Set or update the Default Greeting - Admin Panel

Purpose: This article explains how to create or edit the message that callers hear by default before AI takes over.

Steps

1. Go to **Admin** → **Copilot Settings**.
2. Click **Edit**.
3. Find **Default Greeting**.
4. Enter the greeting text you want callers to hear.
5. Click **Save**.
6. Place a test call to confirm the new greeting is spoken.

What callers will hear

- The default greeting plays for all calls when there is no active temporary override.
- When an override exists, callers hear the override greeting during its time window. After the window ends, the default greeting returns automatically.

Tips and good practices

- Start with a friendly welcome and your organization name.
- State the main options or next step in simple language.
- Avoid long pauses and complex sentences.
- If you support multiple languages on other lines, mention the correct path briefly.
- Review the message every quarter to keep it current.

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