

Malika™ User Guide

From first login to your first report, and everything after. This guide covers both plans: Premium (Malika's own AI, paid with credits) and Enterprise (your own AI key).

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1. Getting started in five minutes

1. **Log in** at malikaflow.com/auth with the e-mail address your account was created with. Forgot your password? Use "Forgot password" and you will receive a reset link (valid for one hour).
 2. **Choose your interface language** in the sidebar (English, Dutch, French, German, Spanish). The language of a report always follows the language spoken in the conversation, not the interface.
 3. **Pick your profile** in the Quick start card: coach, therapist, recruiter, doctor or general. This sets the default session type so the report is written the way your profession expects.
 4. **Put Malika on your phone** (see chapter 9). Recording from the home-screen app is more reliable than from a browser tab.
 5. **Record your first conversation**: tap the big Malika button, talk, tap stop. A few minutes later the report is in your dashboard and in your inbox.
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2. Recording a conversation

In person. Open the dashboard, choose the session type under the record button (Standard meeting, Coaching, Therapy, Interview, Medical consult), put the phone on the table between you, and tap the Malika button. The timer starts. Tap the stop button when you are done. Keep the app open in the foreground while recording; Malika keeps the screen awake and uploads the recording in small pieces while you talk. Every piece is first saved on your device, so a dropped connection, a closed tab or a crash does not lose anything: Malika uploads the rest as soon as you are back online.

In a video call (Zoom, Teams, Google Meet, or any other). Two ways:

- Open the dashboard on the same computer as the call and start the recording there. Malika records through your microphone, so use the laptop speakers (not headphones) so that the other side is heard too.
- Or put your phone next to the laptop with the Malika app open and record from the phone.

Uploading an existing recording. Go to Sessions → Upload and pick an audio file (m4a, mp3, wav, webm, mp4). It is processed exactly like a live recording.

Always tell the people you are recording. You are responsible for asking consent. In most countries a simple “I record our conversations so I can write a proper report, is that okay?” is enough; note the answer in your own records.

Premium: every session type costs a fixed number of credits (Standard 7, Interview 11, Medical 12, Coaching and Therapy 16). Your balance is shown under Billing & Credits. **Enterprise:** no credits; the AI runs on your own API key (chapter 10).

3. Names and key terms

Under the session type there is a field *Names & key terms*. Type the names of the people in the conversation, company names, medication names, project names or jargon, separated by commas, for example *Anna Bergmann, ADHD, Q3 budget*. The transcription engine uses these as hints, so proper nouns and specialist words are spelled correctly instead of being guessed. The field is cleared after each recording. If the session is linked to a client, the client's name and company are added automatically.

4. Reading the report

Open a session from the dashboard or the Sessions page. The panel has tabs:

- **Brief** — the one-page report: short summary, next steps per person, decisions, and the detailed summary. This is what is e-mailed to you.
- **Transcript** — the full text with speakers and timestamps, plus the buttons to edit it or regenerate the report (chapter 7).
- **Summary, Actions, Decisions, Timeline** — the building blocks of the report, each on its own tab.
- **Tone, Insights, Risk, Patterns, Topics** — deeper analysis: mood over the conversation, tension points, risk signals, recurring behaviour and themes.
- **Memory** — what Malika remembered about this client for next time.
- **Coaching, Speakers, Follow-up, Candidate, Glossary, Patient** — appear depending on the session type (coaching, interview, medical).

Tabs that show “Engine not yet run” can be started with one click; Premium users see the credit cost on the button. After every completed session you also receive the report by e-mail, and a push notification if you turned those on (chapter 9).

5. Clients and the client journey

Right after a recording Malika asks which client the session belongs to (*Link & Analyze*). You can also link a session later from the session panel. Create clients on the Clients page with a name, contact person, company and e-mail address.

Open a client and you see the **Knowledge profile** (preferences, concerns, recurring topics, decision style, built from all linked sessions) and the **Client journey**: a timeline of every session with tone, risk level, number of actions and decisions, and a short narrative of how things developed from the first to the latest conversation, with watch points for the next one. The narrative appears once at least two analysed sessions are linked.

6. Sending the report to your client

Nothing is ever sent to a client automatically. In the session panel, click **Send to client**. Malika shows the client’s e-mail address and asks you to confirm. The client receives the report (summary, next

steps, decisions) without the analysis tabs — no tone analysis, no risk signals, no coaching notes.

For medical consultations the patient receives the **patient version**: plain language, every medical term explained, questions to ask next time and when to contact the practice. The clinical note stays with you.

You can also copy a **share link** for a read-only web version of the report.

7. Correcting the transcript and regenerating the report

Names misheard, a passage you would rather leave out, a wrong speaker label? Open the Transcript tab and click **Edit transcript**. Keep one paragraph per speaker in the form “Name: text” to keep the speaker view; timestamps are not kept after editing. Click **Save transcript**. Malika asks whether you want to regenerate the report from the corrected text. You can also do that later with **Regenerate report**. Regenerating replaces the existing results and, on Premium, costs credits like a normal analysis. The corrected transcript is also re-indexed for Ask Malika.

8. Ask Malika

Ask Malika (in the sidebar) answers questions across all your sessions: “What did we agree with Anna about the deadline?”, “Which clients mentioned sleep problems?”, “Summarise my three last conversations with Peter”. Answers are given in your interface language and cite the sessions they come from. Only your own sessions are searched; nobody else’s data is ever included.

9. Phone app, notifications and Safari on iPhone

Install Malika on your phone. The dashboard is a web app you can add to your home screen; it then opens full-screen like a normal app and recordings keep running reliably.

- **iPhone / iPad:** open malikaflow.com/dashboard in Safari, tap the Share button (square with an arrow), choose “Add to Home Screen”, tap “Add”. From now on open Malika from the home screen.
- **Android:** open the dashboard in Chrome, tap the menu (:) top right, choose “Add to Home screen” or “Install app”. Or tap the “App” button next to the menu in the dashboard.

Notifications. Go to Settings → Notifications → *Turn on notifications*. You get a message on that device the moment a report is ready; tapping it opens the session. On iPhone this only works from the home-screen app, not from a Safari tab.

While recording on a phone: keep Malika in the foreground, do not lock the phone, and do not switch to another app for long. The recording is uploaded in pieces as you go and saved on the phone first. If the connection drops, recording simply continues; the line under the timer shows how many parts are still waiting to upload.

10. Premium or Enterprise: credits and your own API key

Premium uses Malika's own AI. Every session costs credits (chapter 2); a new account starts with 150 credits and a 14-day trial, after which you choose a plan with 500 credits per month. Recordings longer than an hour cost 1 extra credit per started 15 minutes, and translating a report into another language costs 1 credit; Ask Malika is free up to 50 questions a month. Buy extra credits or the Interview Intelligence add-on under Billing & Credits. Test accounts do not need a subscription.

Enterprise (bring your own key) runs on your own OpenAI API key, so there are no credits and your conversations are processed under your own API agreement. Get a key at platform.openai.com (API keys → Create new secret key), then paste it in Settings → API keys → OpenAI and click Save. The key is stored encrypted and never shown again in full. Until you add a key, test accounts fall back to Malika's key so you can start right away.

The rest of the app is identical for both plans: recording, reports, clients, sending to clients, Ask Malika and notifications.

11. Medical consultations (doctor and patient)

Choose the session type **Medical consult**. One recording gives two reports: a clinical consult note for the clinician (complaint, history, findings, assessment, plan, medication, tests and referrals) and a patient version in plain language with a glossary of every medical term used, questions to ask next time and when to contact the practice. Malika reports only what was actually said; it never adds diagnoses or advice.

Patients can use Malika at their own appointments too: record (with the doctor's consent), and read back at home what was said. Works in Dutch, French, German, Spanish and English, whichever language is spoken.

12. Privacy and your data

- Your sessions, transcripts, reports and clients are visible to you alone. Other users can never see them.
 - Audio files are deleted automatically 7 days after recording; the transcript and the report remain. Technical logs are kept 90 days.
 - Delete a session yourself from the Sessions page; it is gone immediately, including its transcript and analysis.
 - Export everything you have in Settings → Privacy → Export my data (GDPR). Closing your account deletes all your data after 90 days.
 - Malika is built for the EU: servers in the EU, GDPR consent at signup, nothing is used to train AI models.
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13. Troubleshooting

- **“Microphone not allowed”** — the browser blocked the microphone. iPhone: Settings → Safari → Microphone → Allow, or for the home-screen app Settings → Malika → Microphone. Android/Chrome: tap the lock icon in the address bar → Permissions → Microphone.
- **The recording stopped by itself** — usually the phone was locked or another app took the microphone (a phone call, a voice memo). Install Malika on the home screen and keep it in the foreground. The part recorded until then is saved and processed.
- **A “Saved recording” or “Unfinished recording” message on the dashboard** — that recording is still on this device. A saved recording uploads by itself as soon as you are online (or tap *Upload now*). An unfinished recording means the page closed before you pressed stop: tap *Upload & process* to get the report, or *Discard* to delete it from the device and from Malika.
- **Session shows “error”** — the audio could not be processed (empty or damaged file, no speech). Open the session and click *Retry*, or record again. The Malika team is alerted automatically for every failed session.

- **No report e-mail** — check your spam folder and add noreply@malikaflow.com to your contacts. The report is always in the dashboard as well.
 - **Wrong names in the transcript** — use Names & key terms before recording (chapter 3) or correct the transcript afterwards (chapter 7).
 - **The report is in the wrong language** — reports follow the language spoken. If two languages were mixed, the dominant one is used.
 - **Logged out on the phone** — log in again; sessions are kept for 30 days per device.
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14. Frequently asked questions

Does Malika work without internet? Partly. If the connection drops while you record, Malika keeps recording and saves everything on your device, then uploads it as soon as you are back online. Opening the dashboard and processing the recording need a connection.

How long can a conversation be? Up to about three hours per session. Long sessions take longer to process (roughly one minute per ten minutes of audio).

Can I record two people on the same phone? Yes. Malika separates speakers automatically; naming them beforehand (chapter 3) improves the labels.

Can a client see my analysis? No. A client only receives what you send them, and that never includes tone, risk or coaching analysis.

Can I use Malika on a desktop computer? Yes, in any modern browser at malikaflow.com/dashboard. The phone app is optional.

Where do I change my name, e-mail or password? Settings → Profile. Your e-mail address cannot be changed by yourself; contact support.

Who do I contact? Reply to any Malika e-mail or use the contact form at malikaflow.com/contact. A real person answers.
