

BiFlow — AI Voice Assistant

Command Cheat Sheet — examples of what to say or type

Tap the mic icon (or type) in the AI Assistant box on the Home screen

The AI Assistant understands plain, everyday sentences — you don't need to use exact wording. Say the client's name naturally; the assistant matches close or partial names. Before it saves anything, glance at the confirmation message it shows — if it misunderstood, just try again with clearer wording. Needs an internet connection and an API key entered once under **More** → **AI Assistant**.

1. Booking & Scheduling

YOU SAY OR TYPE	WHAT HAPPENS
<i>"Book Sarah tomorrow at 10am for PT 1"</i>	Books the appointment against her existing package.
<i>"Book Omar Thursday at 3pm for Home Visit, note bring resistance bands"</i>	Books the appointment and saves that note on it.
<i>"Reserve 10 sessions of PT 2 for Layla at \$45 each"</i>	Creates a new package and its invoice.
<i>"Reserve 12 PT 1 sessions for Karim, note renewal package"</i>	Same as above, with a note saved on the package.
<i>"Cancel Jad's appointment tomorrow"</i>	Removes that appointment.
<i>"Move Rana's Tuesday 2pm appointment to Wednesday at 4pm"</i>	Reschedules it (checks the new slot is free first).
<i>"Add a note to Ali's appointment tomorrow — bring his old X-rays"</i>	Updates just the note on that appointment; doesn't move it.

2. Payments

YOU SAY OR TYPE	WHAT HAPPENS
<i>"Nour paid \$50"</i>	Records the payment against whatever she owes on.
<i>"Record a payment of \$120 for Karim's Post-Surgery Rehab case"</i>	Applies it to that specific case if he has more than one open.

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3. Clients

YOU SAY OR TYPE	WHAT HAPPENS
<i>"Add a new client named Farah, phone 71 222 333, Downtown Studio"</i>	Creates the client record.
<i>"Update Sami's phone to 03 444 555"</i>	Changes that one field.
<i>"Update Maya's address to Furn El Chebbak"</i>	Same, for the address field.
<i>"Add to Rania's summary — prefers a female therapist, mild lower-back history"</i>	Appends a line to her Summary notes (Clients tab). Never erases what's already there.

4. Clinical Documentation (Patient Info tab)

YOU SAY OR TYPE	WHAT HAPPENS
<i>"Log a progress note for Tarek — completed all 3 sets without pain"</i>	Adds it to today's Observations.
<i>"For Dana, reason for visit is chronic neck stiffness for 2 months"</i>	Saved to her Reason for Visit field specifically.
<i>"Set Nadine's findings — limited range of motion in the right knee"</i>	Saved to her Findings field.
<i>"Update Hassan's treatment plan — twice weekly sessions for 6 weeks"</i>	Saved to his Treatment Plan field.
<i>"Add to Lea's goals — walk unaided by end of month"</i>	Saved to her Goals field.

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5. Cases (open-ended treatments, not everyday packages)

YOU SAY OR TYPE	WHAT HAPPENS
<i>"Open a new case for Youssef called Post-Surgery Rehab"</i>	Creates the case (asks you to confirm first).
<i>"Book Youssef tomorrow at 9am for his Post-Surgery Rehab case"</i>	Books against the case, not a package.
<i>"Add an invoice to Maya's case — consultation, \$80"</i>	Adds a billed line item to her open case.
<i>"Add a credit note to Karim's case — cancelled session, \$40"</i>	Reduces what he owes on that case.

6. Discounts & Returns (everyday packages, not a case)

YOU SAY OR TYPE	WHAT HAPPENS
<i>"Give Clara a \$25 loyalty discount"</i>	Records a credit note against her account.
<i>"Give Ziad a \$30 refund, remove one session, note session cancelled by us"</i>	Same, and also gives back one session.
<i>"Give Rita a \$20 discount on her PT 2 package"</i>	Links the credit note to that specific package (reduces its remaining sessions), like picking it from the dropdown manually.

7. Expenses

Only works if the Expenses add-on is active on this device.

YOU SAY OR TYPE	WHAT HAPPENS
<i>"Add an expense — July rent, \$500, paid by bank transfer"</i>	Logs it as paid.
<i>"Add a \$60 electricity bill expense, unpaid, note due end of month"</i>	Logs it as unpaid, with the note saved.
<i>"Mark the electricity bill as paid"</i>	Matches it against your unpaid list and marks it paid.

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8. Getting Around & Quick Questions

YOU SAY OR TYPE	WHAT HAPPENS
<i>"Open Clients / Go to Pay / Go home"</i>	Jumps straight to that tab.
<i>"How many sessions does Omar have left?"</i>	Answers using today's real data — nothing is changed.
<i>"How much does Layla owe?"</i>	Same — a plain spoken answer, no action taken.

GOOD HABITS FOR RELIABLE RESULTS

- Say one request at a time — don't stack two bookings in one sentence.
- Use the client's name the way it's saved in BiFlow when you can; close or partial matches usually still work (e.g. "Amr" for "Omar").
- Nothing is saved until you see the confirmation message at the bottom of the screen — always glance at it.
- For a Case (an open-ended treatment), say the word "case", "treatment", or "matter", or name the case — otherwise the assistant assumes you mean a regular package.
- If a client has more than one open case, name which one ("her Post-Surgery Rehab case") so it isn't ambiguous.
- The Book screen's own Note box isn't voice-enabled by itself — to get a note onto a new appointment by voice, include it in the same sentence as the booking.
- Editing an already-created official invoice, credit note, or receipt stays a manual, on-screen action — voice can create new ones, not edit finished paperwork.