



SkyCallAI

User Manual

Your 24×7 AI-powered receptionist — every call answered, summarised, and turned into booked appointments and clear call-backs, for Australian businesses.

Version v1.0

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1. Welcome — what SkyCallAI does

SkyCallAI is a 24×7 AI-powered receptionist for your business. Point your calls to SkyCallAI and it answers every one — day or night — greets the caller in your business's name, understands what they need, and takes action: booking an appointment into your calendar, capturing a message and call-back number, or logging a support request.

After every call you get a tidy summary by email, with the caller's name, number, what they wanted, and a unique **reference number** so nothing gets lost. Everything is also visible on your dashboard.

Never miss a call

After hours, during jobs, or when the line's busy — every caller is answered professionally.

Bookings, done for you

Callers pick a free time on the keypad and it lands straight in your Google or Outlook calendar.

Clear summaries

Each call is transcribed and summarised to your inbox — no listening back to voicemails.

You stay in control

Set your greeting, keypad menu, hours and categories from a simple dashboard.

A note on how it works: the call flow is deterministic (you decide the menu and options). The AI does the listening — transcription, summaries, and classifying each call — so the experience is consistent and reliable.

2. Getting started

Step 1 — Create your account

Sign up at **skycallai.com**. You'll enter your name, business name, email and choose your business type (this pre-loads sensible call categories for you). SkyCallAI starts with a **free trial — no card required**.

Step 2 — Choose how callers reach you

- **Forward your existing number** — keep the number your customers already know and divert it to the SkyCallAI number we issue.
- **Use the SkyCallAI number directly** — we give you a number and you hand it out as your business line. No forwarding needed.

Step 3 — Set up call forwarding (if you chose to forward)

The dashboard's *Call forwarding* guide has step-by-step instructions for iPhone, Samsung/Android, and landline/NBN numbers. Typically you dial a short code or toggle "Divert / Forward all calls" to your SkyCallAI number.

Step 4 — Verify your business

To move from the trial to a permanent number, you'll complete a quick **business verification** (your business details). This keeps the phone network compliant and is required before a permanent number is assigned.

You can be taking calls within minutes: create the account, set your greeting, and forward your line. Fine-tune the menu and calendar afterwards.

3. How SkyCallAI answers a call

When someone calls, SkyCallAI greets them with your custom message, then guides them with a simple keypad menu. You choose between two setups:

Setup	Best for	What the caller hears
Simple (guided)	Getting started fast	A short, friendly flow: give your name and number, say why you're calling, and (optionally) book a time.
Advanced (menu)	Businesses that want branching options	A keypad menu you design — e.g. "press 1 to book, 2 to change a booking, 3 to leave a message, 4 for support".

What SkyCallAI captures on every call

- The caller's **name** and **contact number**.
- The **reason** for the call (recorded, transcribed and summarised).
- A **reference number** (e.g. `SCA-2026-7K3PQX`) used across the summary email, SMS and your dashboard.
- A **category** (see section 6) so your reports and search stay tidy.

Messages & call-backs

If the caller just wants to leave a message, SkyCallAI records it, writes a summary, and adds them to your "call back" list for the day. Urgent callers can be pointed to emergency services (000) with an optional safety notice.

Text confirmations (SMS)

After a booking or message, SkyCallAI can offer the caller a text confirmation — sent to the number they're calling from, or a different mobile they key in. (Australian mobile numbers only.)

Support requests (optional)

If you're an IT or service business, you can turn on a "support request" option. The caller describes the issue and SkyCallAI emails a structured ticket to your helpdesk with the reference number.

4. Appointments & your calendar

Connect your **Google** or **Outlook** calendar and callers can book, change, or cancel appointments right on the keypad — no staff needed.

How booking works

- Free times are worked out from **your working hours** minus anything already in your calendar — callers are only ever offered genuinely free slots.
- Bookings land in your calendar with the **caller's name and number** attached.
- Changes and cancellations find the caller's booking automatically by their phone number.
- No calendar connected? The option still works — the request is captured and shows on your "call back today" list for a staff member to confirm.

Connecting a calendar

Go to *Configuration* → *Calendar & appointments* and click **Connect** next to Google or Outlook. When Google asks what SkyCallAI can access, **keep every permission ticked** (view & edit events, and view your availability) — SkyCallAI can't book or check times if one is left unchecked. Only one calendar can be connected at a time.

Set your working hours and appointment length under *Configuration* → *Calendar & appointments* so callers are only offered the times you actually want to work.

5. Your dashboard, tab by tab

Sign in at **skycallai.com** to reach your dashboard. Here's what each tab does.

Overview

Your at-a-glance home: recent calls, today's activity, and quick status of your number and plan.

Configuration

The heart of your setup: your **greeting**, the **keypad menu** (Simple or Advanced), **calendar & appointments**, and your **call categories**.

Users & numbers

Manage your phone **lines** — give each a label (e.g. "Front desk", "Mandy / Sales"), assign a line to a team member, and set a per-line report email. Add extra numbers here as your business grows.

Reports

Turn on the reports you want and generate any of them on demand. Owners can also switch on "**Allow staff to view reports**" so team members can open this tab (they can't change the schedule — that stays with you). More in section 7.

Billing

Your plan (**Pro** or **Premium**), prepaid credit and top-ups, and payment details. See the Pricing page or this tab for current plan prices. You always start on a free trial.

My account

Your profile, password, and security (including two-factor authentication). This is also where you upgrade or change your plan.

6. Call categories

SkyCallAI automatically tags each call with one topic — this powers search, filtering, and your Insights reports. You get a starter set matched to your business type, and you can tailor them (up to 10). **"Other"** is always kept as a catch-all.

Start from a template

Under *Configuration* → *Call categories*, choose your business type to load a suggested set, then edit the labels and descriptions to match how you talk about your work. Available templates include:

- Medical / Clinic / Dental
- Trades & Home Services
- Salon / Beauty / Hair / Wellness
- Legal / Accounting / Bookkeeping
- Hospitality / Cafe / Restaurant / Venue
- IT Services / Technology Support
- Real Estate / Property Management
- Automotive / Mechanic / Vehicle Services
- Retail / E-commerce / Shop
- Fitness / Gym / Personal Training
- Veterinary / Pet Services
- General / Other Small Business

Renaming a category automatically re-tags your past calls too, so your reports stay accurate. Set your categories up early for the most useful breakdowns.

7. Reports & insights

SkyCallAI turns your calls into clean, professional summaries. Turn on the ones you want under the **Reports** tab and generate or download any of them on demand (View, PDF, or Excel/CSV).

Report	What it tells you
Morning brief	A prioritised "do this first" action list for whoever opens up — urgent call-backs first, then the rest. Prepared automatically each morning.
Overnight activity	What SkyCallAI handled while you were closed — new booking requests, messages, and anything needing your attention.
Today's appointments	Appointment requests captured for today, so you can confirm and slot them in.
Insights (weekly / monthly)	Trends: call volume, busiest times, common topics, repeat-caller rate and missed-call rate — built from your call categories.

Sharing reports with staff

By default, only the owner sees reports. Flip "**Allow staff to view reports**" (bottom of the Reports tab) to let your team open, generate and download them. Which reports run and when stays with you.

8. Tips for the best results

- **Keep your greeting short and warm** — name your business and invite the caller to say what they need.
- **Set real working hours** so callers are only offered times you'll actually work.
- **Tune your categories** to your business — better tags mean better Insights.
- **Label your lines** (e.g. "Mandy / Sales") so reports and call-backs are easy to route.
- **Connect a calendar** to unlock hands-free booking, rescheduling and cancellations.
- **Check your morning brief** first thing — it's your prioritised call-back list.
- **Add credit before you need it** so calls and texts are never interrupted.

Most businesses set up once and rarely touch it again — SkyCallAI just runs in the background and emails you what matters.

9. Frequently asked questions

Do my customers know they're talking to an automated line?

SkyCallAI answers professionally in your business's name and guides callers through a simple keypad flow. It's designed to be clear and helpful, not to impersonate a specific person.

What happens if a caller doesn't press anything?

The flow never traps a caller — if there's no keypress it moves on gracefully or ends politely, and the call is still captured.

Can I keep my existing business number?

Yes — choose "forward my existing number" and divert your line to the SkyCallAI number. Your customers keep dialling the number they know.

Which calendars work?

Google Calendar and Microsoft Outlook. Connect one at a time under Configuration.

Do I need a credit card to start?

No. You start on a free trial. You add a card only when you choose to subscribe.

Is it Australian?

Yes — SkyCallAI is built for Australian businesses, with Australian numbers and timezones.

10. Version history

This manual and the SkyCallAI service share a version number, shown in the bottom-left of your dashboard and on the footer of this manual. New releases are added below.

v1.0 Initial release

- 24×7 AI-powered call answering with custom greeting and keypad menu (Simple & Advanced flows).
- Call transcription, AI summaries, and per-call reference numbers, emailed after every call.
- Appointment booking, rescheduling and cancellation by phone, into Google or Outlook calendars.
- Automatic call categories with 12 business-type templates, fully editable.
- Reports: morning brief, overnight activity, today's appointments, and weekly/monthly Insights — with on-demand View / PDF / CSV.
- Owner-controlled staff access to reports.
- Multiple phone lines with labels, staff assignment, and per-line report emails.
- SMS confirmations to callers (send to calling number or a different mobile).
- Optional IT/service support-request tickets emailed to your helpdesk.
- Free trial (no card), business verification, and Pro / Premium plans with prepaid credit.

Next Future updates (v1.01, v1.1 ...) will be listed here — what's new in each release.

11. Getting help

Need a hand? A few quick routes:

- Every screen in the dashboard has a small “?” **help button** with tips for that section.
- The **FAQ** page on skycallai.com answers common questions and holds the latest version history.
- Quote your call's **reference number** when you contact support — it lets us find the exact call fast.

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