



# Product Release Training

CINNOX Version **V3.8.0**

Tentative Release Date: 20<sup>th</sup> October 2022

“

A new way to **humanise** your connections

”

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01

# V3.8.0 Release Summary

# V3.8.0 Release Summary

- **New Features:**

- Canned Responses (IM/Email Body)
- Open API – Management p3 (Label)

- **Improvements:**

- Hide Chat Room/Space
- Close Enquiry System Message

02

# Open API – Management P3 (Label)

# Open API – Management module P3 – Label

## Introduction

Allow enterprise to manage to Create/Retrieve/Edit/Delete the label and Apply/Update the inquiry label without accessing CXDB. Provided the capability for the 3rd party users to integrate with their application platform.

## **Possible use case:**

- In a real estate company, they would like to create a label for each location area inquiry to direct to the responsible agent. In this case, when there is a new area property released, they would like to automate the label creation/deletion through CX Open API to synchronise the label between CX and their internal platform
- Together with enquiry webhook, enterprise can automatically apply Label to an enquiry when it is not being closed within xxx days.

## **Open API value for Customer/CINNOX:**

- Allow customers to integrate into their application and customise to their needs
- Open API for customers, partners, and vendors may use it in ways that we never considered. And we may realise that there are whole new industries we can service.

## **Reference:**

Doc - <https://docs.cinnox.com/docs/open-api>

Spec - <https://docs.cinnox.com/reference/management>

# Open API – Management module P3 – Label

## Scope - Label:

Function	Description	Remark
1. Create Label	This endpoint allows you to create new label	(Coming soon 3.8.x)
2. Update Label	This endpoint allows you to edit the existing label	(Coming soon 3.8.x)
3. Get Label List	This endpoint allows you to retrieve the list of label	
4. Delete Label	This endpoint allows you to delete label	
5. Update Inquiry Label	This endpoint allows you to apply/update the inquiry label	
6. Delete Inquiry Label	This endpoint allows you to delete the attached inquiry label	
7. Label event	This endpoint allows you to create a new webhook event or edit the subscribed event for an application. And also allow you to delete the enquiry event under your application account.	The event hook will return the label information when it triggers the events below: 1. When there is a new label created 2. When there is a label edited 3. When there is a label deleted



03

# Hide Chat Room/Space

# Hide Chat Room/Space

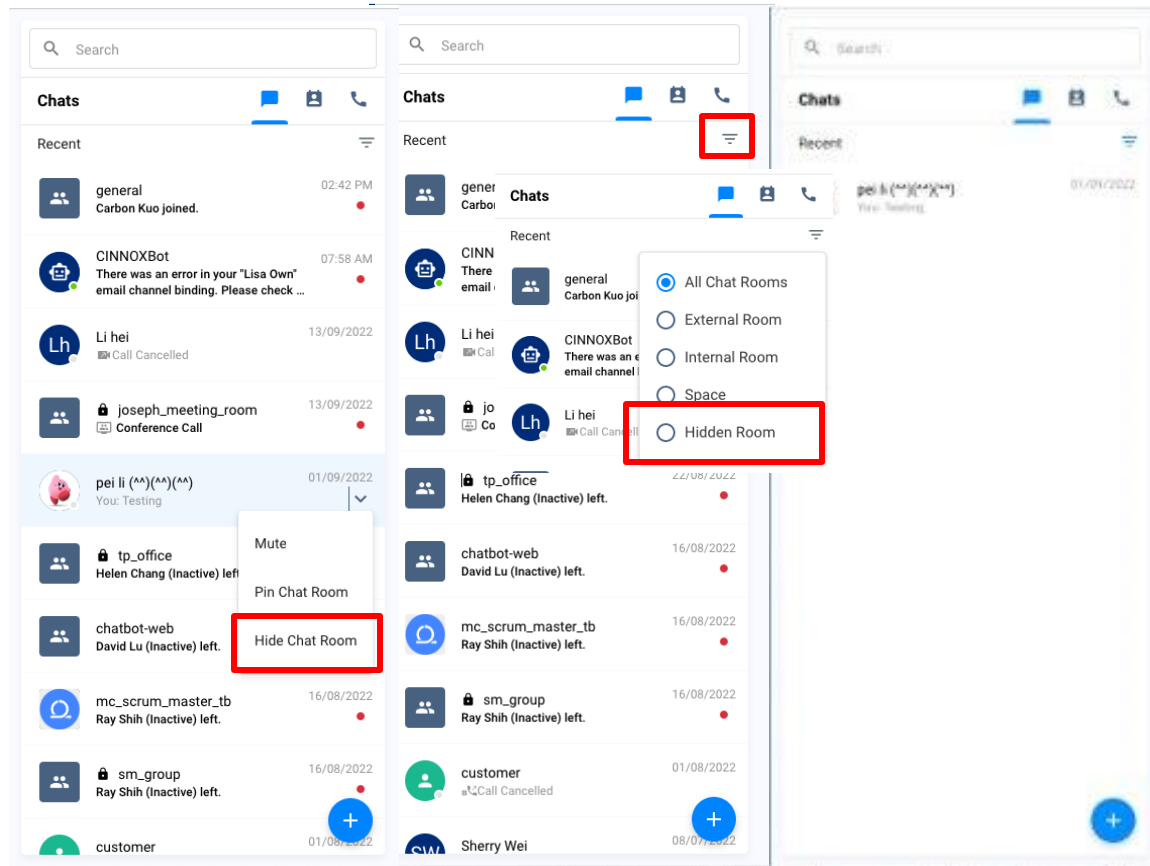
Allows user to hide chat room/space from their **RECENT** list to better organize the conversations.

**Note:**

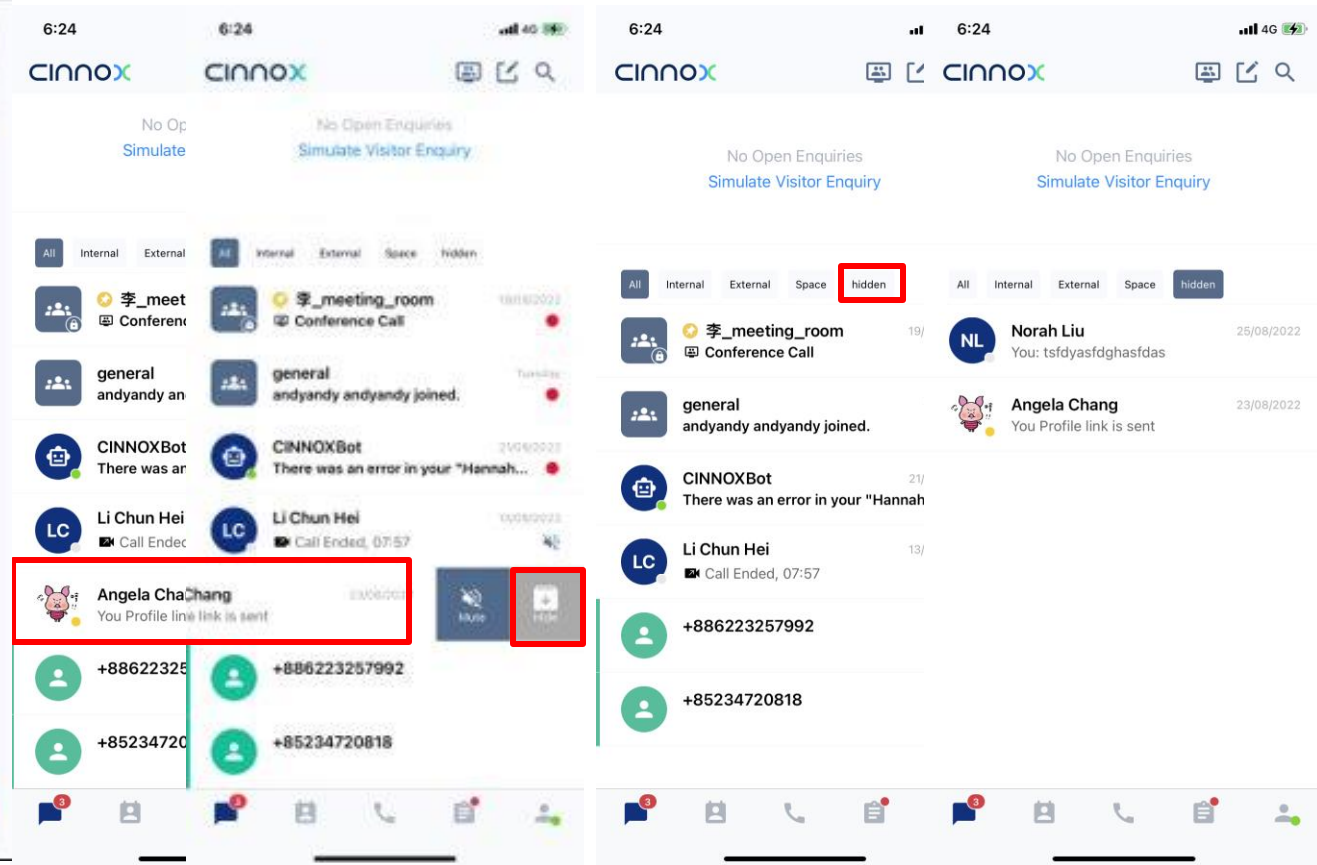
- Hidden chatroom doesn't delete the chat history.
- Hidden chatroom will automatically unhide when you receive a new message from that chatroom.
- You can see how many hidden chats have new messages by filtering in the Recent list.

# Hide Chat Room/Space

## Dashboard



## Mobile



04

# Close Enquiry Message

# Close Enquiry System Message

Allows users to [disable](#) or [enable](#) the close enquiry system message and [customise](#) the message for each channel.

## Other Improvement:

In order to improve the user experience, close enquiry behavior has been improved in Tag (Directory & Weblink)

- Visitors can click "Still have questions" button in the chatroom to restart the conversation directly after the enquiry is closed.
- Previous chat history will be retained and displayed to both visitors and agents.

# Close Enquiry System Message

## Scope:

Function	CINNOX Page	Roles	Platform
1. Close Enquiry Message/ Email Toggle	Channel Details (Directory/ Social/ Email/ Third Party Channel)	Admin	Dashboard
2. Customise Close Enquiry Message/ Email	Channel Details (Directory/ Social/ Email/ Third Party Channel)	Admin	Dashboard
3. Display "Still have questions" button in the chatroom after enquiry is closed	Web link/ Widget	Visitor	Web

# Close Enquiry System Message

## Close Enquiry Message Toggle

cinnoX

### Channel Details Page

The screenshot displays the CINNOX Channel Details Page. On the left is a dark blue sidebar with icons and labels for Channels, Directory, Numbers, Social, Email, and Third Party Channel. The main content area is titled 'Close Enquiry Message' and shows a toggle switch set to 'Disabled'. A red box highlights the 'Edit' button in the top right corner. Below the toggle, there are two panels: 'Directory' and 'Social/ Third Party Channel'. The 'Directory' panel shows a toggle switch set to 'Enabled', a dropdown menu for 'Message Type' with 'General Message' selected, a text area for 'Message Content' with a character count of '0 / 500', and an 'Attachment' section. A red arrow points from the 'General Message' dropdown to a modal window showing the 'Message Type' options: 'General Message' (selected with a checkmark) and 'Button'. The 'Social/ Third Party Channel' panel shows a toggle switch set to 'Enabled' and a text area for the message content with a character count of '97 / 200'. Both panels have 'Cancel' and 'Save' buttons at the bottom.

**Close Enquiry Message** Notify visitors when the enquiry has been closed by your staff or system. Disabled [Edit](#)

**Directory**

Notify visitors when the enquiry has been closed by your staff or system. Enabled

**Close Enquiry Message** ☒

Message Type: General Message

Message Content: 0 / 500

Attachment (Upload an image, video or audio note file) [Upload File](#)

[Show Preview](#) [Cancel](#) [Save](#)

**Message Type**

- General Message ✓
- Button

**Social/ Third Party Channel**

**Close Enquiry Message** Enabled


Notify visitors when the enquiry has been closed by your staff or system. ☒

This enquiry has been closed. If you need any further assistance, send a message over here again. 97 / 200

[Cancel](#) [Save](#)

# Close Enquiry System Message

## Close Enquiry Email Toggle



Channels

Directory

Numbers

Social

Email

Third Party Channel

Close Enquiry Email

Disabled

Edit

Subject

Preview Text

Content

Close Enquiry Email

Enabled

Set an automatic email to your visitor while the enquiry has been closed by your staff or system.

Subject

CINNOX | Conversation is ended 30/150

Preview Text

CINNOX | Conversation is ended 30 / 150

Email Body

Dear Customer,

The conversation has ended.  
If you still need help, please feel free to start another conversation with us.

Please do not reply to this email.

Thank you,  
Support Team

184 / 300

CONTENT PREVIEW

INBOX PREVIEW

From ritadisplayname (ritaemailtester@gmail.com)

Subject CINNOX | Conversation is ended

Dear Customer,

The conversation has ended.  
If you still need help, please feel free to start another conversation with us.

Please do not reply to this email.

Thank you,  
Support Team

This email is delivered by CINNOX

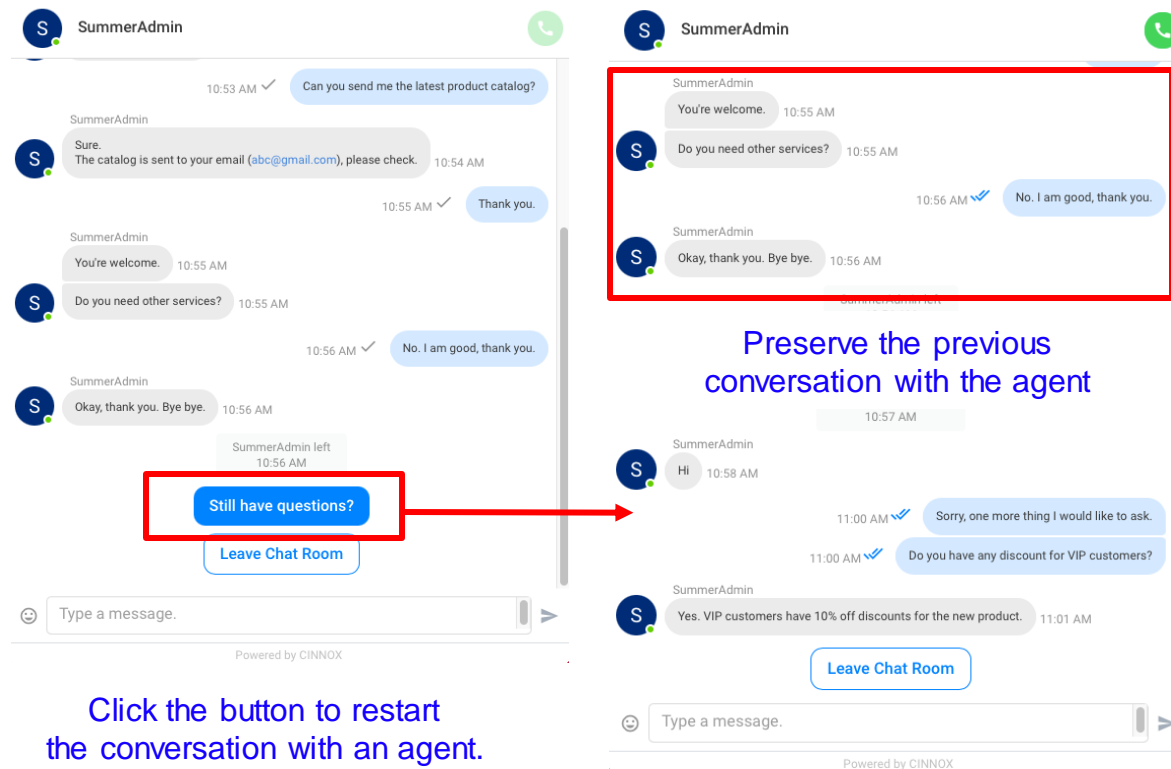
Cancel Save



# Close Enquiry System Message

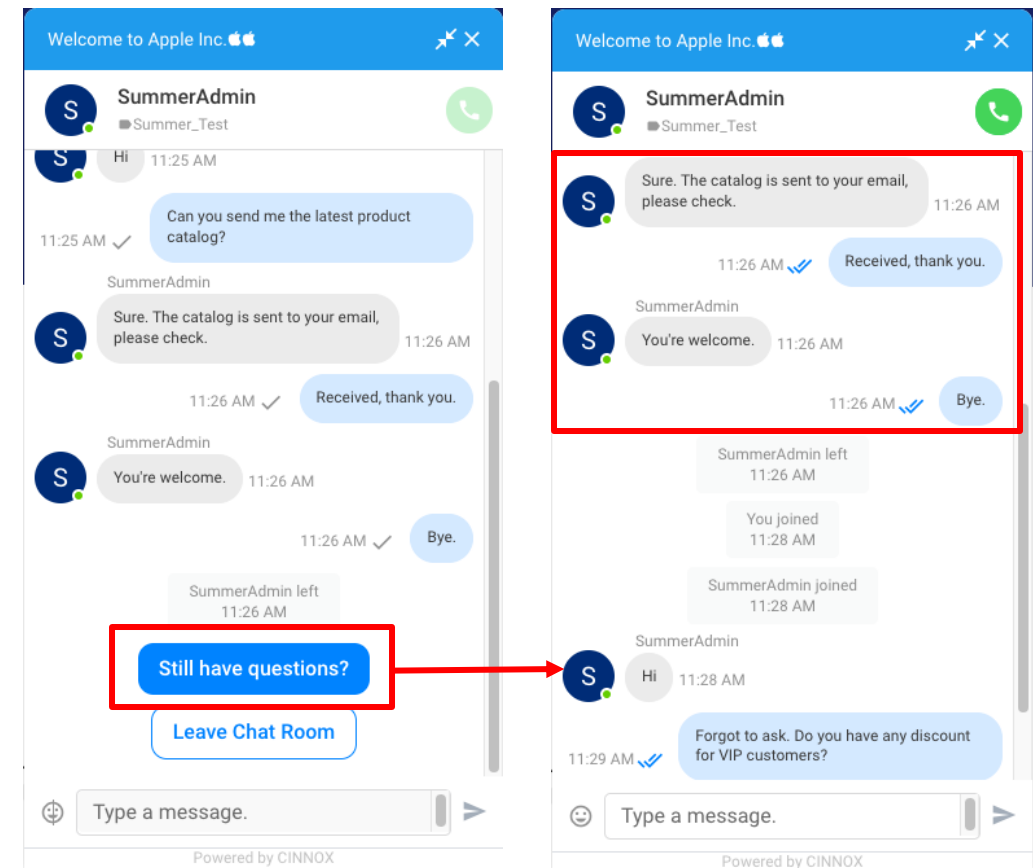
Close enquiry behavior improvement for Tag (Directory & Weblink)

Web Link (Visitor Side)



Click the button to restart the conversation with an agent.

Widget (Visitor Side)



05

# Canned Responses

# Canned Responses

Canned responses are **predefined messages** inserted into your conversations with a couple of keystrokes, allowing you to respond promptly, which can help to **increase productivity** and **reduce human errors**.

Two types of Canned Responses: Public and Personal

	Details
Public Canned Response	All users can view and use, but only admin can create and edit.
Personal Canned Response	All users can create and edit their own personal canned response, and it's only available to the creator.

# Canned Responses

## Scope:

Function	CINNOX Page	Roles	Platform
1. View/Create/Edit/Delete Canned Response (Bulk Create/Delete and Export)	1. My Account > Tools > Canned Response 2. Admin > Tools > Canned Response	All Users Admin	Dashboard
2. Use Canned Response: Shortcut "/", Button "/"	Input Bar	All Users	Dashboard Mobile
3. Permission	Admin > Permission	Admin	Dashboard
4. Audit Log	Admin > Audit Log	Admin	Dashboard

# Canned Responses

## Canned Response Management Page

Canned Response  
= Message + Short Key

- Message: the predefined message
- Short Key: the short key of the message. Used to quickly call the canned response with shortcut "/".

**Tools**

- My Account
- Profile
- Manage Devices
- Tools**
- Authentication

**Tools**

- Teams
- Roles & Permissions
- Security
- Service Authentication
- Retention
- Audit Log
- Encryption
- Channel Source
- Service Integration
- Tools**
- Label Management
- Canned Response**
- Auto Close Enquiry
- Prompt

**Canned Responses Management**

Public Personal

Search by short key or mes

Short Key

..

..

:zany\_face::grinning\_face\_with\_one\_large\_and\_on

..

><

><woo

👤👤👤👤👤👤👤👤

1111

123

**Add Public Response**

Message\*

Enter a message

Import Add P

Created Date

20/09/2022 00:35:54

19/09/2022 18:03:36

21/09/2022 01:51:33

19/09/2022 22:19:28

20/09/2022 01:08:35

15/09/2022 22:19:17

21/09/2022 02:01:03

19/09/2022 23:53:49

15/09/2022 22:54:18

0 / 5000

Short Key\*

Enter a short key

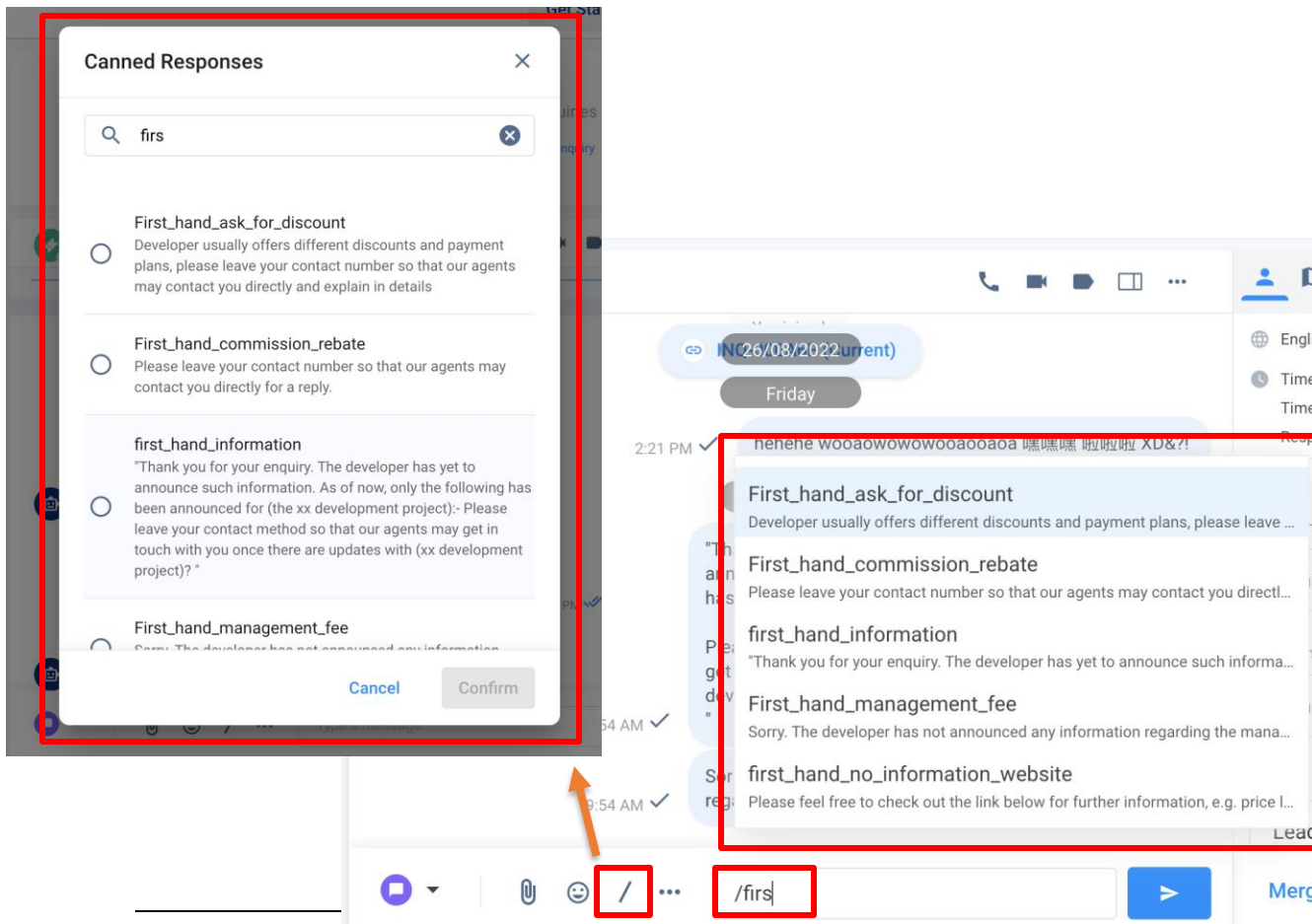
0/100



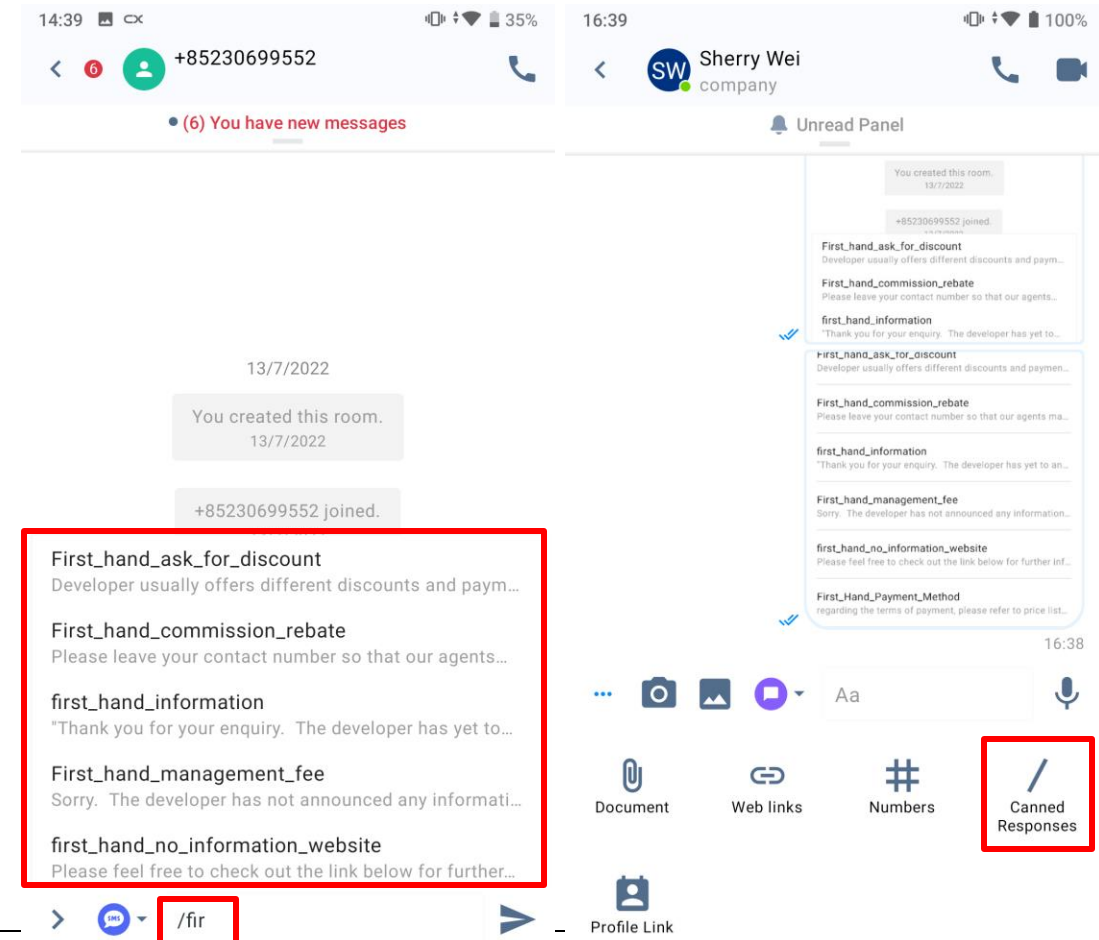
# Canned Responses

Canned Response "/" shortcut and button

## Dashboard



## Mobile



# Canned Responses

## Permission

cinnox

Get Started 42%



- Appearance
- Visitor Forms
- Installation
- Recording & Transcript
- Storage
- Organisation
- Teams
- Roles & Permissions**
- Security
- Service Authentication

### Permissions of 333

⚠ Please be aware that you are doing some advanced settings and you understand the risks behind them.

#### Administration Permissions

Feature Name	View	Edit	Delete	Download	Approve
<input type="checkbox"/> Public Canned Response Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

#### Reporting and Monitoring

Feature Name	View
<input type="checkbox"/> Enquiry Report	<input checked="" type="checkbox"/>
<input type="checkbox"/> Call Report	<input checked="" type="checkbox"/>

- Public Canned Response  
All user can view and use public canned responses, but only user with View permission can have the access under admin tab
- View will be enabled when Edit, Delete or Download is enabled
- Edit will be enabled when Delete is enabled
- No permission setting for personal canned response



# Canned Responses

## Audit Log

CINNOX

Organisation

Teams

Roles & Permissions

Security

Service Authentication

Retention

Audit Log

Encryption

Channel Source

Service Integration

Get Started 42%

Headset

Help

Calendar

Location

CX

SW

Active

Audit Log

Export

Time	Staff	IP Address	Action	Element	New/Old Value	Remarks
22/09/2022 17:56:01	SW Sherry Wei	59.120.16.158	Created	Public Canned Response Management	Show Values	
22/09/2022 17:48:41	Hannah Chang	59.120.16.158		Create new public canned response 'Thanks for your enquiry, may I have your contact d etail, our Chin...' see more details in the exported report		
22/09/2022 17:47:58	1SHELLY ACD a	59.120.16.158	Updated	Directory Management	Show Values	
22/09/2022 17:35:54	Mosue ch-no	59.120.16.158				
22/09/2022 17:35:27	Mosue ch-no	59.120.16.158				

- Only public canned responses activities will be logged

- Considering the length of the canned response, only the first 100 chars of the content will be displayed. Export the log of the full content for more details.

# Canned Responses

## Other Details

- Current support: fixed content, typesetting
- User can import and export to bulk create and download canned responses
- Max public canned responses: 1000 per service
- Max personal canned responses: 100 per user
- Message Specs:
  - Max 5000 characters
  - Support space and special chars
  - Support typesetting
  - Support all languages
  - Does not need to be unique
- Short Key Specs:
  - Max 100 characters
  - Support all languages
  - Support numbers
  - Support most symbols, except "space" and symbols ". @ # /"
  - Support fullwidth chars and symbols
  - Support Zhuyin
  - Support emoji
  - Unique (not duplicated with public and others' personal canned responses)
  - *Note: all created short keys should be able to be searched and called by "/" (some edge cases may be exceptions)*

# Canned Responses

## Known Limitation

### Email:

- "/" shortcut does not work in Email input bar as the field is a plain text column > user can use "/" button
- Canned response URL content cannot be inserted as a link in Email body as the field is a plain text column > user can use "insert" function

### Conference chat room:

- Conference chat room does not have "/" button next to the input bar as the layout does not have enough space > user can use "/" shortcut

### CSV text editor:

- If user edits the canned responses with a csv text editor, everything needs to be wrapped in "". And if the original content has "", make sure to wrap it in another "". Ex1: "Hello, how can I help you today.", Ex2: "The room ""Gold"" is available."
- If user edits the canned responses with excel file, then no need to use "".

### Bulk create (Import):

- If user tries to import 20 canned responses when there are only 10 available spaces left. And if the first 10 imported canned responses are invalid, no matter the rest 10 are invalid or not, the entire import will fail. The error log will show the first 10 as invalid and the rest 10 as reach limit.

06

Demo



## THANK YOU

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