

Handle unanswered questions

Make uncertainty useful rather than misleading.

THE FINISHED RESULT

Unknown questions receive an honest response and a usable next step.

Before you start

Environment: HighLevel Conversation AI and supported knowledge-base tools

Access and plan: Demo account with the relevant AI feature enabled and an approved test budget.
Voice AI and chat may have different configuration and usage requirements.

Practice project: Harbor enquiry helper

Use a separate demo project and fictional information. Record the exact project and version you use.
Keep passwords, verification codes and private customer information out of screenshots and notes.

Official walkthroughs

HighLevel: [Human handover action](#)

HighLevel: [Create and attach knowledge bases](#)

Open the credited publisher walkthrough for current interface instructions and available screenshots, then return to the SETLY exercise. External courses remain with their publishers; this PDF does not reproduce their complete tutorial.

Your practice task

Finish one action at a time. Inspect the resulting screen or record before moving on. If a control differs, check the matching official instructions instead of guessing.

01 / Step 1

Write an approved fallback that states the missing information and offers the correct human contact route.

Check: record what changed and confirm you are still working in the intended demo project.

02 / Step 2

Define examples outside the knowledge base: unusual pricing, a service not offered and a policy exception.

Check: record what changed and confirm you are still working in the intended demo project.

03 / Step 3

Configure the supported fallback or handover behavior. Avoid collecting extra sensitive information just because the assistant cannot answer.

Check: record what changed and confirm you are still working in the intended demo project.

04 / Step 4

Run each example and inspect both the response and any triggered action. Confirm the assistant does not fabricate a definite answer.

Check: record what changed and confirm you are still working in the intended demo project.

Test, troubleshoot, repeat.

If something goes wrong

If the fallback claims someone will call, confirm a real assignment or callback process exists; otherwise provide a direct contact option.

If your screen is different

Compare the product, editor, user permissions and selected account with the guide. Open the official reference for your version. Do not perform a live change whose effect you cannot verify.

Final verification

Unknown questions receive an honest response and a usable next step.

Repeat the task with one small variation. Record the test date, project/version, expected result, observed result and a non-sensitive evidence reference. Mark skipped checks as untested.

Your evidence record

Test date: _____ Project/version: _____

Observed result: _____

Evidence reference: _____

Remaining issue and next action: _____

Sources and guide status

Original exercise by Ray / SETLY. Credited technical references are linked on page one. Prepared 1 October 2026. SETLY screen recording and independent learner reproduction are not yet complete. No platform affiliation is implied.

[Open the online practice guide and editable checklist](#)