Imagicle Conversational AI Cloud web portal, where the admin user can login and apply configurations for own company.

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.