



# Product Release Training

CINNOX Version **V3.8.8**

Tentative Release Date: 29<sup>th</sup> November 2022

“

A new way to **humanise** your connections

”

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01

# 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.

# 02

## Onboarding Setup for 360dialog WABA

# Onboarding Setup for 360dialog WABA

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

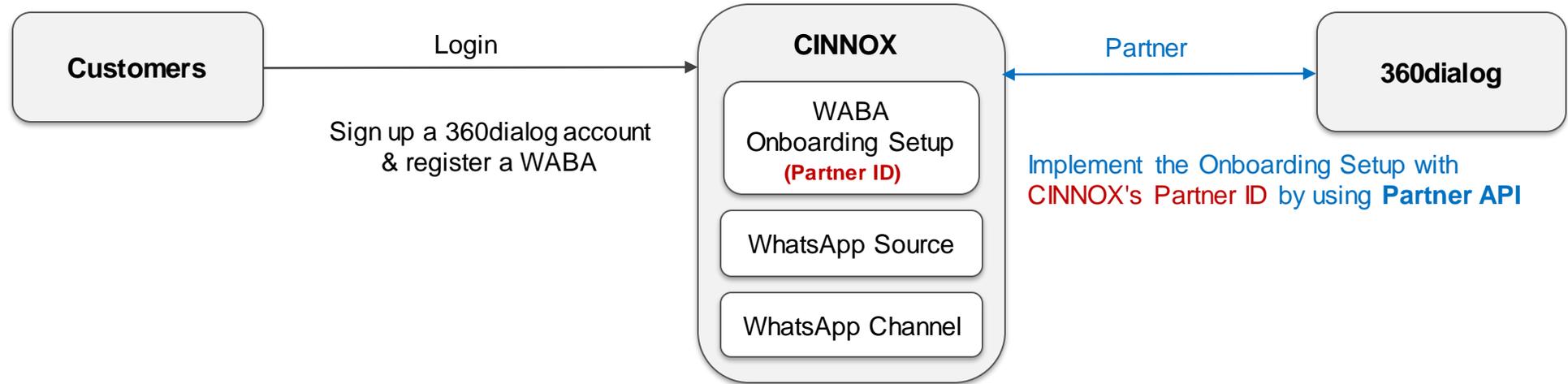
## Why choose 360dialog?

- 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



**360dialog Client Hub**



<https://hub.360dialog.com>

- View details of each WABA numbers
- Sync/ Add/ Edit/ Delete all WhatsApp templates
- Edit WhatsApp Business Profile
- View the WhatsApp conversation usages/ fee of each WABA number
- Cancel Subscription
- Contact Support

**360dialog Partner Hub**



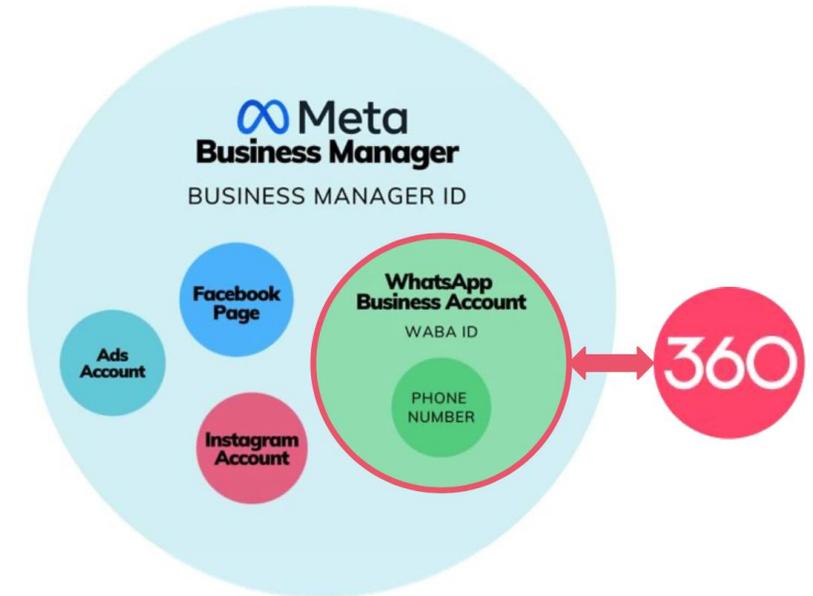
- View details of all client's WABA numbers registered under CINNOX's Partner ID
- Allows to manage all client's WABA numbers, including templates, WhatsApp business profile, and generate API key.
- View WhatsApp conversation usage/ fee of all client's WABA numbers.
- Cancel Subscription/ Re-enable number for all client's WABA numbers
- Contact Support

# 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)

# Onboarding Setup for 360dialog WABA

## Scope:

Function	CINNOX Page	Role	Platform
1. 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 > <b>360dialog number porting form</b>	Admin	Dashboard, <b>360dialog number porting form</b>
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 > <b>360dialog Client Hub</b> > Organization settings > Request Partner Change	Admin	Dashboard, <b>360dialog Client Hub</b>
5. <u>Delete &amp; 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 <b>360dialog Client Hub</b> > WABA Details > Cancel Subscription	Admin	Dashboard, <b>360dialog Client Hub</b>

# Onboarding Setup for 360dialog WABA

## 1- Create New 360dialog WABA

Social > Connect Social > WhatsApp > Connect Your WhatsApp Business Account

Get Started 47%

1 Select 2 Connect 3 Configure 4 Customise

Select 360dialog as WhatsApp Business Solution Provider (BSP)

360dialog is a verified WhatsApp Business Solution Provider (BSP). CINNOX partnered with 360dialog for you to make it easy to register and integrate your WhatsApp Business API Account. Register or login here with your 360dialog account to proceed. Please note that you may be billed an extra cost when you acquire a new WhatsApp Business Account (WABA).  
[Learn more in our Dashboard Guide](#)

**Create New 360dialog WABA**  
Create 360dialog WABA by setting up an account and profile with a valid phone number. **1**  
[Proceed →](#)

**I already have WABA**  
Log in to your 360dialog account and fill in the required information. You can also port your number from other BSP to 360dialog.

Set up the destination for your virtual number to receive OTP code

Choose a number type

**2**

**Phone Number**  
Use my phone number to sign up for a WhatsApp Business Account (WABA).

**Virtual Number**  
Use CINNOX Virtual Number to sign up for a WhatsApp Business Account (WABA).

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

360dialog

hub.360dialog.com/auth/signup/ZK3syfPA

**Create your account**

[Sign up with Facebook](#)

Email  
email@name.com

Name  
First and last name

Password  
Select a password

[Sign up](#)

Already have a 360dialog account? [Login](#)

By clicking any of the above buttons to sign up you accept the [360dialog Terms of Service](#)

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**4**

Connect your 360dialog Account to CINNOX

1 Please sign in to your 360dialog 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.

**Source Name\*** CX\_360Dialog\_Test 17/40

**WhatsApp Number\*** 14158884661

**API Key\*** FNfBOacCqsQDjT18aEx7xJt8AK

**Channel ID\*** DhZHAQCH

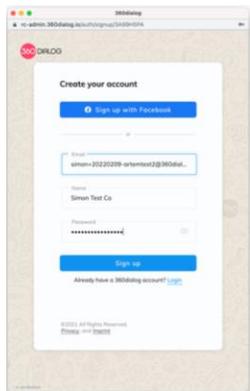
[Next](#)

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

# Onboarding Setup for 360dialog WABA

Detailed processes for 360dialog onboarding setup:

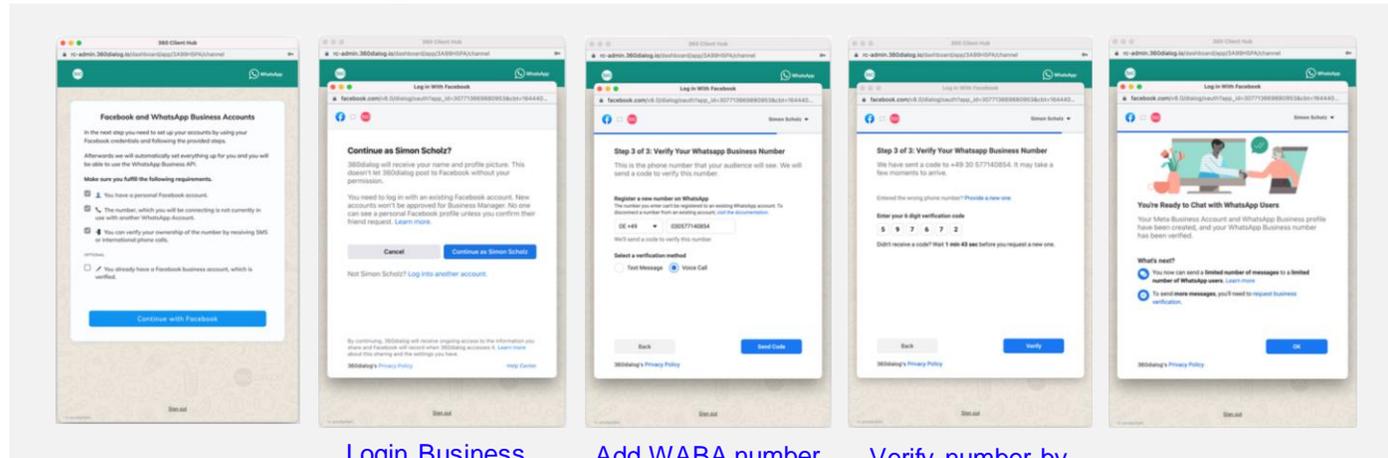
1



Sign up 360dialog account

2

Meta Embedded Signup

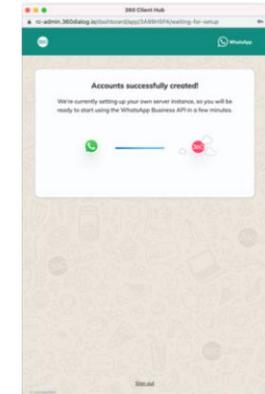


Login Business Account

Add WABA number

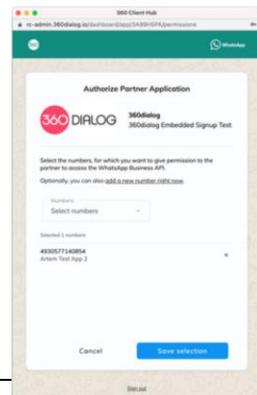
Verify number by OTP code

3

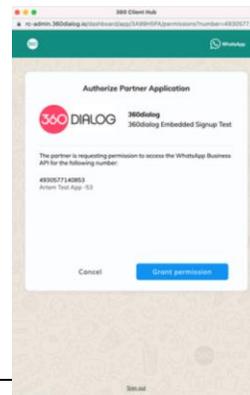


360dialog sets up number (around 3-10 minutes)

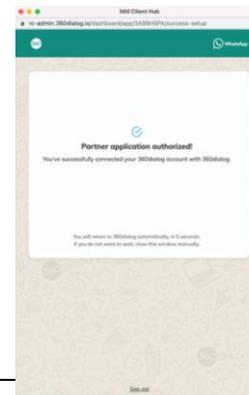
4



Select a number



Grant permission to CINNOX



Partner application authorized.

# Onboarding Setup for 360dialog WABA

## 2- I have WABA in other BSP

3

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

The screenshot shows the CINNOX 'Create Channel' interface. A sidebar on the left contains navigation options: Channels, Directory, Numbers, Social, Email, and Third Party Channel. The main content area is titled 'Create Channel' and has two steps: '1 Select' and '2 Connect'. Under '1 Select', there are two options: 'I already have WABA in 360dialog' and 'I have WABA in other BSP'. A red box highlights the 'I have WABA in other BSP' option, with a blue circle containing the number '2' next to it. Below this, there is a 'Create New 360dialog WABA' section with a 'Proceed' button. At the bottom, another red box highlights the 'I already have WABA' section, with a blue circle containing the number '1' next to it. A red arrow points from the '1' box to the '2' box.

The screenshot shows the 'WhatsApp Business API Account Submission' page. At the top, it says '360dialog is a verified WhatsApp Solution Provider and has been given the right by Meta/WhatsApp to grant their clients access to the WhatsApp Business API'. Below this, there is a 'NUMBER PORTING PROGRESS' section with three steps: 'Submit account details', 'Accept messaging on behalf', and 'Verify phone number'. The main content area is titled 'WhatsApp Business API Account Submission' and asks the user to provide information about the company and phone number. It includes a 'Log in' link for existing accounts. At the bottom, there are input fields for 'PERSONAL INFORMATION' (Email, Full Name) and 'BUSINESS DETAILS'. A note at the bottom states: 'The source and destination WhatsApp Business Accounts need to represent the same business. Please use the same Facebook Business ID as before when submitting the'.

4

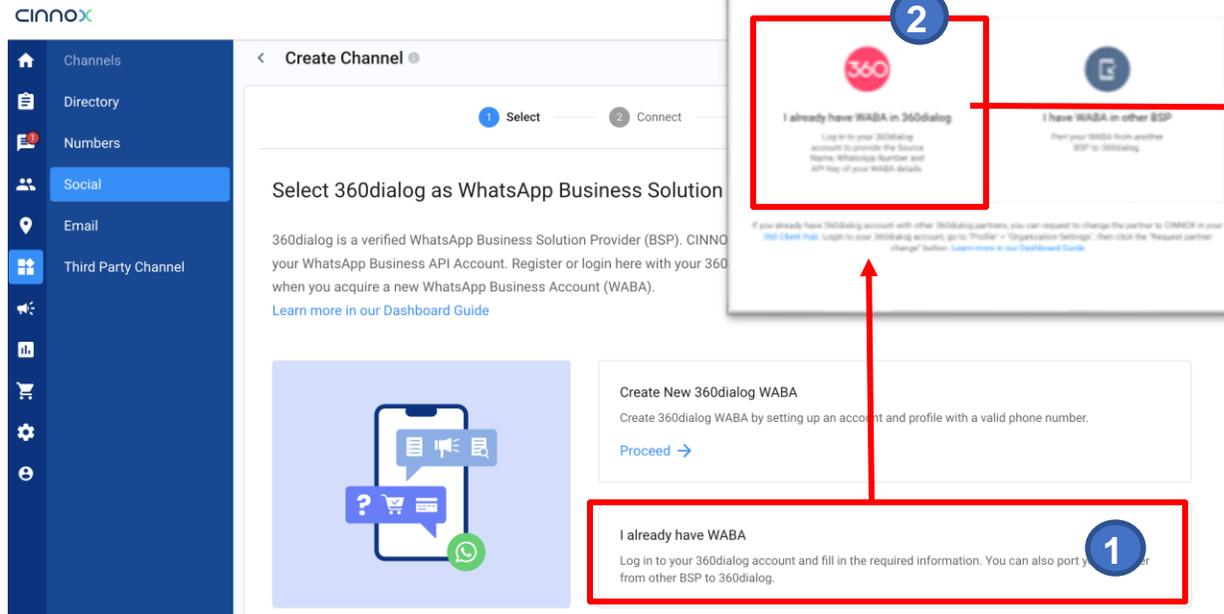
A small screenshot of the 'I already have WABA in 360dialog' option from the CINNOX interface, showing the text: 'I already have WABA in 360dialog. Log in to your 360dialog account to provide the Source Name, WhatsApp Number and API Key of your WABA details.'

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

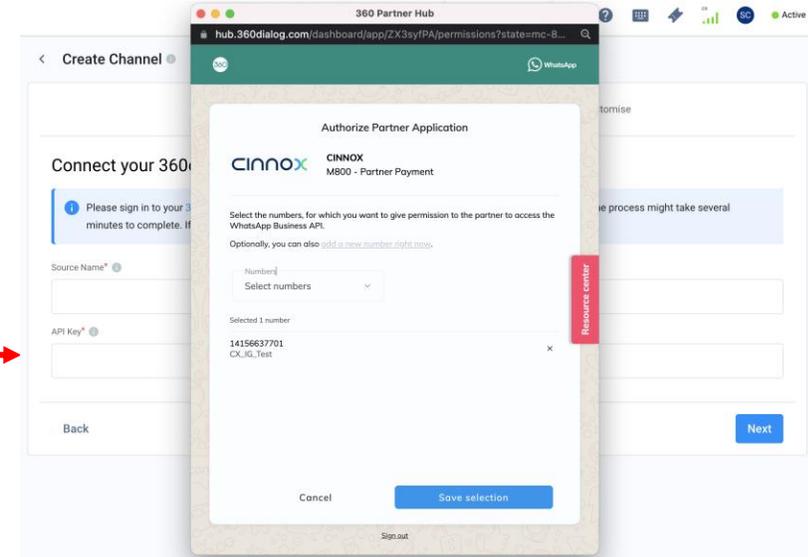
# Onboarding Setup for 360dialog WABA

## 3- I already have WABA in 360dialog

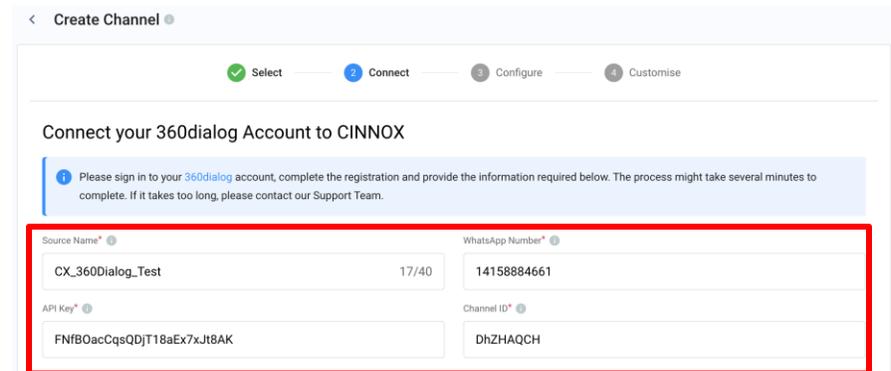
Social > Connect Social > WhatsApp > Connect Your WhatsApp Business Account



**3** Log in your 360dialog account and select a WABA number to add to CINNOX.



**4**



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

# Onboarding Setup for 360dialog WABA

## 4- Request Partner Change

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

The screenshot shows the 'Create Channel' page in CINNOX. The left sidebar has 'Social' selected. The main content area is titled 'Select 360dialog as WhatsApp Business Solution'. It features two options: 'I already have WABA in 360dialog' (highlighted with a red box and a blue circle '2') and 'I have WABA in other BSP'. Below these is a 'Create New 360dialog WABA' section with a 'Proceed' button. At the bottom, there is a section 'I already have WABA' (highlighted with a red box and a blue circle '1') with instructions to log in to a 360dialog account.

The screenshot shows the 'Organization settings' page. The 'Integration partner' is CINNOX (ID: ZX3syfPA). Under 'Partner permissions', there is a 'Numbers' dropdown menu set to 'Select numbers' and a 'Selected 1 number' field containing '14109899454 CX\_Demo'. A 'Request partner change' button is highlighted with a black box and a red arrow pointing down to the next screenshot.

The screenshot shows a 'Select new partner' dialog box. It has a title bar with 'Select new partner' and 'Confirm terms'. The main content says 'STEP 1/2 Select new partner' and 'Please provide the Partner ID of the new integration partner to which you want to migrate to. Please make sure you're in touch with your new partner before submitting this request. They will also be able to provide you with this ID.' There is an input field for 'Enter partner ID' and a yellow warning box that says 'Please note all numbers related to this account will be moved to the new partner.' At the bottom are 'Cancel' and 'Continue to next step' buttons.

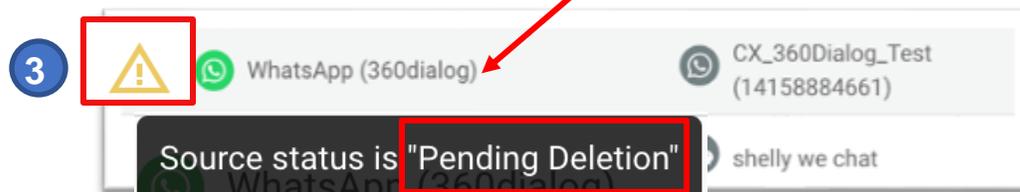
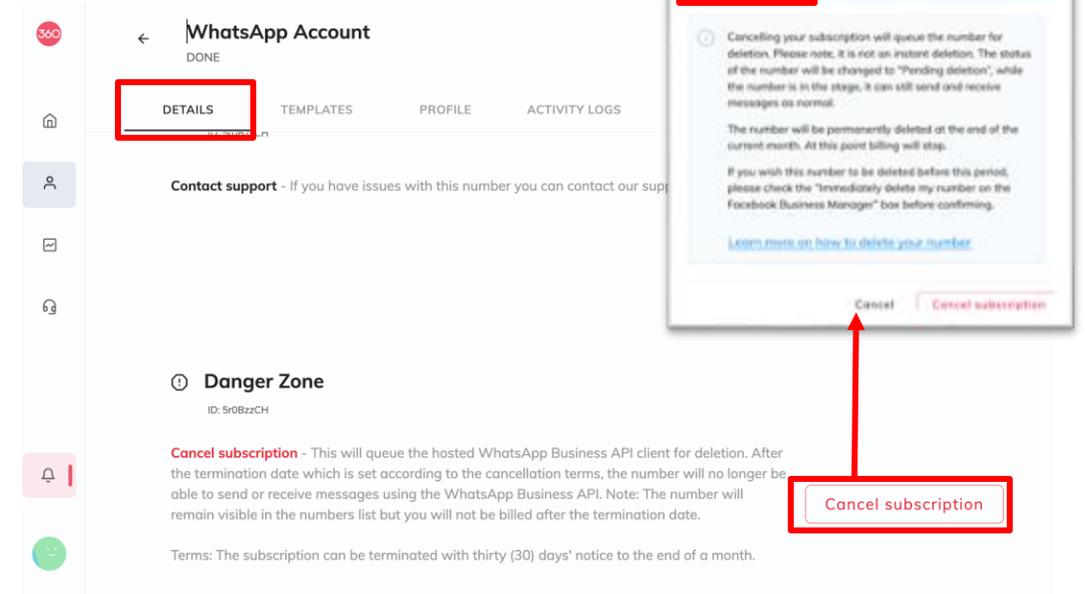
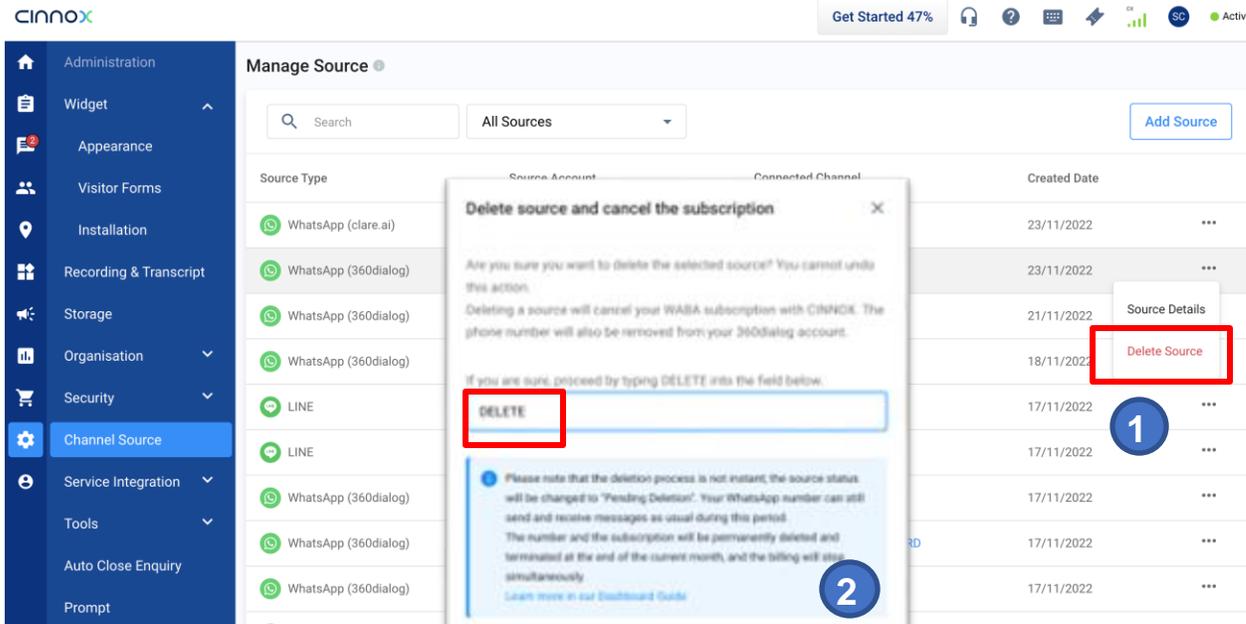
After completing successfully, go back to CINNOX and select "I already have WABA in 360dialog" to continue source setup.

A small screenshot of the 'I already have WABA in 360dialog' option, showing the text 'Log in to your 360dialog account to provide the Source Name, WhatsApp Number and API Key of your WABA details.'

# Onboarding Setup for 360dialog WABA

## 5- Deleting a WhatsApp Source (360dialog)

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!

- 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.

# Onboarding Setup for 360dialog WABA

## 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: [Help & Support FAQ](#)
  - Meta: [WhatsApp Business Overview](#)

03

# WhatsApp Campaign

# WhatsApp Campaign

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)

# WhatsApp Campaign

## Scope:

Function	CINNOX Page	Role	Platform
1. WhatsApp Template	Campaigns > Smart Messaging > Templates > WhatsApp Template	All Roles with Smart Messaging permission	Dashboard
2. Create/ Schedule WhatsApp Campaign	WhatsApp Template Details, Submitted/ Draft/ Sent Campaigns		Dashboard
3. Submitted Campaign (Pending for Approval/ Schedule on/ In Progress)	Campaigns > Submitted Campaigns		Dashboard
4. Draft Campaign (Cancelled/ Draft/ Disapproved/ Failed)	Campaigns > Draft Campaigns		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

Select a WhatsApp Source  
(support 360dialog WABA only)

Filter templates by  
category & template status

# WhatsApp Campaign

## 1- Sync WhatsApp Template

CINNOX

Learn more about Sync WhatsApp Message Template

Sync the latest templates from Meta

Sync Add Template on 360dialog

Search Template 天使拉 For Cinnox(886916)

Template Name	Language	Status
cx_blog_audio	en	Approved
cx_blog_cannedmsg	en	Approved
cx_blog_o2o	en_US	Approved
cx_blog_omni	en_US	Approved
cx_blog_omniemail	en_US	Approved
cx_button_template_rnd	en_US	Approved
cx_header_newprod_rnd	en_US	Approved

Category:	Status:
Transactional	Approved
Marketing	Pending
One-Time password	Rejected
	Submitted

Template Details

cx\_button\_template\_rnd

Category: MARKETING

Language: en\_US

Status: Approved

Test title for {{1}}.  
Hello Dear {{1}}, hope we are doing well.  
We've just launched our new features in the CINNOX, and hope you can take a look.  
Please feel free to let us know if you have any question!  
Regards,  
Customer support {{2}}

Canned response  
Request a demo

Preview body content of the selected template

3 Preview template content and use this template to create a campaign

Create Campaign



# WhatsApp Campaign

## 3- Submitted Campaigns

Submitted Campaigns

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
cl test 1024	SMS	Josh Fu	+85230699554	--	1	Scheduled on
1234567890-*****	WhatsApp	Lisa Chen	luc-pending luc-pending - +886965730040	template_b2	5	Pending For Approval
dfbdfb	WhatsApp	test dea	天使拉 US 360Dialog_RD 天使拉US Number - +12173933941	cx_bling_text_rnd	1	Pending For Approval
a0_*&abc a b c -丁七çàà7々 dfbdfb	WhatsApp	Justy 客服專員	天使拉 US 360Dialog_RD 天使拉US Number - +12173933941	cx_header_video_rnd	1	In Progress
angela for tbak-9909	WhatsApp	Angela Chang	Angela 360 Dialog Channel_RD Angella (7-11) - +886916768793	cx_header_video_rnd	1	In Progress
****~---!!!// /.	WhatsApp	ADMIN oijøq vççv	luc-360 luc-360 - +886971609210	template_d	2	In Progress
timing test tony	WhatsApp	Tony TTT	shelly 360wa channel SHELLY 360 SOURCE - +886910719204	template1	1	Pending For Approval

Records per page 10 1-10 of 57 |< < > >|

Submitted campaign status:

1. Pending For Approval
2. Schedule on
3. In Progress

## Submitted campaign details

Submitted Campaign Details

demo2  
Scheduled on: 21/11/2022 08:00 PM

Channel Type: WhatsApp  
Template: cx\_header\_newprod\_rnd  
Sender: 天使拉 US 360Dialog\_RD (天使拉US Number - +12173933941)  
Recipients: +886 912 571 482, +1 415 888 4661, +1 410 989 9454, +852 5704 0305

Submitted by SummerAdmin Chen on 21/11/2022 07:24 PM  
This campaign was approved by SummerAdmin Chen on 21/11/2022 07:24 PM

Download Details

4 Total campaign messages

Delete Revoke Duplicate

Submitted Campaign Details

dfbdfb  
Pending For Approval: 22/11/2022 06:00 PM

Channel Type: WhatsApp  
Template: cx\_bling\_text\_rnd  
Sender: 天使拉 US 360Dialog\_RD (天使拉US Number - +12173933941)  
Recipients: customer - +886 912 365 478

Submitted by test dea on 21/11/2022 05:28 PM  
Awaiting approval from Unknown

Download Details

1 Total campaign messages

Delete

Submitted Campaign Details

demo\_campaign  
In Progress

Channel Type: WhatsApp  
Template: cx\_header\_newprod\_rnd  
Sender: Angela 360 Dialog Channel\_RD (Angella (7-11) - +886916768793)  
Recipients: +886 912 571 482, +1 415 888 4661, +1 410 989 9454, +852 5704 0305

Download Details

4 Total campaign messages



# WhatsApp Campaign

## 5- Sent Campaigns

Click "Get Latest Data" to update the status

Sent Campaigns

Search: [ ] Select Channel: [ ]

Get Latest Data Create Campaign

d Date & Time	Campaign Name	Channel	Created By	Sender	Subject	Total Recipients	Delivered	Read	Pending	Failed
11/2022, 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
11/2022, 19:30	demo_campaign	WhatsApp	SummerAdmin Chen	Angela 360 Dialog Channel_RD Angela (7-11) - +886916768793	cx_header_newprod_rnd	4	4	0	0	0
11/2022, 19:30	demo_campaign	WhatsApp	SummerAdmin Chen	Angela 360 Dialog Channel_RD Angela (7-11) - +886916768793	cx_header_newprod_rnd	4	4	0	0	0
11/2022, 19:00	1121-import_dd_button	WhatsApp	ADMIN 邵景洵 v5f5v	luc-360 luc-360 - +886971609210	template_d	6	3	0	0	3
11/2022, 18:30	1121 import_hhh	WhatsApp	ADMIN 邵景洵 v5f5v	luc-360 luc-360 - +886971609210	template_h	6	0	0	0	6
11/2022, 18:30	dfvdfdfv	WhatsApp	Josh Fu	天使拉 US 360Dialog_RD 天使拉US Number - +12173933941	cx_bling_text_rnd	2	1	1	0	1
11/2022, 18:00	angela tweb-14327 chinese	WhatsApp	Angela Chang	Angela 360 Dialog Channel_RD Angela (7-11) - +886916768793	cx_header_video_rnd	1	1	1	0	0
11/2022, 18:00	angela	WhatsApp	Angela Chang	Angela 360 Dialog Channel_RD Angela (7-11) - +886916768793	cx_header_video_rnd	1	1	1	0	0
11/2022, 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
11/2022, 17:30	1234567890-*****	WhatsApp	ADMIN 邵景洵 v5f5v	luc-pending luc-pending - +886965730040	template_b2	5	0	0	0	5

Records per page: 10 1-10 of 176

Sent campaign details

Sent Campaign Details Download Sent Campaign Details

This campaign was sent successfully on 21/11/2022 20:00 PM

**demo2**

Sent

Channel Type: WhatsApp

Template: cx\_header\_newprod\_rnd

Sender: 天使拉 US 360Dialog\_RD (天使拉US Number - +12173933941)

Recipients: +886 912 571 482, +1 415 888 4661, +1 410 989 9454, +852 5704 0305

Submitted by SummerAdmin Chen on 21/11/2022 07:24 PM  
This campaign was approved by SummerAdmin Chen on 21/11/2022 07:24 PM

Click the "Download Sent Campaign Details" to view the failed reasons for the unsuccessful send campaign messages to the recipients.

Interested!

4 Total campaign messages  
Delivered: 4 Read: 0 Pending: 0 Failed: 0

Duplicate

Recipient message status for each sent campaign:

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

# WhatsApp Campaign

## 6- Permission setting - Smart Messaging

### Campaign Permissions

<input checked="" type="checkbox"/> Feature Name	View	Edit	Delete	Download	Approve
<input checked="" type="checkbox"/> Smart Messaging	<input checked="" type="checkbox"/>				
<input checked="" type="checkbox"/> Smart Call Campaign					

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

# WhatsApp 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 [business-initiated 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.

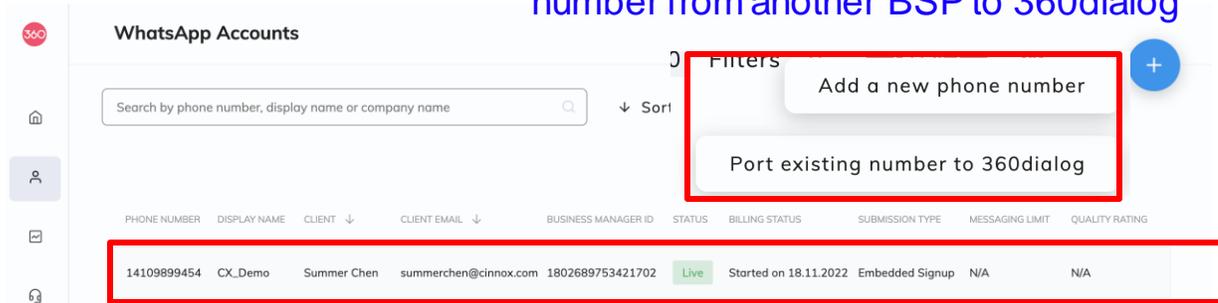
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# 360dialog Client Hub Introduction

# 360dialog Client Hub

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

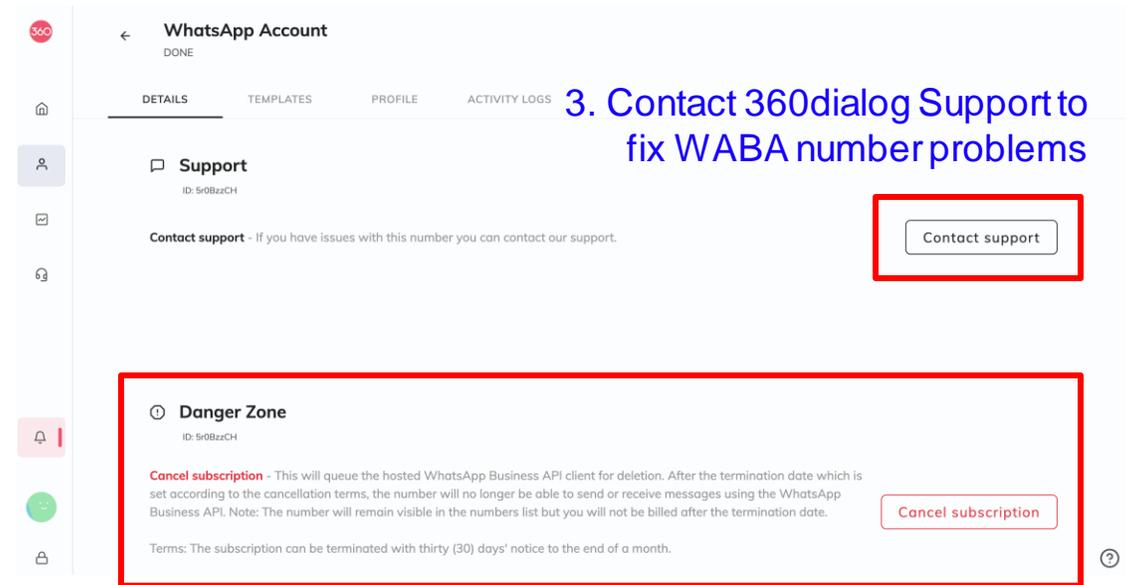
1. Click "+" to add new WABA number or port a number from another BSP to 360dialog



2. Check WABA details



3. Contact 360dialog Support to fix WABA number problems



4. Cancel subscription of the selected WABA number to stop billing at the end of the current month.

# 360dialog Client Hub

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

1. Preview template content  
2. Sync template list from Meta  
3. New & submit a template for Meta review

## 5. Edit WhatsApp Business Profile

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/>)

The screenshot displays the 'Insights' section of the 360dialog Client Hub. It features two main charts: 'Monthly usage' and 'Approximate charges'. Both charts are currently filtered to show 'All conversations' for 'Nov 2022'. The 'Monthly usage' chart shows 1 conversation, and the 'Approximate charges' chart shows 0 €. Two filter overlays are present: one for filtering by WABA number (14109899454) and another for filtering by conversation type (All, Free, Paid). A legend on the right lists the data points for both charts.

Category	Nov 2022
All conversations	1
Business-initiated	0
User-initiated	1
Total	0 €
Business-initiated	0 €
User-initiated	0 €

**Filter chart data by WABA number**

**Filter chart data by conversation type**

**Check the monthly WhatsApp usage for all WABA numbers in a 360dialog account.**

1. Total number of conversations
2. Total charges of conversations

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Demo

# 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.

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Q & A



## THANK YOU

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