

Product Release Training

CINNOX Version **V3.8.8** Tentative Release Date: 29th November 2022

Company Confidential

A new way to humanise your connections

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V3.8.6 Release Summary

Release Summary

V3.8.6 - 360Dialog P1 Summery

- Onboarding Setup for 360dialog WABA
- WhatsApp Campaign (Support 360dialog WABA only)
 - All basic campaign features (Submitted/ Draft/ Sent Campaigns & Schedule Campaigns & Template)
 - Sync WhatsApp template list of WABA (set up in 360dialog or Meta Business Account)
 - Edit values of template variables
 - Introduce 4 "message status" for Sent WhatsApp Campaigns (Delivered, Read, Pending, Failed)
- WhatsApp Enquiry for 360dialog
 - Same capabilities of current WABA enquiry

NOT IN THIS RELEASE (Tentative release date: 10th Jan. 2023) V3.9.0 - 360Dialog P2 Summery

- Identify WhatsApp enquiries from a specific WhatsApp Campaign
- Display the WhatsApp Campaign content to the agent in the enquiry chatroom
- Add "Replied" message status for Sent WhatsApp Campaigns
- Dashboard statistics & Enquiry Report for enquiries from WhatsApp Campaigns
- Allow agent to send a WhatsApp template message in a chatroom to restart the conversation with visitors after 24 hrs
- Display the remaining number of messages that the WhatsApp channel can send to unique recipients within the next 24 hrs.
- Send CINNOXBot messages & Emails to staff when a campaign was sent successfully or failed to send.

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A one-stop service for users to register with 360dialog WABA and set up WhatsApp channels and bills on CINNOX.

Why choose 360dialog?

- 360dialog is the largest WhatsApp Business API provider globally
- All updates made by the Meta and WhatsApp teams are launched in 2 weeks in 360dialog API
- Provide 98%+ SLA
- Provide Partner Hub & Partner API
- No extra account activation fee and no mark-up on WhatsApp conversation charges

Benefits for CINNOX customers

- Integrate the 360dialog WABA registration process with WhatsApp source/channel setup into one "Connect Social" process, making it easier for them to get started with WhatsApp on CINNOX.
- Have better prices for WABA licenses (25 USD)
- Consolidate WABA license fee and WhatsApp usage fee into CINNOX monthly invoice, no need to pay separately
- Have better customer support for WABA number issues

Relationship between 360dialog, CINNOX and our customers



WhatsApp Business Account Introduction

WABA Introduction

WABA Structure

- There are 2 different kinds of WABA:
 - WhatsApp Business App single user
 - WhatsApp Business API (created through a BSP) multiple users
- One business can only have one verified Meta Business Manager Account.
- You can create unlimited WABA under a Meta Business Manager.
- Every WABA can contain up to 25 phone numbers and can be expanded to 120 on request (**Unverified** Meta Business Account can only have up to **2** numbers).



WABA Prerequisites

- A valid phone number or virtual number (Able to receive a **Phone Call** or **SMS** for OTP verification; remember to **disable IVR**)
- A Meta Business Manager Account (you can also create a new during WABA onboarding setup)
- A signup form link (provided by a WhatsApp BSP like 360dialog or a Solution Partner like CINNOX)

Ref. <u>https://developers.facebook.com/docs/whatsapp/overview/business-accounts#limitations</u> <u>https://docs.360dialog.com/docs/facebook-and-whatsapp-accounts-structure</u>

Scope:

Function	CINNOX Page		Platform
 Create New 360dialog WABA (Sign up a 360dialog account & add new number) 	Social > Connect Social > WhatsApp > Connect Your WhatsApp Business Account > Create New 360dialog WABA	Admin	Dashboard
2. I have WABA in other BSP(Port your existing number from other BSP to 360dialog)	Social > Connect Social > WhatsApp > Connect Your WhatsApp Business Account > I already have WABA > I have WABA in other BSP > 360dialog number porting form	Admin	Dashboard, 360dialog number porting form
3. I already have WABA in 360dialog (Sign in 360dialog account & select a number to add to CINNOX)	Social > Connect Social > WhatsApp > Connect Your WhatsApp Business Account > I already have WABA > I already have WABA in 360dialog	Admin	Dashboard
4. Request Partner Change (Change the partner from other 360dialog partners to CINNOX)	Social > Connect Social > WhatsApp > Connect Your WhatsApp Business Account > I already have WABA > 360dialog Client Hub > Organization settings > Request Partner Change	Admin	Dashboard, 360dialog Client Hub
 5. <u>Delete & unsubscribe</u> a WhatsApp Source (360dialog) (Source status changed to "Pending Deletion" & billing stop at the end of the current month) 	Channel Source > Select a 360dialog WABA Source > Delete 360dialog Client Hub > WABA Details > Cancel Subscription	Admin	Dashboard, 360dialog Client Hub

1- Create New 360dialog WABA



Sign up 360dialog account and complete Meta
 Embedded Signup process and wait for 360dialog setting number and select a number to add to CINNOX.

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Please sign in to your 360c complete. If it takes too lot	,	or Email email@same.com	16 S.	ess might take	several minutes t	0	
Source Name* 🔘		Name - First and last name	E.				
API Key* 👩		Password Select a presword					
		Sign up	1999				
Back		Already have a 360dialog account? Login By clicking any of the above buttons to sign up you accept the <u>360dialog Terms of Service</u>				Next	
		62021 All Rights Reserved. <u>Privacy</u> , and <u>Imprint</u>					

Select	2 Connect	3 Configure 4 Customise
Connect your 360dialog Accou	unt to CINNOX	
Please sign in to your 360dialog account, co complete. If it takes too long, please contac ource Name*	mplete the registration and provid t our Support Team.	e the information required below. The process might take several minutes to WhatsAoo Number*
Please sign in to your 360dialog account or complete. If it takes too long, please contact ource Name* CX_360Dialog_Test	mplete the registration and provid t our Support Team. 17/40	e the information required below. The process might take several minutes to WhatsApp Number* 14158884661
Please sign in to your 360dialog account or complete. If it takes too long, please contact ource Name* CX_360Dialog_Test Pl Key*	mplete the registration and provid t our Support Team. 17/40	e the information required below. The process might take several minutes to WhatsApp Number* H1158884661 Channel ID*

Auto-fill in WABA info., click "Next" to complete WhatsApp Source setup (1)

Onboarding Setup for 360dialog WABA

(2)

Detailed processes for 360dialog onboarding setup:

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CINNOX

Meta Embedded Signup

Grant permission to Select a number

Partner application authorized.



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360dialog sets up number (around 3-10 minutes)

2- I have WABA in other BSP





I already have WABA in 360dialog

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Fill in your WABA info. to complete the number porting process on a new web page.

PORTING PROGRESS		English (EN) ~
mit account details	WhateAnn Business API Acce	unt Submission
pt messaging on behalf	Please provide information about the o would like to connect to the WhatsApp	company and phone number that you o Business API. Please make sure that
y phone number	your company follows Facebook's com	spliance policy.
	Already have an account? Log in	
	You're opplying as a user of CINNOX.	CINNOX
	Postovu, secondarcov * Email (7)	
	* Full Name	
	mutawards by the s	
	The source and destination WhatuApp B business. Please use the some Facebook	lusiness Accounts need to represent the same Business ID as before when submitting the

go back to CINNOX and select "I already have WABA in 360dialog" to continue source setup.

3- I already have WABA in 360dialog

		Select WABA Source	×
		2	
Channels	< Create Channel	360	G
Directory	1 Select (2) Connect	I already have WABA in 360dialog	I have WABA in other #SP
Numbers		Log in to your 2004alog account to provide the Source Name, inhuming further and	Port year Walda from another 80P to 360d alog
Social	Select 360dialog as WhatsApp Business Solution	API Rep of your WABA details.	
Email	360dialog is a verified WhatsApp Rusiness Solution Provider (RSP) CINNI	If you already have 3000 along account with other 3000 along part 380 Cheet Pub. Lagitr to your 3000 along account, go to 7100	ters, you can request to change the partner to ONNOX in your W = "Organization Settings", then citch the "Request partner
Third Party Channel	your WhatsApp Business API Account. Register or login here with your 36	D	s is our Dechlorard Carde
	when you acquire a new WhatsApp Business Account (WABA). Learn more in our Dashboard Guide		
	Create New 3600	lialog WABA	
	Create 360dialog W	IABA by setting up an account and profile with a va	alid phone number.
	Proceed →		
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Create Channel •	😔	ataApp
Connect your 360	Authorize Partner Application	tomise
Please sign in to your 3 minutes to complete. If	Select the numbers, for which you want to give permission to the partner to access the WhatsApp Business API. Optionally, you can also used a new number right new.	e process might take several
ource Name* 🗿	Number] Select numbers	ce center
₩ Key* ●	Selected 1 number 14156637701 X CX.IG.Test	Resource
Back		Next
	Cancel Save selection	
	Sign.out	

< Create Channel

Select 2 Conne	ect	Configure Customise					
Connect your 360dialog Account to CINNOX	<						
Please sign in to your 3600 lialog account, complete the registration and provide the information required below. The process might take several minutes to complete. If it takes too long, please contact our Support Team.							
Please sign in to your 360dialog account, complete the registration complete. If it takes too long, please contact our Support Team. ource Name* •	and provide	the information required below. The process might take several minutes to WhatsApp Number*					
Please sign in to your 360dialog account, complete the registration complete. If it takes too long, please contact our Support Team. ource Name* CX_360Dialog_Test	and provide	the information required below. The process might take several minutes to WhatsApp Number* 14158884661					
Please sign in to your 3600 alog account, complete the registration complete. If it takes too long, please contact our Support Team. CX_3600 alog_Test Pl Key*	17/40	the information required below. The process might take several minutes to WhatsApp Number* H1158884661 Channel ID*					

Auto-fill in WABA info., click "Next" to complete WhatsApp Source setup

4- Request Partner Change

 Login 360dialog Client Hub and navigate to
 "Account Profile > Organization settings > Request partner change "





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**	Visitor Forms		Source Type	Source Account Connect	ed Channel		Created Date	
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	Recording & Transcrip	ot	S WhatsApp (360dialog)	Are you sure you want to delete the selected source? You this action	cannot undu		23/11/2022	
₩ €	Storage		(S) WhatsApp (360dialog)	Deleting a source will cancel your WABA subscription with phone number will also be removed from your 360dialog of	CINNOK. The		21/11/2022	Source Details
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Log in to the **360dialog Client Hub** to the WABA Details page and click "Cancel Subscription" to delete the number.



The deletion is not instant!

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- The WhatsApp source will be removed from CINNOX at the end of the CURRENT month.
- The WABA number will also be removed from 360dialog Client Hub & bill will stop at the end of the CURRENT month.

Other details & limitations

- One 360dialog account can register up to 2 WABA phone numbers. If customers request more WABA numbers, they can contact us to increase it.
- When the new WABA number is just registered, it takes about 2 hours for 360dialog to review the account. WABA numbers are not allowed to send template messages during this period.
- Adding templates on CINNOX is not allowed, customers need to log in their 360dialog Client Hub or Meta to add or edit templates.
- Generally, it will take around 3~10 minutes for Meta review the WABA number and 360dialog set up the number. When the number is ready to use, 360dialog will send an email notification to the user's 360dialog account email and customers can return to CINNOX to click "I already have a WABA in 360dialog" option to continue the source setup.
- 360dialog WABA fees include a monthly license fee of each WABA number and a WhatsApp conversation usage, which will also be included in CINNOX monthly invoice.
- Deleting a 360dialog WhatsApp source on CINNOX will cancel subscription of the WABA number on 360dialog, and the number will be removed and billing will stop at the end of the current month.
- There are many different reasons will cause WABA registration failure, please check related FAQ on Meta or 360dialog for possible answers and solutions. Or file a support ticket in CINNOX Partner Hub to get help from 360dialog directly.
 - 360dialog: <u>Help & Support</u> FAQ
 - Meta: WhatsApp Business Overview



Allows users to sync message templates of connected WhatsApp sources from 360dialog to CINNOX, bulk send template messages to recipients, and schedule WhatsApp Campaigns.

Main Features:

- All basic campaign features (Including Submitted/ Draft/ Sent Campaign modules)
- Sync WhatsApp templates of connected WhatsApp sources (Support 360dialog WABA only)
- Preview template content
- Create WhatsApp Campaign for a selected template
 - Support bulk import recipients & custom variables
 - Edit template variables (Including uploading media file as the header variable)
 - Schedule date & time
- Update recipient message status for each WhatsApp Campaign (Delivered/ Read/ Pending/ Failed)

Scope:

Function CINNOX Page		Role	Platform
1. WhatsAppTemplate	Campaigns > Smart Messaging > Templates > WhatsApp Template		Dashboard
2. Create/ Schedule WhatsApp Campaign	WhatsApp Template Details, Submitted/Draft/Sent Campaigns		Dashboard
 Submitted Campaign (Pending for Approval/Schedule on/In Progress) 	Campaigns > Submitted Campaigns	All Roles with Smart Messaging	Dashboard
 Draft Campaign (Cancelled/ Draft/ Disapproved/ Failed) 	Campaigns > Draft Campaigns	permission	Dashboard
5. Sent Campaign (Message status: Delivered/ Read/ Pending/ Failed/ Replied (P2))	Campaigns > Sent Campaigns	-	Dashboard
6. Permission settings – Smart Messaging	Administrations > organisation > Roles & Permission > Smart Messaging	Admin	Dashboard
7. Audit Log	Administrations > Security > Audit Log	Admin	Dashboard



Smart Messaging

Draft Campaigns

Sent Campaigns

Smart Calling

Submitted Campaigns

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WhatsApp

1- Sync WhatsApp

Select a WhatsApp Source . .

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Filter templates by

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WhatsApp Campaign CSV file example demo_campaign body1 body2 2- Create/ Schedule a WhatsApp Campaign https://www.chmox.com/mages/Teature.barner_2-1.png_Burner_CRINCK tips://www.cinnos.com/mages/Feature.berner.2-1.png Ton ONNOR Hos inves cirros con/mages/Testure barner 2-1 ang Mary CENCH www.cirence.com/manas/Feature.hanner 2-1.ons Gaussie CRACK Select Recipients and Edit Template Variables < Create WhatsApp Campaign < Create WhatsApp Campaign @ Guide on how to create a WhatsApp Campaig You can input recipients one by one or select recipients from the contact list and edit the variables for the template. You can also import a CSV file containing the recipients and the custom variables. Information 2 Content 3 Schedule Recipients +886912571482 +14158884661 +14109899454 +85257040305 Schedule with variables header.image body.1 body.2 1 Before scheduling a WhatsApp Campaign, please confirm that the number of messages to be sent from this campaign does not exceed the messa (1) Before sending the WhatsApp campaign, you must receive explicit opt-in from all recipients. You must store which recipients have chosen to opt-out of this WhatsApp number or the number of messages available in the next 24-hour period. Otherwise, some campaign messages may not be successfully sent to port Recipients & Variable **Download Details** Clear receiving marketing campaigns and stop sending these messages to them. CINNOX, WhatsApp or 360dialog is not responsible for collecting this the recipients information for you. Please ensure your WhatsApp Message Template complies with WhatsApp Business Policy and WhatsApp Commerce Polic Heade Type: Image Hello Summer Time Zone Campaign Name Select a WhatsApp channel URL* 📵 Hong Kong (UTC+08:00) It's time to know more 3/100 demo campaigr about CINNOX! connected to 360dialog WABA Sending Option 4 Let's start from Omni Variables already imported from the CSV file channel's benefit 😜 One-off O Every Day O Every Week O Every Month Body Read the new article posted 3 Angela 360 Dialog Channel_RD on CINNOX 21/11/2022 8 20:00 Variable {{1}} Template Name* 🕕 cx header newprod rnd Select WhatsApp Template Back Save as Draf Variables already imported from the CSV file Variable {{2}} - Schedule date & time Variables already imported from the CSV fil 2 . Select Approver Footer - Send for Approval select a Message Template × Interested Q haven None to Admin/ Leader/ Choose a template. Sync Buttons 00111 as:300 Type: Quick Reph Manager The template list will Lampunga 0022 arc290 #1: Interested uncle flops continues change as different 0055 as 290 Back WhatsApp channels sample, Right, sonfernance 1122 arc281 sample, Right, confermatio - Select recipients by manual input, contact list or import CSV. (WABA) are selected. 1123 au271 - Edit template variables by manual input or import CSV for 1155-m291 custom variables. 15hely ACD 5 sample happy, hoar announcem . ener 💵 T. Planas Lancas

3- Submitted Campaigns

Submitted Campaigns

Q Search	Select Status	▼ Select Channel	•			Create Campaign
Campaign Name	Channel	Created By	Sender	Subject	Recipients	Status
demo_campaign	WhatsApp	SummerAdmin Chen	Angela 360 Dialog Channel_RD Angella (7-11) - +886916768793	cx_header_newprod_rnd	4	In Progress
demo_campaign	WhatsApp	SummerAdmin Chen	Angela 360 Dialog Channel_RD Angella (7-11) - +886916768793	cx_header_newprod_rnd	4	In Progress
tony header file+ button	WhatsApp	Josh Fu	shelly 360wa channel SHELLY 360 SOURCE - +886910719204	template16	1	Pending For Approval
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dfbdfb	WhatsApp	test dea	天使拉 US 360Dialog_RD 天使拉US Number - +12173933941	cx_bling_text_md	1	Pending For Approval
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				Records per page 10 👻	1-10 of 57	I< < > >I

Submitted campaign status: 1. Pending For Approval 2. Schedule on 3. In Progress

Submitted campaign details



4- Draft Campaigns

Draft Campaigns 🛛										
Q Select Status Select Channel								Create Campaign		
	Campaign Name	Туре	Channel	Created By	Sender	Subject	Total Recipients Sta	atus	Last Update	
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Draft campaign status:

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WhatsApp

template_d luc-360 (luc-360 - +886971609210)

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1114 test

Disapproved 2

- 1. Draft
- 2. Failed
- 3. Disapproved
- 4. Cancelled

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			Delete Edit	Faile	ed Reason:		Delete

Download Detail

 Campaign wasn't be approved on time
 The campaign template is unavailable or the WhatsApp channel is invalid.
 Template status is changed

Download Details	< Draft Campaign Details	Download Details
plate testing ● "電源". ■ 制設通一 * 均均算 ● "電源". ■ 制設通知業業業業業業業業業業業業業業業業業業業業業業業業業業業業業業業業業業業業	shely Cancelled 21/11/2022 10.58 AM Channell Type: WhatApp Templant: 102 Sender: shely3dows channell (SHELLY 360 SOURCE - + 866910719204) Recipient: ss ss - 486 640 719 204 Submitted by 15hely ACD b on 21/11/2022 10.58 AM Cancelled by 15hely ACD b on 21/11/2022 10.58 AM	hello edit
00000000000000000000000000000000000000		
Delete Edit		Delete Duplicate

Draft campaign details

< Draft Campaign Details

24

Download Detai

Duplicate

5- Sent Campaigns

Sent Campaig	ant Campaigns • to update the									
Q Search	Select Channel	•					Get La	atest Data	Create Ca	mpaign
d Date & Time	Campaign Name	Channel	Created By	Sender	Subject	Total Recipients	Delivered	Read	Pending	Failed
1/2022, 20:00	demo2	WhatsApp	SummerAdmin Chen	天使拉 US 360Dialog_RD 天使拉US Number - +12173933941	cx_header_newprod_rnd	4	4	0	0	0
1/2022, 19:30	demo_campaign	🕲 WhatsApp	SummerAdmin Chen	Angela 360 Dialog Channel_RD Angella (7-11) - +886916768793	cx_header_newprod_rnd	4	4	0	0	0
1/2022, 19:30	demo_campaign	WhatsApp	SummerAdmin Chen	Angela 360 Dialog Channel_RD Angella (7-11) - +886916768793	cx_header_newprod_rnd	4	4	0	0	0
1/2022, 19:00	1121-import_dd_button	🔕 WhatsApp	νφάν μειμα ΜΙΜΙΙΑ	luc-360 luc-360 - +886971609210	template_d	6	3	0	0	3
1/2022, 18:30	1121 import_hhh	WhatsApp	νφφν μεια ΧΙΙΜΘΑ	luc-360 luc-360 - +886971609210	template_h	6	0	0	0	6
1/2022, 18:30	dfvdfvdfv	WhatsApp	Josh Fu	天使拉 US 360Dialog_RD 天使拉US Number - +12173933941	cx_bling_text_rnd	2	1	1	0	1
1/2022, 18:00	angela tweb-14327 chinese	Ø WhatsApp	Angela Chang	Angela 360 Dialog Channel_RD Angella (7-11) - +886916768793	cx_header_video_rnd	1	1	1	0	0
1/2022, 18:00	angela	WhatsApp	Angela Chang	Angela 360 Dialog Channel_RD Angella (7-11) - +886916768793	cx_header_video_rnd	1	1	1	0	0
1/2022, 18:00	dfbdfbdfb	WhatsApp	Josh Fu	天使拉 US 360Dialog_RD 天使拉US Number - +12173933941	cx_bling_text_rnd	1	0	0	0	1
1/2022, 17:30	1234567890-	WhatsApp	ΑΦΜΙΝ μεια νάφν	luc-pending luc-pending - +886965730040	template_b2	5	0	0	0	5
						Records per pag	je 10 👻	1-10 of 176	I< <	> >1

Click "Get Latest Data"

Sent campaign details

Sent Car	npaign Details		Download Sent Campaign D
	This campaign was sent success	fully on 21/11/2022 20:00 PM	
emo2 Sent		Hello Summer	
nannel Type:	WhatsApp	It's time to know more about CINNOX!	
emplate:	cx_header_newprod_rnd	channel's benefit 😜	
ender:	天使拉 US 360Dialog_RD (天使拉US Number - +12173933941)	Read the new article posted	
cipients:	+886 912 571 482, +1 415 888 4661, +1 410 989 9454, +852 5704 0305	Learn more in our blog section!	
ibmitted by Sur is campaign w	nmerAdmin Chen on 21/11/2022 07:24 PM as approved by SummerAdmin Chen on 21/11/2022 07:24 PM		
ck the 'Downlo successful sen	ad Sent Campaign Details" to view the failed reasons for the d campaign messages to the recipients.		
		Interested!	
			4 Total campaign messages Delivered: 4 Read: 0 Pending: 0 Failed: 0

Recipient message status for each sent campaign:

- 1. **Delivered**: messages were successfully sent to recipients.
- 2. **Read**: messages read by recipients.
- 3. **Pending**: messages was successfully sent from CINNOX but still waiting for "Delivered" response from the 360dialog
- 4. Failed: messages failed to send to recipients.

Duplicate

6- Permission setting - Smart Messaging

***** Campaign Permissions

✓ Feature Name	View	Edit	Delete	Download	Approve
Smart Messaging					
Smart Call Campaign					

Permission settings for Smart Messaging apply to WhatsApp Campaign and SMS Campaign

Other details & limitations

- Currently, the WhatsApp Campaign supports 360dialog WABA only. You can only select a WhatsApp channel connected to a 360dialog WABA as the campaign sender.
- WhatsApp numbers (WhatsApp Source) under the same WABA can share the same template list. Template lists cannot be shared across WABAs.
- Messaging limits determine how many unique users your business (a WABA number) can send businessinitiated messages to in a rolling 24-hour period. It does NOT limit the number of messages your business can send or respond to a user-initiated messages.
 - Limited Access Tier (unverified Meta Business Account): **250** unique customers
 - Tier 1: **1K** unique customers
 - Tier 2: **10K** unique customers
 - Tier 3: 100K unique customers
- The limitations of "Import recipients & variables" CSV file
 - The maximum number of recipients is 10,000.
 - The field name cannot be changed.
 - The recipient field & all variable fields cannot be empty.
 - The media URL for the header variable field must end with a file type name and must be a public URL.



360dialog Client Hub Introduction

360dialog Client Hub

Main features that customers can do on their 360dialog Client Hub (https://hub.360dialog.com/)

WhatsApp	number from another BSP to 360dialog	300	← WhatsApp Account
Search by phone PHONE NUMBER 14109899454	THILEYS Add a new phone number Port existing number to 360dialog DISPLAY NAME CLIENT ↓ CLIENT EMAIL ↓ BUSINESS MANAGER ID STATUS BILLING STATUS SUBMISSION TYPE MESSAGING LIMIT QUALITY RATING CX_Demo Summer Chen summerchen@cinnox.com 1802689753421702 Live Started on 18.11.2022 Embedded Signup N/A N/A	۵ ۲ ۵	DONE DETAILS TEMPLATES PROFILE ACTIVITY LOGS 3. Contact 360dialog Supp fix WABA number prob ID: SOBRACH ID: SOBRACH ID: SOBRACH Contact support - If you have issues with this number you can contact our support.
	2. Check WABA details	↓ © A	Danger Zone ID: 50BzzCH Cancel subscription - This will queue the hosted WhatsApp Business API client for deletion. After the termination date which is set according to the cancellation terms, the number will no longer be able to send or receive messages using the WhatsApp Business API. Note: The number will remain visible in the numbers list but you will not be billed after the termination date. Terms: The subscription can be terminated with thirty (30) days' notice to the end of a month.
	Check WABA details Control of the state of the s	4 3 8	Cancel subscription - This will queue the hosted WhatsApp Business API client for deletion. After the termination date which is set according to the cancellation terms, the number will no longer be able to send or receive messages using the WhatsApp Business API. Note: The number will remain visible in the numbers list but you will not be billed after the termination date. Terms: The subscription can be terminated with thirty (30) days' notice to the end of a month.
	Check WABA details WhotsApp Account Details There are the activity to the second details WhotsApp Channel Unitivity Phane number E42080984 Exercity Mustafage Display Name Chi, Dama Exercity 	4 3 4	Concel subscription - This will queue the hosted WhatsApp Business API client for deletion. After the termination date which is set according to the cancellation terms, the number will no longer be able to send or receive messages using the WhatsApp Business API. Note: The number will remain visible in the numbers list but you will not be billed after the termination date. Cancel subscription can be terminated with thirty (30) days' notice to the end of a month. Cancel subscription get the selected WABA number stop billing at the end of the current month.

?

Company Confidential

360dialog Client Hub

Main features that customers can do on their 360dialog Client Hub (https://hub.360dialog.com/)



4. Edit/ Duplicate/ Delete a template or add new language to an existing template

360dialog Client Hub

Main features that customers can do on their 360dialog Client Hub (https://hub.360dialog.com/)

360	Insights					
Â	Monthly usage		∀ Filter by number	Select all		Filter chart data by WABA number
ĉ	All conversations		Customize	14109899454		
~	 All conversations Business-initiated User-initiated 	ited		All conversations		
ദ്ദ	6 	All conversations Nov 2022 1		Free conversations	Filter conv	r chart data by /ersation type
	3 2 1 1	Business-initiated		Paid conversations		, , , , , , , , , , , , , , , , , , ,
	NOV 2022	User-initiated				
	Approximate charges	1	C	Check the monthly	Whats	App usage for all
	Total Business-initiated User-initiated		V	VABA numbers in	a 3600	dialog account.
Ċ	5.00 € 5.00 € 4.00 € 3.00 €	Total Nov 2022	1	. Total number of . Total charges of	conver conve	rsations rsations
8	1.00 € 0.00 € Nov 2022	Business-initiated Nov 2022 O C		-		
Cc	mpany Confidential	User-initiated				





Demo

1. How to create a new 360dialog WABA & Set up a WhatsApp Source on CINNOX?

- 2. Receive a WhatsApp enquiry via a WhatsApp channel connected to a 360dialog WABA
- 3. How to sync the template list of a 360dialog WABA to CINNOX?How to create a WhatsApp campaign?How to check the message status of a WhatsApp campaign?
- 4. Identify a WhatsApp enquiry that is from a specific WhatsApp campaign.





THANK YOU

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