

# Welcome to Your **AI Agent!**

The guide that actually makes sense.



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No tech degree required. No 47-page manual.  
Just everything you need to get your agent  
working hard so you don't have to.

**RingzU Telecom USA · ringzu.com**

(888) 848-4855 · Portland, Oregon · FCC Licensed Carrier



# CONGRATULATIONS! YOU DID IT.

Somewhere between describing what your business feels like and sharing the kind of person you would love interacting with your customers, something pretty cool happened. Your AI agent now exists. It has a personality. It has a voice. And it is ready to go to work.

This guide walks you through everything – from how calls and site visitors reach your agents, to running your first campaign, to what to do when you want to make changes. Written so a real human being can read it without their eyes glazing over.



Your Agent Is Live!

## OUR TECHNOLOGY YOUR DESIGN

### What Just Happened

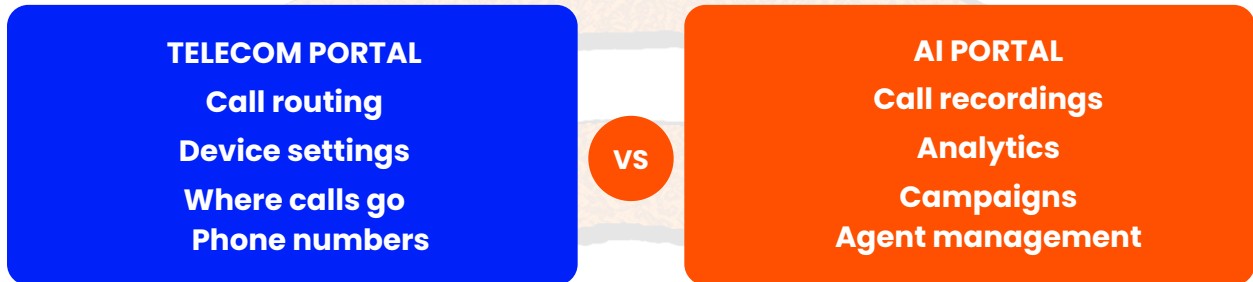
During your Persona Pro session our system extracted your brand personality, communication style, caller profile, and interaction preferences. All of that became your agent's operating instructions – the personality blueprint that tells it how to sound, how to respond, and how to represent your business on every single call.

Your agent is now or has been configured on our end. Our team handles the entire technical setup. You do not have to touch a single wire.

*Pro tip: Go grab a coffee. By the time you finish reading this guide you will be a master at Ai Interactions.*

# Two Places. Two Jobs. Easy.

Before we get into the good stuff, there is one thing worth knowing up front. You have two separate places to log in. They do completely different things.



(use the login at the top of the home page for access to both portals)

## The Telecom Portal

This is where your phone system lives. It is where you control how calls get handled – whether every call goes straight to your agent, only after-hours calls do, or just one option on your menu routes there. Think of it as the traffic controller. Our team sets this up for you when your agent goes live. Once it is configured you rarely need to come back here.

## The AI Portal – Your Agent Headquarters

This is where you watch your agent work. Call recordings, transcripts, analytics, campaigns, knowledge base uploads, and voice settings all live here. This is where you will spend most of your time.

*Simple rule: Routing calls goes in the Telecom Portal. Everything about your agent goes in the AI Portal.*

# How Your Agent Actually Answers Calls

Here is exactly what happens from the moment someone dials your number to the moment the call is resolved. Spoiler: you barely have to do anything.



**Every call your agent handles is recorded, transcribed, and waiting in your AI Portal. (if your subscription tier permits this access)**

## 1. Someone calls your number.

Your business number rings just like always.

## 2. The call gets forwarded to your agent.

Based on your routing rules the call is sent to your AI agent. This happens in milliseconds. Callers never notice a thing.

## 3. Your agent answers and handles the call.

Your agent greets the caller, understands what they need, and either handles it completely or gathers information before connecting them to you.

## 4. If a human is needed, the call comes back to you.

Your agent transfers the call directly to your desk phone, mobile, or softphone — wherever you set it up to ring. The handoff is smooth. The caller stays connected.

## 5. Everything gets logged automatically.

Every call — duration, full transcript, outcome, and recording — shows up instantly in your AI Portal\*. Nothing falls through the cracks.

*Need something to receive transferred calls on? Check our device shop at [ringzu.com/shop.html](https://ringzu.com/shop.html) — desk phones, conference phones, wireless handsets. We have everything you need.*

\*may be an advanced subscription feature and require upgrading your tier of service

## How We Set Up Your Routing

Our team handles the technical connection between your phone number and your agent. You tell us how you want calls handled and we set it up. Here are your options:

- **All calls go to your agent first.**

Every caller is greeted by your agent. Great for consistent 24/7 first-contact handling.

- **After-hours only.**

Your team answers during business hours. Your agent takes over after hours so you never miss a call.

- **One option on your phone menu.**

Keep your existing menu. Route one option to your agent. Everything else works as normal.

- **Overflow.**

Your team answers first. If nobody picks up, your agent steps in. No more voicemail.

- **Specific line only.**

Only your sales line or support line goes to the agent. Everything else bypasses it.

# Texting – It Just Works.

Good news: texting on your business number works the moment your account is active. Send a message to a customer. Receive a reply. Your staff can text clients just like they always have. No setup required. No waiting. No forms to fill out.

**One-on-one texting is ON from day one.**

No paperwork. No campaign registration. No waiting.

## Three Types of Texting – The Plain English Version

### Regular back-and-forth texting

You or your staff texting a customer. A customer texting you back. Completely normal. No restrictions, no registration, no extra fees beyond your text credits. Works exactly like texting from your personal phone.

*Works immediately – no setup needed*

### Transactional messages

Your agent sends a confirmation link during a live call. A booking confirmation goes out right after scheduling. A verification code sent during an active session. These messages are triggered by the customer in the moment – not blasted to a list. No registration required.

*Works immediately – no setup needed*

### Automated campaigns to lists

Sending a scheduled promotional message to a hundred customers. A follow-up sequence. Appointment reminders sent the night before. Any time

software sends messages automatically to a list of people that is a campaign. Our team does a one-time setup together – we handle the paperwork and walk you through it. Once done it is done forever.

*One-time setup with our team – call (888) 848-4855*

*Bottom line: Start texting your customers today. When you are ready to run automated message campaigns at scale, call us and we will get you set up fast.*



# Your Knowledge Base — Feed Your Agent Well.

Your agent is smart. But it is not psychic. The more you tell it about your business, products, policies, and frequently asked questions, the better it performs on every call. That is what the knowledge base is for.

## What Goes In Your Knowledge Base

### Your PDFs and documents

Product guides, service descriptions, price lists, onboarding packets — anything a caller might ask about.

### Your website URLs

Add your main website pages. Your agent will read them and learn your business from your own words.

### Frequently asked questions

The ten questions every customer asks. Write them out with clear, direct answers.

### Your policies

Hours, service area, return policy, cancellation terms — anything a caller might need to know.

### Your team directory

Names, roles, and what each person handles. Helps the agent route calls to the right person.

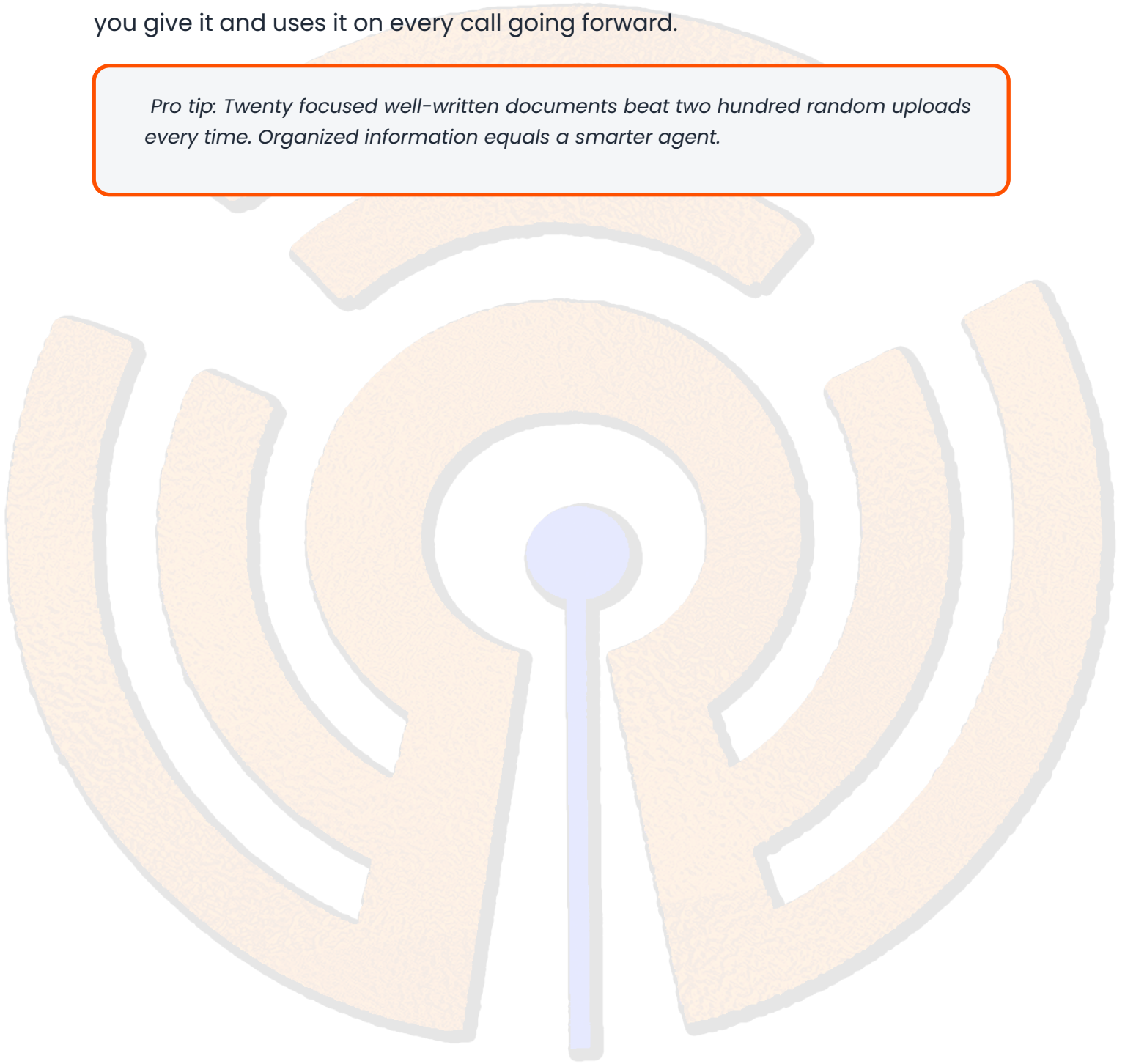
## What NOT to Put In

Avoid uploading scanned images — your agent reads text, not pictures. Skip the 40-page legal agreement nobody reads. Keep it focused and organized. Think in categories: Products, Services, Policies, Team, FAQ. A clean organized knowledge base beats a massive pile of random files every time.

## How to Upload

Log into your AI Portal. Go to your agent. Find the Knowledge Base section. Upload your PDFs or paste in your website URLs. Your agent reads everything you give it and uses it on every call going forward.

*Pro tip: Twenty focused well-written documents beat two hundred random uploads every time. Organized information equals a smarter agent.*



# Campaigns — Your Agent Goes on Offense.

*Available on AI Growth and AI Scale plans only.*

Up until now we have been talking about your agent answering calls. Campaigns flip the script. Your agent makes the calls. Hundreds of them. While you are doing literally anything else.

Follow-ups that never got sent. Appointment reminders. Payment nudges. Re-engagement calls to customers you have not heard from in a while. Your agent handles all of it — personally, professionally, and without ever getting tired.

## Starting Your First Campaign

1. Log into your AI Portal.
2. Go to Campaigns and click New Campaign.
3. Upload your contact list — name and phone number for each person.
4. Write what you want your agent to say, or choose from a template.
5. Set your schedule — when to call, how many attempts, and what time of day.
6. Review everything and launch.

After the campaign runs your AI Portal shows you exactly what happened & who answered, who did not, what was said, and what the outcome was. Real data. No guessing.

*Remember. Automated campaigns require a one-time setup before your first campaign runs. Call (888) 848-4855 and request account services. Our Ai is trained to walk your through it. Takes about 5 minutes. Completely worth it.*

# Call Logs, Recordings, and Analytics

Everything your agent does gets logged. Every single call. Here is what is waiting for you in your AI Portal.

## Call recordings

Listen to any call your agent handled. Full audio. Fast-forward, rewind, and download anytime you need it.

## Transcripts

Every conversation converted to text. Searchable, readable, and shareable. Great for reviewing how callers talk about your business or training your team.

## Analytics

Call volume by day, week, or month. How many calls your agent handled versus transferred. Busiest times of day. How your minutes are being used.

## Sentiment data

See the emotional tone of your calls. Were callers frustrated? Satisfied? Confused? Your agent reads the room so you can improve what needs improving.

## Minutes tracker

Always know where you stand against your monthly minute allowance. No bill surprises.

*Use the transcript search to find every time a caller mentioned a specific topic. Want to know how often people ask about your pricing? Search it. That kind of insight used to cost thousands of dollars. Now it is just Tuesday.*

*Please note that not all features and capabilities are available to all levels of subscription. See plans and terms for details.*

# Your Plan at a Glance

Quick reference for what is included on each plan. To unlock more just give us a call.

FEATURE	AI LITE	AI GROWTH	AI SCALE
Agents	1	3	10
Minutes / Month	500	2,000	11,000
Monthly Price	\$119.99	\$479.99	\$2,799.99
Inbound Calls	+	+	+
Outbound Campaigns	-	+	+
SMS Texting	-	+	+
Analytics & Recordings	+	+	+
Multi-Tool Support	-	+	+
CRM & Calendar	-	-	+

## AI Lite – \$119.99 / month

One agent. Five hundred minutes. Perfect for the business that wants every call answered professionally without missing a beat. Inbound calls only.

## AI Growth – \$479.99 / month

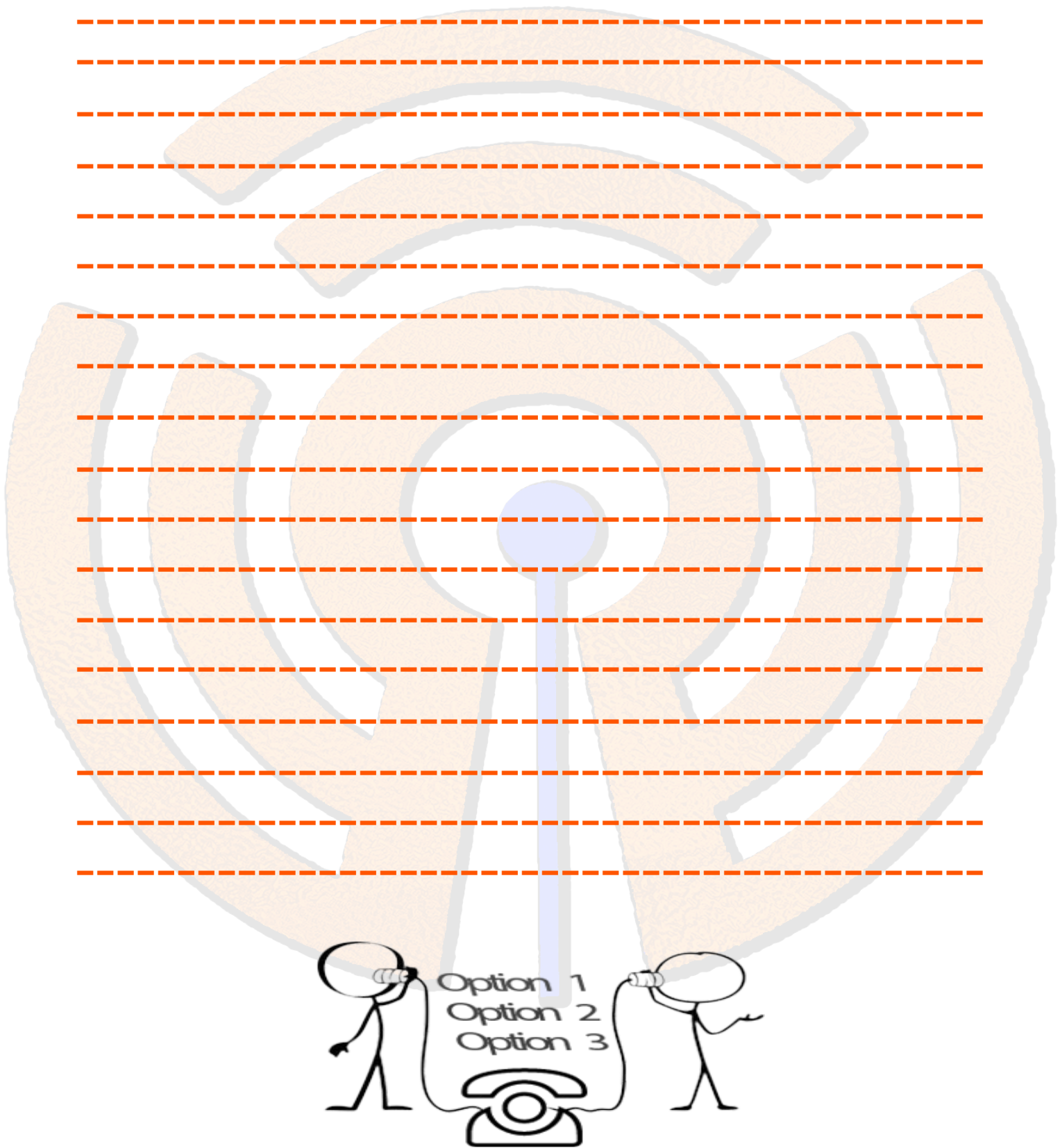
Three agents. Two thousand pooled minutes. Inbound and outbound. SMS texting. Campaigns. Multi-tool support. The full picture for a growing operation.

## AI Scale – \$2,799.99 / month

Ten agents. Eleven thousand pooled minutes. Everything in Growth plus CRM and calendar integration, advanced campaigns, and the full tool set. Built for volume.

*Overage minutes are billed at \$0.40 per minute. Pooled minutes carry over one month on Lite and two months on Growth and Scale.*

**TAKE SOME NOTES HERE**



# Getting Help — We Are Actually Here.

We know the feeling. Something is not working, you need an answer, and you end up on hold for forty minutes listening to smooth jazz. That is not how we operate. Here is how to reach instant support.

(888) 848-4855 · Account Services and Tech Support available 24/7

## Email us

support@ringzu.com · We respond same business day

## Submit a ticket

ringzu.com/support-center · Submit a ticket

## Chat on Site

ringzu.com find the chat tool in the lower right corner

## System status

ringzu.com/status.html · Check for known issues before calling

## What Our Team Handles vs What You Handle

WE HANDLE FOR YOU	YOU HANDLE
Initial call routing setup	Building your knowledge base
SIP connection to your agent	Deciding how you want calls routed
Agent deployment and activation	Uploading your documents and URLs
Technical troubleshooting	Reviewing call logs and recordings
Campaign registration setup	Launching campaigns from your portal
Prompt changes on request	Letting us know if something feels off

**Your agent works 24 hours a day.  
It never calls in sick. It never has a bad day.  
Welcome to the team.**