



Welcome to IQ Connect

Powered by CallPad

Thank you for choosing IQ Connect! We're excited to help you capture every booking opportunity and provide exceptional service to your clients around the clock. This guide will help you understand what IQ Connect can do, how to set it up, and what to expect as you get started.

How IQ Connect Works with SalonIQ

IQ Connect integrates seamlessly with your existing SalonIQ system. Here's what happens behind the scenes:

- **Recognises returning clients** - When a client calls, IQ Connect looks up their phone number in your SalonIQ database and pulls their profile and booking history.
- **Creates new client records** - For first-time callers, IQ Connect automatically creates a new client record with their name and contact details.
- **Cancellations and Rebookings** - You'll receive an email for staff to approve cancellations with one click. For rebookings, the new slot will be held until the original appointment cancellation is approved.
- **Books in real-time** - Appointments are added with the correct stylist, service, duration, and pricing

The result? Every appointment looks exactly as if your team had booked it manually.



Next Page: Setup Steps

Setup Steps

1. Complete payment (Click to redirect)

IQ Connect Solo - £100

(2 staff or less)

IQ Connect Standard - £150

(10 staff or less)

IQ Connect Pro - £250

(more than 10 staff)

2. Configure your phone number - Forward your salon's existing phone number to your IQ Connect number. Calls will now be answered by your AI receptionist.

3. Complete your FAQ document - Fill out the provided template with your salon's information: hours, pricing, policies, and common client questions. This teaches IQ Connect how to represent your business accurately.

4. Test it out - Call your salon number and try booking an appointment. Watch it appear in your SalonIQ calendar in real-time!

That's it! IQ Connect is now live and ready to start capturing bookings.



Next Page: Setup Info

Key Setup Information

To get the most out of IQ Connect, you'll need to configure a few important settings during setup. Don't worry - we'll walk you through each one, but here's what to be aware of:

Forwarding Guide/Call Diversion

Follow this guide for help setting up your assistant.

Forwarding Guide: <https://www.callpad.ai/call-forwarding>

Note: You may need to contact your service provider to turn on this setting on

We recommend setting up “**when unanswered**” — that way, your team still gets the chance to answer if they're available, and CallPad automatically picks up when they can't.



Next Page: FAQ's

Frequently Asked Questions

Will clients know they're talking to AI?

IQ Connect sounds natural and conversational. Most clients don't realise they're speaking with AI - they're simply happy to get instant help. If a client specifically requests to speak with a human, IQ Connect can transfer the call or take a detailed message for your team.

What if IQ Connect doesn't understand a request?

If IQ Connect encounters a question or request it can't handle (such as a complex complaint or a special customisation), it will politely acknowledge the request, collect the client's contact information, and log the message for your team to follow up. You'll receive a notification immediately.

Can IQ Connect make mistakes with bookings?

IQ Connect checks availability in real-time and follows your booking rules precisely. It won't double-book or schedule appointments outside business hours. You retain full control - your team can always review and adjust appointments if needed. Plus, you can configure IQ Connect to require staff confirmation for certain types of bookings if you prefer.

How does it handle Cancellations and Rebookings?

You'll receive an email for staff to approve cancellations with one click. For rebookings, the new slot will be held until the original appointment cancellation is approved.

What happens to my existing phone system?

IQ Connect works alongside your existing phone system. When a call goes unanswered, IQ Connect answers instead of voicemail. You keep full control over your phone setup.

What if I need help after setup?

Our support team is here for you! You can reach us via email or phone. We offer training sessions for your team, troubleshooting assistance, and ongoing optimisation to ensure IQ Connect works perfectly for your salon.

Need Support?

We're here to help you succeed with IQ Connect. Email Conrad@Callpad.ai

Welcome to effortless booking.

Let's get started!



CALLPAD 