



Your Assistant

The AI assistant for every AELAMA software
USER GUIDE

10 languages

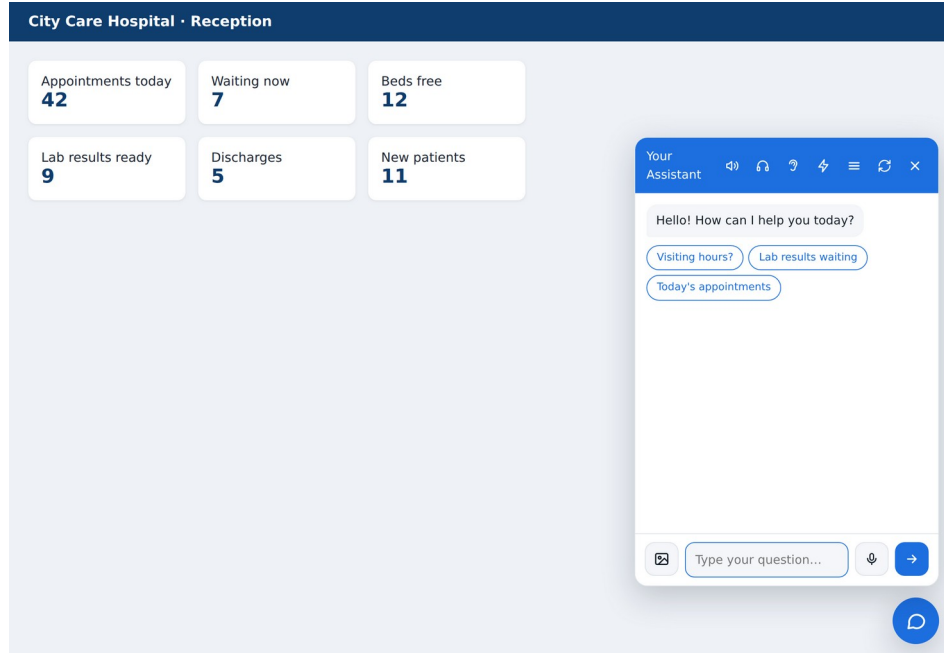
including Urdu and Arabic

Talks and acts

safely, inside your software

Private by design

keys and data protected



Developed by AELAMA Technologies

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aelama.com

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IN SHORT How to read this guide

- **Everyone:** chapters 1 to 5 (using the assistant).
- **Businesses using WhatsApp:** chapter 6.
- **Administrators:** chapters 7 and 9.
- **Developers and integrators:** chapter 8.

Welcome

One assistant for all AELAMA software: it understands, answers, talks and helps you get work done.

Your Assistant is an AI assistant, developed by **AELAMA Technologies**, that lives inside your software. It appears as a small round button in the corner of the screen. Open it and ask anything in your own words, in your own language: it answers from your software's real data, from your organisation's own manuals and policies, and from the internet when a question needs today's information. It can also **do things for you** in the software (find a patient, book a visit, create an invoice) — always with your permission.

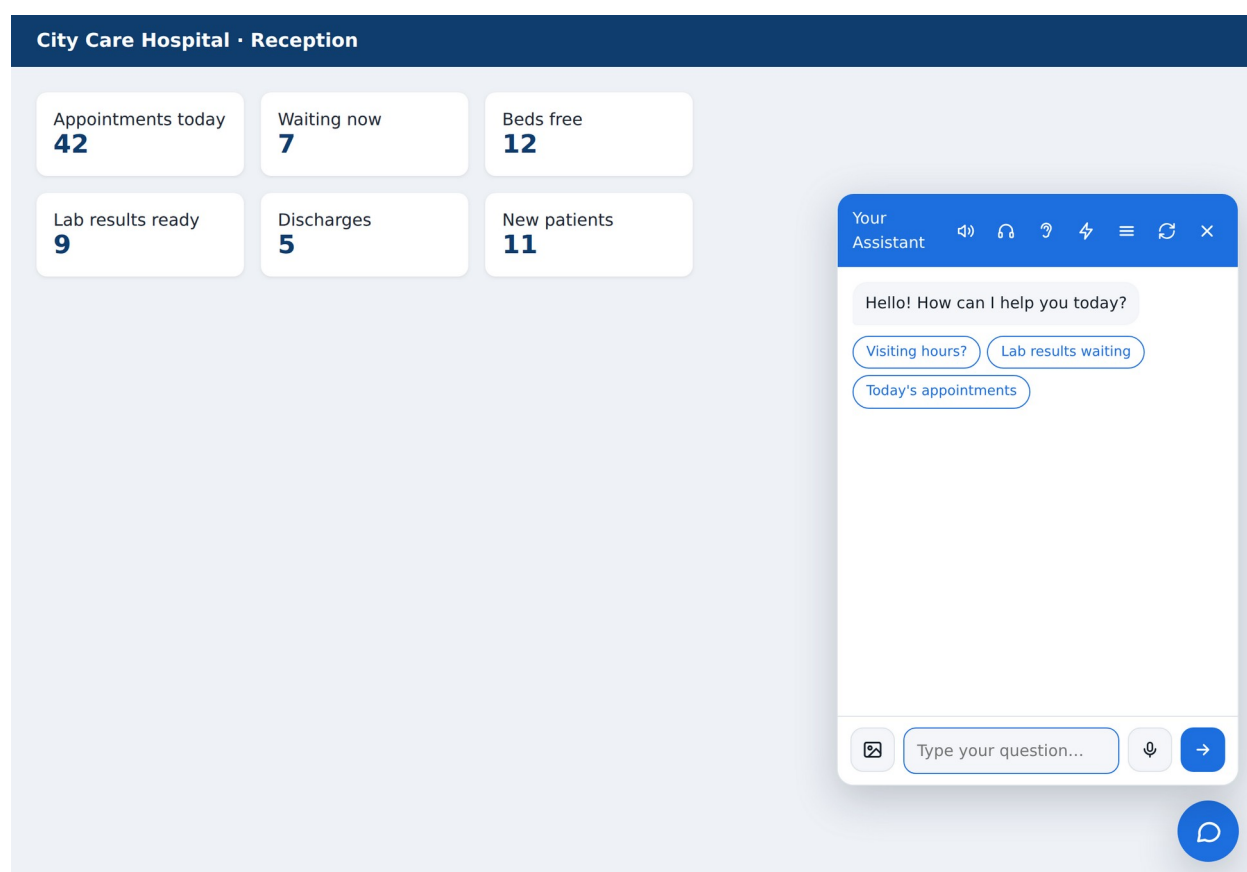


Figure 1. Your Assistant inside a hospital's reception software. The chat window opens from the round button.

Who it is for

Who	What Your Assistant does for them
Hospitals and clinics	Finds patients and results, books visits, answers staff questions from hospital policies, speaks Urdu and English.
Schools and academies	Answers fee, timetable and attendance questions, helps teachers and staff, explains procedures.
Shops and businesses	Checks stock and sales, prepares orders and invoices, answers customers on WhatsApp day and night.

Who	What Your Assistant does for them
Offices and organisations	Summaries, reminders, email and message drafts, answers from internal rules and manuals.
Website visitors	A chat window on any website that answers from the organisation's own documents and online search.

IN SHORT The promise

- It **only does what you are allowed to do** in the software.
- It **asks before changing** anything (Allow / Cancel).
- It **never deletes anything for ever** — deletions can be restored.
- Your organisation's **keys and data stay protected** (chapter 9).

Everything it can do

All abilities at a glance. Each one is explained later in this guide.

Understand and answer

Ability	What it means for you
Answers in 10 languages	English, Urdu, Arabic, Hindi, Bengali, Chinese, Spanish, French, Portuguese and Russian; it replies in the language you write or speak (Roman Urdu too). Right-to-left languages are shown correctly.
The best brain for each question	Simple questions go to a fast model; hard ones (analysis, pictures, several steps) to a smarter model. If one AI service fails, another answers.
Your own documents	Answers “how do I...” and policy questions from your manuals, rules and price lists, and names the document it used. It never guesses rules.
Online search	For current information (exchange rates, news, weather, new rules) it searches Google and shows its sources as links.
Knows where you are	It knows which screen you are on, so “this page” means what you are looking at.

Work inside your software

Ability	What it means for you
Looks things up	Real records from your software (patients, students, stock, invoices, bookings) with your own permissions.
Does things for you	Creates, updates and books — after you press Allow. Payments, medicines and results always ask.
Plans bigger jobs	For a job of several steps it shows a plan first; you approve once and it does the steps, showing progress.
Full control (optional)	You may let it do everyday changes without asking each time; dangerous ones still ask.
Undo	Every action is listed in Actions; restorable ones have a Restore button. It never deletes for ever.
Opens screens	“Take me to the lab results” opens the right screen.

Voice

Ability	What it means for you
Speak instead of typing	Press the microphone and speak; it stops when you stop talking.
Reads answers aloud	Turn on the speaker to hear every answer.
Live talking	A real-time voice call: you talk, it answers at once with a natural voice, and you can interrupt it.
Hands-free	Say your own wake phrase ("Hey Assistant") and the call starts, without touching anything.

Remember, remind and communicate

Ability	What it means for you
Saved chats	Continue a conversation later, also on another device.
Long-term memory	Remembers lasting preferences you share (never medical, financial or secret details).
Reminders and scheduled tasks	"Remind me at 9 to call Anna", "every Monday at 8, list this week's appointments".
Email, WhatsApp and calendar drafts	Writes the message or prepares the event; you send it from your own email, WhatsApp or calendar.
Pictures	Understands photos, screenshots and scanned pages you attach, and makes pictures when you ask.
Daily briefing	When you open it, a short summary of what needs your attention, with suggested next steps.

For businesses and administrators

Ability	What it means for you
WhatsApp for businesses	Answers a business's WhatsApp number in the customer's language, reads voice notes and photos, hands over to staff.
Admin page	Customers, limits, usage and cost, documents, requests, quality, WhatsApp, security and licences in one place.
Quality checks	Thumbs up / down on every answer, a list of failed questions, and question sets that test a product's answers.
Licensing	Can be tied to the customer's AELAMA licence.

Ability	What it means for you
Easy connection	A website in one line; a software with one ready prompt for an AI coding tool.

How it works

Three parts work together: your software, the Your Assistant Hub, and the AI services.

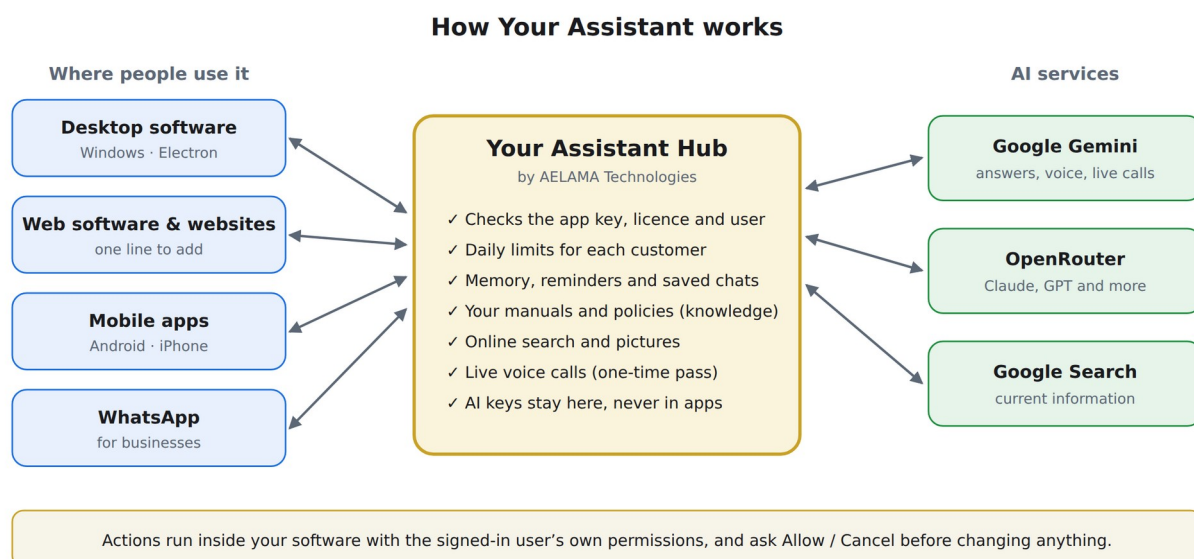


Figure 2. The Hub sits between your software and the AI services. AI keys never leave the Hub.

The three parts

- 1. Your software** (desktop, web, mobile, a website, or WhatsApp) shows the chat window. It holds only its own **app key**, which identifies your organisation and can be replaced at any time. It never holds an AI key.
- 2. The Your Assistant Hub** (run by AELAMA) checks every request: the app key, your licence, the user, and your daily limits. It keeps saved chats, memories, reminders and your documents, and it holds the AI keys safely.
- 3. The AI services** (Google Gemini, and OpenRouter which gives access to models such as Claude and GPT) write the answers. Google Search is used for current information.

When the assistant needs your software

When you ask for real data (“which ward is Anna Lee in?”), the AI asks your software to run a **tool** — a small, safe function your software offers, such as “find patient”. The tool runs **inside your software, as you**, with your own permissions, and only the result goes back. The Hub never connects to your software’s database.

The best brain for every question

- **Fast model** for most questions: quick and low-cost.
- **Smart model** for hard questions: pictures, long or several-part questions, analysis (“compare”, “summarise”, “plan”), jobs of many steps.
- **Automatic fallback**: if a model or service fails, the next one answers, so questions are not left unanswered.
- Administrators can change the models at any time on the admin page, without any update to your software.

Using the chat window

Everything you can do with the chat window, step by step.

The buttons

Button	What it does
Round button (corner)	Opens or closes the chat window. A small red dot means the assistant has something for you; a green dot means hands-free is listening.
Speaker	Reads every answer aloud (on / off).
Headset	Starts a voice conversation — a live call when available (chapter 5).
Ear	Hands-free: teach and use your wake phrase (chapter 5).
Lightning	Full control: lets the assistant do everyday changes without asking each time (only if your organisation offers it).
Menu (three lines)	Your saved chats, what the assistant remembers, your reminders, and the Actions list.
Circle arrows	Starts a new chat.
X	Closes the window.
Picture	Adds pictures to your question (you can also paste or drop them).
Microphone	Speak one question instead of typing it.
Arrow	Sends your question. While an answer is being written it becomes a Stop button.

Asking a question

1. Click the round button in the corner to open the window.
2. Type your question in your own words, in any of the 10 languages, and press Enter (or the arrow).
Or press one of the ready question buttons under the greeting.
3. The answer appears as it is written. Press **Stop** if you want it to stop.
4. Press thumbs up or thumbs down under the answer to tell us if it helped.

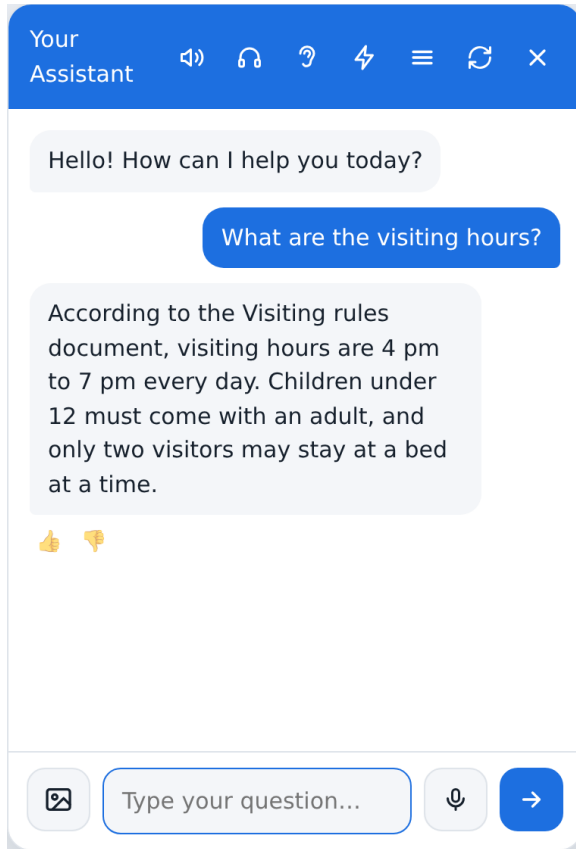


Figure 3. An answer from the hospital's own "Visiting rules" document.



Figure 4. The same window in Urdu, right to left.

TIP Good questions

- Say what you need, as you would to a colleague: "Which patients are waiting for lab results today?"
- You can refer to the screen: "Summarise this page", "Who is this patient's doctor?"
- Follow-up questions work: "And yesterday?", "Send that to Dr. Malik as an email draft."

Answers from your documents

Your organisation can give the assistant its manuals, guides, policies, price lists and opening hours. For "how do I..." and rules questions, the assistant searches them first, answers in your language, and names the document ("According to the Visiting rules..."). If the documents do not cover it, it says so — it never invents rules. An Urdu question can be answered from an English manual.

Online search with sources

When a question needs today's information — an exchange rate, the weather, news, a new law — the assistant searches Google and shows the pages it used as links under the answer, plus a link to the same Google search.

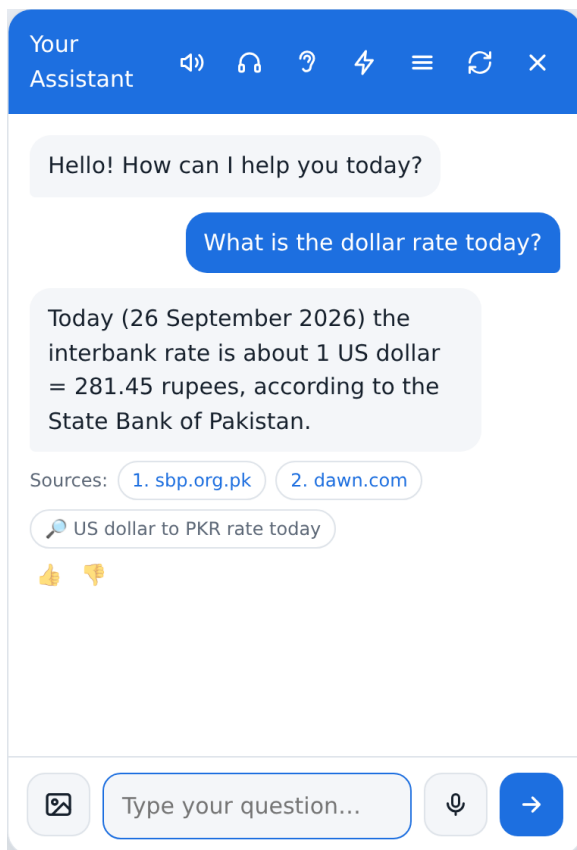


Figure 5. Online search: today's rate, with its sources.

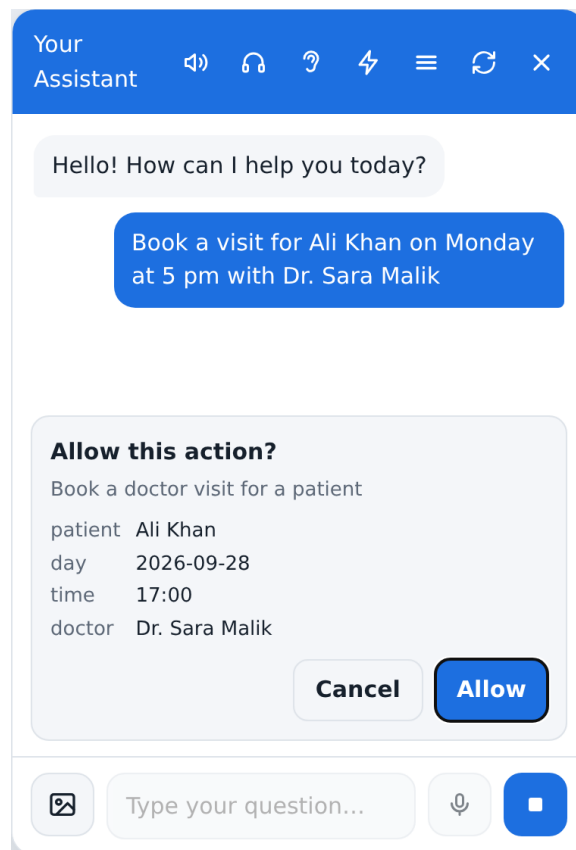


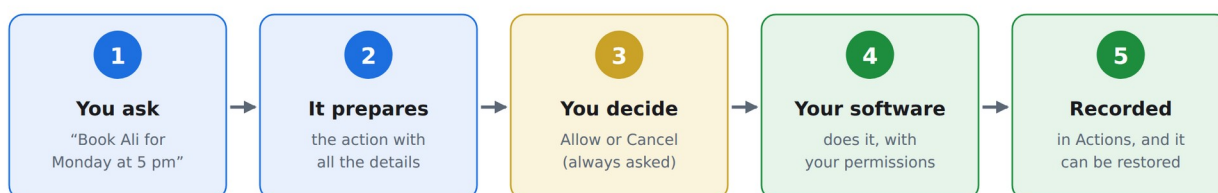
Figure 6. Before changing anything, it asks: Allow or Cancel.

GOOD TO KNOW

The assistant never puts names, phone numbers, ID numbers or medical details into an internet search. Your organisation can switch online search off.

Actions: it works for you, safely

How an action happens safely



Nothing is ever deleted for ever by the assistant: deletions go to the recycle bin and can be restored.

Figure 7. Every change goes through the same safe steps.

- **Look-ups** (find, list, show) happen straight away.
- **Changes** (create, update, book, cancel) show an **Allow / Cancel** box with every detail first.
- **Dangerous actions** (payments, medicines, releasing results, messages to customers) **always** ask.
- The assistant can only do what **you** may do in the software. If you are not allowed, it cannot either.

Plans for bigger jobs

For a job of several steps (“register Ali Khan, book him with Dr. Malik on Monday and send the reminder”), the assistant first shows a **plan** with each step. Press **Do it** once; it then does the steps and shows the progress of each. Dangerous steps still ask on their own.

Full control and complete control

- **Full control** (lightning button, only if your organisation offers it): everyday changes run without asking each time, at most 10 per question. Dangerous and “always ask” actions still ask. It ends when you sign out.
- **Complete control** (only for roles chosen by the software owner): every action runs without asking. You must tick “I understand” to turn it on.
- Every action done without asking is shown in the chat and listed in **Actions**.

Actions and Restore

The menu’s **Actions** list shows everything the assistant did or tried: allowed, cancelled, done under full control, or as a plan step. Actions that can be undone have a **Restore** button, and you can also say “restore what you just did”. The assistant never deletes anything permanently: deletions go to the software’s recycle bin.

Pictures

- **Show it a picture:** press the picture button (or paste / drop) to add up to 3 photos, screenshots or scanned pages to a question. It reads the text in them and answers about what they show. Pictures are removed from the saved chat after the answer.
- **Ask it to make a picture:** “Make a poster for our open day”. The picture appears with a Download button.
- It does not diagnose from medical images and never makes realistic pictures of real people.

Email, WhatsApp and calendar

Ask “write an email to the parents about Friday’s holiday” or “prepare a meeting for Monday at 10”. The assistant writes it and shows it with buttons that open **your own** email app, WhatsApp, Google Calendar or Outlook. Nothing is sent until you send it yourself.

Saved chats and memory

- When your software signs you in, your chats are **saved**: continue later, even on another device. Old chats are deleted after 90 days without use.
- The assistant **remembers** lasting facts you share (“I work in the Lahore branch”) and says “Remembered: ...”. It never stores medical, financial or secret information.
- Menu → **Chats** and **Memory**: open or delete any chat, and delete anything it remembers.

Reminders and scheduled tasks

- “Remind me at 9 tomorrow to call Anna.” — a reminder at your local time.
- “Every Monday at 8, list this week’s appointments.” — a scheduled task that looks things up and reports (it never changes data by itself).
- Reminders appear in the chat window (and as notifications if you allow them) when due, even if the app was closed.
- Menu → **Reminders** shows them; you can cancel any of them.

■ Daily briefing and suggestions

If your organisation turns it on, opening the window shows a short **briefing** of what needs your attention today (for example “3 lab results waiting, 2 appointments not confirmed”) with buttons for the next steps. It only looks things up; it never changes anything by itself.

Voice, live talking and hands-free

Talk to the assistant like you talk to a person.

Way	How	Best for
Speak one question	Press the microphone, speak; it stops when you stop.	Quick questions without typing.
Read answers aloud	Turn on the speaker button.	Listening while you work.
Live talking	Press the headset: a real-time voice call.	Natural conversation; interrupt any time.
Hands-free	Say your wake phrase ("Hey Assistant").	Starting a call without touching anything.

Live talking

Press the **headset** button and just talk. The assistant answers at once with a natural voice. If you start talking while it speaks, it stops and listens — like a real conversation. What you both say is written in the chat, so you can continue by typing later.

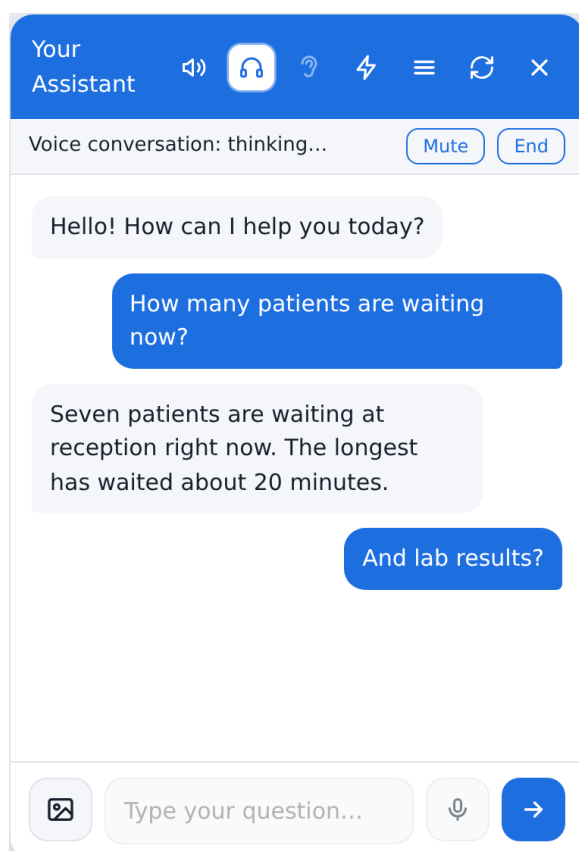


Figure 8. A live call: both sides written in the chat; Mute and End at the top.

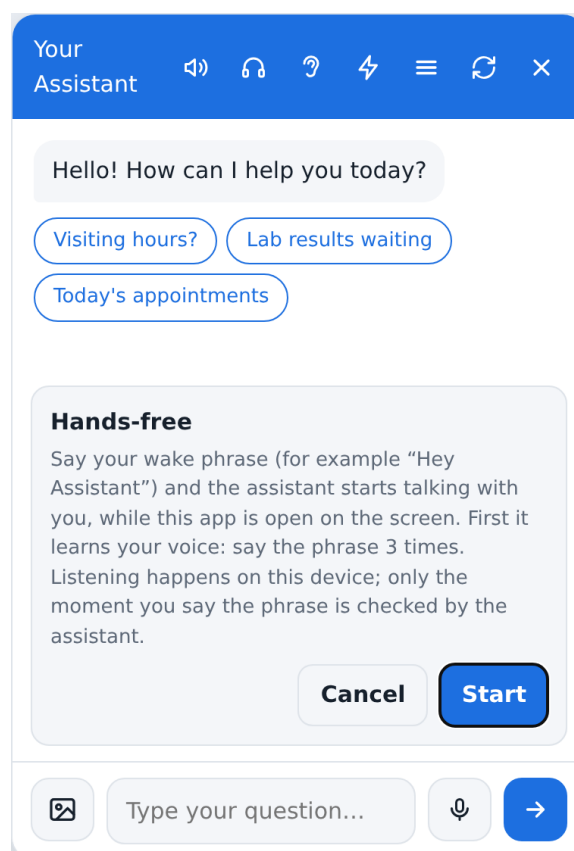


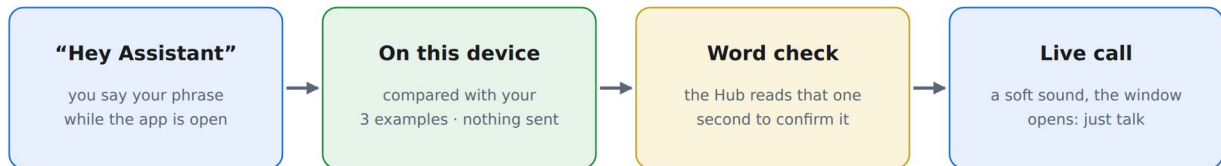
Figure 9. Hands-free: the ear button explains and starts learning.

- **Mute** switches your microphone off for a moment; **End** finishes the call.

- It can still look things up, open screens, search documents and the internet, and prepare actions. Changes still show **Allow / Cancel** on the screen; the assistant tells you “press Allow”.
- A call lasts up to 10 minutes; then start a new one (it continues from the last words).
- If live talking is off or not available, the headset starts the step-by-step voice conversation instead.

Hands-free: “Hey Assistant”

Hands-free: from “Hey Assistant” to a live call



No recordings are kept. Other voices and other words do not start a call. “Forget my voice” deletes everything.

Figure 10. From your wake phrase to a live call. Listening stays on your device.

Set it up once (about 10 seconds)

1. Press the **ear** button at the top of the chat window, then **Start**.
2. Say your phrase **3 times** when asked — “Hey Assistant”, or any short phrase in any language, for example “سنو اسسٹنٹ”.
3. Done. A small **green dot** on the round button shows it is listening.

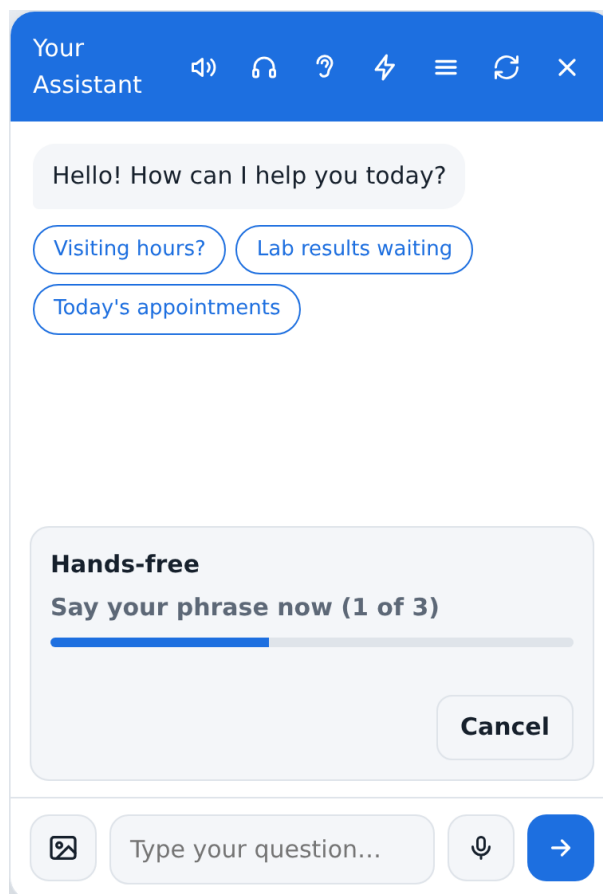


Figure 11. Learning your phrase: say it now (1 of 3).

Use it

While the app is open on your screen, say your phrase. A soft sound plays, the window opens and the live call starts: just talk. You can also say it together with your question: “Hey Assistant, how many patients are waiting?”

TIP Private by design

- Listening happens **on your device**; nothing is sent while it listens.
- Only the one second when you said the phrase goes to the Hub, to confirm the words before the call starts.
- **No recordings are kept** — only numbers that describe your voice, in this browser. **Forget my voice** deletes them.
- It listens only while the app is open on the screen, and it is tuned to your voice.

How well it works (tested)

Situation	Result
Phrase said in a quiet room or normal noise	100% heard
Phrase followed straight away by the question	100% heard
A pause inside the phrase (“Hey... Assistant”)	100% heard
Very loud background hiss	98% heard (English)
Other talk for 25 seconds, including “I need assistance”	0 false starts

GOOD TO KNOW

After opening the app, browsers allow sound only after you touch the page once (a click or a key). Listening then starts by itself.

WhatsApp for businesses

Your Assistant answers a business's WhatsApp number, day and night.

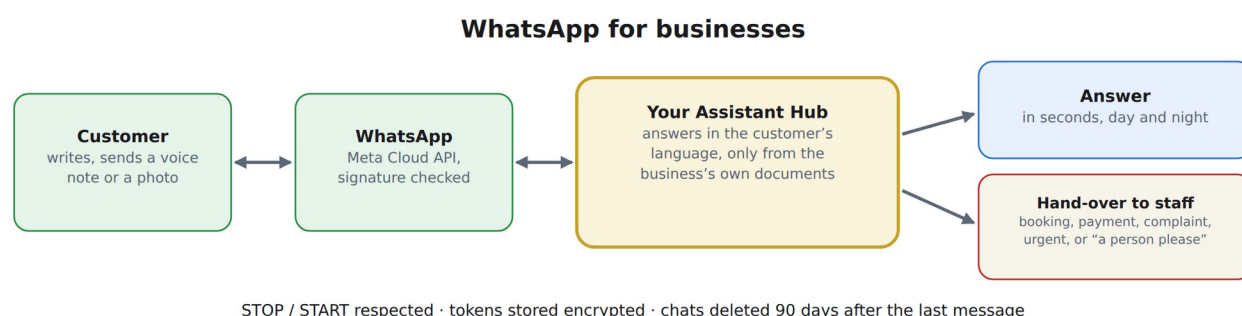


Figure 12. Customers write to the business on WhatsApp; the assistant answers or hands over to staff.

What it does

- Answers in the **customer's language** (the same 10 languages, including Urdu and Roman Urdu).
- Uses **only the business's own documents** (prices, hours, services, rules) — it never guesses.
- Reads **text**, **voice notes** (written down first) and **photos**.
- **Hands the chat to a person** when the customer asks, wants a booking or payment, complains, or it is urgent: a staff WhatsApp number is told, and the assistant stays quiet in that chat for 24 hours (or until given back).
- If staff reply from the **WhatsApp Business app** on the same number, the assistant goes quiet in that chat (12 hours).
- A customer who writes **STOP** gets no more automatic answers until they write **START**.
- It never asks for passwords, codes or card numbers, and never talks about other customers.

Setting up a business number (about 10 minutes, once)

1. In Meta (developers.facebook.com): create a **Business** app and add the **WhatsApp** product; add and verify the business's phone number; copy the **Phone number ID**.
2. In Meta Business settings: create a **System user** with the app and the WhatsApp account as assets; generate a token that never expires with **whatsapp_business_messaging** and **whatsapp_business_management**; copy it. Copy the **App secret**.
3. Admin page → **WhatsApp** → **Connect a WhatsApp number**: choose the customer, paste the Phone number ID, token and app secret, add the staff WhatsApp number and a few lines about the business → **Connect**. Each step shows a tick.
4. In Meta, switch the app to **Live**.
5. Admin page → **Knowledge**: upload the business's price list, services, hours and rules for that customer only.
6. Try it: send "Hi, when are you open?" and a voice note to the business number.

GOOD TO KNOW Cost

Answering customers who wrote to the business is free on WhatsApp. Meta charges only for messages a business starts itself (templates), which the assistant does not send. The AI answers count in the customer's usage like chat.

Every day

- Admin page → WhatsApp → **Waiting for a person** lists customers who asked for a person. Reply on WhatsApp, then press **Give back to the assistant** (or it answers again by itself after 24 hours).
- **Pause** stops the assistant on a number at once (for example during a holiday campaign).

For administrators

The admin page: one place to manage customers, AI, documents, WhatsApp and security.

The admin page is in the AELAMA website's admin menu (**Your Assistant**, for Super Admins and Admins), and also exists as a single file you can open on your computer. It needs the **admin key** (starts with yaadm_), which only you keep.

Your Assistant — Admin Connected to hub.aelama.com

Status Connect an app Customers Usage Knowledge Requests Quality WhatsApp Security Licence test Refresh

Forget key

Hub status

AI models (the brain)

Each question goes to the fast model, or to the smart model when it is hard (pictures, long or several-part questions, analysis, many steps). If one service fails, the next one answers. Empty boxes use the Hub default shown in grey. Use the model names exactly as the service writes them (e.g. anthropic/claude-sonnet-5, openai/gpt-5, google/gemini-2.5-pro on OpenRouter). The API keys stay secret in the Hub and are never shown or changed here.

Service	Fast model (most questions)	Smart model (hard questions)	Voice model	Picture model ("off" = none)	Search model ("off" = none)
gemini key set	gemini-flash-latest	gemini-pro-latest	gemini-flash-la	gemini-2.5-flash-image	gemini-flash-latest
openrouter key set	openrouter/auto	anthropic/claude-sonnet-5	google/gemini-	google/gemini-2.5-flash-imag	openrouter/auto

Order: Gemini first, then OpenRouter Default for all customers: Automatic: the best brain for each ques Online search (Google): On for all customers (each can be switc Save models Back to Hub defaults

Live talking (real-time voice calls)

Users talk and the assistant answers at once with a natural voice; they can interrupt it. It uses Gemini (the Gemini key stays secret in the Hub: each call gets a one-time pass). Where it is off or not available, the headset button uses the step-by-step voice conversation.

Live talking: On for all customers (each can be switched off) Voice: Kore (firm, clear) Gemini live model ("off" = none): gemini-3.8-live

Features

Saved chats and memory: Yes

Figure 13. The Status tab: AI models, online search and live talking settings.

The tabs

Tab	What you can do
Status	See which AI services have keys; change the fast, smart, voice, picture, search and live models; the order of the services; the default answer quality; online search and live talking (with the voice) for all customers.
Connect an app	Add the assistant to a website (one line) or a software (one ready prompt + key); shows ✓ Connected when the first question arrives.
Customers	Add customers (their key is shown once), daily limits, memory, online search, live talking, answer quality, signed users, licence; pause/resume; new key.
Usage	Questions and tokens per customer per day (7, 30 or 90 days), with an estimated cost.

Tab	What you can do
Knowledge	Upload manuals and policies for every customer of a product, or for one customer; test what the assistant finds.
Requests	The latest requests: time, customer, kind, result, AI service, tokens, time taken. Never the questions or answers.
Quality	Helpful answers per customer, the list of thumbs-down questions, and question sets that test answers.
WhatsApp	Connect numbers, test, pause, and customers waiting for a person.
Security	Alerts about unusual use, settings to check, refused requests, and the change history.
Licence test	Paste a .emslic licence file and see whether it includes Your Assistant.

First time: the admin key

1. Open the admin page and click **First time? Create your admin key**, then **Create admin key**. This happens only in your browser.
2. Save the admin key (yaadm_...) like a password. Never give it to anyone or put it in an app.
3. Send the message the page shows to the team that runs the Hub (it only contains the key's scrambled "hash").
4. Paste the admin key into the page and press **Connect**. The page signs out after 30 minutes without use.

Customers and limits

- Each organisation (hospital, school, shop) is a **customer** with its own app key and **daily limits** (by default 500 questions and 200,000 tokens a day, and 20 a minute). Change them per customer.
- **Pause** turns the assistant off for a customer at once; **New key** replaces its key (the old one stops at once).
- **Answers:** Hub default, Automatic (best brain per question), Always fast (cheapest) or Always best.
- **Memory, online search and live talking** can be switched on or off per customer.

Documents (knowledge)

- Plain text or Markdown files, up to 200,000 characters each. Give every topic its own heading ("## Cancelling an appointment").
- Use the words people will ask with ("visiting hours", "refund"). Never put passwords or patient data in documents.
- A document is for **every customer of a product** (a user manual) or **one customer only** (its own rules and prices). A customer never sees another customer's documents. New documents are used within about a minute.

Quality

- Every answer has thumbs up and thumbs down. Thumbs down asks “What was wrong?” and sends the question and answer (kept 90 days).
- Fix failures by adding the missing document, adding a tool to the software, or adding the question to a **question set**.
- A question set (Quality tab → Run question set) asks real questions to the real AI and checks each answer.

Licences

The assistant can be tied to the customer's **AELAMA licence**. The software sends its licence; the Hub checks the signature, the product, the expiry and that the licence includes the module **your-assistant** (optionally the institution). Turn it on per customer: Customers → Edit → Licence: **Required**. Nothing in the Licensing Hub changes.

Security tab

Your Assistant — Admin Connected to hub.aelama.com

Status Connect an app Customers Usage Knowledge Requests Quality WhatsApp **Security** Licence test Refresh

Forget key

Security

Warnings about unusual use in the last 24 hours, settings to check, and every change made on this admin page.

Alerts

No alerts: nothing unusual in the last 24 hours.

Settings to check

✓ Signed users	Every active customer that keeps users' data requires a signed user proof.
✓ Test page	The /playground test page is off.
✗ Licence check	city-care-hospital: no licence is required, so a copied app key works without a licence.
✓ Backup AI service	Two AI services are set up: when one fails, the other answers.
✓ Change history	Every admin change is kept in the change history.

Refused requests (24 hours)

Wrong or missing app key	0
Wrong admin key	0
Missing or wrong user proof	0
Licence refused	0
Limits reached	0

Change history

When	What	Which	Details	From
9/26/2026, 2:00:24 PM	Customer added	city-care-hospital	product aelama-city-care-hospital; note, memoryEnabled: false, licenseRequired: false	

Show more history

Figure 14. The Security tab: alerts, settings to check and the change history.

- **Alerts** (last 24 hours): wrong admin keys, refused user checks, many wrong app keys, licence refusals, limits reached, AI failures, sudden rises in use.
- **Change history:** every admin change — what, which, when and from where — kept 400 days, never with keys or conversation text.

Adding Your Assistant to an app

A website in one line, a software with one ready prompt, or by hand.

Three ways to add Your Assistant

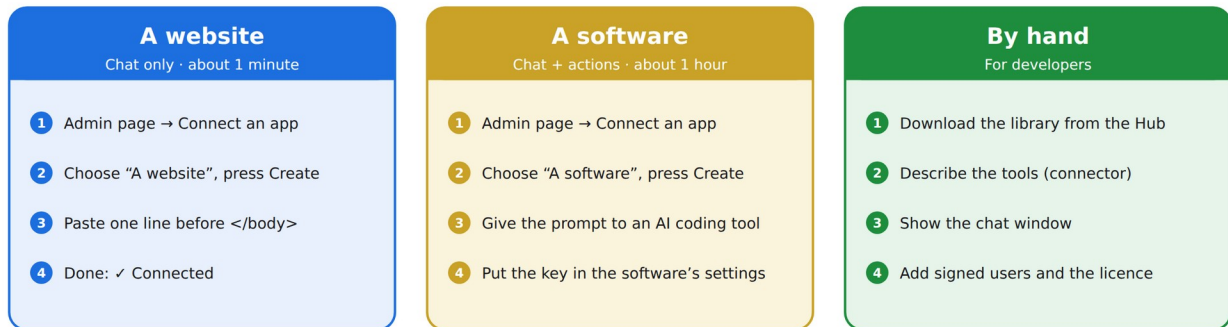


Figure 15. Choose the way that fits you.

A. A website (chat only, about 1 minute)

1. Admin page → **Connect an app** → What: **A website**. Type the name (for example "City Care Hospital") and press **Create**.
2. Copy the one line it shows and paste it into the website, just before </body>, on every page where the chat should appear.
3. Open the website: the chat window appears. The admin page shows ✓ **Connected** when the first question arrives.

The screenshot shows the 'Your Assistant — Admin' interface. At the top, it says 'Connected to hub.aelama.com'. Below this is a row of tabs: Status, Connect an app (active), Customers, Usage, Knowledge, Requests, Quality, WhatsApp, Security, Licence test, and a Refresh button. Below the tabs is a 'Forget key' button. The main section is titled 'Connect an app' and contains the following text: 'Add Your Assistant to a website or a software in a few steps. This makes the customer and its key, and gives you exactly what to paste.'

Below this text are several input fields:

- What: A website: chat only (1) (dropdown)
- Name: City Care Hospital
- Customer: A new customer (recom) (dropdown)
- Customer id: city-care-hospital
- Product code: aelama-city-care-hospital
- Language of the chat window: The visitor's browser lar (dropdown)

Below these fields is a 'Create' button. Below the 'Create' button is a green box containing the following text: '✓ Ready. Put this one line into the website, just before </body>, on every page where the chat should appear:' followed by a code block:

```
<script src="https://hub.aelama.com/v1/embed.js" data-key="ya_....." data-product="aelama-city-care-hospital" data-voice="true" async></script>
```

Below the code block is a 'Copy the line' button. Below the 'Copy the line' button is the following text: 'The chat window then appears on the site. It answers from this customer's documents (Knowledge tab: upload them for "Only city-care-hospital") and, if on, from online search. It cannot change anything in any software, and it keeps no chats. The key in the line is a website key: visible in the page like every website key, limited by this customer's daily limits, and replaceable with "New key" at any time.'

At the bottom of the form is a status bar that says: 'Waiting for the first question from this app... (keep this page open, or come back later: the Requests tab shows it too)'

Figure 16. Connect an app: the one line for a website is ready to copy.

```
<script src="https://<your hub>/v1/embed.js" data-key="ya_..." data-product="<product code>" data-voice="true" async></script>
```

Optional setting	Example	What it does
data-language	ur	The window's language (default: the visitor's browser language).
data-color	#1d6fe0	The main colour.
data-title	City Care	The window's title.
data-position	left	The corner (default right; left for Urdu and Arabic).
data-suggestions	Opening hours? Fees?	Ready question buttons.
data-voice	true	Microphone, live talking and hands-free.

GOOD TO KNOW

A website chat answers from that customer's documents and online search. It cannot change anything in any software and keeps no chats, so it is safe on any site.

B. A software (chat and actions, about 1 hour)

1. Admin page → **Connect an app** → What: **A software**. Type the name and press **Create**.
2. Put the key it shows into the software's settings (for example YA_CLIENT_KEY) — never in the code.
3. Open the software's project in an AI coding tool and give it the **ready prompt** from the page.
4. The AI tool downloads the library from the Hub, connects the software's actions with each user's own permissions, adds tests and writes a report.
5. Read the report: every changing action must ask Allow / Cancel. Then release the new version of the software.

C. By hand (for developers)

Download the library from the Hub (/v1/sdk/your-assistant.js, your-assistant.iife.js and your-assistant.d.ts) into the software. Then three small steps:

1. Describe what the assistant may do (tools)

```
import { Connector, defineTool, maskIdentifier } from './vendor/your-assistant/your-assistant.js';

const findPatient = defineTool({
  definition: {
    name: 'find_patient',
    description: 'Find patients whose name contains the given text.',
    parameters: { type: 'object', properties: { name: { type: 'string' } }, required: ['name'] },
    risk: 'read', sensitivity: 'health',
    permission: 'patients.read', requiresConfirmation: false
  },
  // Runs inside the app, as the signed-in user. Return only what is needed, masked.
  run: async ({ name }) => (await db.findPatients(name))
    .map((p) => ({ mrn: maskIdentifier(p.mrn), name: p.name }));
});
export const connector = new Connector([findPatient]);
```

2. Connect to the Hub

```
const client = new AssistantClient({
  hubUrl: 'https://<your hub>',
  clientKey: settings.yourAssistantKey, // ya_... (never an AI key)
  product: { productCode: 'aelama-hospital', productVersion: APP_VERSION, platform:
'windows' },
  license: () => licenceFileText // optional: the AELAMA licence
});
```

3. Show the chat window for the signed-in user

```
const widget = mountAssistant({
  client, language: 'ur',
  tools: connector.definitionsFor(user), // only what this user may use
  runTool: (call, confirmed) => connector.run(call, user, { confirmed }),
  user: { id: session.id, name: session.name }, // saved chats and memory
  voice: true // microphone, live talking, hands-
free
});
// On sign-out: widget.destroy();
```

Ready-made tool packs

Pack	Tools
Stock	find items, low-stock items, adjust stock (can be undone)
Sales	sales summary, find orders, create order, cancel order (can be undone)
Bookings	find free slots, list, make, reschedule and cancel bookings (can be undone)
Staff	find staff, staff on duty, leave balance, request leave, decide leave (always asks)
Accounting	balances, find invoices, overdue invoices, create invoice, record payment (always asks)
Communication	send email, send WhatsApp message, add calendar event (always asks)

Software that already has an OpenAPI description can also turn its API into tools automatically.

Signed users (strongly recommended)

Every copy of an app has the same app key, so the key alone cannot tell users apart. With **signed users**, the software's server proves who the signed-in user is, and the Hub opens only that user's chats, memories and reminders.

1. Admin page → Customers → **User secret**: copy the yau_... secret into the software's **server** settings (never into a web page or phone app).
2. The server makes a short proof for the signed-in user (valid 1 hour) with `signUserToken`; the app gets it through its normal sign-in.

3. When the new version is out, set **Signed users** → **Required** for the customer.

Platform notes

Platform	Notes
Web	Start the assistant after sign-in and destroy it on sign-out. Voice needs https and the microphone permission.
Electron (desktop)	Mount in the renderer; tools go through the app's existing IPC with its permission checks. Allow only the microphone permission. Add the Hub and <code>wss://generativelanguage.googleapis.com</code> to the Content Security Policy.
Mobile (web view)	Same as web.
React Native	Use AssistantClient and Conversation with the app's own screens.

IMPORTANT Before going live — checklist

- The app works exactly as before when the assistant is not set up.
- Every changing action asks Allow / Cancel; dangerous ones always ask.
- No AI key anywhere in the app; the app key is in settings, not in code.
- Tools use the user's own permissions and mask personal numbers.
- Signed users and the licence check are on for the customer.

Privacy and security

What the assistant keeps, for how long, who can see it, and how it is protected.

Layers that protect your data

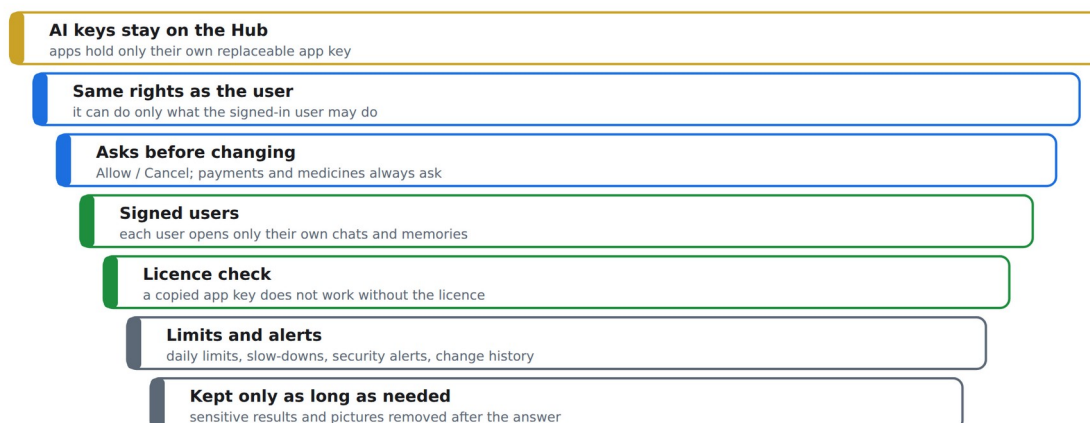


Figure 17. *Layers that protect your data.*

In short

- It can only do what the signed-in user can already do, and asks before changing anything.
- It never deletes anything permanently; deletions can be restored.
- AI keys never leave AELAMA's server. Your app holds only its own app key, which can be replaced at any time.
- Each user's saved chats, memories and reminders are private to that user.
- Questions and answers are never written into the request history — only times, counts and outcomes.
- Every change administrators make is recorded in a change history.

What the assistant keeps

What	How long	Who can see it
Saved chats (when memory is on)	Deleted 90 days after last use; users can delete at once	Only that user
Long-term memories	Until the user deletes them (at most 100); never medical, financial or secret	Only that user
Reminders and tasks	Until done or cancelled; delivered ones removed after 90 days	Only that user
Medical and personal results from your software	Removed from the saved chat as soon as the answer is complete	Nobody afterwards
Pictures you attach	Removed as soon as the answer is complete	Nobody afterwards
Voice recordings and live calls	Not stored — only the text is used	Nobody

What	How long	Who can see it
Hands-free voice examples	Only numbers, in that browser, until "Forget my voice"	Nobody else
Thumbs-down feedback with question and answer	90 days	AELAMA's quality team
Request history (time, customer, tokens, result)	For billing and security; never questions, answers, names or user ids	AELAMA's administrators
Your manuals and policies	Until you ask for removal	Only your organisation's assistant
WhatsApp chats	Deleted 90 days after the last message; photos removed after each answer	The business, on its WhatsApp
Admin change history	400 days	AELAMA's administrators

Where it is kept

In AELAMA's Supabase (PostgreSQL) database, in a separate area that the website and other software on the same database cannot read. Only the Hub can reach it, through a fixed list of functions. Data always travels over HTTPS.

The AI services

To write an answer, the question, the recent conversation and the information the assistant looked up are sent over HTTPS to Google Gemini or OpenRouter (which passes it to the chosen model maker, such as Anthropic, OpenAI or Google), through their paid business APIs. Your app key, user secret and passwords are never sent. Your software masks identifiers such as phone and ID numbers before anything reaches the AI.

How the service is protected

- AI and database keys are stored only as server secrets — never sent to apps, pages or logs.
- App keys and the admin key are stored only as scrambled hashes; WhatsApp tokens are stored encrypted (AES-256).
- Every WhatsApp message is checked against Meta's signature before it is read.
- Live calls use a one-time pass for each call; the AI key never leaves the Hub and the pass cannot change the assistant's instructions.
- Wrong admin keys are counted and slowed down; the Security tab alerts on unusual use.
- Automatic tests check these rules, including tests that try to open another user's data. Outside security testers are welcome.

Your choices

- **See or delete:** users see and delete their saved chats and memories in the window's menu.
- **Turn memory off** for your organisation: nothing is saved between chats.
- **Turn online search, live talking or WhatsApp off** for your organisation.
- **Remove everything** for a user or your whole organisation: ask AELAMA and it is deleted.

The full, always up-to-date privacy page: aelama.com/your-assistant/security-privacy

Why Your Assistant

Strengths that make it different.

Strength	Why it matters
Works inside your real software	Not just a chatbot: it looks up and changes real records, with each user's own permissions.
Safe by design	Asks before changing, never deletes for ever, every action listed and restorable.
Your own knowledge	Answers from your manuals and policies, names the source, never guesses rules.
Current information	Online search with sources, when a question needs today's facts.
Talks like a person	Live voice calls you can interrupt, and hands-free with your own wake phrase.
10 languages	Including Urdu, Arabic, Hindi and Bengali, right-to-left done properly; Roman Urdu understood.
The best brain per question	Fast and smart models chosen automatically, with automatic fallback between AI services.
WhatsApp for businesses	Answers customers day and night from the business's own documents, hands over to staff.
One assistant for every product	The same Hub serves hospitals, schools, shops and websites; one admin page for all.
Easy to add	A website in one line; a software with one ready prompt.
Private and secure	Keys stay on the Hub, signed users, licence check, limits, alerts and change history.
You stay in control	Every ability can be switched on or off per organisation; models change without updating apps.

Compared with a typical chat assistant

	Typical chat assistant	Your Assistant
Uses your software's real data	No	Yes, with the user's own permissions
Does actions in your software	No	Yes, with Allow / Cancel and Restore
Answers from your own policies	Rarely	Yes, and names the document
Live voice calls and hands-free	Sometimes	Yes, inside your software

	Typical chat assistant	Your Assistant
Answers your business's WhatsApp	No	Yes, with hand-over to staff
Your keys stay on your server	Often not	Always
Per-organisation limits and licences	No	Yes

Questions and answers

Common questions and quick fixes.

Question or problem	Answer
I do not see the round button.	Your organisation has not turned the assistant on for this app, or it was paused. Ask your administrator.
“A valid client key is required.”	The app's key is missing or was replaced. The administrator gives the app its current key (Customers → New key).
“The daily assistant limit ... has been reached.”	Your organisation used today's limit. It resets tomorrow, or the administrator can raise it.
“This app needs a valid AELAMA licence.”	The licence is missing, expired or does not include Your Assistant. Renew it or contact AELAMA.
It says it cannot find something.	The document is missing or uses other words. The administrator adds or improves the document (Knowledge).
It will not do an action.	You may not be allowed to do it in the software, or you pressed Cancel. Check your permissions.
The microphone does not work.	Allow the microphone in the browser (the lock icon next to the address), and use https.
The headset starts step-by-step voice, not a live call.	Live talking is off for your organisation or not available right now; it falls back automatically.
Hands-free does not start.	Touch the page once after opening it; make sure the green dot is on; say the phrase as you taught it. You can “Learn again”.
Can I delete what it saved about me?	Yes: menu → Chats and Memory. For everything, ask your organisation or AELAMA.
Does it work offline?	No. It needs the internet to reach the Hub and the AI services.
Which AI does it use?	Google Gemini and OpenRouter (for example Claude and GPT models); the administrator chooses.

Words used in this guide

A short glossary.

Word	Meaning
Hub	AELAMA's server that connects your software to the AI services and keeps the keys, limits and saved data.
App key (client key)	The key (ya_...) that identifies your organisation's app. It is not an AI key and can be replaced.
Admin key	The key (yaadm_...) that opens the admin page. Keep it private.
Customer	An organisation using the assistant (a hospital, school, shop or business).
Tool	A safe function your software offers the assistant, such as "find patient" or "book visit".
Allow / Cancel	The box that asks you before the assistant changes anything.
Full control	Your choice to let the assistant do everyday changes without asking each time.
Knowledge	Your manuals, policies and price lists that the assistant answers from.
Signed users	A proof from your software's server that the user is who they say they are.
Live talking	A real-time voice call with the assistant that you can interrupt.
Wake phrase	Your own phrase ("Hey Assistant") that starts a call hands-free.
Token	A small piece of text the AI reads or writes; used to measure AI usage.

Contact and support

We are here to help.



AELAMA Technologies

Your Assistant — the AI assistant for every AELAMA software

Fazl Ullah Azaad · Founder & CEO

Website: aelama.com

Security & privacy: aelama.com/your-assistant/security-privacy

This guide: aelama.com/downloads/your-assistant-user-guide.pdf

- **Users:** ask your organisation's administrator first (limits, keys and settings are theirs).
- **Organisations and administrators:** contact AELAMA through aelama.com.
- **Security concerns:** please report any weakness to AELAMA privately first.

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