



Product Release Training

CINNOX Version **V3.12.0**

Training Date: 18th May 2023

Tentative Release Date: 1st June 2023

Contents

1. Release Summary
2. CINNOX Browser Extension
3. Add “Never” In Sticky Routing (Virtual Number & Email)
4. Chat Translation (Internal Only - iOS App)
5. "Send Template" On Mobile App (新鴻基) (WhatsApp)
6. WA Campaign Improvement (Roche)
7. Identify Subfix On The Weblink & Display On Side Panel
8. Staff Report Enhancement P1
9. Filter Alignment P1
10. Demo
11. Q&A

01

V3.12.0 Release Summary

V3.12.0 Release Summary

- Features:
 - CINNOX Browser Extension
 - Chat Translation (Internal - iOS App)

- Improvements:
 - Add “Never” in Sticky Routing (Virtual Number & Email)
 - WA campaign improvement (Roche)
 - "Send Template" on mobile app (新鴻基) (WhatsApp)
 - Identify suffix on the Weblink and display on side panel
 - Display contact avatar on chatroom side panel
 - Staff Report Enhancement P1
 - Filter alignment P1

02

CINNOX Browser Extension

CINNOX Browser Extension

Value:

- v3.11: To allow CINNOX's users to receive/make calls, send SMS directly within any webpages (e.g. CRM contacts, ticketing platform) using an extension.
- v3.12: To provide a simple way for our [partner/reseller](#) to enable CINNOX capabilities to their customers and integration with their web applications.

Scope:

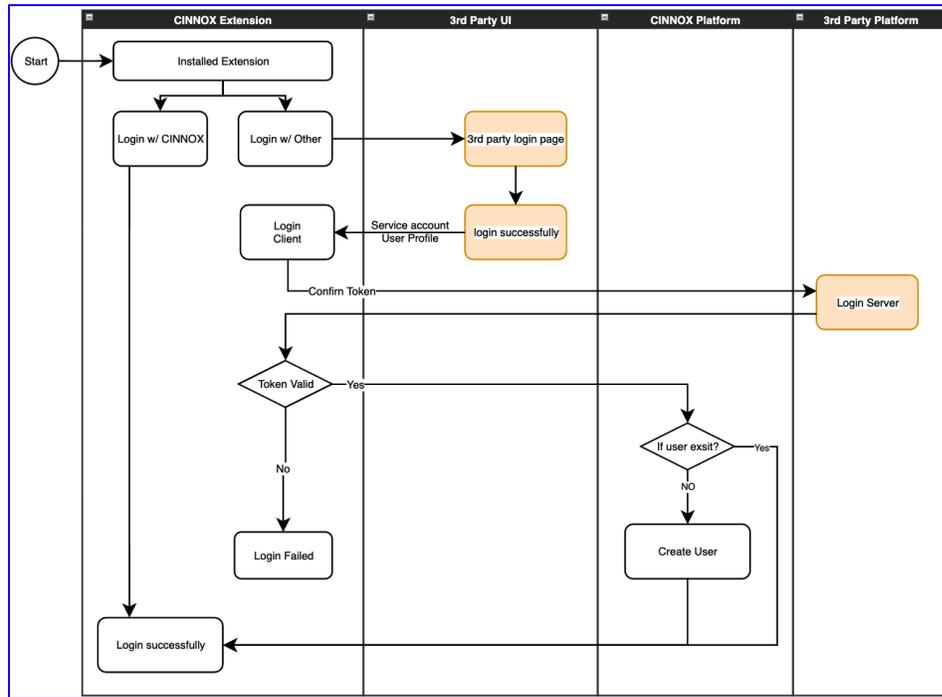
Function	Role	Platform
Installation, login, navigate to sign up and T&C in website.	All	Chrome extension
Auto detect number on pages	All	Chrome extension
Manual select number and right click on pages	All	Chrome extension
Make Outbound PSTN call	All	Chrome extension
Send SMS	All	Chrome extension
Receive inbound call	All	Chrome extension
Support essential call functions (Mute, hold, recording, cancel)	All	Chrome extension
[New in 3.12] 3rd party OAuth	All	Chrome extension
[New in 3.12] Data passthrough from website to extension via JS	All	Chrome extension
[New in 3.12] Improvements: 1) Browser language auto detection; 2) Inbound information; 3) UX.	All	Chrome extension

Chrome Extension

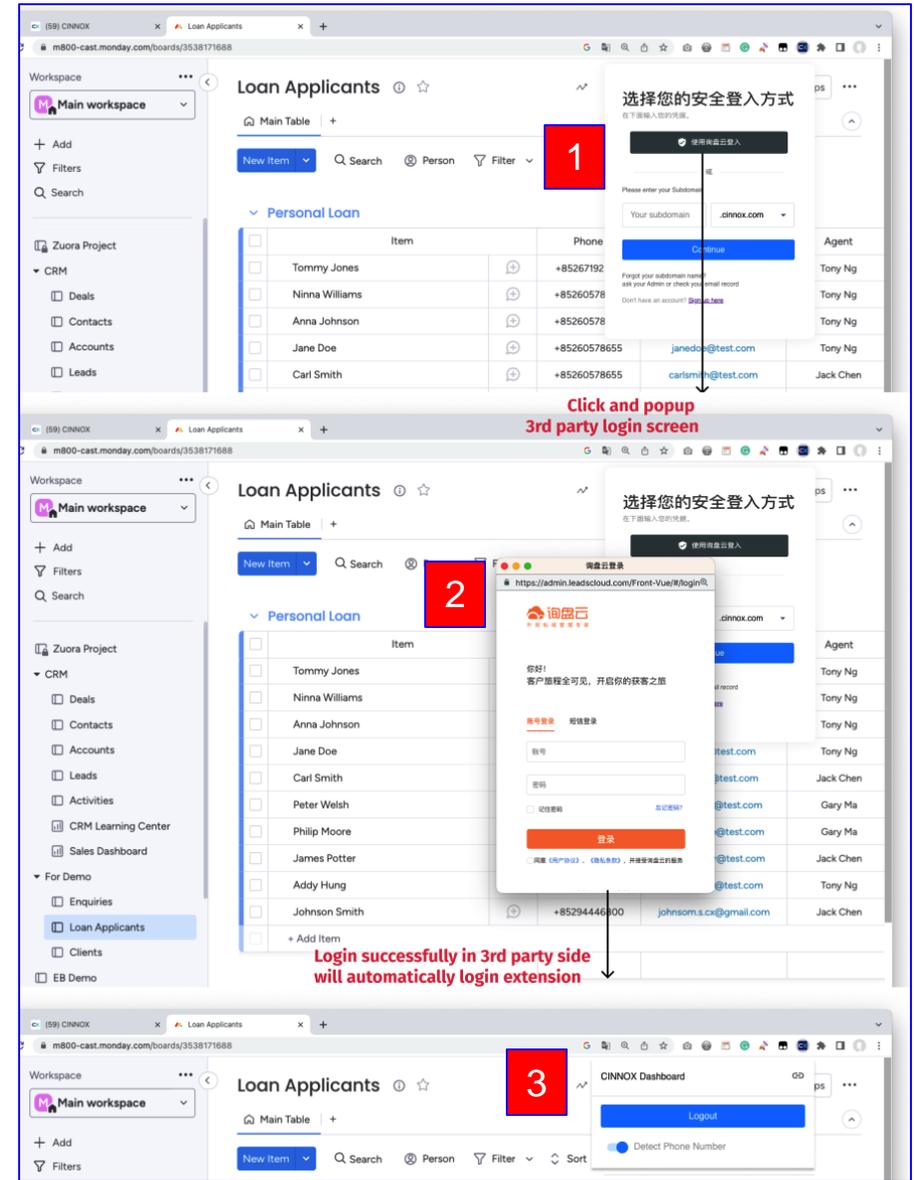
3rd party Oauth.

Provide a way for user to login with the partner's user credentials, hence streamline the user experience.

Use case: Users of leadscloud will not need to handle account and password of CINNOX.



Technical Flow



UIX Flow

Chrome Extension

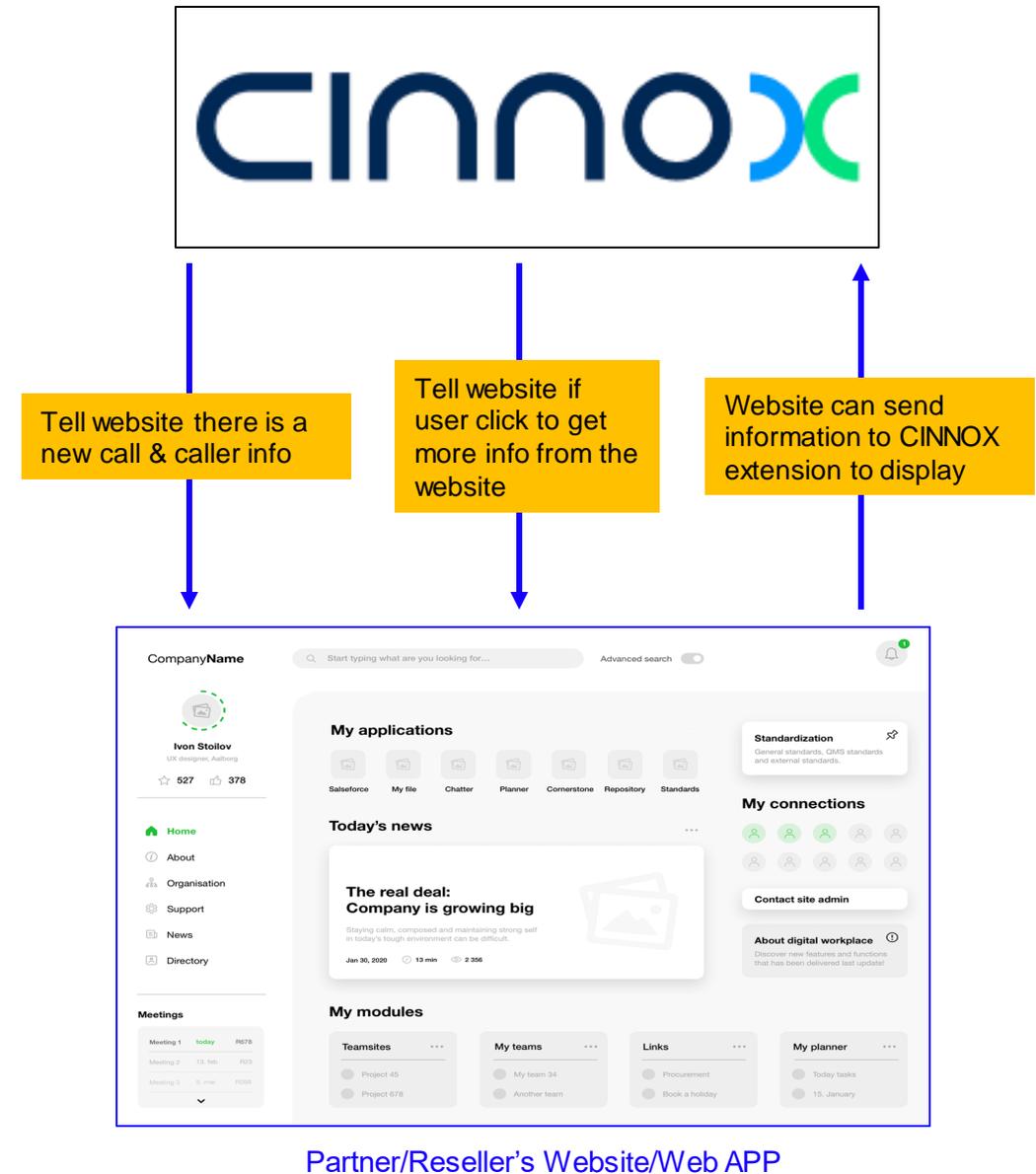
Data passthrough from website to extension via JS.

To provide a tunnel for the website to send data and display on the CINNOX extension .

- Provide the website a way to listen to the incoming call event.
- Provide the website a way to listen to the information event.
- Provide the website to pass data to the widget and display.

Possible use cases:

- Update the website to corresponding page if you receive an incoming call from a known number.
- Display critical information to the calling action in the calling screen.
- Display procedure to the incoming call from a known number.



Chrome Extension

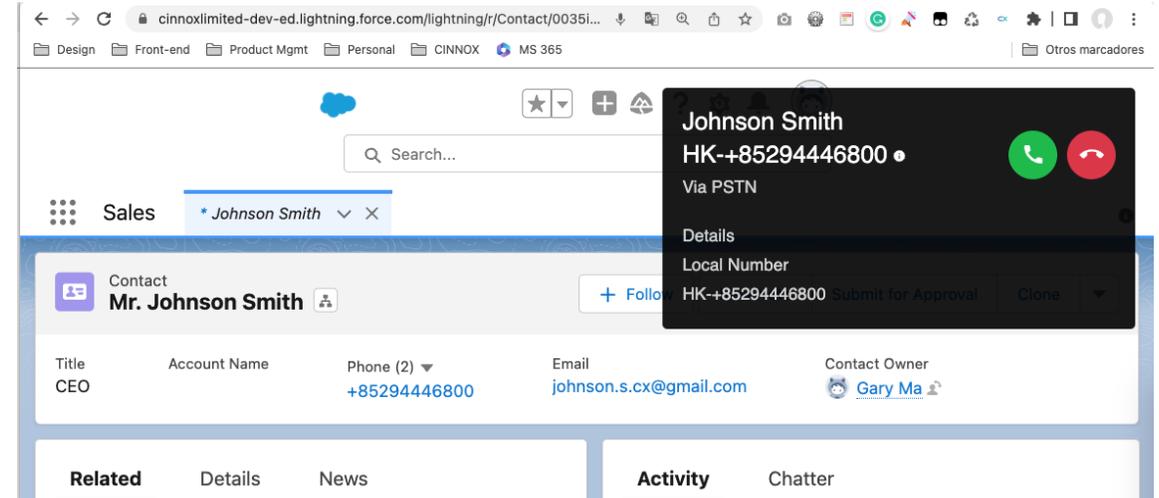
Data passthrough from website to extension via JS.

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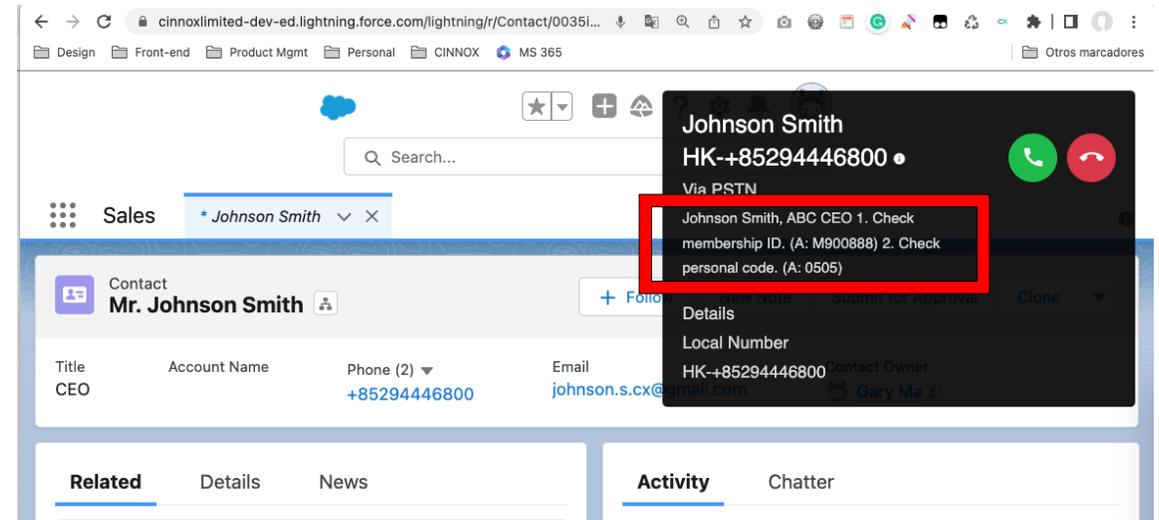
- Provide the website a way to listen to the incoming call event.
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- Provide the website to pass data to the widget and display.

Possible use cases:

- Update the website to corresponding page if you receive an incoming call from a known number.
- Display critical information to the calling action in the calling screen.
- Display procedure to the incoming call from a known number.



Regular incoming call



Additional information from Website

Chrome Extension

Browser language auto detection

- English
- Simplified Chinese
- Traditional Chinese

Inbound information

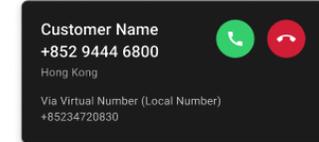
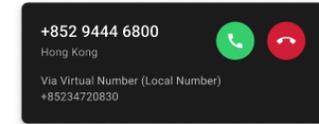
- Redesign four type of incoming call display information.
- Details in the diagram to the right.

User Experience

- Enhance display of long phone numbers (e.g. 14 digits Chinese numbers : +861888888888)
- Auto dismiss the popup if no interaction in 5 seconds.

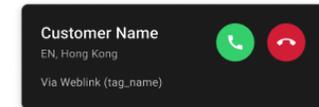
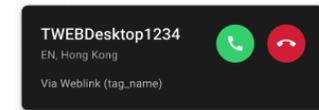
#1

Channel/Info	Virtual Number
Caller Name	Contact Name (Show if contact saved)
Location	ex: Hong Kong
Channel	Virtual Number (Number Type)
Caller Number	+852 9444 6800



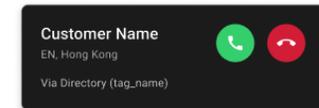
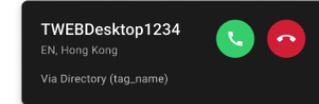
#2

Channel/Info	Weblink
Caller Name	Contact Name (Show if contact saved) Pre-Chat Name (Show if filled) Device Name
Language/location	Language, Country
Channel	Weblink (Staff Name Tag Name)
Caller Number	NA



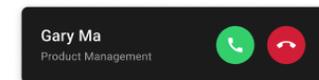
#3

Channel/Info	Directory
Caller Name	Contact Name (Show if contact saved) Pre-Chat Name (Show if filled) Device Name
Language/location	Language, Country
Channel	Directory (Staff Name Tag Name)
Caller Number	NA



#4

Channel/Info	Staff
Caller Name	Staff Name
Other	Department
Caller Number	NA



03

Add "Never" In Sticky Routing

Add “Never Expired” In Sticky Routing (Virtual Number & Email)

Value: To allow the stickiness last forever unless manually remove it.

Use case: Good for business that customer and sale are always 1to1 bound to each other.

The screenshot displays the CINNOX administration interface. On the left is a dark blue sidebar with a menu containing: Administration, Widget (with an expand arrow), Appearance, Visitor Forms, Installation, Channels (with an expand arrow), Directory, Numbers (highlighted in light blue), Social, Email, Third Party Channel, Destinations, Organisation (with a collapse arrow), Security (with a collapse arrow), Tools & Settings (with a collapse arrow), Service Integration (with a collapse arrow), and Storage.

The main content area shows several settings cards:

- Voicemail Files Automatic Deletion:** Select how often do you want to automatically clean up your voicemail recordings. Set: Every two weeks. Action: Edit.
- Routing Settings:** Set how incoming enquiries from this channel will be distributed to the target Destinations. Set: Alternative Routing. Action: Edit.
- Sticky Routing:** Bind a visitor to the staff who handled their enquiry using this number. Status: Enabled. Includes a toggle for 'Sticky Routing' (turned on) and a toggle for 'Forward to the assigned destination when the bound staff is not available.' (turned off). An 'Engagement Period' dropdown is open, showing options: Never Expired (selected), 1 Day, 3 Days, 7 Days, 14 Days, 30 Days, and Never Expired (with a checkmark). A link 'View the sticky binding list' is also present.
- Engagement:** Bind a visitor to the staff who called them using this number.
- Caller ID:** Destination staff use this number as caller ID.
- Caller ID:** Manage staff using this number as their caller ID.

Demo

- CINNOX Browser Extension

04

Chat Translation (Internal - iOS App)

Chat Translation (Internal - iOS App) - by using chatGPT

Ultimate Goal:

Automatically detect the language of chat messages and translate messages into the visitor's language or the agent's profile language on CINNOX.

Scope:

Stage	Function	Channel/ Room	Platform
POC (v3.12.0)	<ol style="list-style-type: none"> 1. Manually translate chat messages in chat room 2. Support internal room only 	internal staff room, space, conference room	iOS (internal)
P1 (v3.13.0)	<ol style="list-style-type: none"> 1. Automatically translate, turn on/ off by service level 2. Sync agent's profile language setting on Web Dashboard & mobile App 3. Support internal room & enquiry room & widget/ weblink 	Same as the above, Widget/ Weblink, Social channels and WOZTELL channel	All (internal)
P2 (v3.14.0)	<ol style="list-style-type: none"> 1. Same as P1 2. Translation enabled by room types & OpenAI API Key setting 3. Change visitor's language 4. Save & view all translated messages in chat history (Enquiry/ Conference report/ Enquiry Overview) 	Same as the above, SMS, 3rd-party channels	All (internal)
Go prod. (TBC)	<ol style="list-style-type: none"> 1. Same as P2 2. Improvement feedback from internal teams 	Same as the above	All (prod.)

Chat Translation (Internal - iOS App)

Summer's View (English)

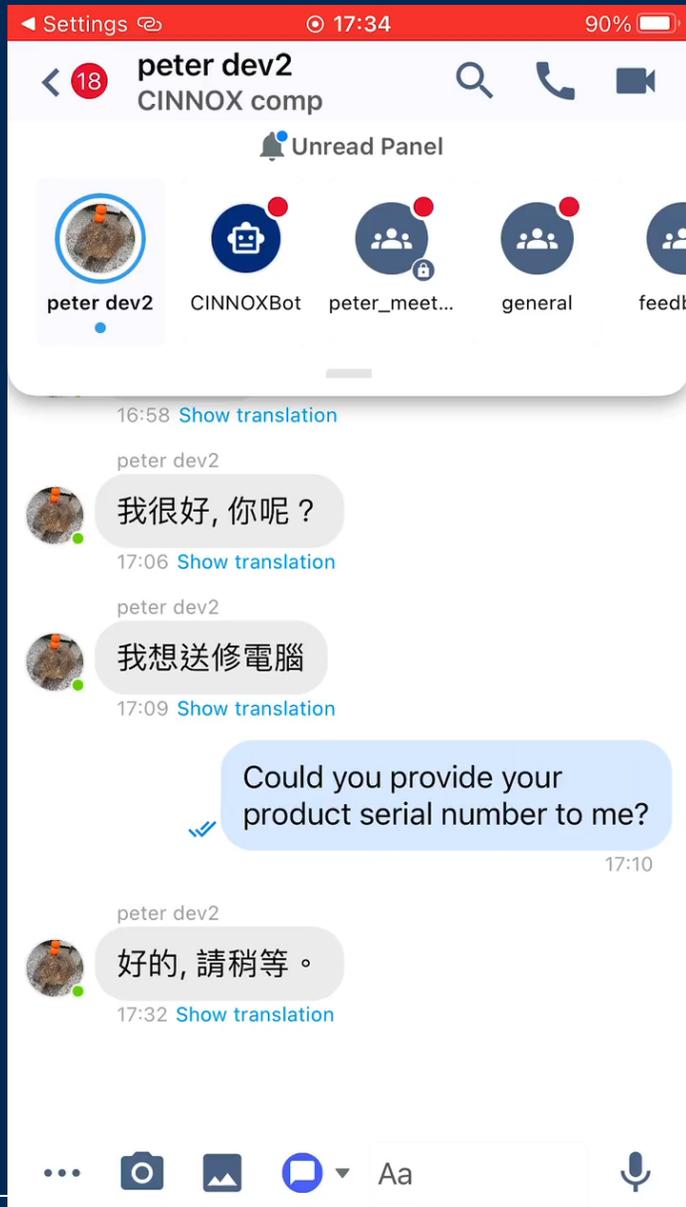


Summer's View (English)



- Staff Peter's Language: Chinese (Traditional)
- Staff Summer's Language: English

- Automatically detect the language of the chat message
- Translate the message into the staff profile language on CINNOX.



Demo

- Chat Translation POC (iOS App)

05

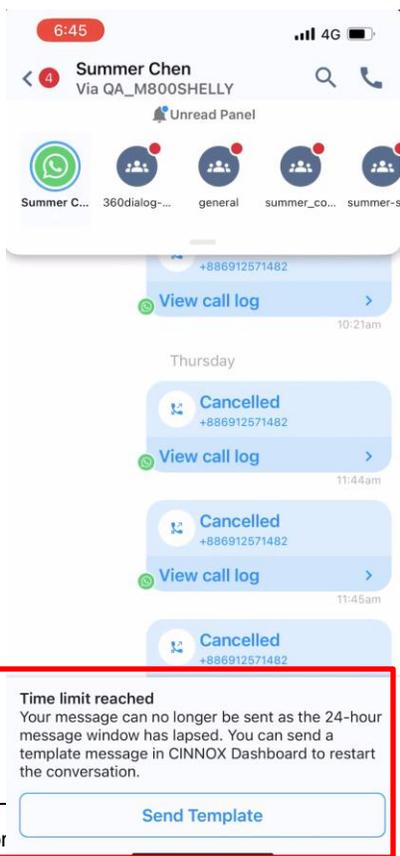
"Send Template" On Mobile App (新鴻基) (WhatsApp)

"Send Template" On Mobile App (新鴻基) (WhatsApp)

Goal:

Allow agents or sales managers to restart a WhatsApp conversation with their customers by using CINNOX mobile app to send a WhatsApp template message in the chat room when the 24 hours message window expires.

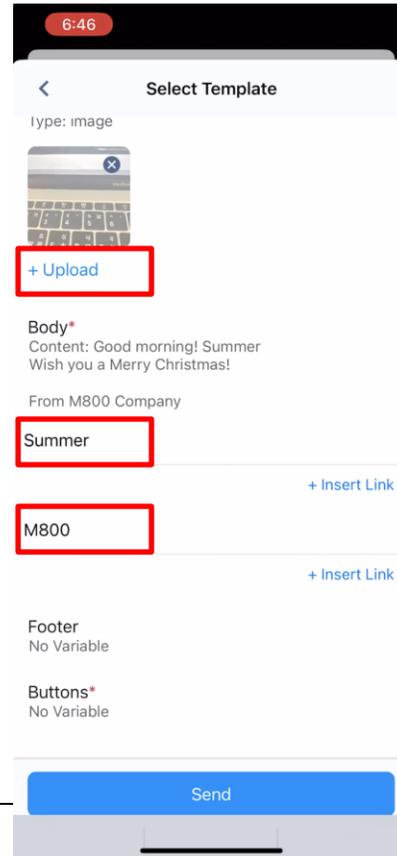
24-hrs msg window expires



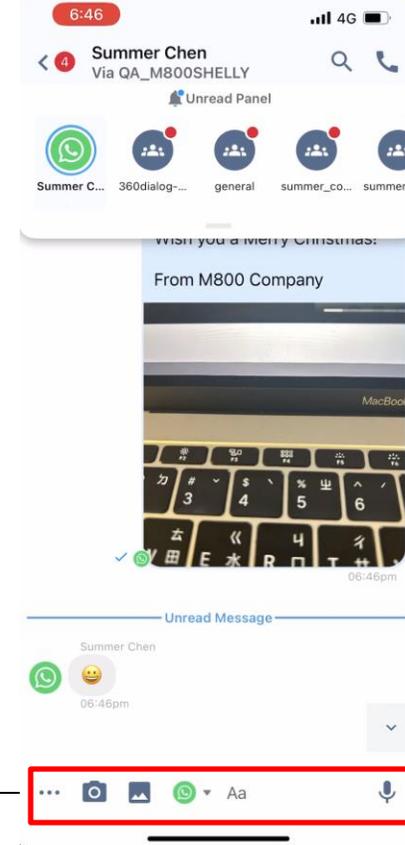
Select a template from the "Restart Conversation Template Message" list

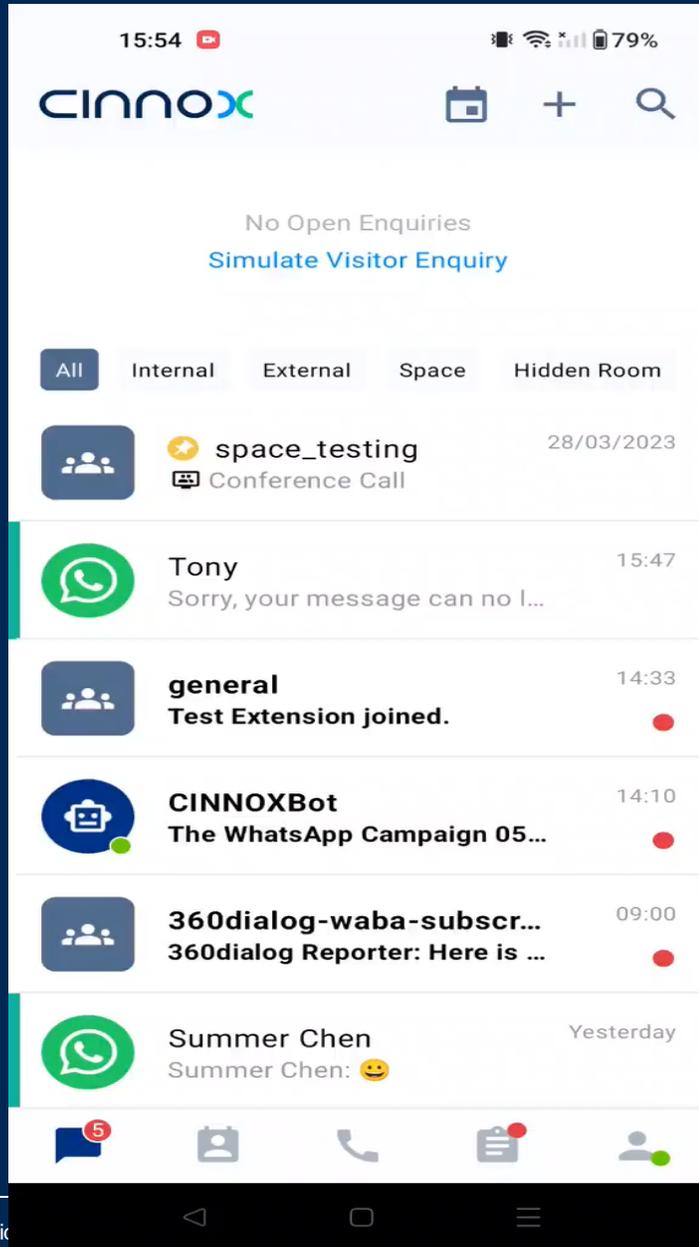


Edit template variable value



Send a free-form msg after the customer replies to the agent





Demo

- Send WhatsApp Template
on Mobile App

06

WA Campaign Improvement (Roche)

WA Campaign Improvement (Roche)

Goal:

Improve the create/ edit WhatsApp campaign flow and provide the staff with a URL generator tool to generate a URL for a media file, so that the staff can paste the URL to their CSV file and import it into CINNOX to create their WhatsApp campaign.

Steps:

1. Download sample CSV file
2. Upload media file to generate the URL
3. Copy & paste the URL to the CSV file
4. Import the edited CSV file

WhatsAppCampaign_Recipients_Variables (12)

Recipient	header.document	body.1
886912345678	https://szaws-tb-fm.cx-tb.cinnox.com/tb-sz-02/o	Summer

Edit the Sample CSV

Need help generating a media URL?

Upload your file here and copy the URL into the CSV.

URL

Upload file & Copy URL

Create WhatsApp Campaign

Information | **Content** | Schedule

Select Recipients and Edit Template Variables

There are several options for adding recipients and editing template variables for your Campaign. You can add them individually, select from a contact list, manually enter values for template variables, or import a CSV file to include recipients and custom values for template variables. [Learn More in our Dashboard Guide](#)

Download the sample CSV file, fill it with your recipients and variables, and import it.

1

Need help generating a media URL?

Upload your file here and copy the URL into the CSV.

2

Preview content after importing the CSV file

07

Identify Subfix On The Weblink & Display On Side Panel

Identify Subfix On The Weblink & Display On Side Panel

Value: To track the source of the visitor and to provide more information to the agent

We use Google UTM (Urchin Tracking Module) for this goal as it is well known and there are builders already available for users.

1. Add subfix (UTM) after the weblink that you wish to track.
 - Type subfix (UTM) at the end of the weblink
 - Use builder, ex: <https://ga-dev-tools.google/campaign-url-builder/>
 - UTM example: https://wl.cx-tb.cinnox.com/cx/gQxlZDoa?utm_source=facebook&utm_medium=banner&utm_campaign=product_sales_123
2. Once the visitor clicks the weblink, these subfix (UTM) will be tracked and displayed on CINNOX chat room side panel.

Standard UTM:

- utm_campaign, utm_source, utm_medium, utm_term, utm_content

Custom UTM:

- utm_parameter=value

Note: the data is only displayed on the CINNOX chatroom side panel, not integrated with GA or any other report.

Enter the website URL and campaign information

Fill out all fields marked with an asterisk (*), and the campaign URL will be generated for you.

website URL *
The full website URL (e.g. https://www.example.com)

campaign ID
The ads campaign id.

campaign source *
The referrer (e.g. google, newsletter)

campaign medium *
Marketing medium (e.g. cpc, banner, email)

campaign name *
Product, promo code, or slogan (e.g. spring_sale) One of campaign name or campaign id are required.

campaign term
Identify the paid keywords

campaign content
Use to differentiate ads

UTM builder example

Identify Subfix On The Weblink & Display On Side Panel

Example:

https://wl.cx-

tb.cinnox.com/cx/gQxlZDoa?utm_source=2023test&utm_medium=banner&utm_campaign=product_sales_123

The screenshot displays a chat interface with several panels. On the left, a blue box labeled 'MA' is positioned over the chat room header. Below it, the 'Chat Room Information' panel shows the chat room ID '123 123' and a list of options, with 'Other Information' highlighted by a red box. To the right, the 'Other Information' panel displays device details: Platform (webDesktop), Browser (Chrome 113.0.0), Screen Size (1440x900), Timezone (Taipei(UTC+08:00)), Local Time Now (15/05/2023 06:08 PM), and Location (New Taipei City, Taiwan (China)). Below this, the 'UTM Information' panel, also highlighted by a red box, lists: UTM Campaign (product_sales_123), UTM Source (2023test), and UTM Medium (banner). The main chat area, labeled 'CXDB', shows a message from CINNOXBot containing a URL and UTM parameters. On the right side, the user profile panel shows '123@gmail.com' and 'Device Information' (Platform: Desktop web, User Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/113.0.0.0 Safari/537.36, Screen Size: 1440x900, Local Time Now: 16/05/2023 01:37 PM (Asia/Taipei +08:00), Geo Location: New Taipei City, Taiwan (China)). At the bottom right, another 'UTM Information' panel, highlighted by a red box, lists: UTM Campaign: product_sales_123, UTM Medium: banner, and UTM Source: 2023test. The 'Destination Information' panel at the very bottom right shows Destination Type: STAFF and Handled by: Sherry Wei.



Staff Report Enhancement P1

Staff Report Enhancement P1

Value:

Organizing the existing staff activity metrics and improving visibility of other valuable staff KPI metrics in the staff report.

Staff Report Metrics in 3.12.0:

Item	Change in 3.12
1. Staff Name	No change
2. Staff Team	No change
3. Total Active Time	<ul style="list-style-type: none"> - Time unit correction form “%” to “HH:MM” - The record will follow the change of staff availability status. - Note: Data prior to 3.12 release was recorded in hourly intervals (e.g. 8:00-9:00). If a time filter less than one hour is selected (e.g. 8:30-9:00), records will be allocated proportionally.
4. Total Busy Time	
5. Total Idle Time	
6. Total Offline Time	
7. Total Handled Enquiries	
8. Handled Enquiries (%)	
9. Total Closed Enquiry	<p>New metrics: Data will be available starting from the 3.12 release date.</p>
10. Avg. First Response Time (FRT)	
11. Filter	Add filter by staff name, staff team, and date & time

New Metrics' Definition

New Metrics	Definition
1. Total Handled Enquiries	The staff's total number of attended and being handled enquiries. "Handled" means enquiries with the status of ongoing and followed-up.
2. Handled Enquiries (%)	The staff's percentage of the handled enquiries over the total number of enquiries. Handled Enquiries (%) = (Total number of handled enquiries / Total number of enquiries) x 100
3. Total Closed Enquiry	<p>The staff's total number of attended and closed enquiries. "Closed" means the enquiries closed by staff, visitors, or auto-close by the system, which will count to the enquiry owner.</p> <p>The total closed enquiries might differ from the total handled enquiries due to join, takeover and transfer enquiry mechanisms.</p>
4. Avg. First Response Time (FRT)	<p>The average time it takes for the staff to respond to a visitor enquiry. From when the enquiry is created until the response is returned to the visitor.</p> <p>Avg. First Response Time = Sum of (Staff responded time - Time enquiry being created)</p>

New Metrics' Definition - Example

 Created 09:00:00	Total Enquiry	Total Handled Enquiries	Handled Enquiries %	Total Closed Enquiries	Avg. First Response Time (FRT)
 Missed 09:01:00	1	0	0%	0	0s
 Picked-up 09:01:10 Transfer	1	1	1/1 = 100%	0	1m 10s
 Picked-up 09:03:00	1	1	1/1 = 100%	1	0s

Selected date & time filter: Yesterday

Filter

V 3.11

Staff Report ?

Overview Report Details

Staff Name	Staff Team
Po Chen	TP R&D

V 3.12

Filter (1) >

Date & Time

Staff Name

Staff Team

Scope & Limitation

1. Download report will be in 3.13. If client requires, our team can export the data manually for the .
2. Avg. First Response Time:
 1. The calculation logic is to be align with Average Response Duration in home dashboard in 3.13.
 2. The calculation in report includes millisecond, while the enquiry information use only second. So, there can be a difference.
3. Warm transferred will be counted as total handled enquiries when it is completely transferred to another staff.
4. Staff Activity Time:
 1. Before 3.12, staff activity time's old data doesn't have a record in the level of hour and cannot define when (minute) in an hour that the status changes. So, if the time filter is not a complete 1 hour, data will be allocated proportionally.
 2. Idle time in CXDB when the staff is not actively using CINNOX for more than 10 minutes. For CXMA, kill app, push to the background or lost connection will directly leads to offline status.
5. In 3.12, all staff in the service will be listed in the table regardless of the status. In 3.13, only activated staff will be listed.
6. Speed to answer (the duration of hunting time to answer) is in the future plan (version is TBC)

09

Filter Alignment P1

Filter Alignment P1

Goal:

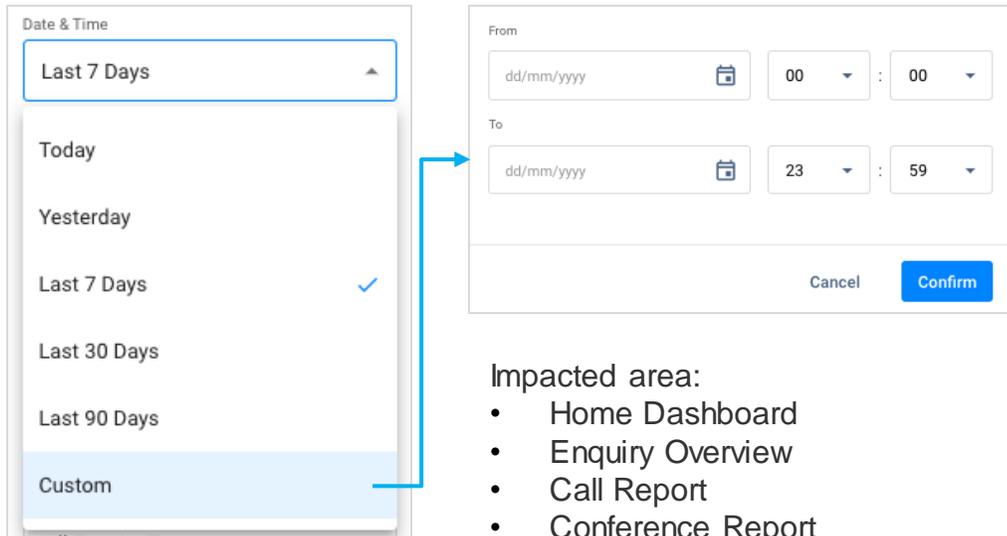
To ensure consistency in filter behavior across platform, as well as improve user-friendliness, due to the changes have been made in the previous release.

Scope:

Function	CINNOX Page	Platform
1. Custom date & time filter: allow time filter	CXDB <ul style="list-style-type: none"> • Home Dashboard • Enquiry Overview • Call Report • Conference Report CXMA: Enquiry Overview <ul style="list-style-type: none"> • Chat Report • SMS Report • Visitor Report • Staff Report 	CXDB, CXMA
2. Staff role filter order: begins with Administrator, Supervisor, and Agent, followed by custom roles (A-Z)	<ul style="list-style-type: none"> • Enquiry report • Call report 	CXDB
3. Search bar logic improvement: search bar works together with filter and download function	<ul style="list-style-type: none"> • Enquiry report • Conference report 	CXDB
4. Filter selection summary: show the summary of selected filters instead of count of filter	<ul style="list-style-type: none"> • Home Dashboard (3.12) • Enquiry Overview (3.12) • Enquiry Report Details (3.12) • Staff Report: Report Details (3.12) 	CXDB

Date & Time Filter

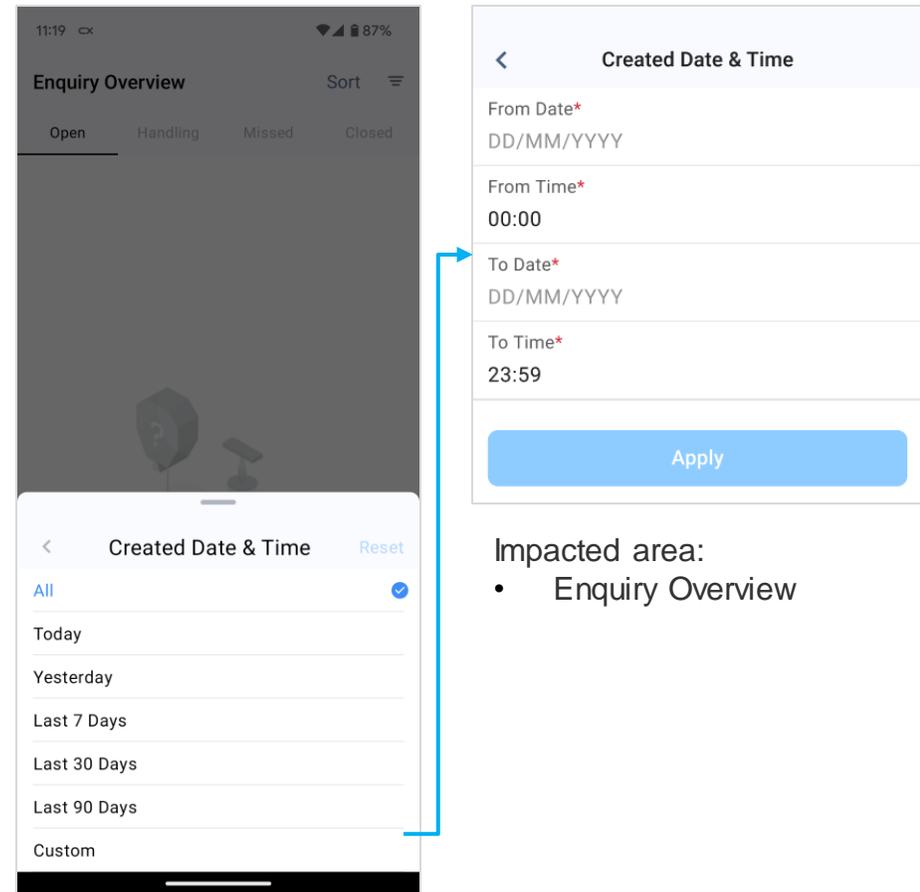
CXDB



Impacted area:

- Home Dashboard
- Enquiry Overview
- Call Report
- Conference Report
- Chat Report
- SMS Report
- Visitor Report
- Staff Report
(except report overview chart)

CXMA



Impacted area:

- Enquiry Overview

Search bar logic improvement

Logic:

1. Allow partially search
2. Keep the input search text in search bar after press enter to see the result to allow the user to know that the search filter is applied.
3. To remove the search bar result, user need to click clear which is (x) icon and all data should show at the same time. (no need to enter the blank text and press enter to search again.)
4. Both search bar and the other filters work together. Applying filter before or after using search bar, the content is subject to both search bar and filter setting.
5. When downloading the file, the search bar result should reflect in the downloaded file as well as the other filters. But search bar doesn't have to be saved as a filter.

Impacted Area:

- Enquiry Report
- Conference Report (Search impact on download (5.) will be implement to conference report in P2.)

Enquiry Report ⓘ

< Enquiry View Visitor View T1 +

🔍 RY ✕ 📄 Save Filter >

Enquiry ID	Enquiry Status	Created Date & Time
INQ-000RYO	Missed	2023-05-09 11:57:51
INQ-000RYN	Ongoing	2023-05-09 11:54:31
INQ-000RYJ	Missed	2023-05-09 11:30:51
INQ-000RYF	Closed	2023-05-09 10:48:13
INQ-000RYE	Missed	2023-05-09 08:29:59
INQ-000RYD	Missed	2023-05-09 01:06:52

Filter >

Closed Date & Time
All

Created Date & Time
Today

Enquiry Status
All

Enquiry Type ⓘ
All Enquiry Types

Enquiry Origin ⓘ
All

Filter selection summary

v3.11

Destination Name	Destination Endpoint
--	--
Direct Staff	Edy Chuang

Date & Time	Last 7 Days
Closed Date & Time	All

v3.12

Conference Report ⓘ

Date & Time: Last 7 Days
Host Name: Joana Leite; Amy Chu; E... ..

Conference ID	Host
05112548	Joana Leite
05112548	Joana Leite

Date & Time: Last 7 Days
Host Name: Joana Leite; Amy Chu; E... ..

- Date & Time: Last 7 Days
 - Host Name: Joana Leite; Amy Chu; Emily Ng
 - Attachment: No Attachment

Caller: Joana Leite
Receiver: Richardo Kann
Date & Time : L... ..

Caller	Receiver	Date & Time	Duration	Status	Ended By	Attachment
Joana Leite	Richardo Kann	16/08/2021 10:30:28	14 min	Abandoned	Joana Leite	
Joana Leite	Richardo Kann	16/08/2021 10:30:28	14 min	Abandoned	Joana Leite	

P1 Impacted Area:

- Home Dashboard
- Enquiry Overview
- Enquiry Report
- Staff Report

P2 Impacted Area:

- Call Report
- Conference Report
- SMS Report

10

Q & A

All previous training slides, clips & recordings

Windows Mapped T-drive:

T:\Training_Videos\20230518_cx_3120_training\

Or enter \\hk2k19ad01\Product_Development\Training_Videos\

Mac Users: smb://hk2k19ad01/Product_Development/Training_Videos/



THANK YOU

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