



RESPONZIQ.AI

Digital Studio Manager

Quick Guide for Fitness and EMS Studios

This guide provides a compact overview of how Responziq is set up, which tasks the Digital Studio Manager handles and how the studio team works with it in everyday operations.

24/7

availability

4

communication channels

1

direct Magicline integration

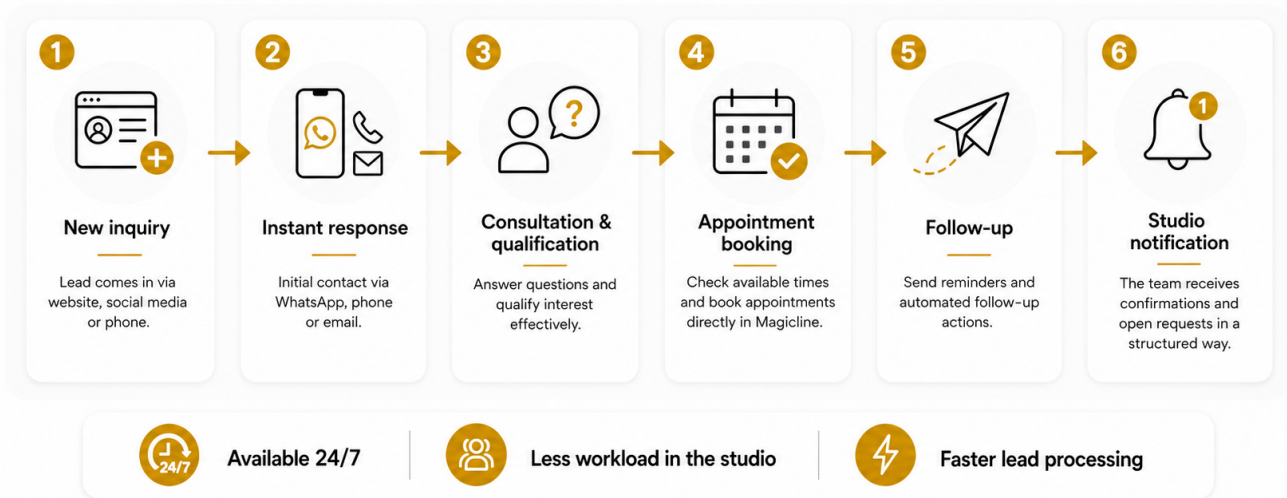
How the Digital Studio Manager works

The Digital Studio Manager handles recurring communication with prospects, members and appointment requests. The exact scope of functions depends on the configuration agreed for the studio.

RESPONZIQ
DIGITAL STUDIO MANAGER

How the digital studio manager works

From lead to booked appointment – automated, fast and 24/7



i Important: The Digital Studio Manager works according to the studio rules stored in the system. Changes to offers, opening hours or appointment rules should be reported to ResponzIQ promptly.

Ready to go in just a few steps

The setup is completed together with Responziq. The studio provides the required information and approvals. Responziq handles the technical configuration, integration and test phase.

1

Kick-off

Contacts, goals, locations and the required scope of functions are aligned.

2

Studio knowledge

Offers, opening hours, FAQs, appointment types and internal rules are provided.

3

Channels

Phone, WhatsApp, web chat and email are configured according to the selected package.

4

Magicline

Appointment types, availability and booking rules are connected to Magicline.

5

Workflows

Lead sources, message sequences, time intervals and team handovers are defined.

6

Test and approval

All important processes are tested. After approval, live operation begins.

i For a faster setup, provide the information in one package: location details, opening hours, appointment types, campaigns, FAQs, contacts and preferred escalation paths.

What the studio team should know in daily operations

The Digital Studio Manager works automatically in the background. The team only intervenes when a personal decision, special information or a manual callback is required.

New leads

Depending on the workflow, new inquiries are contacted immediately via WhatsApp, phone, web chat or email. Once an appointment is booked or the contact is closed, the workflow stops automatically.

Appointments

Available appointments can be checked and booked directly in Magicline. Rescheduling and cancellations are available depending on the approved configuration.

Member inquiries

Frequently asked questions about opening hours, training, offers or organisational topics are answered using the stored knowledge.

Handover to the team

If a request cannot be completed safely, the studio receives a structured notification with contact details, a conversation summary and the next step.



Personal data should only be processed through the designated systems. Internal notifications contain only the information required to handle the request.

A clear view of the scope of service

Which functions are active depends on the selected package and individual setup. The Digital Studio Manager can be expanded modularly.

Typical functions

- Inquiries by phone, WhatsApp, web chat and email
- Consultation and qualification of prospects
- Appointment checks and booking in Magicline
- Automated follow-ups and reminders
- Sending information, links and documents
- Transcription and processing of voice messages
- Recognition and processing of image messages
- Multilingual communication
- Structured internal notifications

When the team takes over

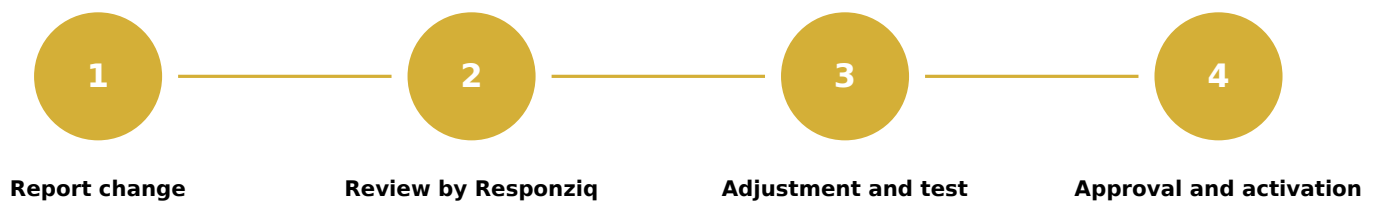
- Individual pricing or goodwill decisions
- Medical or legal advice
- Unclear special cases outside the stored knowledge
- Complaints requiring personal clarification
- Technical issues or missing availability
- Requests requiring internal approval



If there is uncertainty, the system does not guess. The request is handed over to the studio team according to the agreed rules.

Changes and support

The Digital Studio Manager is not a rigid system. Knowledge, wording and workflows can be adjusted whenever offers or studio processes change.



What should be reported

New offers or campaigns, changed opening hours, new appointment rules, updated contact details, new FAQs, and incorrect or unsuitable answers.

Helpful details for support cases

Time of the event, affected contact or location, a short description of the expected result and, if possible, a screenshot or conversation excerpt.

Contact and further information

Website **www.responziq.ai**

Support **via the agreed Responziq contact channels**

Version: July 2026 | Functions may be changed or expanded.