



Demo settings and phone number

Purpose

Manage the workspace basics on the Settings page: rename the workspace, change its sector, pick the assistant's voice, request a real phone number for inbound calls and SMS, and (for owners) delete the workspace.

Prerequisites

- A demo workspace. Some controls are role-gated: only workspace Owners can request or release a phone number and delete the workspace.
- Requesting a phone number allocates a real number with usage limits. Treat it as a billable action and only click "Get a phone number" when you actually want one. There is no confirmation step.

Steps

1 Step 1

Ringle

Guide Ecommerce

Dashboard

Chat

Voice

Blueprints

Experiments

Helpdesk

Analytics

Settings

Sharing

Demo Owner

Log Out

Settings

Workspace Details

Workspace Name

Guide Ecommerce

Save

Sector

Ecommerce/Retail

Save

Voice Selection

Standard

Premium

42 languages with ultra-low latency. Optimized for real-time conversations with native pronunciation across all supported languages.

Search Voices

Archie - Approachable Mate

Warm, conversational British male for casual and engaging dialogue.

Clive - Measured Expert

Offers a composed and articulate voice, perfect for delivering educational content or detailed advice.

Corey - Supportive Buddy

Inviting, cheerful young adult male for casual conversation.

Daniel - Modern Assistant

Clear, crisp male voice for digital assistants and system interactions

Ella - Caring Scout

Approachable presence for bright, lightweight and everyday customer conversations.

Save Voice

Phone number

Get a phone number for this workspace. Inbound calls and SMS to the number will run through your workspace's conversation. Outbound is off by default.

Preferred area code (optional)

Leave blank to take any available number.

Get a phone number

Danger Zone

Deleting this workspace will archive it and remove it from your workspace list. This action cannot be undone.

Delete Workspace

⚡ **Action:** Open Settings from the workspace sidebar.

✓ **What you should see:** The Settings page has four cards. Workspace Details holds the Workspace Name field and the Sector select. Each has its own Save button that stays disabled until you change the value. Saving the sector shows "Sector saved. Chat and Voice are now available." Voice Selection is the voice picker, with Standard and Premium tiers, a search box, and per-voice preview buttons; the demo voice guide covers it in detail. Below that are the Phone number card and the red Danger Zone. There is no language picker on this page; the workspace language follows the conversation setup.

2 Step 2

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Workspace Name

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Save Voice

Phone number

Get a phone number for this workspace. Inbound calls and SMS to the number will run through your workspace's conversation. Outbound is off by default.

Preferred area code (optional)

415

Leave blank to take any available number.

Get a phone number

Danger Zone

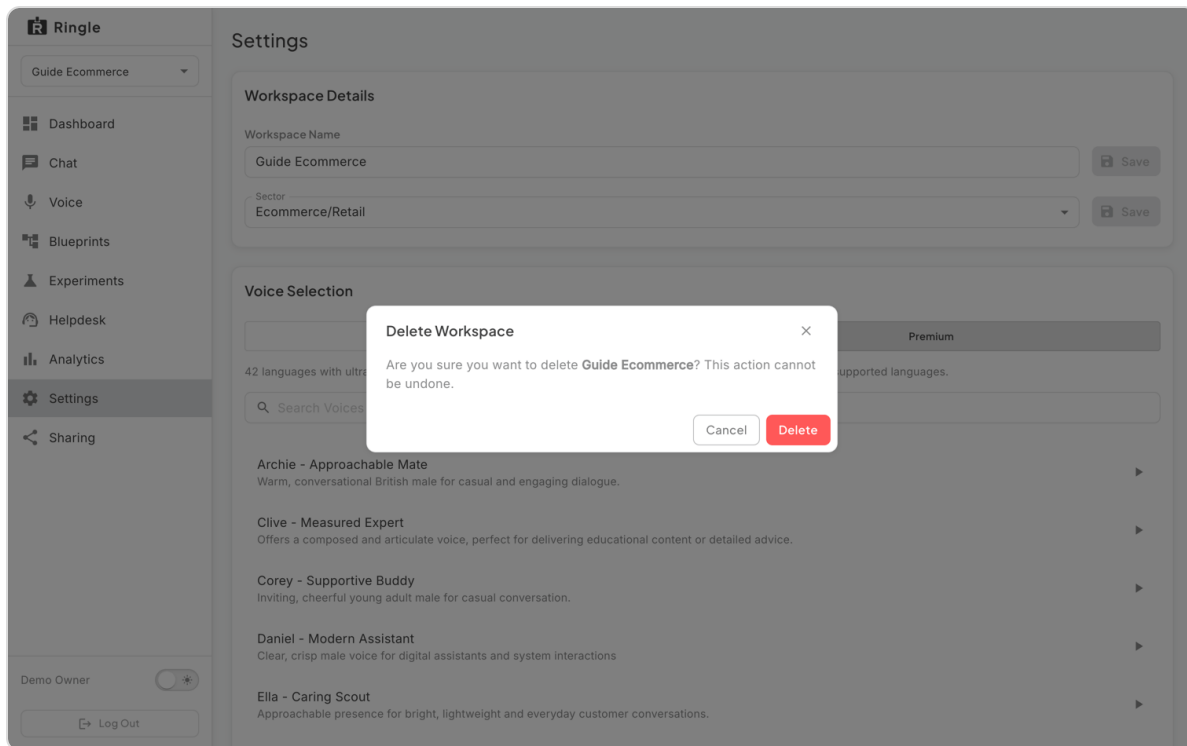
Deleting this workspace will archive it and remove it from your workspace list. This action cannot be undone.

Delete Workspace

⚡ **Action:** Read the Phone number card. Optionally, type a preferred area code (for example 415). Do not click "Get a phone number" unless you want a real number now.

✓ **What you should see:** With no number assigned, the card explains: "Get a phone number for this workspace. Inbound calls and SMS to the number will run through your workspace's conversation. Outbound is off by default." The area code field is optional ("Leave blank to take any available number."). Clicking the button starts provisioning immediately, with no confirmation dialog. The card switches to a "Provisioning ..." spinner for a few seconds, then shows the active number. That view has the number's status chip, its expiry, voice-minutes and SMS-segment usage meters, a "Real outbound" toggle, and a "Release number" button. The toggle is off by default; switching it on asks "Enable real outbound?" before any real SMS or calls leave the workspace. The Release number button returns the number to the pool after its own confirmation.

3 Step 3



⚡ Action: In the Danger Zone, click Delete Workspace to see the confirmation. Then click Cancel.

✓ What you should see: A "Delete Workspace" dialog opens. It asks "Are you sure you want to delete Guide Ecommerce? This action cannot be undone." and has Cancel and Delete buttons. Deleting archives the workspace and removes it from your list. Cancel closes the dialog with no changes; that is what this walkthrough does.

Troubleshooting

- The phone card shows "Only workspace Owners can request a phone number.": your role in this workspace is not Owner. Ask an Owner to request the number.
- "No phone numbers available right now. Ask an operator to top up the inventory pool.": the number inventory is empty; try again later or contact support.

- The card shows “Phone-number provisioning failed”: use the Try again button; if it keeps failing, contact support.
- Test messages from the workspace never reach a real phone: that is the default. Outbound is stubbed until you switch on “Real outbound” on the phone card and confirm the prompt.

Notes

- Route: `/demos/:demoWorkspaceId/settings` .
- Source components: `pages/demo-workspace/DemoWorkspaceSettings.jsx` and `components/demo-workspace/WorkspacePhoneNumberCard.jsx` ; the voice picker is the shared `VoicePicker` documented in the demo voice guide.
- Phone number card states: request (shown in Step 2), provisioning, active (number, expiry, usage meters, outbound toggle, release), released (“This workspace’s phone number has been released. You can request a new one at any time.”), and failed. Only the request state is captured here because provisioning allocates a real number.
- “Get a phone number” acts immediately; there is no confirm dialog before provisioning. The confirmations that do exist are for enabling real outbound and for releasing the number.
- Workspace name and sector save independently; each field has its own Save button.