Frequently Asked Questions

Q: Where does the assistant get its information from?
A: The knowledge base that your assistant draws from contains all the information on your clinic's website as well as any other information you provide.

Q: Will you update the assistant's knowledge base if our clinic makes changes to its information?
A: Yes, we will update the knowledge base whenever you update your information. You just need to email us with the changes made so that we can edit the knowledge base to contain the correct information.

Q: How does the assistant handle inappropriate questions or questions it doesn't know the answer to?
A: If the assistant can't answer a question, it will simply say that it cannot answer the question.

Q: Can we customize the look of the assistant?
A: We will customize the look of the assistant to match your website, but you can always email us if you would like to make changes.

Q: Is there a way to know how many interactions the assistant has had before we receive the invoice?
A: Yes, you will have access to a live dashboard which will contain the number of interactions your assistant has had.

Q: How do we integrate the assistant into our website?
A: When you sign up for your assistant, we'll provide you with the code snippet containing your assistant. All you have to do is input the code snippet into your website.

Q: Is there a limit to the number of interactions our clinic can have with the assistant?
A: There's no fixed limit on the number of interactions your assistant can have. If you would like to place a limit, we can do that.

Q: How does the assistant handle language nuances and colloquial terms to ensure accurate responses?
A: The assistant is trained on diverse text data, allowing it to understand language nuances and respond effectively to colloquial terms, ensuring accurate and natural interactions.

Q: How do we pay?
A: We'll email you an invoice and you can either pay via credit card or bank payment. The payment process via Wave Financial is very quick and simple.

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