PRODUCT DOCUMENTATION / 01

Getting Started

Build your first AI system with Praeva.

Praeva helps businesses design, operate, and control AI systems that handle meaningful work. Whether your priority is customer communication, lead management, scheduling, or internal operations, the starting point is the same: identify what you want handled.

THE IDEA

Tell Praeva what you want handled. Praeva builds the system and runs it, within the access and rules you approve.

01 / Understand Praeva

Praeva brings specialized AI capabilities together into connected workflows, so your business can move from individual automated tasks to coordinated outcomes.

Imagine your business receiving inquiries, collecting information, checking availability, updating records, and following up. Instead of managing every step separately, Praeva is designed to coordinate the work as a single process.

Agents and Systems

Agents perform focused capabilities. Systems connect those agents with your business knowledge, integrations, instructions, and permissions to accomplish a broader objective.

CALL AGENT	Handles incoming or outgoing voice conversations within defined instructions.
LEAD AGENT	Collects information and supports lead qualification.
SCHEDULING AGENT	Checks authorized availability and coordinates appointments.

PRAEVA PRINCIPLE

> Agents perform capabilities. Systems accomplish outcomes.

02 / Prepare your business

A useful system begins with accurate context. Gather the information Praeva would need to understand your operations and the boundaries it must respect.

Company	Your business name, industry, locations, and primary contacts.
Availability	Operating hours, coverage times, and appointment or service windows.
Offerings	Products, services, common requests, and relevant pricing rules.
Policies	Frequently asked questions, customer policies, and escalation rules.
People	Staff roles, owners of key processes, and who handles exceptions.

Business knowledge

Supply approved FAQs, policies, operational procedures, scheduling guidance, and communication standards. If an answer is unknown or a rule is unclear, the system should ask for clarification or follow your designated escalation path rather than invent information.

Existing software

List the tools your company already relies on, such as email, calendars, CRM platforms, phone systems, or internal databases. Praeva can be designed around supported connections rather than requiring you to replace your entire technology stack.

03 / Get started at praeva.si

01 **Visit Praeva**

Go to https://praeva.si and choose the available account or onboarding entry point.

02 **Provide your details**

Enter the requested contact, account, and company information.

03 Organize your workspace

Keep your team, business knowledge, integrations, and systems organized around the correct company and authorized users.

04 Define your first objective

Describe the process you want Praeva to handle and the result your business expects.

04 / Describe the outcome

You do not need to draw a technical workflow. Explain your business problem in clear, ordinary language, including what happens today and what you want to improve.

EXAMPLE REQUEST

"We receive customer questions throughout the day. We want routine inquiries handled consistently, qualified requests captured, and appointments coordinated without manually managing every step."

Make your request specific

Instead of: "Build a chatbot"	Try: "Answer common questions and send complex issues to the right person."
Instead of: "Automate our CRM"	Try: "Capture qualified leads and create the appropriate follow-up tasks."
Instead of: "Make an AI receptionist"	Try: "Answer calls, identify caller needs, and route each request."
Instead of: "Automate scheduling"	Try: "Check permitted availability and coordinate confirmed appointments."

A strong request identifies the goal, what triggers the work, which tools are involved, what Praeva may do, how success will be measured, and when a human should take over.

05 / How a System takes shape

01 Understand

Clarify the outcome, current workflow, required information, and approval needs.

02 Design

Map the agents, integrations, handoffs, decision points, and expected results.

03 Connect

Authorize the tools and data needed for the workflow, subject to your selected access limits.

04 Build

Configure system instructions, approved knowledge, workflows, and action boundaries.

05 Test and approve

Check common cases, edge cases, incorrect information, escalations, and sensitive actions before use.

06 Operate and improve

Review performance, address exceptions, and update instructions as your business changes.

06 / You control the boundaries

You decide what Praeva is allowed to access and what it is allowed to do. A system can be limited to reading certain information, suggesting next steps, creating records, updating approved items, or asking for human approval before acting. Grant only the permissions that support your chosen outcome.

For example, connecting a calendar does not have to mean allowing Praeva to edit every event. You can define which scheduling actions are permitted, which situations require confirmation, and when the system must stop and involve a person.

CONTROL AND SECURITY

Greater access can enable more capable systems, but it also increases potential security exposure if an account, instruction, or integration is misused. Start with the minimum necessary permissions, protect sensitive information, and expand access only when the benefit and safeguards are clear.

Review connected accounts, permitted actions, responsible team members, and escalation rules as your systems evolve.

07 / What happens next?

Choose one clearly defined business process, gather the relevant information, identify the tools involved, and write down what success looks like. From there, the next guide will cover configuring your first Praeva System in more detail.