

Agencies and white label

Resell DaleVoz under your brand: your agency console, one workspace per client created in a minute, your brand wherever your clients look, a shared credit allowance, roles, going live, channels, and what stays DaleVoz. Everything described here is what production does today.

How it works

An agency that resells DaleVoz has its own console, under its name: its clients are listed there, it creates a new one in a minute, and it tracks their usage against a shared credit allowance. Each client has its own workspace, isolated from the others: its agents, knowledge base, conversations, channels and keys. The agency team manages all these workspaces without an invitation, and the client never sees the platform.

What this guide does not cover

The price of your allowance is chosen and paid in your console: “Agency subscription” block, white label included. What remains to be agreed with us (who invoices the end client, support level) is not there. This guide describes what the product does today, and says plainly what it does not do yet.

Who does what

Task	Who
Open your agency account	DaleVoz, once
Choose and pay for your credit allowance	You, in your console
Set your brand (name, logo, colour, contact address)	You, once for all your clients
Create a client’s workspace, set its cap	You, from your console
Build and configure the agents	You
Invite your client and their team	You

Task	Who
Connect channels (website, WhatsApp, Messenger, Instagram)	You, with your client's accounts
Reply to end customers in Conversations	Your client (Client or Team member role) or you
Turn on phone for a workspace	DaleVoz, on quote

The steps, in order

1. We activate your agency: the owner receives an access email, signs in (or creates an account) with that address and lands in their console.
2. You set your brand once: name, logo, email button colour, address your clients write to.
3. "New client": name, workspace address, monthly cap, client invitation. The workspace is born in your brand.
4. You build the agent in your client's theme and try it in Test.
5. You put it live, send the demo link for approval, then connect the channels.
6. You follow up from your console: allowance, conversations, clients needing attention.

Your agency console

It opens from the "My agency" entry at the top of the sidebar. At the top, the month's allowance, conversations from the last 30 days and the number of clients needing attention (cap reached, unanswered invitation). Below, the client table, filterable (all, needs attention, live, being built), with each client's agents, conversations, credits this month against its cap, and last activity. "Open" takes you into their console, where you are an admin.

There is no "agency" workspace above the client workspaces: each client stays an independent workspace, and your team is what links them. One account can belong to several workspaces, with a different role in each; the selector at the top of the sidebar switches between them.

Creating a client

Field	Good to know
Client name	It can be renamed later from the console.

Field	Good to know
Workspace address	Suggested from the name. Lowercase letters, digits and hyphens; it cannot be changed later.
Monthly credit cap	500, 1,000, another number, or no cap. At 100%, this client's new conversations go to their team instead of draining your allowance. It can be changed at any time from the client's row.
Invite the client	Optional. Their address and role: Client by default (content, and they reply in Conversations), Editor, Admin or Read-only. The email goes out in your name.
Their language	The language of the invitation email and of their role's name: Spanish, French or English. By default, your console's.

The workspace opens with every feature except phone (on quote, see Connecting channels).

Your brand

It is set in your console, "Your brand" block, and applies at once to all your clients, current and future. Four parts:

- the displayed name, 60 characters at most;
- the logo: PNG, JPEG, WebP or SVG, 200 KB at most. Without a logo, your initials replace it;
- the email button colour, a button background colour, never a text colour;
- the address your clients write to. Until it is set, it is the agency owner's.

Where it shows

Place	What your client sees
Console	Your logo and name at the top of the sidebar, in the tab title and icon.
Invitation and sign-in	The invitation email in your name and colour; the sign-in page its link opens shows your name and logo.
Help button	Your contact address. Not our documentation, our team or a meeting with us.
Subscription, feature requests	"Managed by" your agency; "Request" writes to you.

Place	What your client sees
Widget for their visitors	Your client's theme (the agent's Appearance). No "Created by" mention, whatever the setting.
Demo link	Tab title and share preview in the agent's name, icon with your logo.
Monday report	Sent in your name, with no DaleVoz footer.
Account emails	Address confirmation, existing account, forgotten password: in your name, for any address your agency invited.
Connecting an AI	The authorization screen shows your name and the requesting AI's (ChatGPT, Claude, Codex).

Emails go out from our sending address, bonjour@dalevoz.ai, but with your name as the displayed sender. Your logo does not appear (Gmail does not display a logo embedded in the email): the header carries your name as text.

What stays DaleVoz

The white label covers everything your client sees while working. Here is, openly, what still carries the platform's name, and why.

Where	What remains
Console address	dalevoz.ai : no custom domain yet.
Sign-in without an invitation link	Anyone typing the address themselves sees the DaleVoz page: it does not yet know which workspace it is.
Website embed code	The script <code>dalevoz-widget.js</code> served from dalevoz.ai . Invisible to the visitor, readable in the page source.
Meta permissions	To connect WhatsApp, Messenger or Instagram, Meta shows the name of the app asking for access: DaleVoz.
Legal documents	Terms and privacy policy of DaleVoz, operated by Revolution Agency.

Team, roles and permissions

Two teams coexist. The agency's ("Agency team" block of your console): every member is an admin of all your clients, current and future, and their access leaves with them when you remove them. Each client's, whom you invite into their workspace: they only see that workspace and cannot remove your agency's members or change their role.

Inviting

- In the agency: an address in "Agency team". The person gets an access email and lands in your console the first time they sign in with that address.
- In a client: at creation ("New client" panel), or later in their Workspace settings, Team section, by address or by shareable link.
- An invitation lasts 7 days; inviting the same address again replaces the previous one. 20 invitation emails per workspace per day: beyond that, you are given the link to pass on yourself.

A client's roles

Role	What it does
Admin	Everything in the workspace: agents, channels, keys, team. It is your team's role.
Client	The role offered to the client by default. Like the Editor, and they reply to visitors in Conversations when the agent hands over. A workspace-specific role, editable in its Settings.
Editor	Writes texts, knowledge, answers, appearance and voice; tests and publishes. Does not touch the system prompt, the model, channels, keys or the team.
Team member	Reads conversations, replies, sorts them; sees the dashboard and usage.
Read-only	Sees conversations, the dashboard and usage; changes nothing.
Support lead	Reads the dashboard and the conversations it opens, can export, nothing else.

An admin can also create workspace-specific roles (Workspace settings, Roles section): you tick what the role sees, and whether it can only view. A role created this way never gets the choice of AI model. It is not yet possible to restrict a person to some of a workspace's agents.

Credits and billing

Everything is counted in credits. One credit is roughly one written conversation with the reference model (Gemini Flash); a long conversation counts once more for every ten replies, voice is counted by the second, and opening the chat without a message costs nothing.

- Your allowance: a volume of credits per calendar month that all your clients use together. You choose and pay for it in your console (“Agency subscription” block), with a monthly payment; beyond it, nothing is cut, the overage is charged the next month at the same wholesale price. Your console shows what is left and what each client took.
- A client’s cap: optional, monthly, set by you. It protects your allowance from a client whose usage spikes.
- Your clients pay nothing on the platform: their Subscription page says the workspace is managed by your agency. Invoicing your clients is up to you.

When a cap or the allowance runs out

A client cap cuts off at 100%. The allowance only cuts off if you asked for it: by default nothing stops and we let you know. When a cut-off applies:

- a conversation already open is never cut off;
- a new visitor can write, but the agent no longer replies: their message lands in Conversations without spending credits, and they read that the team will reply;
- voice is blocked before the call;
- in your console, the client shows “Cap reached”, at the top of those needing attention.
- your team gets an email at 80% and 100% of the allowance and of each client’s cap, once per month and per threshold. Your client gets nothing.

Publishing and versions

Each agent has two states. The work in progress is what you edit in the console and what Test plays. The live version is a frozen copy: it is what the widget, the API, WhatsApp, Messenger, Instagram and voice serve. You can adjust everything without the end customer seeing anything, then put it all live at once.

- The “Publish vN” button appears at the top of the agent page as soon as the work differs from the live version. An optional note goes with each version.
- These stay live without publishing: Knowledge documents, connected channels and keys.

- Rolling back: Publish tab, History block, “Restore to draft”. The old version comes back into the work, you check it in Test, then put it live again.
- Publishing and restoring: admin and editor.

Connecting channels

Everything is done in the agent’s Publish tab, “Where it replies” block, by a workspace admin. The accounts (Meta, Twilio) are your client’s: they own them, and they often need to be there when connecting.

Channel	How	What you need
Website	“Copy code”, pasted once into the site. Iframe and Zendesk variants under “For a developer”.	Access to the site. The public key can be restricted to your client’s domains.
WhatsApp	“Connect WhatsApp”, Meta’s official four-step flow, about twenty minutes.	Your client’s Facebook account and the phone holding the number (SMS code, or QR code if the number is already used in WhatsApp Business).
Messenger	Facebook sign-in, three screens.	Admin access to the Facebook Page. No number.
Instagram	Facebook sign-in.	A professional Instagram account linked to the Page, full-control access, and message access turned on.
Phone	On quote: we turn it on for the workspace at your request, then the agent’s Phone tab.	Your client’s Twilio account: the number stays theirs.

The widget’s technical details are in the [developer documentation](#).

The demo link

To let your client, or a prospect, try an agent without creating an account: the agent’s Publish tab, “Let people try it” card. The link opens on a phone or a computer, in three views: on the site, the bubble, or WhatsApp.

- It plays the live version: put the agent live before sending it, otherwise it does not reply.

- It does not expire. It stops working if the agent is paused or its public key is revoked.
- Demo conversations use the client's credits, like any others.

Drive your clients from an AI

The MCP server lets Claude, ChatGPT, Claude Code or Codex create and configure agents in conversation, with your permissions. One authorization covers ONE workspace: the screen asks you which, and the AI will not see any other. To work on several clients, add one connector per workspace. Your permissions are checked on every call, and every change is recorded in the agent's log, under your name.

Before connecting, check the tool and the plan:

- ChatGPT: Plus, Pro, Business or Enterprise plan, never on Free or Go, and only on chatgpt.com from a computer (not the app, not the phone). On Business or Enterprise, the admin of the ChatGPT workspace creates the app. In the left menu, open Plugins, click Add, then create an MCP app; name DaleVoz, connection by server URL, the address below, OAuth authentication, Create, Continue to DaleVoz, then authorize the client's workspace. To use it: Work mode, the Plugins button below the message box, then DaleVoz.
- Claude: every plan, Free included (one custom connector on Free), on the web, the desktop app or the phone. On Team or Enterprise, the organization owner adds it. "Add custom connector" window (claude.ai/customize/connectors), the address below, Add at the bottom of the window, Connect on the connector page, then allow the client's workspace on the DaleVoz page.
- One connection per client: on each authorization, the DaleVoz screen asks for the workspace, and you pick the client's. No key to paste.

From any client workspace, three tools act on the whole agency: `agence_clients_lister` (the portfolio, the month's allowance, the clients to look at), `agence_client_creer` (a new client, like "New client") and `agence_plafond_regler` (a client's monthly cap). They never touch another workspace's agents: to configure another client's, add a connector and pick its workspace.

Your AI also reads all of this documentation: the `dalevoz_documentation` tool returns the method, this guide and the developer documentation, section by section. Without a connector, the same fits in one address, to give to an AI that reads the web: `https://dalevoz.ai/llms-full.txt?lang=en` .

Server address

`https://dalevoz.ai/api/mcp`

The illustrated step by step, tool by tool, is in your console: [Connect my AI](#). The technical reference (OAuth, keys, limits) stays in the [developer documentation, MCP section](#).

Support and partnership

- Your clients come to you: the Help button of their console shows your contact address.
- You come to us: turning on phone for a workspace, raising your allowance, a question about the platform, contact@revolutionagency.ai.
- To become a partner agency or agree the terms: [book a meeting](#).

Latest version: dalevoz.ai/en/docs/agences