



FREE GUIDE

The Fynl.io AI chat bot

The Fynl.io chat bot answers customers on your website, Instagram and Facebook Messenger from your own knowledge base, using your own Claude or ChatGPT key.

WHAT THIS ADDS

Most chat bots either answer everything themselves or do nothing. In Fynl you choose: the bot writes a draft and your team sends it, or it replies by itself. After the number of replies you set, or whenever someone asks for a person, it hands the chat to your team.

Where the chat bot lives

In the Fynl.io portal, open **Messages** and the **AI bot** tab. All of the chat bot's settings are on that page.

Switch it on and choose what it does

Tick **Switched on**. Under **What it does** you have two choices:

- **Writes a draft**: the bot writes the answer, and your team checks it and sends it.
- **Replies by itself**: the bot answers on its own.

With **Hand over to a person after** you set how many replies the bot gives before a person takes over. It also hands the chat over whenever someone asks for a person.

Channels: website, Instagram, Messenger

Tick the channels the bot should answer on: **Website chat**, **Instagram** or **Facebook Messenger**. Then press **Save**.

It runs on your key, not ours

The bot works with your own API key from **Claude** or **ChatGPT**. Connect it in **Account** first, or saving the settings is refused.

Note: an API key is not the same thing as a monthly Claude or ChatGPT subscription.

The knowledge base: what the bot answers from

Below the settings is the **knowledge base**. You can fill it three ways:

- Add a question and its answer.
- Read a web page.

- Paste text.

The bot and the **Suggest reply** button both answer from here, so keep it up to date.

Reply-time goal

On the **Auto-replies** tab, enter how many minutes you want to answer within. Chats that run late get a red label in the inbox. Zero turns it off.

DO THIS

Tonight, write down the five questions customers ask most, add the answers to your knowledge base, pick "Writes a draft", and read the bot's drafts for a week before you let it reply by itself.

What Fynl.io is

One portal a small business runs itself on, instead of five subscriptions that do not talk to each other.

- A CRM and pipeline that shows every lead and where it stopped
- A calendar clients can book straight into
- Quotes, contracts and invoices, with deposits taken up front
- A website and form builder, so the enquiry lands in the same place
- Your Gmail connected, so the whole thread sits on the contact
- Automations for the follow-up you keep forgetting to send

The AI runs on **your own Claude or ChatGPT API key** — no markup on it. No SMS or phone calls yet. \$49/month per business, \$149 Agency, and we move your contacts over for you.

The chat bot, the inbox, your contacts and your follow-ups all live in one Fynl.io portal, so no message gets lost between tools.