

AI Receptionist — Configuration Guide

Plain-language guide to how your AI Receptionist is configured with DSE Connect. Your account manager completes the setup with you.

- Greeting and business information the receptionist should know
- Knowledge base: FAQs, hours, services
- Intent routing: which requests go to which department or extension
- After-hours behaviour
- CRM integration (where applicable)
- Review transcripts and refine routing

Talk to DSE Connect
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Features and availability depend on your plan. Contact your account manager for a quote.