



ESI eCloud

ESI Cairo AI Receptionist™

Administrator's Guide

This guide provides step-by-step instructions for customers to configure CAIRO AI Receptionist. Learn how to easily create and customize your own AI (ie: Artificial Intelligence) receptionist for customer service and engagement.

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Overview

You can create multiple AI Receptionists for different purposes—such as main reception, support, sales, or billing—and train each one with your business’s knowledge, voice preferences, and routing rules. CAIRO AI helps improve call handling, reduce wait times, and deliver a consistent, personalized experience for your callers.

The Office Manager will receive notification from ESI’s Implementation team that CAIRO AI Receptionist is available in the eConsole dashboard once the Cairo order is processed.

Planning Your AI Receptionist

The heart of Cairo’s programming is done primarily under two Cairo tabs

- Agent Knowledge - your company’s FAQ (frequently asked questions).
- Call Routing - this is how Cairo knows how to respond to callers and where to route those calls. The more thought and information added to these areas the better the caller’s experience.

While this sounds simple it can feel overwhelming when first setting up Cairo. The [Getting Started](#) section of this manual will ask you various questions to help you think through the data you should add to Cairo. Some of those questions may apply to your business while some may not. Armed with this data you can complete the Cairo setup.

Getting Started

Whether you use an AI Receptionist like Cairo or a traditional Auto Attendant, you need to tell the phone system where to send callers. This is typically done by creating users, call queues, voice mail boxes, DIDs, and secondary auto attendants. Therefore most of the programming needed for Cairo is built off the programming done for the ESI eCloud platform. For new eCloud customers, don’t start with Cairo programming; start with the platform programming like usual. When that’s done, Cairo programming will be much easier.

1. Determine which business phone number(s) will point to Cairo. In other words, when a caller dials this phone number they will be answered by the Cairo AI Receptionist.
2. Assemble your knowledge base. Ask yourself what are the main things callers ask for when calling your company. And which of these questions can be answered by Cairo opposed to a human. Examples:
 - When are you open?; Are you open on Sundays?
 - What is your address?
 - Can I pay my bill online?; Where do I pay my bill online?
 - Where do I ship my return?
 - Do you take walk-ins?
 - What services do you offer?
3. What are the keywords or phrases that would cause Cairo to send a caller to a specific call queue? Examples:
 - If the caller mentions keywords like “bill, invoice, past due, payment, credit card” you would send them to the call queue associated with Accounting/Billing.
 - If the caller mentions keywords or phrases like “Add services to my account”, “account changes”, “become a customer”, “place an order” you would send them to the call queue associated with Sales or Customer Service.

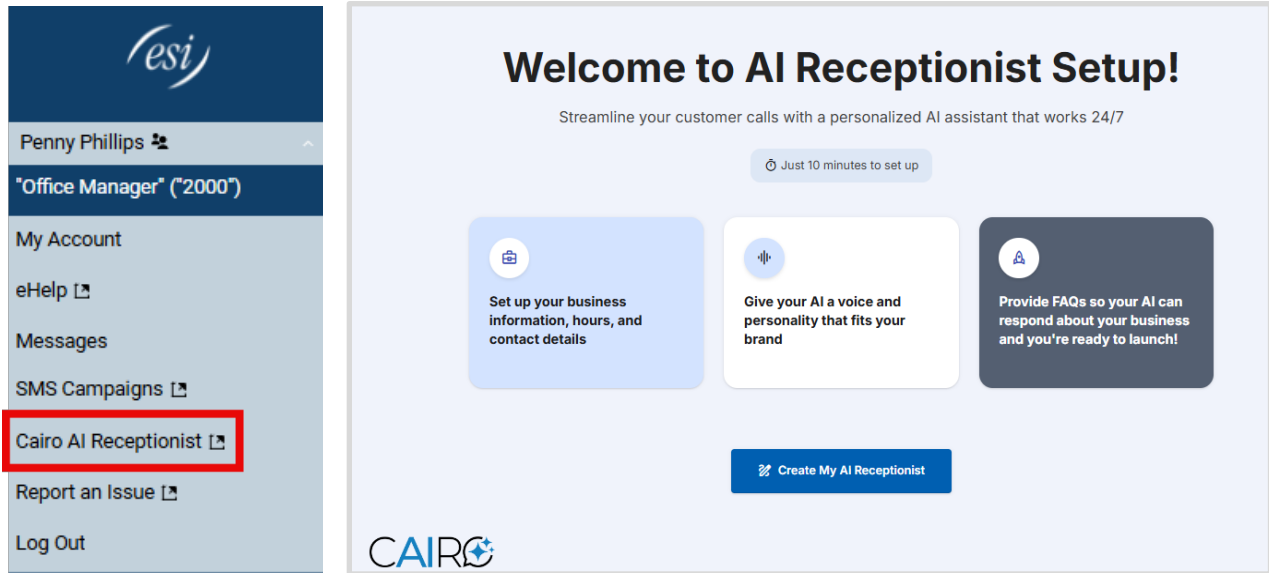
Helpful Cairo Facts

- **Language:** The AI Receptionist currently supports English and Spanish. The good news is there's nothing for you to setup or program for Cairo to recognize the different languages and respond. AI will take care of this for you. For example, if the greeting is in English and the caller replies in Spanish, Cairo will recognize this and reply to the caller in Spanish. The same will work for more languages as they're added.
- **Permissions:** Cairo can only be used by an Office Manager seat type via eConsole Dashboard
- A single domain (eCloud PBX instance) can have more than one AI Receptionist. Answering the guiding setup questions will help you and your Implementation Coordinator if more than one AI Receptionist is really needed and if so, how to set them up.
- Cairo programming is quick and easy to change if you make a mistake or have a sudden change in your call flow (where callers should be sent). Cairo programming changes, once saved, take effect immediately.
- Cairo does not go live (answer incoming calls) until you specifically choose to activate it. Therefore feel free to make changes while you learn how to program it, knowing you will not affect live callers.

Programming the AI Receptionist

Accessing Cairo AI Receptionist

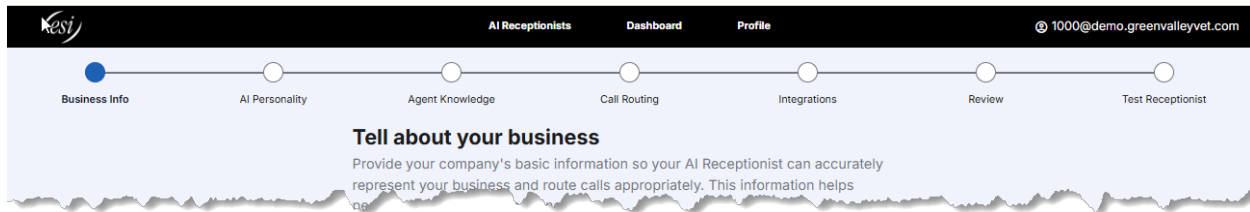
1. Log in to the [eConsole Dashboard](#) as an Office Manager.
2. Click the CAIRO AI Receptionist link, which will open the CAIRO programming page in a new Chrome browser tab.



3. Click "Create My AI Receptionist" to start building your AI Receptionist Agent.



4. The setup wizard will launch and guide you through the creation process where you will be able to visit (clicking "Next") each aspect of your AI Receptionist to configure to your needs.



Tips:

- Save as you go but note that saving the programming doesn't automatically make this AI agent Live. That's a separate setting, which is discussed later in this document.
- If you don't know exactly what to fill in as you build your AI agent but the field is required, then enter something, anything so you can complete the initial creation of the agent. You'll be able to quickly and easily go back to any part of the programming later to make edits.

Business Information Programming

Enter your business profile details. This information allows the AI Receptionist to answer fundamental questions about your business. The Business Info section is meant for the basic, standard company information.

- Business name and website
- Industry and Business Type
 - Select the closest match to your company. AI can use this data to create better conversations with the caller.
- Description
 - Keep this to a short paragraph that provides a high level overview of your business.
- Address, Phone number, and Operating Hours
 - If you have more than one set of Operating Hours (i.e., daytime hours versus after hours support), different addresses (mail versus product returns or deliveries) or multiple advertised phone numbers (sales versus customer service) you'll be able to enter that data in Cairo's Knowledge Base tab. The Business Info section is meant for the basic, standard company information.
 - Also note that Operating Hours in Cairo does not overwrite the time frames programmed for your eCloud system.

Click Save to proceed to the next section.

Tell about your business

Provide your company's basic information so your AI Receptionist can accurately represent your business and route calls appropriately. This information helps personalize the caller experience.

1. Business Information

Tell about your business

Business Name*

Green Valley Vet

Industry*

Other

Business Type*

Sole Proprietorship

Email*

support@greenvalleyvet.com

Used for alerts, notifications, and escalations.

Business Address*

123 Sunshine Bridge Road, Fido Texas 98765

Website Link*

www.greenvalleyvet.com

We'll use this to learn more about your business and generate relevant FAQs.

Description*

At Green Valley Veterinary Clinic, we believe pets are family. Our experienced veterinary team provides compassionate, modern medical care to keep your pets healthy and support your life.

2. Business Hours

Set your operating hours so customers know when to expect responses

Timezone

America/Chicago

<input type="checkbox"/> Sunday	Closed on this day	
<input checked="" type="checkbox"/> Monday	8:00 AM <input type="text"/>	6:00 PM <input type="text"/>
<input checked="" type="checkbox"/> Tuesday	8:00 AM <input type="text"/>	6:00 PM <input type="text"/>
<input checked="" type="checkbox"/> Wednesday	8:00 AM <input type="text"/>	6:00 PM <input type="text"/>
<input checked="" type="checkbox"/> Thursday	8:00 AM <input type="text"/>	6:00 PM <input type="text"/>
<input checked="" type="checkbox"/> Friday	8:00 AM <input type="text"/>	5:00 PM <input type="text"/>
<input checked="" type="checkbox"/> Saturday	9:00 AM <input type="text"/>	1:00 PM <input type="text"/>

Save

AI Voice & Personality Programming

Customize how your AI Receptionist sounds and communicates with callers. Choose a voice and personality that best represents your brand and creates the right first impression.

- **AI Assistant Name**
 - Enter the name of your Receptionist (e.g., MainReceptionist, SupportReceptionist, etc.). This name is only exposed to callers if you use the SMS calendar integration.
- **Voice**
 - Select and preview the available voice options to choose the preferred voice style.
- **Personality**
 - Choose the tone the receptionist will use when responding — Formal, Friendly, or Casual.
- **Welcome Message**
 - This is the initial greeting callers will hear when they reach your AI Receptionist.

AI Personality

Customize how your AI Receptionist sounds and communicates with callers. Choose a voice and personality that best represents your brand and creates the right first impression.



1. AI Assistant Name



AI Receptionist Name*



Fido

2. Voice



Female Voices:

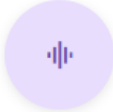


Juno
Natural, Engaging,
Melodic, Breathy
American accent





Delia
Casual, Friendly,
Cheerful, Breathy
American accent



Vesta
Natural, Expressive,
Patient, Empathetic
American accent


Male Voices:


Odysseus
Calm, Smooth,
Comfortable,
Professional
American accent



Orpheus
Professional, Clean,
Confident,
Trustworthy
American accent



Aries
Warm, Energetic,
Caring
American accent


3. Personality

Here's how your AI Receptionist might ask for the same information, depending on the personality you choose

Formal
"May I kindly request your order number in order to better assist you?"

Friendly
"Sure thing! Can you share your order number with me so I can take a look?"

Casual
"Alright, I'll need your order number to help you out. What's the number?"

4. Welcome Message

This is the first message callers will hear when they reach your AI Receptionist

Message



Hi there! Thanks for calling Green Valley Vet. How can I help you today?

Save

Tips:

- After selecting the voice and personality click the Playback button shown under each voice to hear a sample of what the voice will sound like.
- You can change the voice and personality at any time and those changes take effect immediately.
- If you can't think of a good welcome message, enter some simple text, then click the AI Wizard Wand to create a message for you.

4. Welcome Message

This is the first message callers will hear when they reach your AI Receptionist

Message

Hi there! Thanks for calling Green Valley Vet. How can I help you today?

Improve with AI

Provide a short prompt about the welcome message you want to improve.

Make this welcome message warmer and more engaging while keeping it concise and professional

Improve

Message

Hello and welcome to Green Valley Vet! We're so glad you called. How can we assist you and your furry friend today?

Once you are satisfied with your options, select “Next” or “Save” to apply your settings and proceed to the next section.

Agent Knowledge Programming

This is where you will provide business information so that your AI Receptionist can answer common questions such as hours of operation, location, products, services, and more.

There are two ways of adding this data - automatically via a website or document or manually entering the data. You can also start with the automatic method, followed by manually adding more data.

- Choose either Website Reference or Upload FAQ Document
 - You may provide a website URL for the AI to learn from, or upload a supported file (PDF, DOC, TXT) containing your business information.
 - After selecting a source, click “Generate Knowledge.” The AI will analyze the provided content and create a knowledge template, which will populate the Manual Entry field.
 - To further improve the information, select the AI wizard button next to the Manual Entry section and the AI will improve the clarity and readability of the FAQs while maintaining accuracy and keeping answers concise.
 - NOTE: If you make any updates to your website, you will need to return to the Agent Knowledge section again and select “Generate Knowledge” for CAIRO to re-scan your website.
- Manual Entry
 - If a knowledge template is generated, you may edit, expand, or replace the content as needed.
 - You can also manually edit this field or paste additional information for the AI to reference when responding to callers.
 - To further improve the information, select the icon next to the Manual Entry section and the AI will improve the clarity and readability of the FAQs while maintaining accuracy and keeping answers concise.
 - Click “Save” or “Next” once your knowledge settings are complete.

Option 1: Knowledge Base created from website scan

This KB was created by scanning the company’s website.

1. Data that is helpful in answering common questions by callers.
2. Slightly overkill but provides the AI with supporting data when forming answers to a caller’s question. You can easily trim this down by manually removing all or some of the content.
3. Definitely overkill and could be removed manually from the Cairo KB. Would a caller really want or need to know the copyright data for your website?

Tips:

- Pro: Lots of data is filled in for you. And what is provided is editable so it keeps you from starting from scratch.
- Con: Most websites do not have data that answers common questions a caller would ask when speaking with Cairo. You may find much of the data pulled from the website into Cairo’s KB is overkill and not helpful thereby filling Cairo with wasted data.
- If your website has multiple webpages and you find most data that is meaningful to Cairo is on a specific webpage (i.e., www.greenvalleyvet.com/services) use this subpage only instead of the entire website.
- If, overall, you like the data that is presented from a website scan, but feel it needs better wordsmithing and formatting, click the AI Wizard Wand in the upper right of the KB content field.

Option 3: Knowledge Base created from document upload

This KB was created by uploading a document. You would do this instead of scanning your website. You cannot generate KB content from a website scan and a document upload at the same time.

1. Choose Upload document.
2. Upload the document. You can upload more than one document at a time.
3. You should see the document listed.
4. Click Generate Knowledge.

AI Receptionists **Dashboard** **Profile**

Agent Knowledge

Provide business information so that your AI receptionist can answer common questions (e.g. hours, location, products, services, etc.)

1. Website Reference or Upload FAQ Document



Select a type of content

Website Reference



Upload Document **1**

Upload Document


Upload PDF, Word, or text files containing your business knowledge content


































 **2** 
Drag file here
or **Upload from your computer**
+ Copy
Maximum files: 1, maximum file size: 500 MB

1 file attached Delete all

 Green Valley Veterinary General Veterinary FAQ.docx **3** 
0 MB

Generate Knowledge **4**

Content 

B I U |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Option 4: Knowledge Base created from manual entry directly into Cairo

This KB was created by uploading a document. You would do this instead of scanning your website. You cannot generate KB content from a website scan and a document upload at the same time.

1. Go directly to the Content section and begin typing or pasting data into this field. Bypass uploading a document or scanning your website. Choose Upload document.
2. Click the AI Wizard Wand if desired to reword and organize your data.
3. Click Save.

Agent Knowledge
Provide business information so that your AI receptionist can answer common questions (e.g. hours, location, products, services, etc.)

1. Website Reference or Upload FAQ Document
Select a type of content

Website Reference
 Upload Document

Website Reference
Enter your website link so we can extract content and generate relevant knowledge for your business.

Website Link

https://

Generate Knowledge

2. Manual Entry
Create your business knowledge manually

Content

B I U T | V | ≡ ≡ | ↶ ↷

Option 5: Knowledge Base using both manual and auto creation

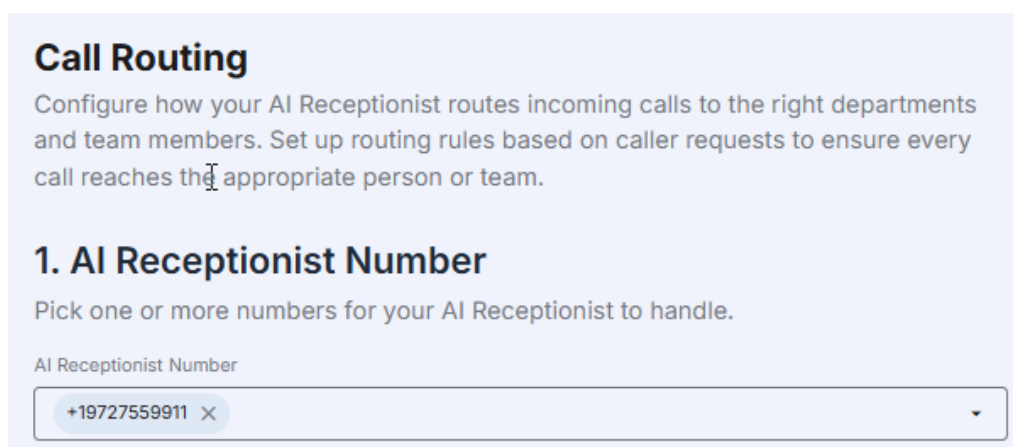
1. Start by scanning your website or uploading a document(s). Remember you can only choose one of these options.
2. Once the auto generated content is shown, scroll to the bottom of the large content field and manually type additional data you want in the KB.
3. Click the AI Wizard Wand if desired to reword and organize your data.
4. Click Save.

Call Routing Programming

Configure how your AI Receptionist routes incoming calls to the right departments and team members. Set up routing rules based on caller requests to ensure every call reaches the appropriate person or team.

AI Receptionist Number

- Select an available phone number to serve as the pilot number for this AI Receptionist.
 - You can select multiple numbers as desired or needed to an AI Receptionist.
- Note: The number must appear in the Crexendo Number Inventory and be marked as “Available”.
- Note: Your AI Receptionist will NOT have its own extension, but the DID you assign it to will allow you to route calls to it. This pilot number can also be used within Crexendo Auto Attendant configurations and Inventory Time of Day Routing by using the pilot number destinations for the Option selections.



Call Routing

Configure how your AI Receptionist routes incoming calls to the right departments and team members. Set up routing rules based on caller requests to ensure every call reaches the appropriate person or team.

1. AI Receptionist Number

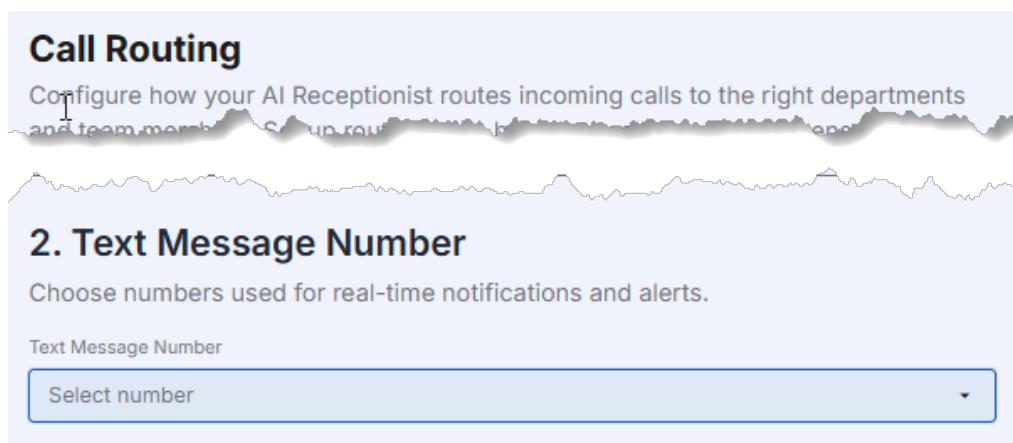
Pick one or more numbers for your AI Receptionist to handle.

AI Receptionist Number

+19727559911 x

Text Message Number (Optional)

- Select an SMS-enabled number to be used for real-time notifications and calendar notifications within the Integrations section.
- Pre-Requisite: SMS numbers must be configured in eConsole Inventory tab and assigned to a user in order to appear in the dropdown list.



Call Routing

Configure how your AI Receptionist routes incoming calls to the right departments and team members. Set up routing rules based on caller requests to ensure every call reaches the appropriate person or team.

2. Text Message Number

Choose numbers used for real-time notifications and alerts.

Text Message Number

Select number

Call Routing

Call Queues and Auto Attendants

- Enable the appropriate queues and auto attendants (AA) where a caller may need to be transferred.
- For each enabled queue or AA, enter a few keywords or simple phrases associated with the queue or AA so Cairo knows which callers to transfer there based on what the caller says.
Examples:
 - "Transfer me to Billing", "I need help paying my bill.", "Is my account overdue."
 - Keywords: bill, invoice, overdue, account, credit card
- Click the AI wand button (upper right of the field) so AI can reword and add content to this field.

Individuals


- Enable the users you want the AI Receptionist to include as routing destinations.
 - For users to appear in this list they must have the Directory checkboxes enabled in eConsole. You can find these under the user profile.

Call Routing

Configure how your AI Receptionist routes incoming calls to the right departments

members. Set routing rules for each call center agent to ensure every

Individuals

<input checked="" type="checkbox"/>	Extension	Name ↑
<input checked="" type="checkbox"/>	1006	Aurora Sa
<input checked="" type="checkbox"/>	1018	Bella Thompson
<input checked="" type="checkbox"/>	1012	Bernard Blacky
<input checked="" type="checkbox"/>	1016	Daisy Carter
<input type="checkbox"/>	1000	Lola Bradford
<input checked="" type="checkbox"/>	1014	Luna Mitchell
<input type="checkbox"/>	1015	Max Reynolds
<input checked="" type="checkbox"/>	1008	Mulder Howe
<input checked="" type="checkbox"/>	1001	Rebecca James

Default Routing

- If no routing match is identified based on caller intent, the AI will route the call to the default destination you select. This route is also invoked when caller asks for:
 - To talk to a human
 - To talk to the operator
 - Or presses "0"

Note: For an individual or queue to appear as a selection in this drop down field, they must be enabled in the Individual or Queue sections on this webpage.

- Click Save to finalize the routing configuration.

Call Routing

Configure how your AI Receptionist routes incoming calls to the right departments and team members. Set up routing rules based on call requests to ensure every

Default Routing

If no match is found, where should the call go?

Route by default to

Operator Call Queue (3000)

Integrations Programming

Extend your AI Receptionist with additional features by turning on the integrations you need.

Enable the desired features and click Save.

- Appointment Booking (Optional): Allows you to link a Google or Outlook calendar so the AI Receptionist can schedule appointments on your behalf.
 - Select either option which will open a pop-up window to login to the calendar.
 - Once you have logged in to your calendar, it will show in the Appointment Booking Section as a “Connected account”.

Note: Only one calendar account can be used per Cairo AI Receptionist instance.
- Real-Time Notifications (Optional): The AI Receptionist can send SMS alerts to your designated number when specific keywords are mentioned during a caller interaction.
 - If you added an SMS number in the call routing section, it will appear here as the number you will receive messages from.
 - Enter the phone number where you want to receive the alerts in the blank provided. You can only enter one number here.
 - Enter the key words you would like to be notified of. To further improve the keywords, select the AI wizard icon next to the Keywords blank to allow AI to create variations of these keywords that capture different ways people might say the same thing, including casual and formal versions.
- Whisper Intelligence: (CURRENTLY UNDER DEVELOPMENT; NOT YET AVAILABLE) Provides a summarized briefing of the caller’s conversation when the call is transferred to a human agent.

Click “Save” or “Next” to finalize the routing configuration.


Integrations

Extend your AI Receptionist with additional features by turning on the integrations you need.

Appointment Booking

Book appointments based on Google Calendar or Microsoft Outlook


Connected account [Disconnect](#)

 **jkalaitzidis@crexendo.com**


Real-Time Notifications






Stay informed with instant text message alerts triggered by keywords.

Number your AI Receptionist uses to send alerts

 +14803976500

Phone number where you want to get alerts

Keywords 

B I U |  |  |  |  | 

emergency

critical|

Map keywords or phrases callers might say.

Testing Your AI Receptionist

After completing setup, you can test your configuration before making it active.

Test Modes

Live Test Number

- You may receive a test call to your number to simulate the voice call once it is live
- Enter the number you would like your AI (ie: Artificial Intelligence) Receptionist to call in the blank provided and select "Call Me".
- The AI Receptionist will call you at the number provided and allow you to test out its functionality.

Chat Preview

- Allows you to Interact with your AI Receptionist inside the portal to validate responses visually and track destinations and decisions made
 - Select "Run Chat Test".
 - A chat window will open and your programmed AI Receptionist greeting will be displayed.

- Talk to it as you would talk on a phone call and the responses will be displayed in the chat window
- The chat will also display where the call would be routed if the AI Receptionist detects that the call would need to be routed to a specific area such as a call queue or user.

What to Test

- Greeting accuracy
- Knowledge responses
- Routing accuracy
- Pronunciation of names or departments
- Handling of unclear or unexpected requests


Make any necessary adjustments before enabling it for customers.

Test your AI Receptionist

Test your AI Receptionist before going live. Receive a test call to hear how it sounds, or try a quick chat preview to see how it responds to common questions.

Receive a test call on your phone

Enter your phone number and we'll simulate how your AI Receptionist would respond once it's live.




Your phone number

Call Me

Try a quick chat preview

Run through a sample conversation flow to see how your AI Receptionist would answer common questions.

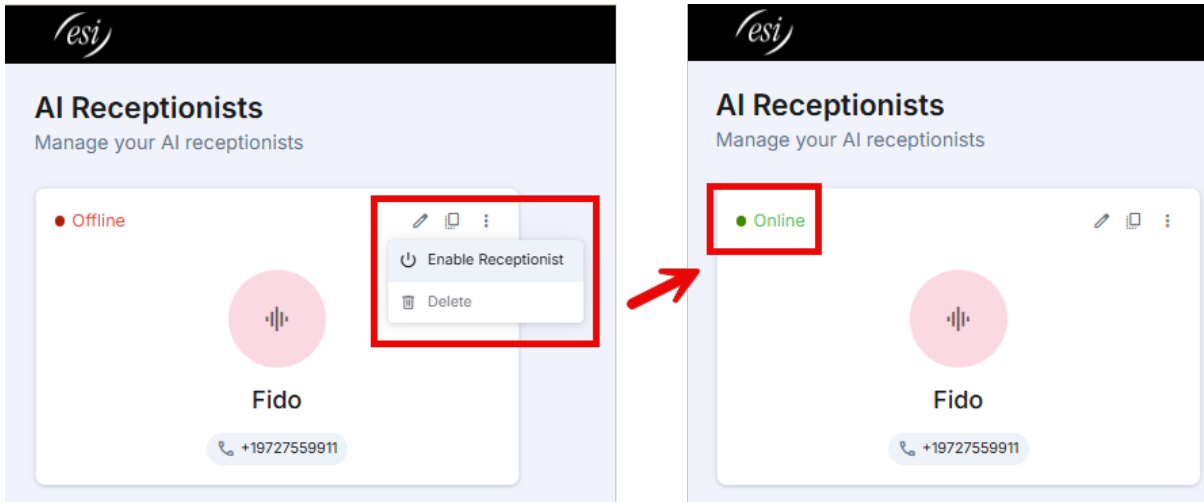


Run Chat Test

Activating Your AI Receptionist

When testing is complete, click on the "AI Receptionists" option at the top of screen:

1. Locate the AI (ie: Artificial Intelligence) Receptionist you are building
2. Click on the three vertical dots to access "more options" of that AI Receptionist
3. Click Enable Receptionist to make the AI Receptionist live. (This is also where you can disable the AI Receptionist)



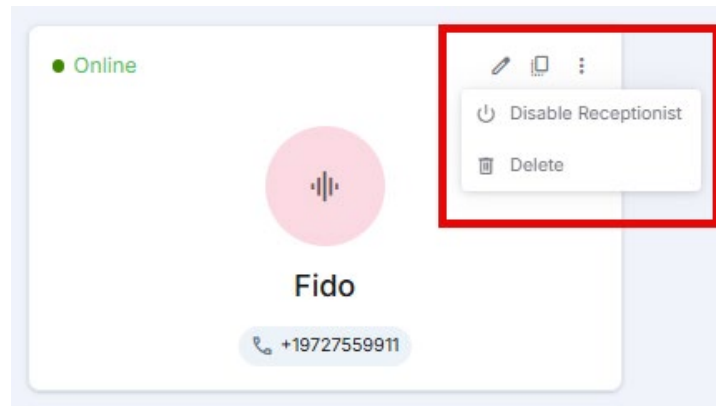
4. Confirm the activation by placing a test call to the assigned number.

Managing Existing AI Receptionists

All created AI Receptionists appear on the CAIRO AI dashboard.

From here, you can:

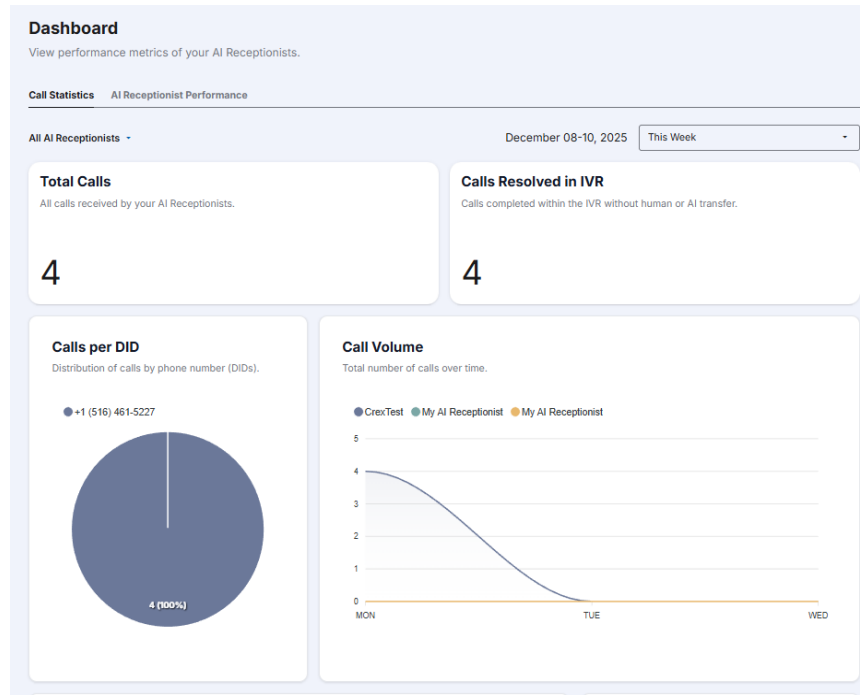
- Edit configuration
- Clone AI Receptionist
- Delete AI Receptionist



View Analytics and Usage

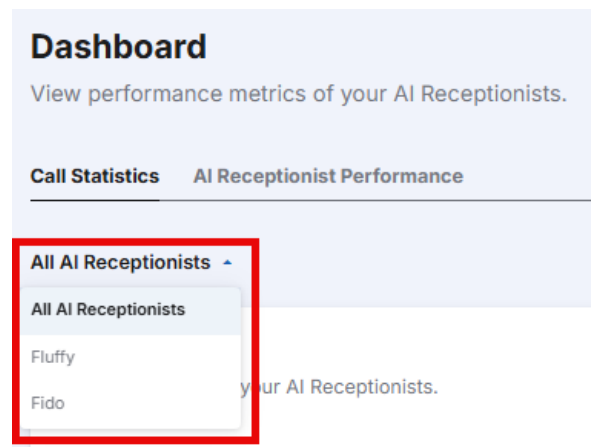
Clicking on the "Dashboard" option at the top of the CAIRO AI Receptionist page will take you to the analytics screens showing performance metrics of your AI Receptionists.

The Call Statistics tab includes: Total Calls, Call Volume, Escalations, Calls Transferred and more.



Dashboard Filter Options

- Dashboard filter allows for filtering by all or individual Receptionists by clicking on the dropdown shown below:
- Dashboard filter allows for filter on specific timeframes to view in the Dashboard:



Dashboard

View performance metrics of your AI Receptionists.

Call Statistics AI Receptionist Performance

All AI Receptionists

March 01-09, 2026

This Month

- Last Week
- This Month
- Last Month
- Last 3 Months
- Custom

Total Calls

All calls received by your AI Receptionists.

15

Calls Resolved in IVR

Calls completed within the IVR without h

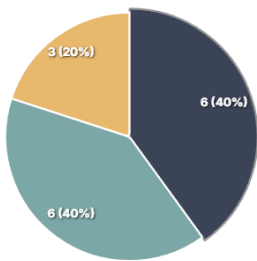
14

- Line and bar graphs allow for filter and un-filter statistics by interacting with and click on receptionists

Calls per DID

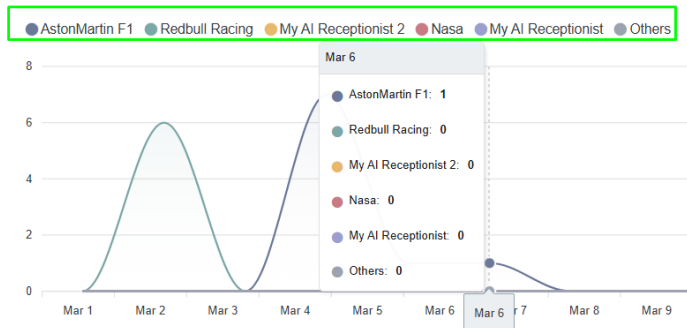
Distribution of calls by phone number (DIDs).

+1 (208) 580-7701 +1 (480) 697-6451
+1 (408) 998-8883



Call Volume

Total number of calls over time.



The AI Receptionist Performance includes: Conversation times, average Conversation time, questions answered, AI handled vs routed, common questions/requests and more.

Dashboard

View performance metrics of your AI Receptionists.

Call Statistics AI Receptionist Performance

All AI Receptionists December 08-10, 2025 This Week

Total Conversation Time

Time customers spent with AI.

0m

Average Conversation Time

Average length of customer interaction.

11.5s

Answered Questions

Customer questions resolved by AI.

1

Unanswered Questions

Questions the AI could not resolve.

0

AI Handled vs Routed

Ratio of AI-resolved calls vs calls routed to humans.

AI Handled 4 (100%) Routed 0 (0%)

4 (100%)

Calls by Receptionist

Number of calls handled by each AI receptionist over time.

CrexTest My AI Receptionist

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Support & Troubleshooting

If you encounter issues:

- Confirm that CAIRO is enabled for your domain.
- Ensure you are logged into eConsole Dashboard as an Office Manager.
- Verify that the business information fields are complete, as missing data may impact responses.
- Review knowledge entries for accuracy and relevance.
- If you choose a DID to test with it must be set to AVAILABLE under inventory in the eConsole Dashboard. If you call this DID and Cairo doesn't answer or an error message plays back, check to see if the same DID is in the SMS inventory tab. If so, you need to set it to AVAILABLE as well.
- If the Office Manager is already logged in when this is configured, they will need to log out and log back in for the CAIRO tile to appear in the eConsole navigation panel (the section in baby blue).
- *ESI SUPER USERS ONLY:* If you're in the Marketplace and you're trying to add a domain to Cairo but there's no checkbox next to the name, it means that domain was already added to Cairo. Verify this by searching the listed domains.