Product Release Training

CINNOX Version **V3.8.0**

Tentative Release Date: 20th October 2022

A new way to humanise your connections

CONTENTS

01
V3.8.0
Release Summary

02
V3.8.0
Open API – Management P3 (Label)

03
V3.8.0
Hide Chat Room/Space

04
V3.8.0
Close Enquiry System Message

05
V3.8.0
Canned Responses (IM/Email Body)

06
Demo

07
Q&A

08

09

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

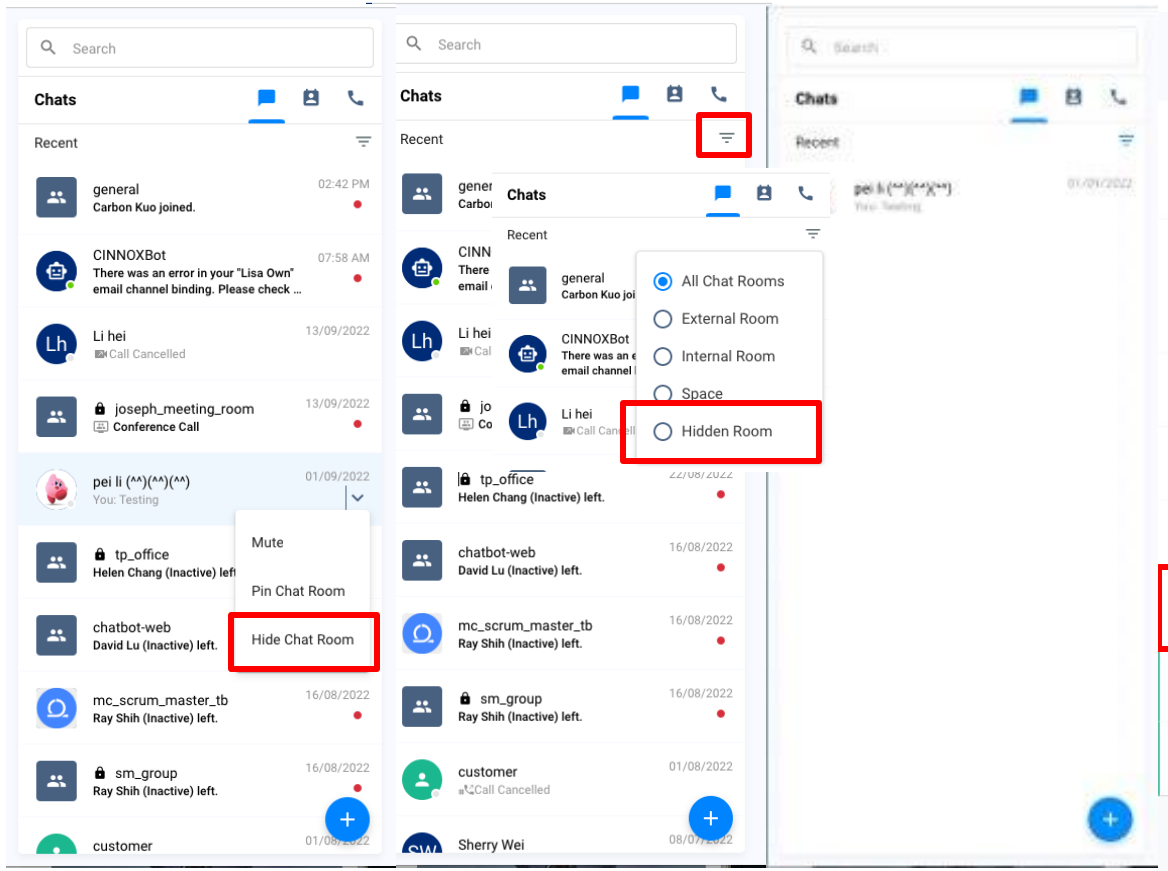
Allows user to hide chat room/space from their **RECENT** list to better organize the conversations.

Note:

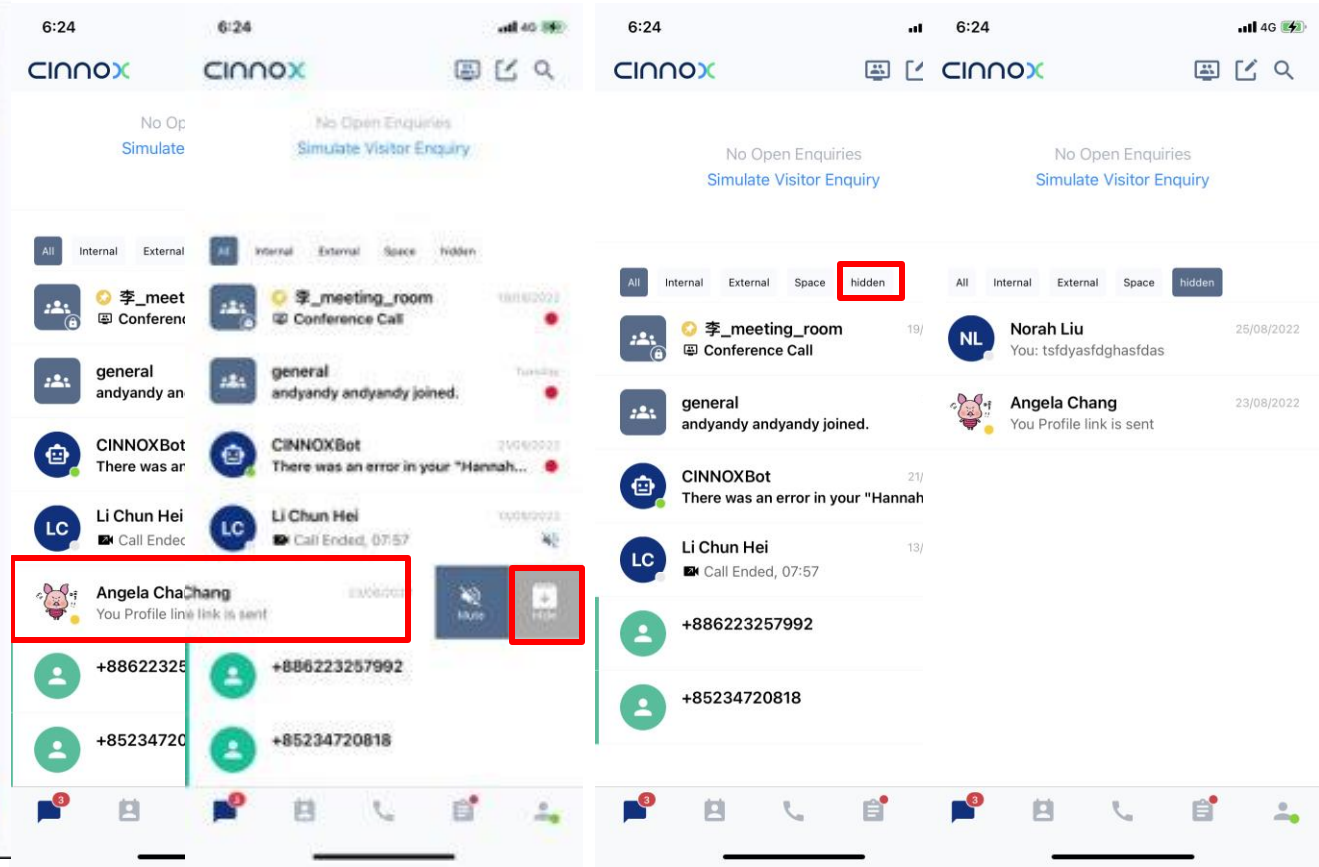
- Hidden chatroom doesn’t delete the chat history.
- Hidden chatroom will automatically unhide when you receive a new message from that chatroom.
- You can see how many hidden chats have new messages by filtering in the Recent list.

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.

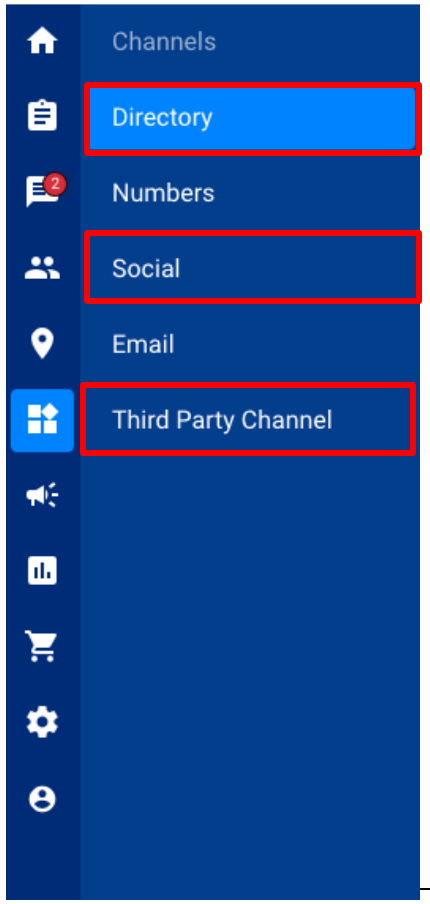
Close Enquiry System Message

Scope:

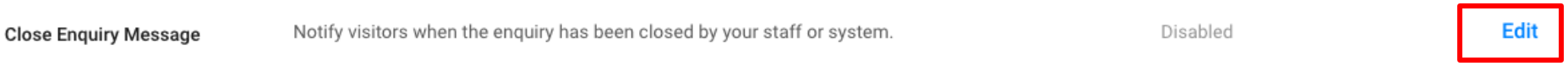
Function	CINNOX Page	Roles	Platform
1. Close Enquiry Message/ Email Toggle	Channel Details (Directory/ Social/ Email/ Third Party Channel)	Admin	Dashboard
2. Customise Close Enquiry Message/ Email	Channel Details (Directory/ Social/ Email/ Third Party Channel)	Admin	Dashboard
3. Display "Still have questions"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

Close Enquiry System Message

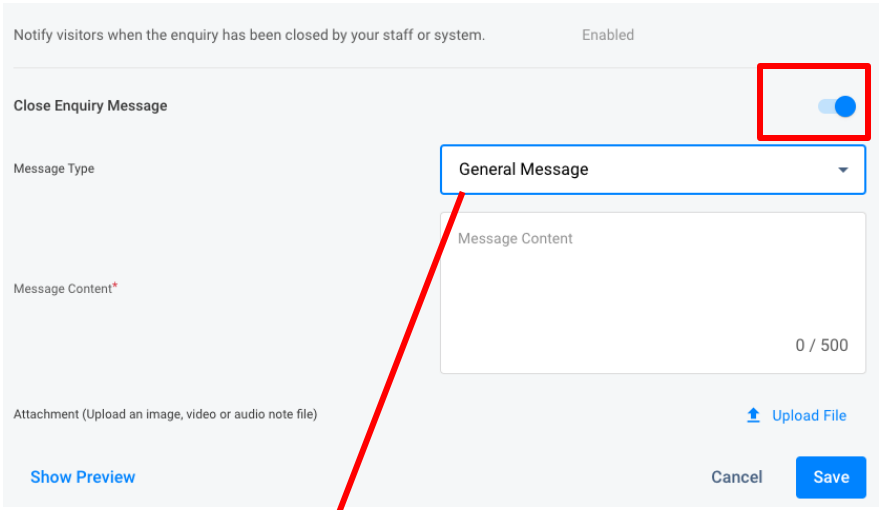
Close Enquiry Message Toggle



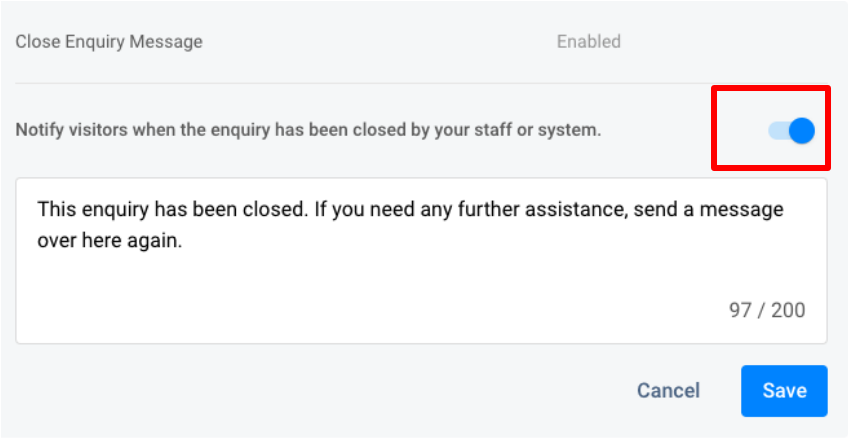
Channel Details Page



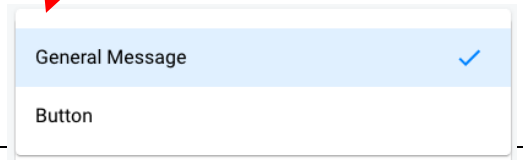
Directory



Social/ Third Party Channel

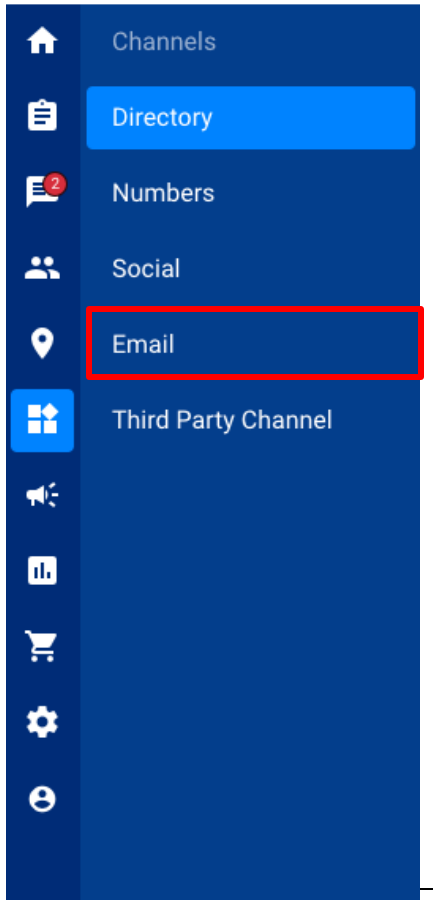


Message Type

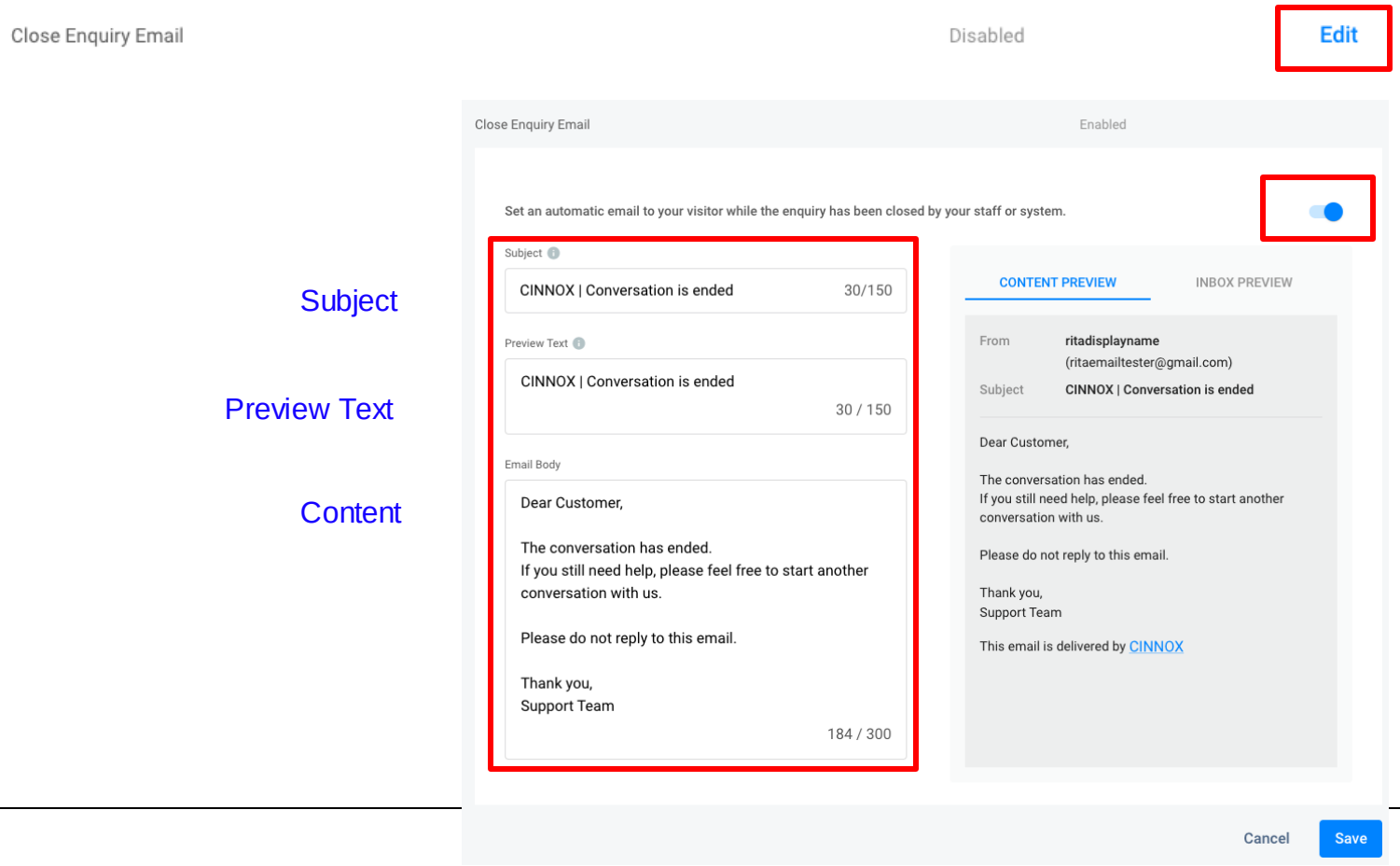


Close Enquiry System Message

Close Enquiry Email Toggle



Email Channel Details Page



Subject

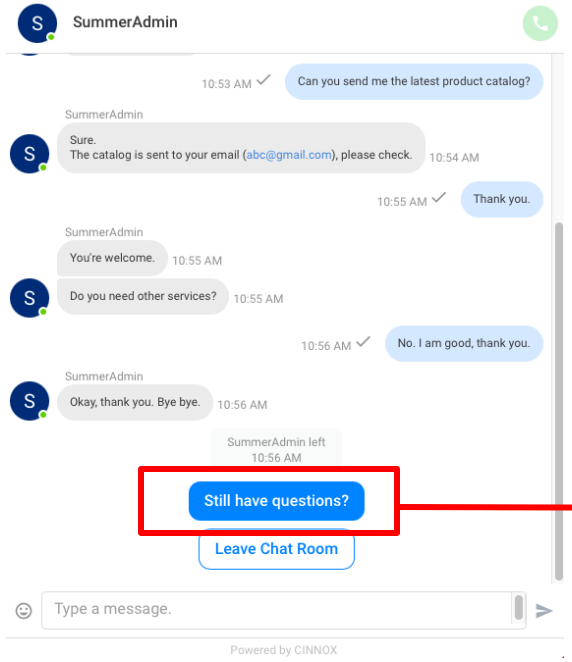
Preview Text

Content

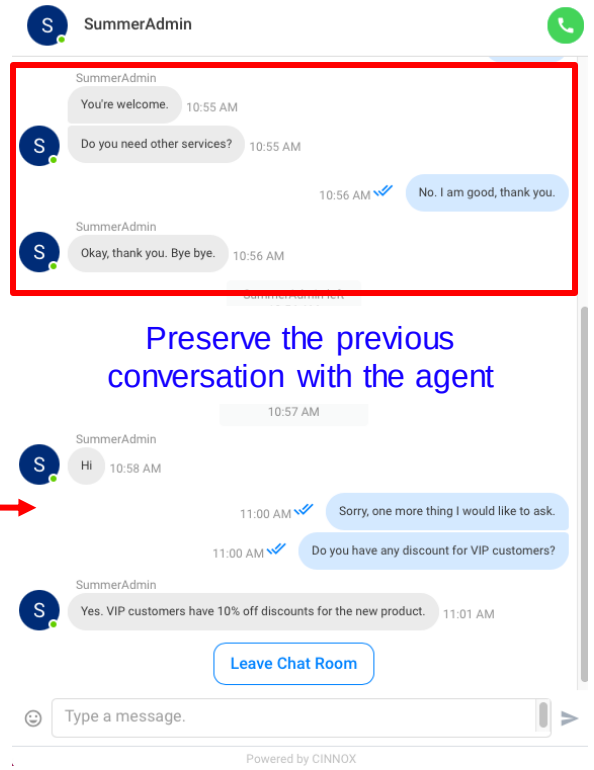
Close Enquiry System Message

Close enquiry behavior improvement for Tag (Directory & Weblink)

Web Link (Visitor Side)

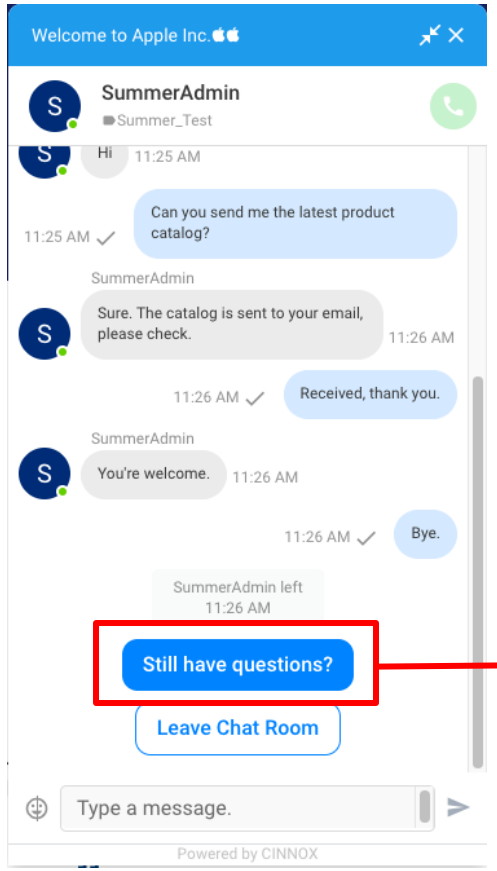


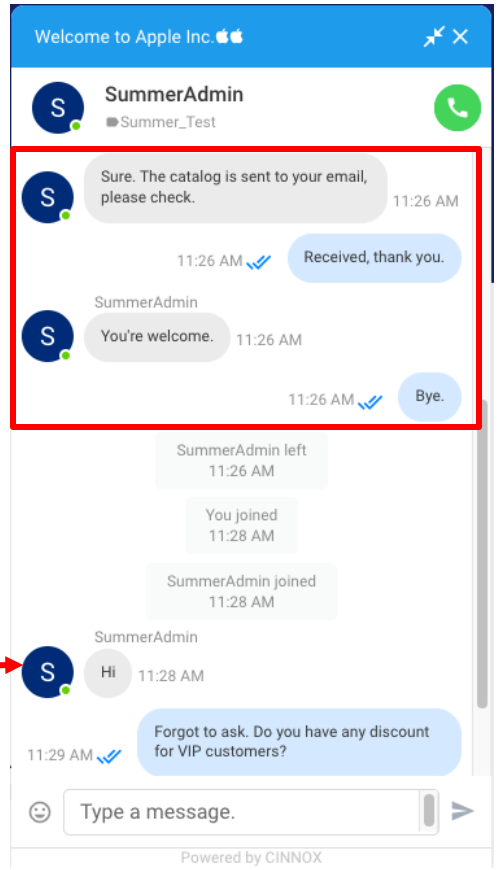
Click the button to restart the conversation with an agent.



Preserve the previous conversation with the 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:

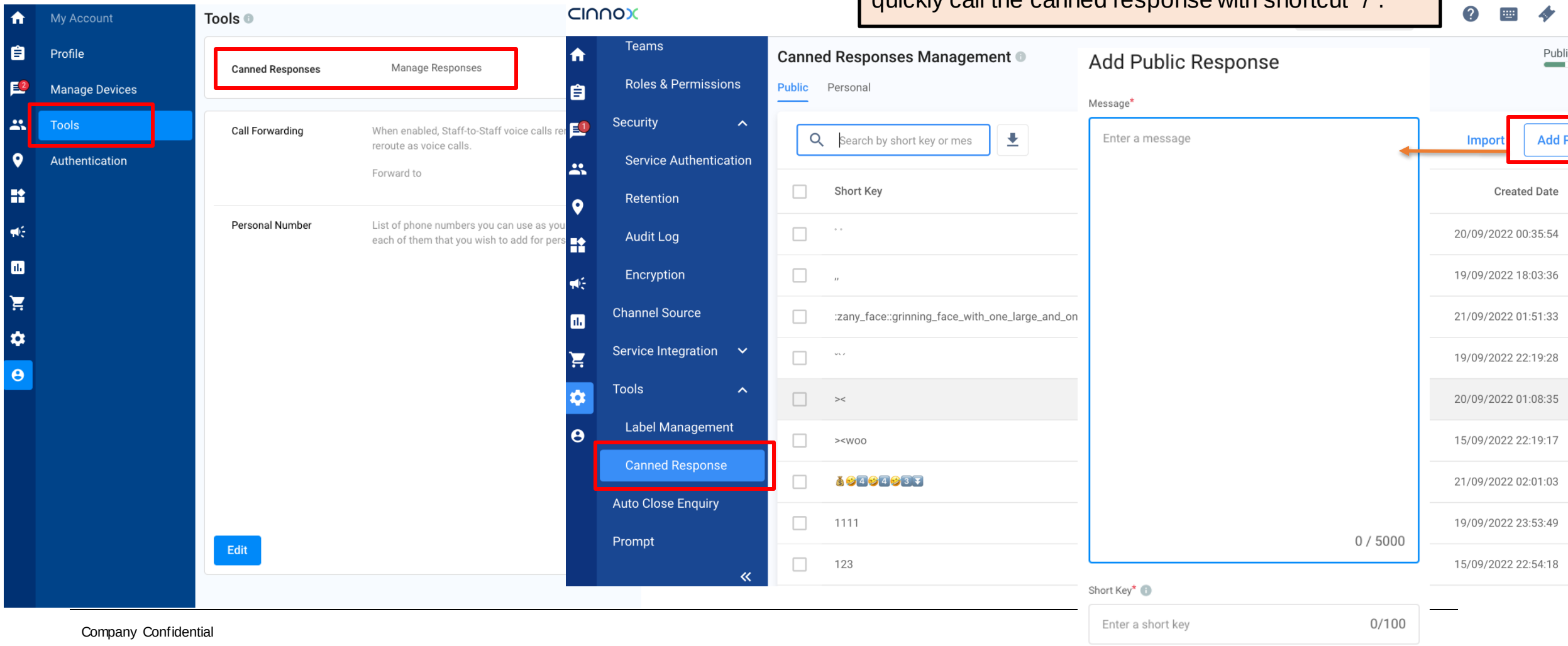
Function	CINNOX Page	Roles	Platform
1. View/Create/Edit/Delete Canned Response (Bulk Create/Delete and Export)	1. My Account > Tools > Canned Response 2. Admin > Tools > Canned Response	All Users Admin	Dashboard
2. Use Canned Response: Shortcut "/", Button "/"	Input Bar	All Users	Dashboard Mobile
3.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

Canned Responses

Canned Response Management Page

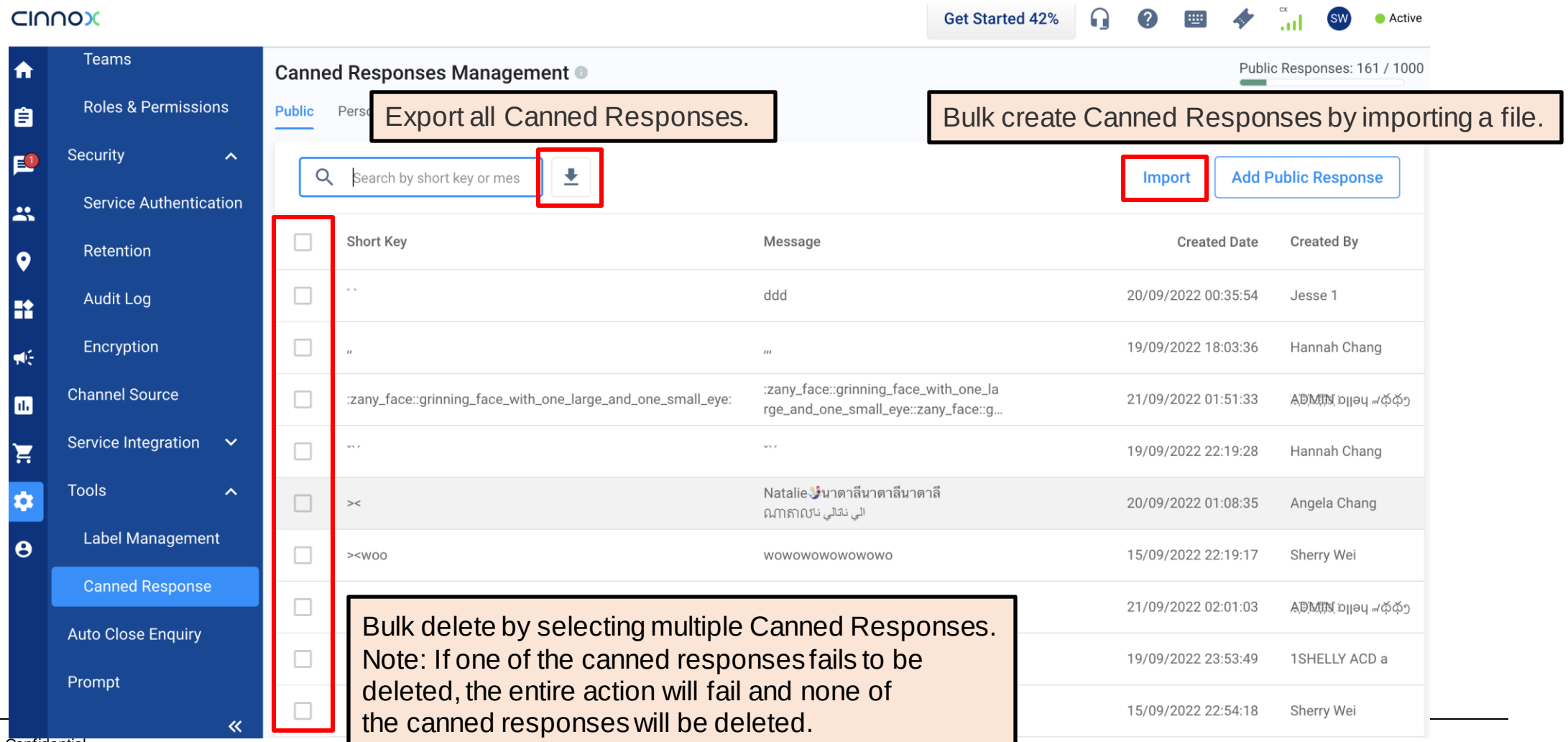
Canned Response
= Message + Short Key

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



Canned Responses

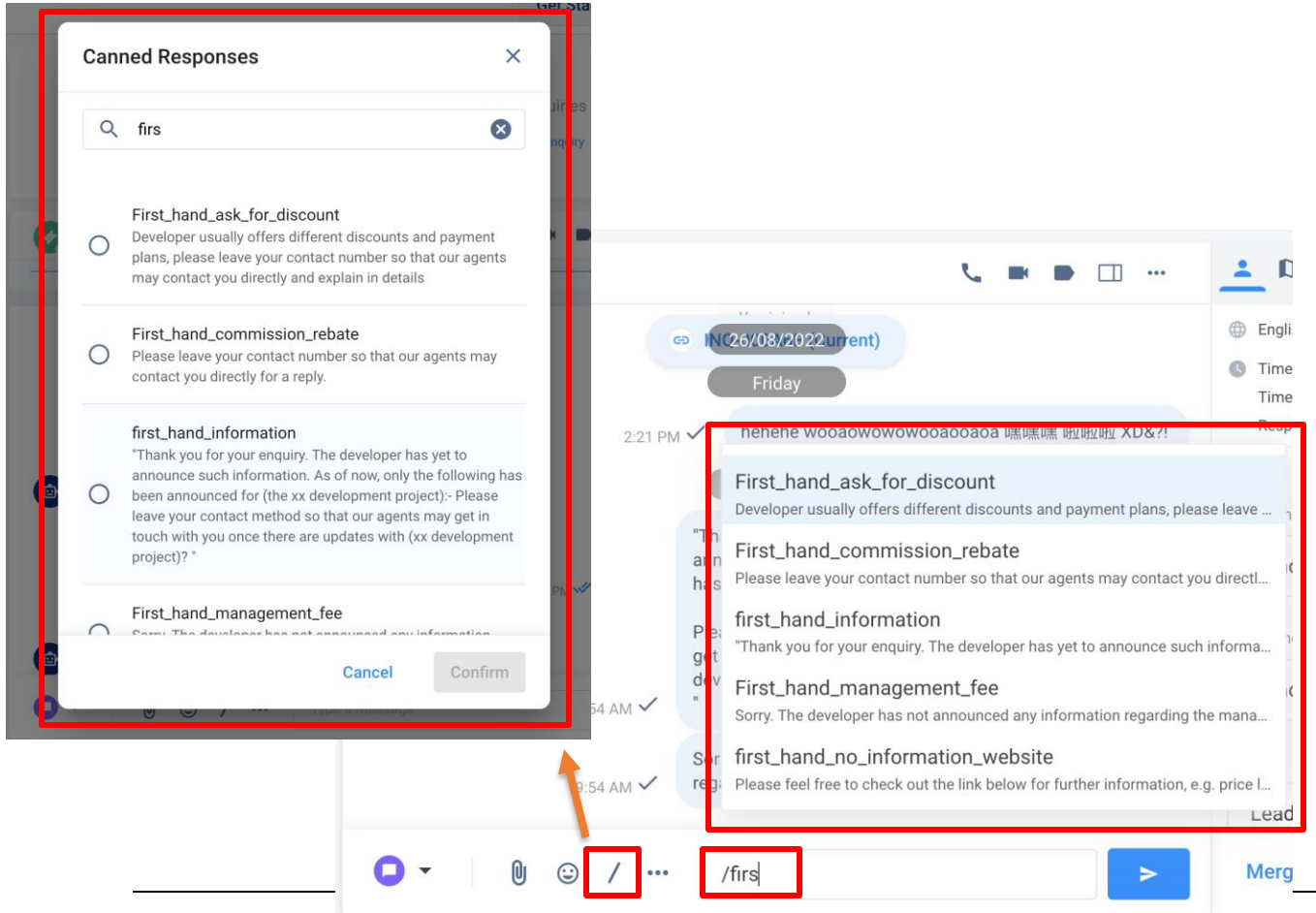
Canned Response Management Page



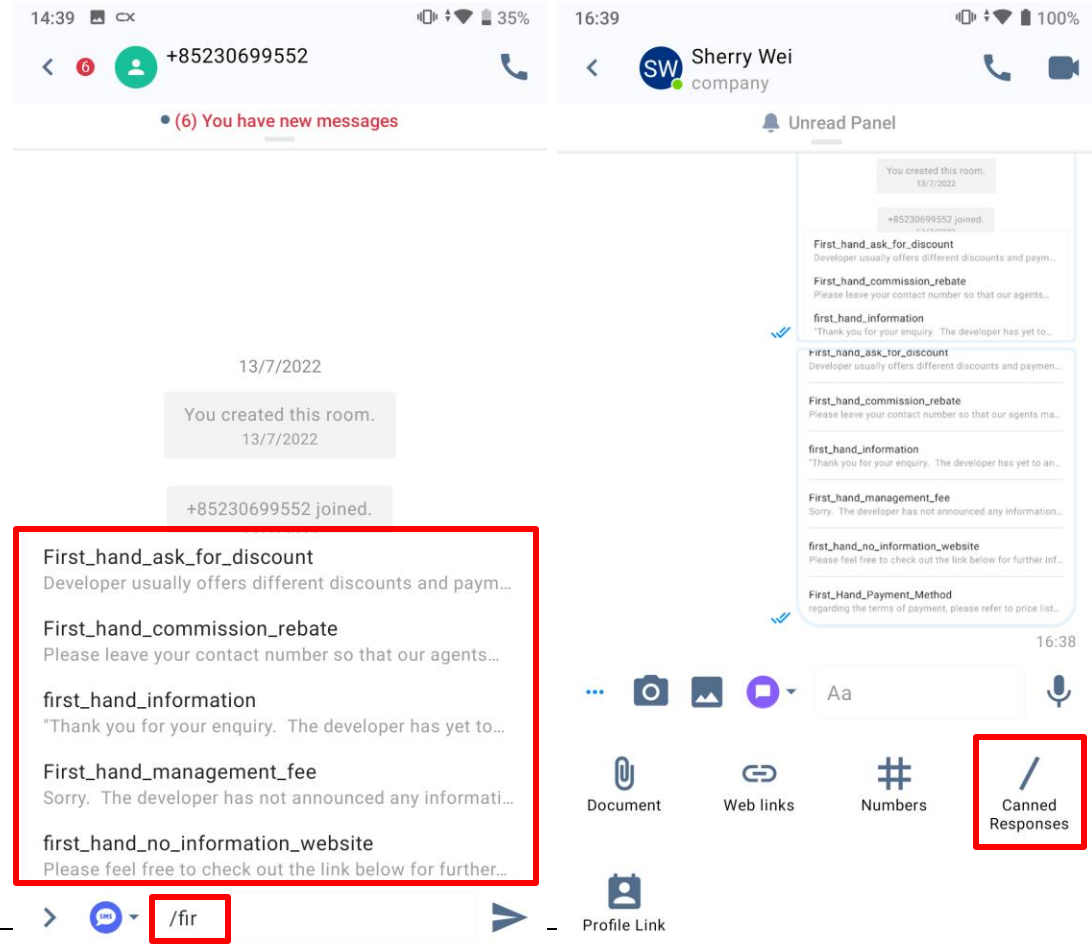
Canned Responses

Canned Response "/" shortcut and button

Dashboard

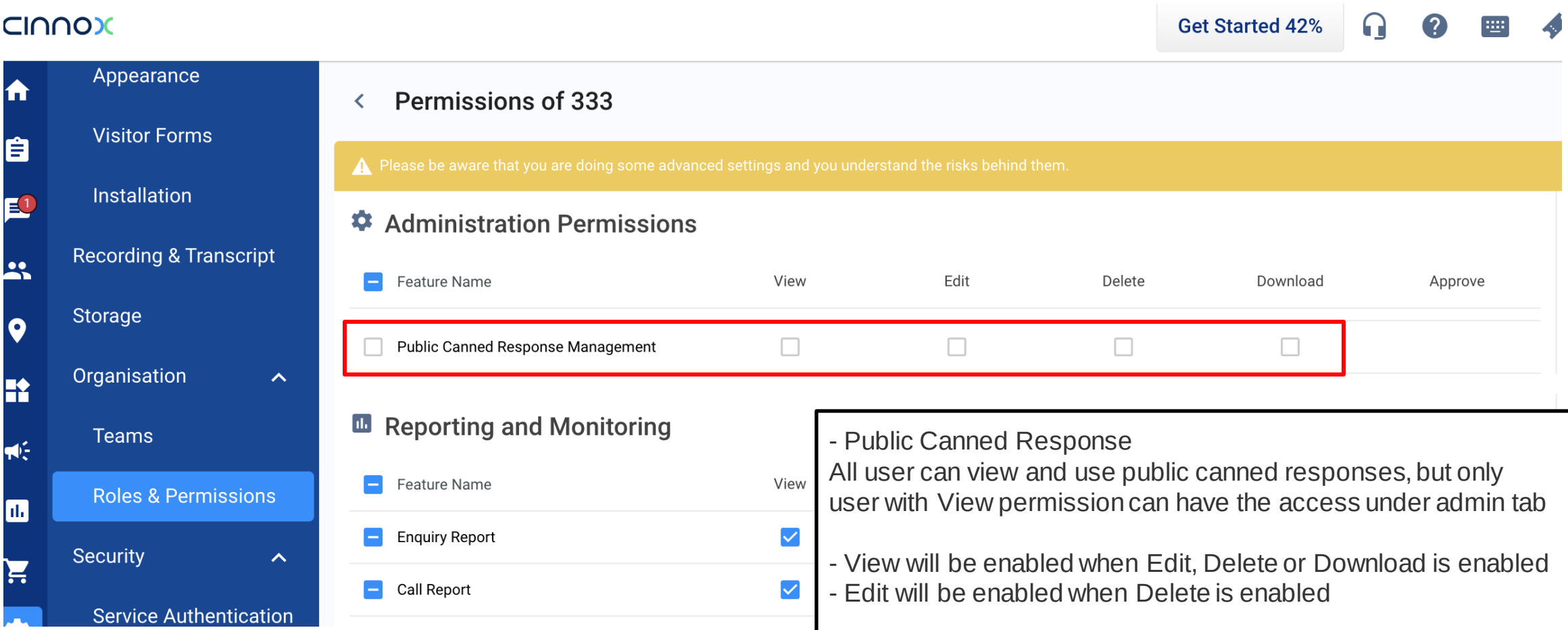


Mobile



Canned Responses

Permission



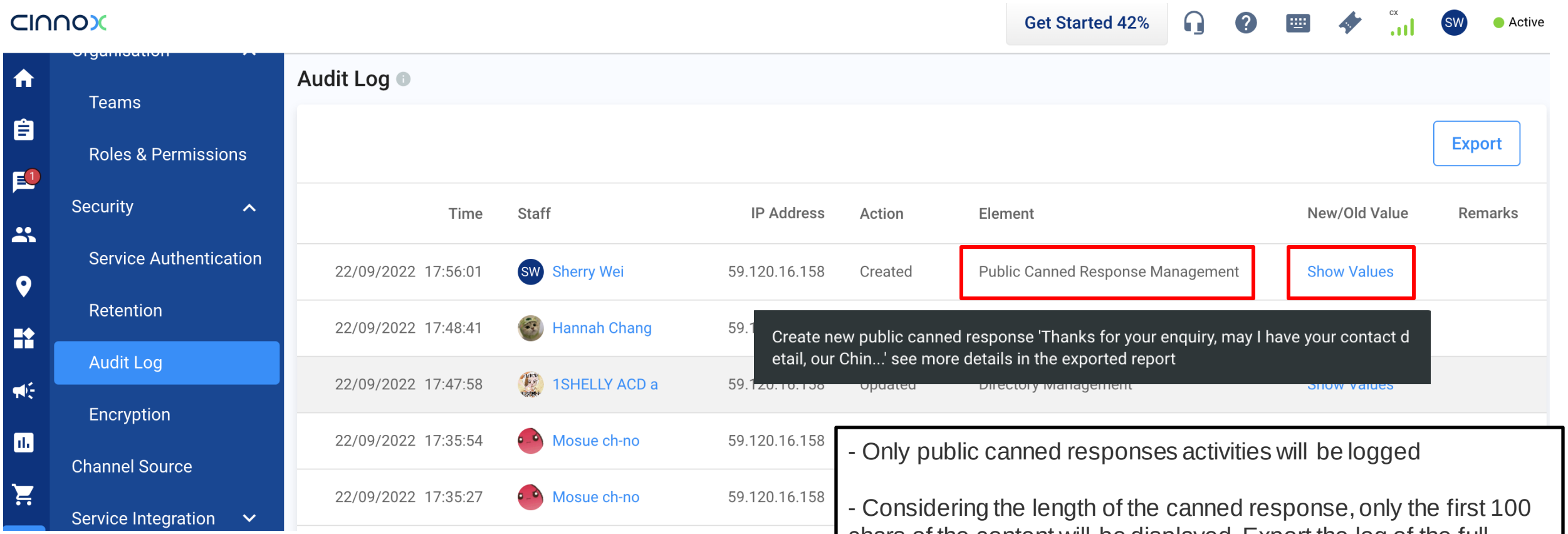
- Public Canned Response
All user can view and use public canned responses, but only user with View permission can have the access under admin tab

- 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



- 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

+852 2472 0800

+852 2472 0800

productmanagement@cinnox.com