



Welcome aboard! Dave builds himself from what you give him — most owners are live the same day. Everything below happens in your portal at www.daveonduty.com/portal.html (sign in with the email you registered with).

Step 1 — Let Dave read your website (all plans)

Portal → **Overview** → paste your website address → “■ Build my bot”. Dave scans your pages — services, prices, opening hours, policies — and builds his knowledge in about a minute. He re-scans weekly, so your website updates reach him automatically.

Step 2 — Teach him the rest (the bot populates itself)

Portal → ■ **Build your bot**. Whatever you add here flows straight into Dave's brain — no waiting on us:

- **Knowledge** (all plans): type notes in your own words, add extra pages by URL, or upload menus, price lists and policies (PDF / TXT / CSV).
- **Bookings** (Dave Pro): list your services & durations, tick your weekly opening hours, choose a slot length, and set the email where bookings should land.
- **Stock** (Dave Max): upload a product CSV, or connect Shopify/WooCommerce/a stock feed so it stays live automatically — Dave answers “is it in stock?” with real numbers.
- **Shipping** (Dave Max): enter your zones and carrier rates — Dave quotes real prices and delivery times.
- **Orders & returns** (Dave Max, optional): upload an orders CSV so Dave can answer “where is my order?” and take return requests against your policy.
- **Custom workflows & CRM** (Dave Max, optional): define your own request flows (warranty claims, quotes...) and connect a webhook so every capture reaches your CRM.

You can prepare everything at any plan level — features switch on automatically the moment your plan includes them.

Step 3 — Give Dave your voice

Same page, **Build your bot** (Dave Pro & Max tabs): name your assistant, pick a personality (warm, playful, no-nonsense...), write the greeting, choose your brand colours, and set your business details (contact info, hours). Changes are live immediately.

Step 4 — Test him like a customer would

Hit ■ **Test your bot** (top of the portal). Ask the questions your customers actually ask — prices, hours, bookings. Spot a wrong answer? Fix the source in Build your bot, or email us and we correct it within a business day.

Step 5 — Put him on your website (one line)

Portal → **Install** → Copy the snippet and paste it just before </body> on your site. WordPress: use a header/footer plugin; Wix/Squarespace: the custom-code section; React/Next.js: instructions are on the same tab. That's it — the chat bubble appears and Dave clocks in.

Your 7-day free trial	Billing & the paperwork
Fully working bot on your real website, no card required. We email you before it ends — if Dave hasn't earned his keep, walk away and nothing is charged.	Plans: Dave £24/mo · Dave Pro £49/mo · Dave Max from £99/mo. Cancel any time, no contracts. The Service Agreement lives at www.daveonduty.com/docs/SERVICE_AGREEMENT.pdf — payment details arrive by email when you pick a plan.