Cailub

AI CHATBOT – CAILUB · STEP-BY-STEP GUIDE

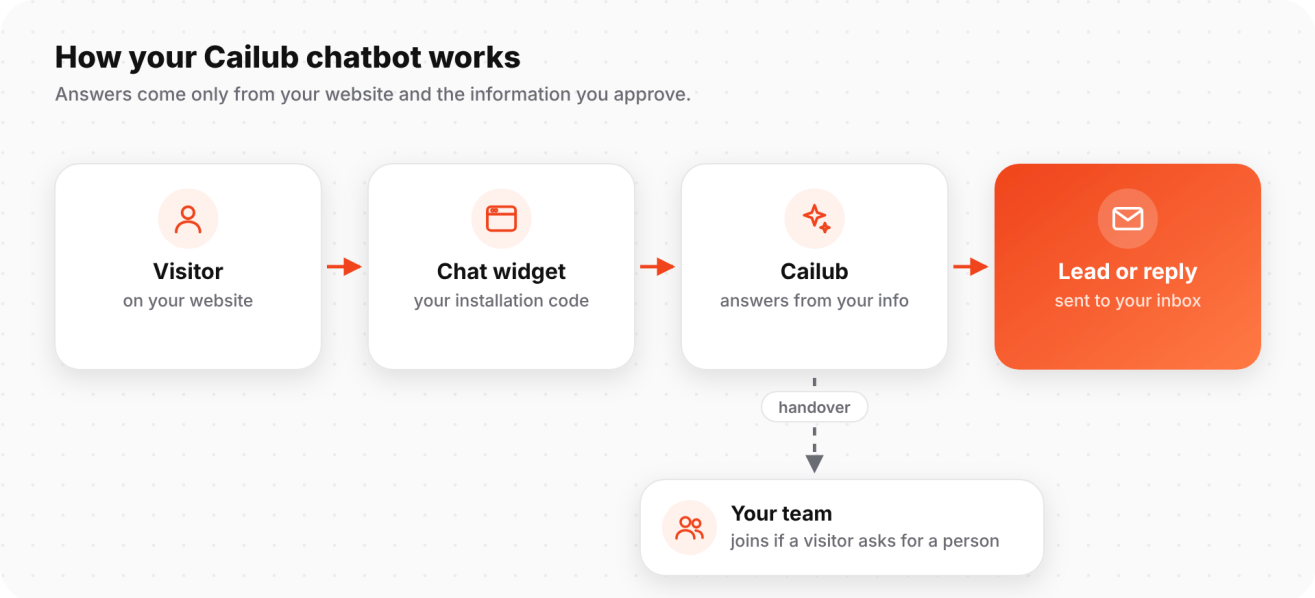
Installing Cailub on your website

Generated 03 November 2026 · EN

This guide is written for your business. It takes about 15 minutes and needs no technical experience.

TIME NEEDED	YOU'LL NEED	WHO DOES WHAT
About 15 minutes	Your website login and your Cailub dashboard	You paste one line of code; Cailub does the rest

How it works

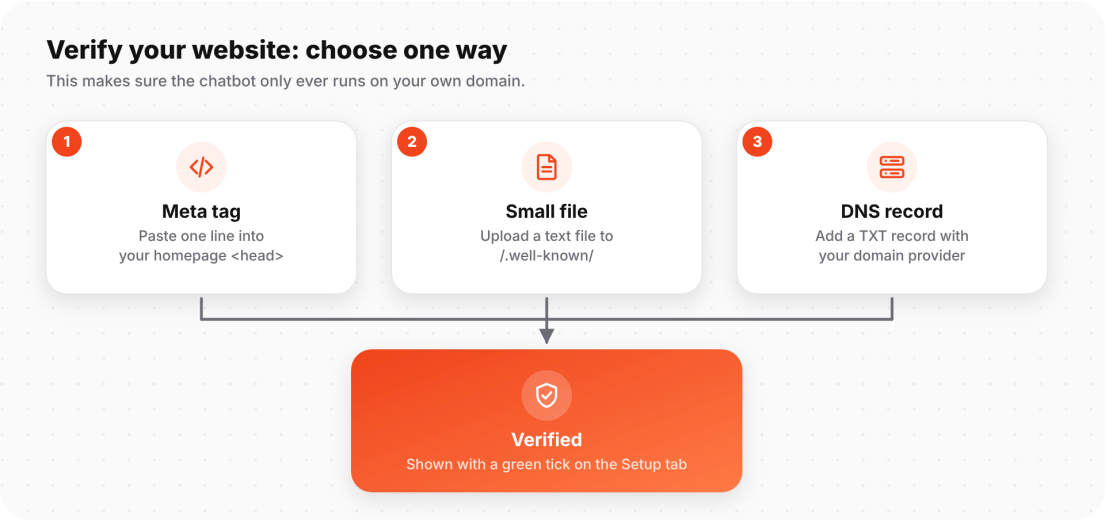


Step by step

1 Verify your website

In your dashboard open Your chatbots, choose your website and open the Setup tab. Follow the verification step (a meta tag, a small file, or a DNS record) so the chatbot only ever runs on your own domain.

What you should see: The Setup tab shows “Verified” with a green tick.



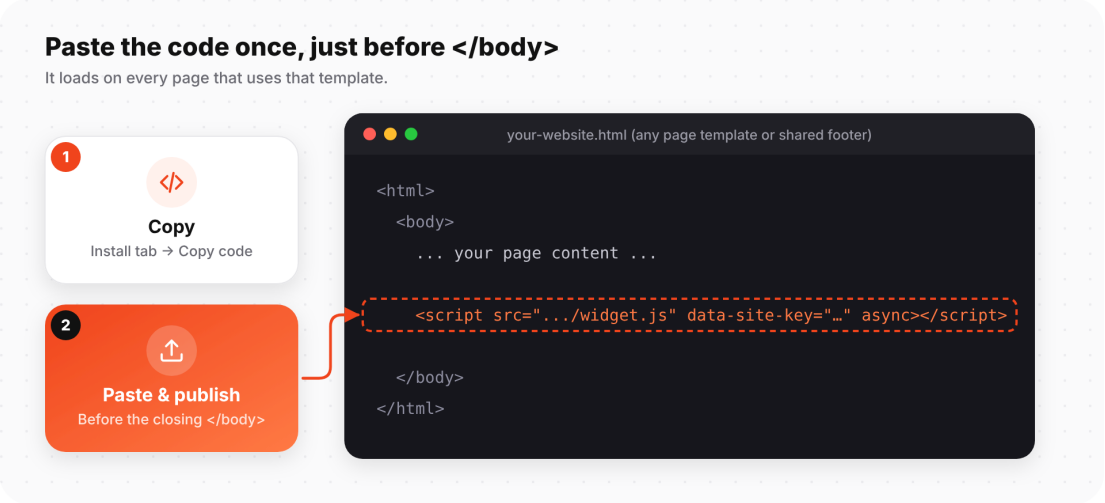
2 Copy your installation code

Open the Install tab and press Copy code. The code contains no passwords or secret keys.

3 Paste it on your website

Choose your website builder below and follow its steps. Paste the code once, just before the closing </body> tag, so it loads on every page of your website.

What you should see: Your site saves without errors. Nothing appears yet if the chatbot isn't live.



4 Check the knowledge

Open the Knowledge tab. Cailub has read your website; add anything missing (opening hours, prices, policies) and press Refresh if your site has changed.

What you should see: Answers in the preview match your business.

5 Test it in the preview

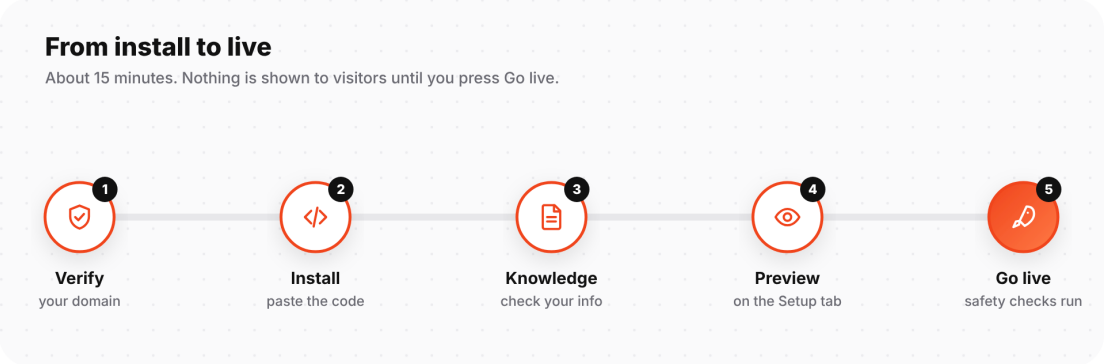
On the Setup tab, use “Preview your assistant” and ask 3 to 5 real customer questions. Previews don't use your allowance.

What you should see: Correct, friendly answers, with “I'm not sure” when something isn't in your information.

6 Go live

On the Setup tab press Go live. The safety checks run first; if any fail you'll see what to fix.

What you should see: A chat button appears on your website within a minute. The dashboard shows “Detected on your site”.



7 Leads and enquiries

When a visitor leaves their details, they appear on the Enquiries tab and you get an email.

What you should see: A test enquiry you send arrives in your inbox.

8 Human handover

With the Human Handover add-on, visitors can ask for a person: you get a notification and can reply from the Live inbox tab. Without it, the assistant offers your contact details instead.

What you should see: Ask the chatbot “Can I speak to someone?” and check what it offers.

9 Changing settings later

Branding & Personality › Assistant Identity changes the name (now “Cailub”); the tone, greeting and colours are on the same tab. Changes publish straight away. The “Powered by Cailub” attribution always stays.

Exact steps for your website builder

Any HTML website

1. Open the HTML of every page (or your shared footer/template).
2. Paste the code just before the closing </body> tag.
3. Save and publish, then open your website to see the chat button.

WordPress

1. In your dashboard go to Appearance > Theme File Editor, or install a header/footer code plugin such as WPCode.
2. Paste the code into the footer section (before </body>) for the whole site.
3. Save, clear any caching plugin, and reload your site.
Official help: https://wordpress.org/plugins/insert-headers-and-footers/

Shopify

1. Go to Online Store > Themes > ... > Edit code.
2. Open layout/theme.liquid.
3. Paste the code just before </body>, then Save.
Official help: https://help.shopify.com/en/manual/online-store/themes/theme-structure/extend/edit-theme-code

Wix

1. Go to Settings > Custom Code (needs a Premium plan with a connected domain).
2. Click + Add Custom Code, paste the code, choose 'All pages' and 'Body - end'.
3. Apply, then publish your site.
Official help: https://support.wix.com/en/article/embedding-custom-code-on-your-site

Squarespace

1. Go to Settings > Advanced > Code Injection (Business plan or higher).
2. Paste the code into the Footer box.
3. Save.
Official help: https://support.squarespace.com/hc/en-us/articles/205815908-Using-code-injection

React or Next.js

1. Next.js: add <Script src="https://api.cailub.com/widget.js" data-site-key="YOUR-SITE-KEY" strategy="afterInteractive" /> from next/script to your root layout.
2. Plain React: paste the script tag into public/index.html before </body>.
3. Deploy, then reload your site.
Official help: https://nextjs.org/docs/app/api-reference/components/script

If something isn't right

The chat button doesn't appear
Check the code is on the live site (not only a draft), clear your site's cache plugin, and make sure the dashboard shows the site as Verified and Live.

It appears on some pages only
The code was added to one page. Put it in the shared footer or theme layout instead.

Answers are out of date
Open Knowledge and press Refresh, or add the correct information as a note.

My website builder won't accept scripts
Wix and Squarespace need a paid plan for custom code. Choose “Installed for you” and we'll find the right way for your site.

If Cailub installs it for you: what we'll need

BEFORE WE START

Access to your website
So we can add the chatbot code to every page.
Best: add us as a user or collaborator on your website builder (WordPress, Shopify, Wix, Squarespace and most others have an "invite" or "add staff" option). We'll tell you the exact email address to invite. Please don't send passwords by email.

Who looks after your website
If a web developer or agency manages your site, we can work with them instead.
Just send us their name and email and we'll contact them.

Your domain provider (only if asked)
Sometimes we verify your website with a DNS record instead of on the website itself.
Tell us where you bought your web address (for example GoDaddy, 123-reg, IONOS). We'll send you the one record to add, or you can invite us.

Anything your website doesn't say
The chatbot only answers from your information, so gaps mean "I'm not sure" answers.
A short list is enough: opening hours, prices, delivery areas, policies, and the questions customers ask you most.

Who should get enquiries
When a visitor leaves their details, we email them to you straight away.
The email address (or addresses) that should receive new enquiries.

CONNECTING YOUR TEAM, AFTER INSTALLATION

Your team for live chat (Human Handover add-on)
So real people can take over a chat when a visitor asks for one.
Give us the names and email addresses of the people who should answer. Each gets an invitation to your Cailub dashboard and signs in with their own account; they answer from the Live inbox and get an email alert for each request. Also tell us your opening hours, so visitors are told honestly when nobody is available.

Your calendar (Appointment Booking add-on)

So the chatbot can book only times you're actually free.

We'll book a 10-minute call, or send you a link: only you can sign in to your Google account, so you press "Connect Google Calendar" in Your chatbots Bookings and approve it. We set up the appointment types (name, length, notice needed) with you.

We'll never ask for passwords by email or phone. Where we need access, you invite us with our own login, and you can remove it as soon as we're done. You'll also sign an installation authorisation in your dashboard, listing exactly what we'll access.

Prefer us to handle the installation?

Let Cailub handle the technical setup and integration for you.

One-off installation: £299

Installing the chatbot and Laila together is one project, charged once. Request it from your dashboard (Guides › Ask Cailub to install it) or at https://cailub.com/checkout?plan=chatbot

Need help? Open Support in your dashboard and we'll reply. Cailub is a trading name of Lyndon Mukandavire (UK sole trader) · ICO registration ZC289253