

Futuro AI Platform - Complete Documentation Guide

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Platform Overview

What is Futuro AI Platform?

The Futuro AI Platform is a comprehensive customer engagement system powered by ElevenLabs conversational AI technology. It enables businesses to deploy intelligent AI agents that can handle customer interactions via voice and text, providing 24/7 availability with human-like conversation capabilities.

Key Capabilities

- **Voice Conversations:** Real-time AI voice interactions with natural speech
- **Text Chat:** Alternative text-based communication mode
- **Multi-language Support:** English and Spanish interfaces
- **Custom Branding:** Fully customizable UI themes and branding
- **Analytics Dashboard:** Comprehensive call tracking and performance metrics
- **AI Memory:** Persistent conversation memory and context retention
- **Tool Integration:** Connect with calendars, CRM systems, and other business tools

Getting Started

Initial Setup Process

1. Login & Authentication

- Navigate to the platform URL
- Enter your credentials (provided by your administrator)
- The system uses secure session-based authentication
- Sessions persist for 24 hours or until manual logout

2. Agent Selection

Upon login, you'll need to select or configure your AI agent:

- **Default Agent:** Pre-configured agent with standard settings
- **Custom Agent ID:** Enter a specific agent ID (format: `agent_[alphanumeric]`)
- Agents are tied to your ElevenLabs account configuration

3. Interface Orientation

The platform features a responsive design with three layout modes:

- **Desktop** (1024px+): Full feature set with side-by-side panels
- **Tablet** (640-1024px): Compressed layout with stacked components
- **Mobile** (<640px): Single column, touch-optimized interface

Main Interface Components

1. Conversation Panel (Center/Top)

The primary interaction area featuring:

The AI Orb

- **Visual Feedback States:**
- **Idle:** Gentle pulsing animation
- **Listening:** Blue expanding rings
- **Speaking:** Purple/pink wave patterns
- **Thinking:** Rotating gradient effect
- **Size:** 15% larger than standard for better visibility
- **Responsive:** Scales appropriately across all devices

Control Buttons

- **Start Conversation:** Initiates voice call with AI agent
- **End Call:** Terminates active conversation
- **Voice/Text Mode Toggle:** Switch between voice and text input
- **Email Agent:** Opens email client with pre-populated agent ID

Agent Status Display

- Shows current agent selection
- Real-time connection status (Connected/Disconnected)
- Active/Inactive indicators

2. Recent Calls Panel

Displays conversation history with:

- **Call Summary:** Brief description of each interaction
- **Client Information:** Name and contact details (when available)
- **Duration:** Length of each conversation
- **Timestamp:** Date and time of interaction
- **Download Transcript:** Export conversation as text file
- **View Detailed Analytics:** Access comprehensive call analysis

3. Activity Log (Today's Stats)

Real-time metrics dashboard showing:

- **Total Calls Today:** Number of conversations
- **Active Sessions:** Currently connected users
- **Average Duration:** Mean conversation length
- **Peak Hours:** Busiest interaction times

- **Response Time:** Average agent response latency

4. Support Center Widget

Comprehensive help system featuring:

- **24/7 Support Access:** Live AI support agent
 - **Quick Guides:** Step-by-step tutorials
 - **Resource Links:** Documentation and references
 - **Contact Information:** Email and phone support
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Core Features

Voice Conversation Mode

Starting a Voice Call

1. Ensure microphone permissions are granted
2. Click "Start Conversation" button
3. Wait for connection confirmation
4. Begin speaking naturally
5. AI responds in real-time with natural speech

During the Call

- **Interruption Handling:** AI pauses when you speak
- **Context Awareness:** Maintains conversation thread
- **Clarification Requests:** AI asks for clarification when needed
- **Multi-turn Dialogue:** Natural back-and-forth conversation

Voice Settings

- **Language Selection:** Choose conversation language
- **Voice Style:** Select from available voice personas
- **Speed Control:** Adjust speech rate
- **Volume Settings:** Microphone and speaker levels

Text Chat Mode

Activating Text Mode

1. Click "Text Mode" button
2. Text input area appears below orb
3. Type your message
4. Press Enter to send (Shift+Enter for new line)

Text Features

- **Message History:** Scrollable conversation log
- **Typing Indicators:** Shows when AI is composing response
- **Rich Responses:** Formatted text with emphasis and structure
- **Copy/Paste Support:** Standard text operations

Email Agent Feature

- **Quick Access:** One-click email composition
 - **Auto-populated Subject:** Includes current agent ID
 - **Email Address:** agent@futuro.center
 - **Use Cases:**
 - Report technical issues
 - Request feature additions
 - Provide feedback
 - Schedule callbacks
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Support System

24/7 AI Support Agent

Accessing Support

1. Locate Support Center card (below main panels)
2. Click "Talk to 24/7 Support" button
3. Modal window opens with support widget
4. Click phone icon to initiate support call

Support Capabilities

- **Technical Troubleshooting:** Connection and audio issues
- **Feature Guidance:** How to use platform features
- **Account Questions:** Billing and subscription queries
- **Integration Help:** Setting up tools and connections
- **Best Practices:** Optimization recommendations

Quick Guides Section

Available Guides

1. **Getting Started** (5 min read)
2. Platform overview
3. Initial setup steps
4. Basic navigation
5. First conversation
6. **Voice Configuration** (3 min read)
7. Microphone setup
8. Audio quality optimization
9. Voice selection
10. Language settings
11. **Using Agent Tools** (7 min read)
12. Available integrations
13. Tool activation
14. Configuration steps
15. Usage examples
16. **Understanding Analytics** (4 min read)
17. Metrics explanation
18. Report interpretation
19. Performance tracking
20. Optimization tips
21. **Troubleshooting** (6 min read)
22. Common issues
23. Connection problems
24. Audio troubleshooting
25. Error resolution

Resources Hub

Documentation Types

- **Full Documentation:** Comprehensive platform guide
 - **API Reference:** Technical integration details
 - **Video Tutorials:** Visual learning resources
 - **Community Forum:** User discussions and tips
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Analytics & Reporting

Analytics Dashboard Access

Credentials

- **Username:** Your agent ID (e.g., agent_5101k4ddbjqzfro)
- **Password:** Provided separately (e.g., Kk7B28j!RrEes)
- **Dashboard URL:** <https://futuraodata.com>
- **Access Level:** Based on account permissions

Available Metrics

Call Analytics

- **Total Call Volume:** Daily, weekly, monthly trends
- **Call Duration Distribution:** Average and median lengths
- **Peak Usage Times:** Hourly activity patterns
- **Geographic Distribution:** Caller locations (if available)

Performance Metrics

- **Response Time:** AI reaction speed
- **Conversation Quality:** Sentiment analysis
- **Resolution Rate:** Successful interaction percentage
- **Escalation Frequency:** Human handoff requests

Client Insights

- **Repeat Callers:** Customer retention metrics
- **Satisfaction Indicators:** Positive/negative sentiment
- **Common Topics:** Frequently discussed subjects
- **Intent Recognition:** Purpose of interactions

Report Generation

- **Export Options:** PDF, CSV, Excel formats
 - **Scheduled Reports:** Automated daily/weekly summaries
 - **Custom Date Ranges:** Flexible time period selection
 - **Comparison Views:** Period-over-period analysis
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Agent Configuration

Agent Settings

System Prompt Override

- **Purpose:** Customize AI personality and behavior
- **Format:** Plain text instructions
- **Examples:**
 - `You are a friendly customer service representative for [Company].`
 - `Always be professional, helpful, and empathetic.`
 - `Focus on resolving issues quickly and efficiently.`

First Message Override

- **Purpose:** Customize initial greeting
- **Default:** "Hello! How can I help you today?"
- **Customization:** Brand-specific welcome message

Voice Selection

- **Available Voices:** Multiple personas and accents
- **Gender Options:** Male, female, neutral
- **Language Variants:** Regional accents
- **Tone Settings:** Professional, casual, friendly

Language Configuration

- **Primary Languages:** English, Spanish
- **Auto-detection:** Recognizes caller language
- **Mid-conversation Switching:** Seamless language changes

- **Cultural Adaptation:** Region-appropriate responses
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Tools & Integrations

Available Tool Categories

1. Calendar Management

- **Google Calendar:** Schedule appointments
- **Outlook Integration:** Meeting coordination
- **Availability Checking:** Real-time slot verification
- **Automatic Invitations:** Send calendar invites

2. CRM Integration

- **Salesforce:** Customer data access
- **HubSpot:** Contact management
- **Zendesk:** Ticket creation
- **Custom CRM:** API-based connections

3. Communication Tools

- **Email Automation:** Send follow-ups
- **SMS Notifications:** Text message alerts
- **Slack Integration:** Team notifications
- **Microsoft Teams:** Collaboration updates

4. Data & Analytics

- **Google Sheets:** Data logging
- **Airtable:** Database operations
- **Webhook Support:** Custom integrations
- **API Endpoints:** External service calls

Tool Configuration

Activation Process

1. Navigate to Tools Panel
2. Select desired integration
3. Click "Configure" button

4. Enter required credentials
5. Test connection
6. Save configuration

Security Considerations

- **OAuth 2.0:** Secure authentication
 - **API Key Management:** Encrypted storage
 - **Permission Scopes:** Minimal access principle
 - **Regular Audits:** Security reviews
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AI Memory System

Memory Bank Overview

What is AI Memory?

The AI Memory Bank is a persistent storage system that allows the AI agent to remember:

- Previous conversations
- Customer preferences
- Important context
- Business rules
- Custom instructions

Memory Features

Automatic Memory Creation

- **Conversation Summaries:** Key points from each interaction
- **Customer Details:** Names, preferences, history
- **Issue Tracking:** Previous problems and resolutions
- **Preference Learning:** Communication style adaptation

Memory Retrieval

- **Context Loading:** Relevant memories activated per conversation
- **Similarity Matching:** AI finds related past interactions
- **Temporal Awareness:** Recent memories prioritized

- **Cross-session Continuity:** Maintains context across calls

Memory Viewer Interface

Visual Representation

- **Brain Animation:** Pulsing neural network visualization
- **Memory Cards:** Individual memory display
- **Timestamps:** When memories were created
- **Relevance Scores:** Importance indicators

Memory Management

- **Manual Addition:** Add custom memories
 - **Editing:** Modify existing memories
 - **Deletion:** Remove outdated information
 - **Export/Import:** Backup memory data
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Troubleshooting Guide

Common Issues & Solutions

Connection Problems

Issue: "Cannot connect to agent"

- **Check:** Internet connection stability
- **Verify:** Agent ID is correct
- **Try:** Refresh browser page
- **Alternative:** Switch to text mode

Issue: "Connection keeps dropping"

- **Check:** Firewall settings
- **Verify:** WebSocket support
- **Try:** Different browser
- **Solution:** Contact support

Audio Issues

Issue: "Cannot hear AI agent"

- **Check:** Speaker/headphone connection
- **Verify:** System volume settings
- **Try:** Audio output selection
- **Test:** Browser audio permissions

Issue: "AI cannot hear me"

- **Check:** Microphone permissions
- **Verify:** Correct input device selected
- **Try:** Browser microphone test
- **Solution:** External microphone

Performance Issues

Issue: "Slow response times"

- **Check:** Internet bandwidth
- **Verify:** Browser performance
- **Try:** Clear browser cache
- **Solution:** Close unnecessary tabs

Issue: "UI not loading properly"

- **Check:** Browser compatibility
- **Verify:** JavaScript enabled
- **Try:** Hard refresh (Ctrl+F5)
- **Solution:** Update browser

Error Messages

Authentication Errors

- **"Invalid credentials":** Check username/password
- **"Session expired":** Re-login required
- **"Unauthorized access":** Permission issue

API Errors

- **"Rate limit exceeded"**: Too many requests
- **"Service unavailable"**: Temporary outage
- **"Invalid API key"**: Configuration issue

Getting Help

Support Channels

1. **24/7 AI Support**: Immediate assistance
2. **Email Support**: support@fu7uro.ai
3. **Phone Support**: +1 (727) 617-4121
4. **Documentation**: <https://futuro.ai/docs>
5. **Community Forum**: <https://futuro.ai/community>

Information to Provide

- Agent ID
 - Time of issue
 - Error messages
 - Browser/device info
 - Steps to reproduce
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Best Practices

Optimizing Conversations

Pre-call Preparation

- Test audio equipment
- Ensure stable internet
- Prepare key talking points
- Review previous interactions

During Conversations

- Speak clearly and naturally
- Allow AI to complete responses
- Provide context when needed
- Use specific questions

Post-call Actions

- Review conversation summary
- Download transcript if needed
- Note any issues
- Update customer records

Platform Optimization

Performance Tips

- Use modern browsers (Chrome, Firefox, Safari)
- Maintain stable internet (minimum 5 Mbps)
- Close unnecessary applications
- Regular cache clearing

Security Best Practices

- Regular password updates
 - Secure credential storage
 - Monitor access logs
 - Report suspicious activity
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Advanced Features

Custom Branding

Customization Options

- **Logo Upload:** Company branding
- **Color Schemes:** Match brand colors
- **Font Selection:** Typography choices
- **Layout Preferences:** Component arrangement

Implementation

1. Click "Customize Branding" button
2. Upload logo file (PNG/JPG)
3. Select color palette
4. Preview changes
5. Save configuration

Multi-Agent Management

Agent Switching

- Quick switch between configured agents
- Different agents for different purposes
- Department-specific configurations
- Language-specific agents

Agent Templates

- Sales Agent
 - Support Agent
 - Appointment Scheduler
 - Information Assistant
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Conclusion

This documentation provides a comprehensive overview of the Futuro AI Platform. For specific use cases or additional questions, please refer to the individual guide sections or contact support.

Quick Reference Links

- **Platform URL:** [Your Platform URL]
- **Analytics Dashboard:** <https://futurodata.com>
- **Support Email:** support@fu7uro.ai
- **Documentation:** <https://futuro.ai/docs>
- **API Reference:** <https://futuro.ai/api>

Version Information

- **Platform Version:** 2.0
 - **Last Updated:** December 2024
 - **API Version:** v1
 - **ElevenLabs Integration:** Latest
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This documentation is a living document and will be updated regularly to reflect new features and improvements.