

The Dashboard

Once logged in to the AI Concierge portal, you will see the dashboard. The dashboard is made up of widgets that will display statistics specific to your business and the assistants that are active.

The AI Concierge dashboard can be broken into three rows:

Top and Middle Rows

The top two rows collate information regarding handled call, including the total number of calls answered by all of your active AI assistants. The average call direction and overall success rate for these calls. This section will also show you the number of appointments currently booked across the system.

Below the top two rows are two additional widgets. The first shows how many calls were handled by your AI assistant/s in the past week, whilst the second outlines the type of call that was handled. Depending on your setup this may be split between web calls, calls that originate from your website through a browser, or calls via a traditional phone number.



Total Calls

5

+100.0% from previous period



Active Assistants

4

+0.0% from previous period



Avg Call Duration

2m 12s

+100.0% from previous period



Success Rate

100%

+100.0% from previous period



Quality Score

60%+100.0% from previous period
3/5 calls analyzed

Appointments Booked

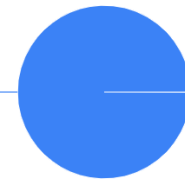
1+100.0% from previous period
0 this week

Calls This Week



Call Types

Web Calls 100%



Phone Calls 0%

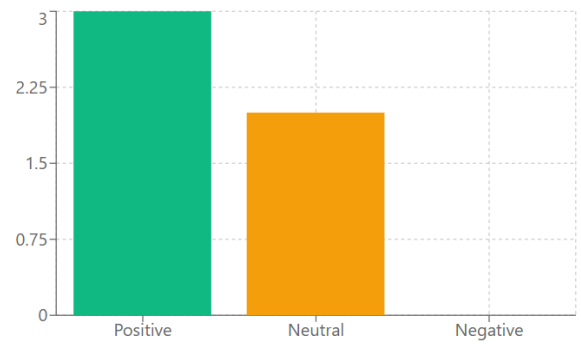
Bottom Row

The sentiment analysis widget will plot calls handled by the assistant/s and split them into positive, neutral and negative calls. Calls can be listened to via the **Call Records** section of the portal. How your appointments are split between your integrated calendars can also be seen here.

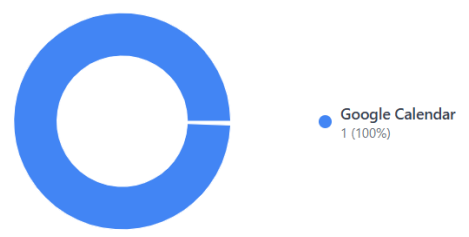
Finally, any recent activity made by your assistants, such as handling calls, will be recorded at the bottom of the dashboard.

Sentiment Analysis

5 calls analyzed



Appointments by Provider



Recent Activity

- Concierge handled a call (3m 33s) 11/6/2025
- Concierge handled a call (1m 37s) 11/6/2025