

Wakedesk User Guide

The front desk that never sleeps



For Wakedesk customers · Version 1.0 · July 2026 · Ahmasoft (SMC-Pvt) Ltd.

1. What is Wakedesk?

Wakedesk is an AI front desk for your business. It answers every inquiry the moment it arrives, any hour of any day, speaking as YOUR business. It asks the right questions, collects the visitor's name and contact details, and books them into your available appointment times. You get an email the moment it happens, and everything is stored in your dashboard.

Why it matters: most customers go with the first business that responds, and most inquiries arrive after hours, during jobs, or while you are with another customer. Wakedesk makes sure the business that answers first is yours.

What it does:

- Replies in seconds, 24/7, in your business's name and tone
- Asks qualifying questions tuned to your industry, one at a time
- Captures every lead's name, contact, and what they need
- Books appointments into times you choose
- Emails you every new lead and booking
- Keeps full transcripts of every conversation in your dashboard

What it does not do (yet): it does not answer phone calls or send SMS — those are on the roadmap. It will never invent prices or availability; when it does not know something, it says your team will confirm and keeps the lead moving toward a booking.

2. Getting started (live in about two minutes)

1. **Sign up** at /signup — business name, industry, email, password. Every account starts with a **14-day free trial of full Pro features, no credit card**.
2. **Teach the desk your business** — the onboarding form asks for your business name, your first name (the desk books appointments "with" you), your industry, service area, and an optional line about the business. Industry presets pre-fill smart qualifying questions; you can edit everything later.
3. **Put it where your leads are** — two options, use either or both:
 - **The widget:** paste one line of code before the closing body tag of your website. A chat bubble appears on every page.
 - **Your hosted link:** a standalone page (yourdomain/w/your-business) that needs no website at all. Put it in your Google Business Profile, Instagram bio, or email signature.
4. **Test it** — open your hosted link and pretend to be a customer. Watch it answer, qualify you, and book. The lead and booking will appear in your dashboard immediately.

3. Your dashboard, page by page

Overview — your numbers at a glance: conversations this month (against your plan's allowance), leads captured, appointments booked, your latest leads, and a setup checklist until you are fully live.

Conversations — every exchange your desk handled, newest first. Click any to read the full transcript.

Leads — the money page. Every qualified lead with name, contact, what they need, timeline, area, and budget. Mark leads handled as you work through them. On Pro and up, export everything to CSV.

Bookings — every appointment the desk booked, with the lead's contact details. Mark them completed or cancelled.

Install — your widget snippet and hosted link, ready to copy. Also the security option to rotate your widget key (if you rotate, update the snippet on your site).

Settings — everything about how your desk behaves:

- *Business name and agent name* — how it introduces itself and who it books with
- *Industry* — switches the built-in question presets
- *Service area and description* — local context the desk uses naturally
- *Qualifying questions* — the exact things it finds out, one per line (editable on Pro)
- *Custom greeting* — your own opening message (Pro)
- *Appointment times* — the slots it offers, across the next three business days
- *Notification email* — where new-lead and booking alerts go
- *Brand color and badge* — match your brand and remove the Wakedesk badge (Pro)

Changes save instantly — your live desk uses them on the very next conversation.

Plan & billing — your current plan, trial countdown, and one-click upgrades. Plans are month to month, cancel anytime, annual gets two months free.

4. Plans

- **Free trial** — 14 days, full Pro features, 50 conversations, no card required.
- **Starter, \$99/month** — widget + hosted page, 200 conversations a month, lead inbox, booking, email notifications, industry question templates.
- **Pro, \$249/month (most popular)** — everything in Starter plus your own qualifying questions, your greeting, your brand color, badge removed, 1,000 conversations, CSV export, priority support.
- **Done-For-You, \$397/month + \$497 one-time setup** — we set the whole thing up on a short call and tune it every month from real transcripts. You do nothing.
- **Agency / White-label, from \$997/month** — run Wakedesk under your own brand for your clients. Book a call from the pricing page.

A "conversation" is one visitor chatting with your desk, however many messages they exchange. If you reach your monthly allowance, new visitors see a polite offline message until the month resets — and we email you before that happens.

5. Frequently asked questions

How fast am I live? Minutes. Sign up, fill the two-minute form, paste the snippet or share your link.

Will it sound robotic? It speaks warmly and briefly, one question at a time, as your business. Try the live demo before signing up; tune the greeting and questions on Pro.

What if it does not know an answer? It never makes things up. It tells the visitor your team will confirm, and keeps moving toward the booking.

Where do my leads go? Your dashboard, plus an instant email for every new lead and booking.

Can I change my plan or cancel? Anytime. Month to month. Your data stays exportable.

Is my data safe? Each business's data is fully isolated, conversations are processed only to run your desk (never to train AI models), and you can delete leads or your account whenever you want. Details in the Privacy Policy.

Does it answer phone calls? Not yet — chat and web leads today, voice is on the roadmap.

6. Getting help

- The chat bubble on wakedesk's own site is our front desk — ask it anything, it can book you a call with the team.
- Email: hello@ahmasoft.com — a builder answers, usually the same day.

Wakedesk is built and operated by Ahmasoft (SMC-Pvt) Ltd.