

# Copilot Settings page in SimboDIYAS

**Purpose:** This article explains what you see on the Copilot Settings page in the Phone Copilot admin panel and what each field or button does.

## Where to find this

1. Sign in to the Phone Copilot admin panel.
2. Select **Admin** on the top bar.
3. In the left menu, open **Copilot Settings**.

## What you see

- **Select Organization.** Choose the organization you want to manage.
- **Copilot Number.** Read only. This is the phone number used by your Copilot.
- **Label.** Editable. A friendly name that helps your team recognize this Copilot.
- **Language.** Read only. The current language configured for this Copilot.
- **Default Greeting.** Editable. The message callers hear when there is no temporary override in effect.
- **Edit.** Enables editing of the editable fields in this section.
- **Add Holiday or Temporary Greeting Override.** Opens a form to create a time bound greeting that takes priority over the default greeting during the selected window.
- **Holiday or Temporary Greeting Override panel.** Contains:
  - **From** date and time.
  - **To** date and time.
  - **Greeting** text area.
  - **Cancel** and **Save**.

## How it works

- The **Default Greeting** plays for all calls unless a **Holiday or Temporary Greeting Override** is active.
- When an override is active between the **From** and **To** times, callers hear the override greeting first.
- When the override window ends, the system returns to the **Default Greeting** automatically.

# Tips and good practices

- Keep the **Label** short and meaningful, for example “Main Clinic Line”.
  - Review the **Language** and **Copilot Number** before you start, so you edit the correct Copilot.
  - Keep messages clear and under 20 to 30 seconds so callers stay engaged.
  - Test after every change by placing a quick test call.
  - Record change dates in your internal notes so your whole team stays aligned.
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