

SimboDIYAS Workflow Customization: Enable During Hours Smart Answering Service - Admin Panel

Purpose

Turn on smart call handling during working hours so messages flow to the dashboard instead of personal voicemail.

Steps

1. Open **Admin** → **Answering Service Management** → **Configurations** → **Edit**.
2. Check **Enable During Hours Smart Answering Service**.
3. Click **Save**.

What happens after enabling

- The Copilot will answer calls during your set business hours.
- The Copilot will collect caller intent and message.
- A structured message will appear on the dashboard for staff review and action.

Tips and good practices

- Make sure your business hours are accurate in your organization settings.
- Train staff to check the dashboard at the start and end of each shift.
- Use concise voicemail greetings so callers reach the Copilot quickly.

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