



# Product Release Training

CINNOX Version **V3.13.1 / V3.13.2 / V4.0.0 & V4.0.1**

Training Date: 27th July 2023

Tentative Release Date: 13<sup>th</sup> July / 20th July / 10th August 2023 & TBC

# CONTENTS

**01**

---

**V3.13.1 / V3.13.2/ V4.0.0 &  
V4.0.X Release Summary**

**02**

---

**Chat Translation P1 – Demo  
2 & 3 (Internal)**

**03**

---

**Private Message P2 – On  
Enquiry Overview**

**04**

---

**WhatsApp Engagement**

**05**

---

**WhatsApp Campaign –  
Variable Mapping (PDC-  
1045 Improvement)**

**06**

---

**ASR Number In Call Report  
Overview (PDC-1097)**

**07**

---

**Staff Report Improvement  
P3**

**08**

---

**Q & A**

**09**

---

**Reference**

01

# V3.13.1 / V3.13.2/ V4.0.0 & V4.0.1 Release Summary

## V3.13.1 Hotfixes

Released on 13th July 2023

- [PDC-1097](#) Adjust ASR Number In Call Report Overview
- [RM-194](#) [Permission] Update "Use Personal Number as Caller & Sender ID" Permission
- [RM-199](#) [Call Duration Fix] Fix The Call Duration In ODB System
- [TWEB-18060](#) [TWEB][Design] Change The Video Icon When The Camera Is Not Open

## V3.13.2 Hotfixes

Released on 20th July 2023

- [RM-230](#) [CXDB] [Conference Call View] Show Large Call View To Host By Default When Starting An Instant Conference
- [TWEB-18078](#) [Design][CXDB][CXWV/C] Adjust The Button Order On Large View

## V4.0.0 Release Summary

To be released on 10th August 2023

- Features:
  - Private Msg P2 (on Enquiry Overview) - Web Dashboard
  - (Sun Hung Kai) WhatsApp Engagement
  - PDC-1045 (Roche) WhatsApp Campaign - Variable Mapping

## V4.0.X Release Summary

Release date is TBC

- Features:
  - V4.0.1 Chat Translation P1 for enquiry room & space/ conference room (internal)
  - V4.0.1 Staff Report Improvement P3
  - V4.0.X Private Msg P2 (on Enquiry Overview) - iOS/ Android App

02

# Chat Translation P1

## - Demo 2 & 3

(Internal)

## Chat Translation: Using ChatGPT (Internal)

**Values:** Automatically translate live chat messages into the visitor's language or the agent's profile language on CINNOX. Help enterprises to expand their business to different countries and improve internal communications.

### Scope:

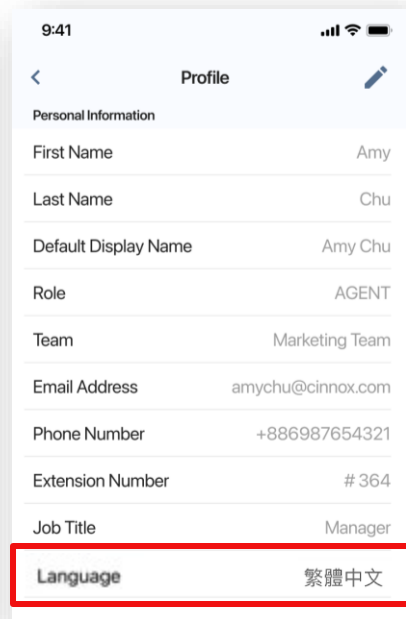
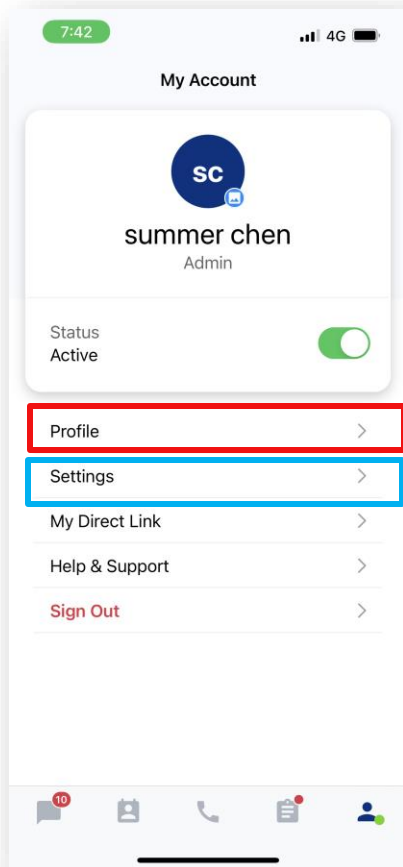
Phase	Function	Channel/ Room	Platform
<b>POC</b> (v3.12.0)	<ol style="list-style-type: none"> <li>1. Manually translate chat messages in the chat room</li> <li>2. Supports internal room only</li> </ol>	internal staff room, space, conference room	iOS (internal)
<b>P1 - Demo1</b> (v3.13.0)	<ol style="list-style-type: none"> <li>1. Automatically translate, turn on/ off by service level</li> <li>2. Sync agent's profile language setting on Web Dashboard &amp; Mobile App</li> </ol>	1-1 internal staff room	All (internal)
<b>P1 - Demo2&amp;3</b> (v4.0.1)	<ol style="list-style-type: none"> <li>1. <b>Everything in Demo1</b></li> <li>2. <b>Allow staff to change visitor's language to send the translated message</b></li> <li>3. <b>Supports translation of up to 3 different languages in the chat room</b></li> <li>4. <b>Allow Supervisors to view translated messages when monitoring chat</b></li> <li>5. <b>Supports translation of all chat message types</b></li> <li>6. <b>Allow staff to turn on/ off chat translation in different chat rooms</b></li> <li>7. <b>Allow staff to change profile language on Mobile App</b></li> </ol>	<b>Same as the above, Space, Conference room &amp; Enquiry rooms (social, weblink, widget)</b>	<b>All (internal)</b>
P2 – Go prod. (v4.1)	<ol style="list-style-type: none"> <li>1. Everything in <b>P1</b></li> <li>2. Administration setting page for entering OpenAI API Key</li> <li>3. Save &amp; view all translated messages in chat history (Enquiry/ Conference report/ Enquiry Overview)</li> <li>4. Plan &amp; billing toggle settings</li> </ol>	Same as the above, SMS, 3rd-party channels	All (prod.)

# Chat Translation P1 – Demo 2 & 3

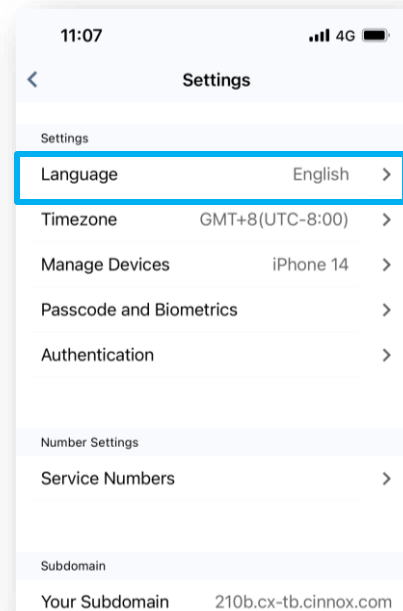
Change [Profile Language](#) on CINNOX mobile App

Platform: CXMA

Profile language for translation



Setting language for UI display



P1: Only support 4 languages

P2: CXDB will also have separate 2 language settings for translation and UI display. Will support up to 26 languages for translation.

## Two language settings on Mobile app:

1. **Setting (Device) Language:** The language displayed on the system UI of the CINNOX mobile app.
2. **Profile Language:** The language used to translate chat messages to the staff. The profile language on CXMA syncs with dashboard language on CXDB.

## Benefits of 2 separate language settings:

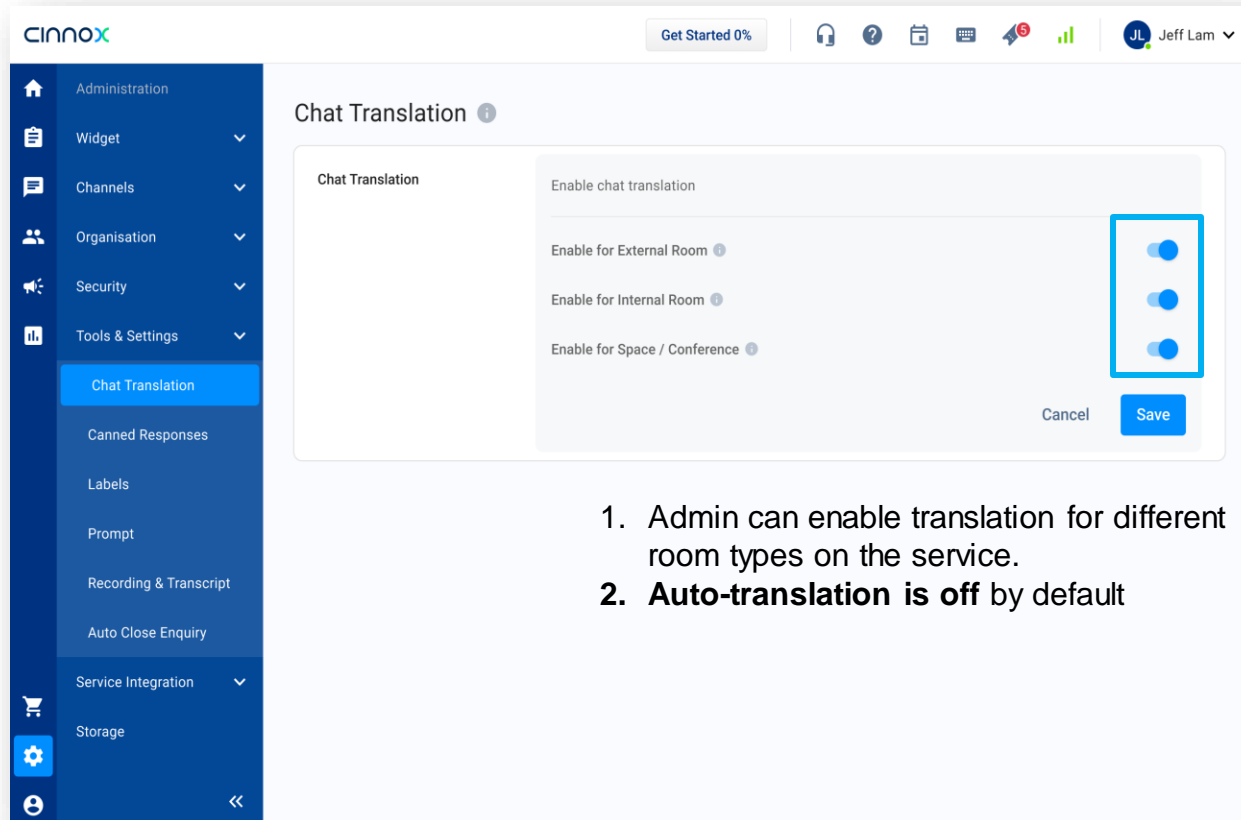
When the customer's language is not supported by CINNOX language, they can still use chat translation to translate chat messages into their familiar language.



# Chat Translation P1 – Demo 2 & 3

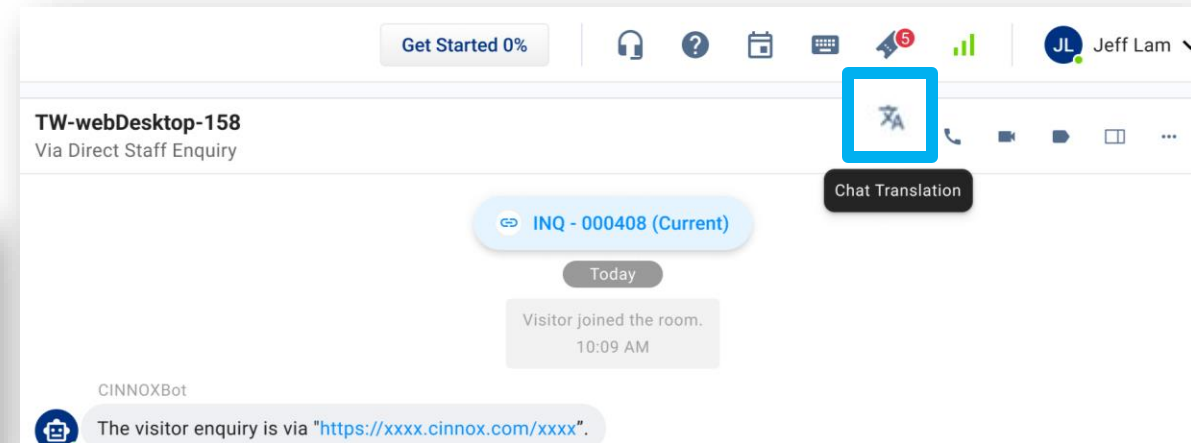
## Administration Setting Page on CXDB

Administration > Tools & Settings > Chat Translation



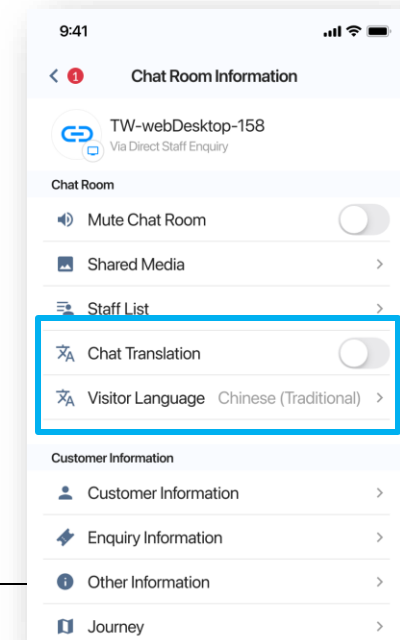
1. Admin can enable translation for different room types on the service.
2. **Auto-translation is off** by default

## Platform: CXDB



## Platform: CXMA

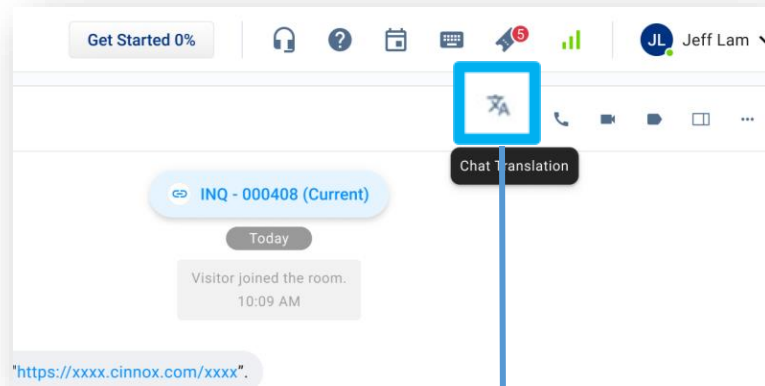
When the room type has chat translation enabled, the **translation setting** will be displayed in the chat room



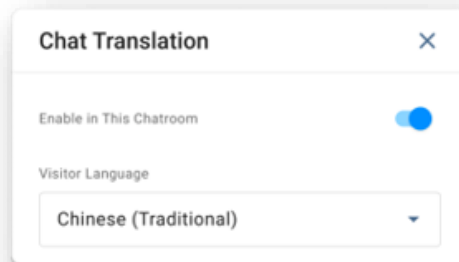
## Chat Translation P1 – Demo 2 & 3 (Enquiry room)

Turn on translation in chat room

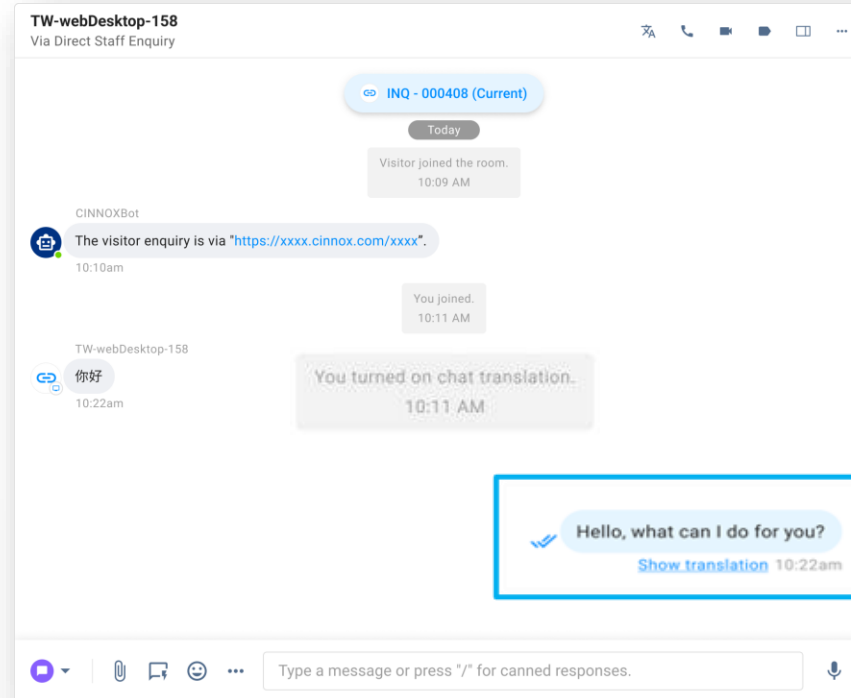
Platform: CXDB



1. Enable the toggle to turn on translation in this chat room (only **Enquiry Owner** can switch)
2. Select the visitor language (Support up to **26 languages**)



### Agent View



### Visitor from Weblink

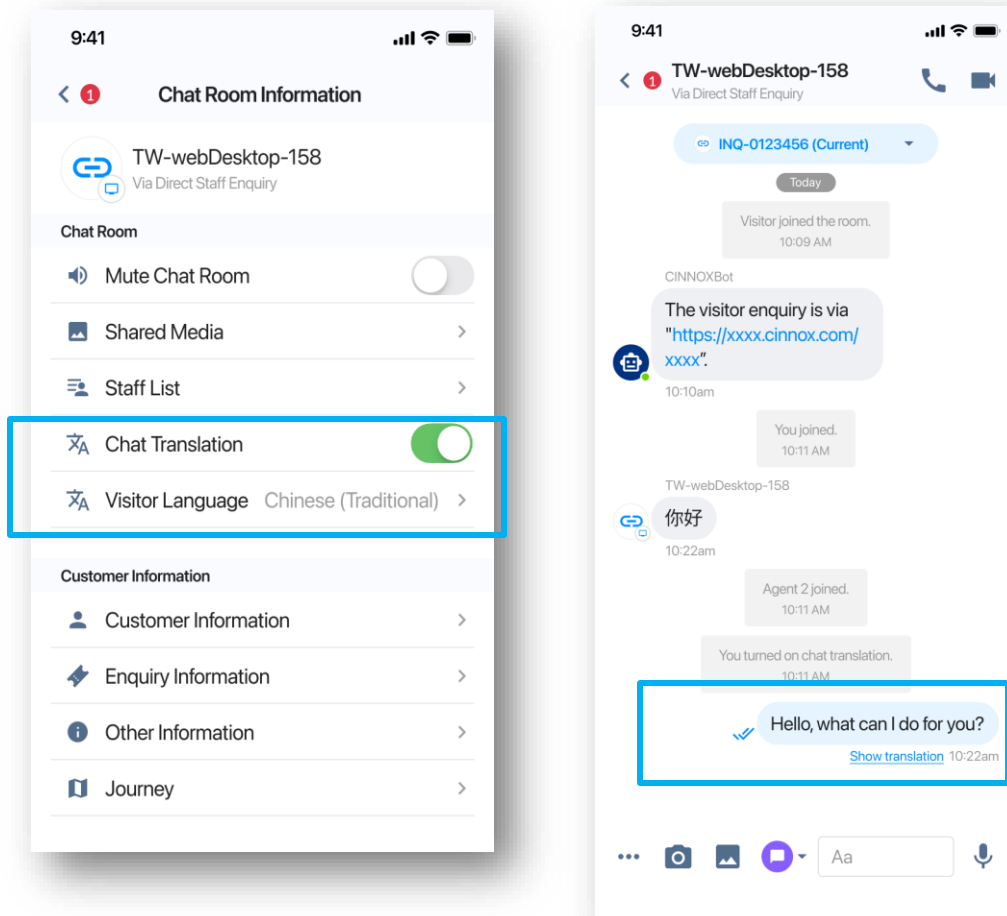


## Chat Translation P1 – Demo 2 & 3 (Enquiry room)

Turn on translation in chat room

Platform: CXMA

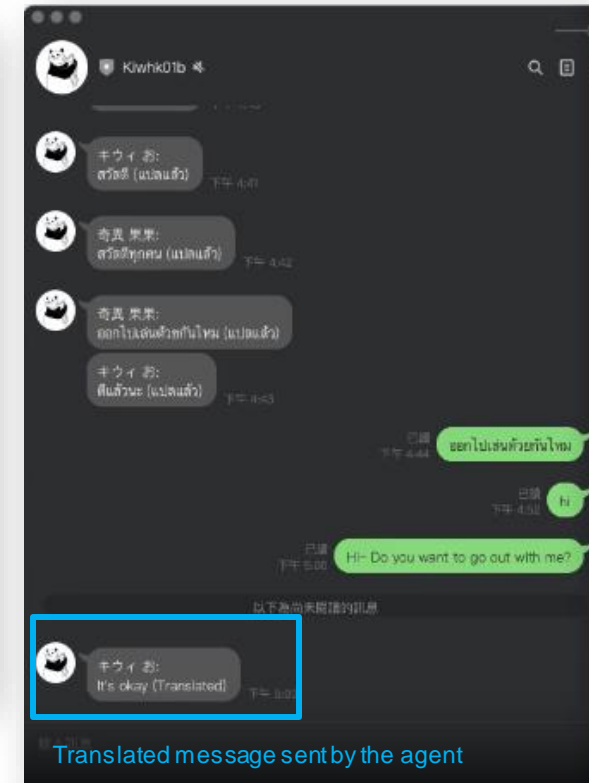
Agent View



Visitor from Weblink



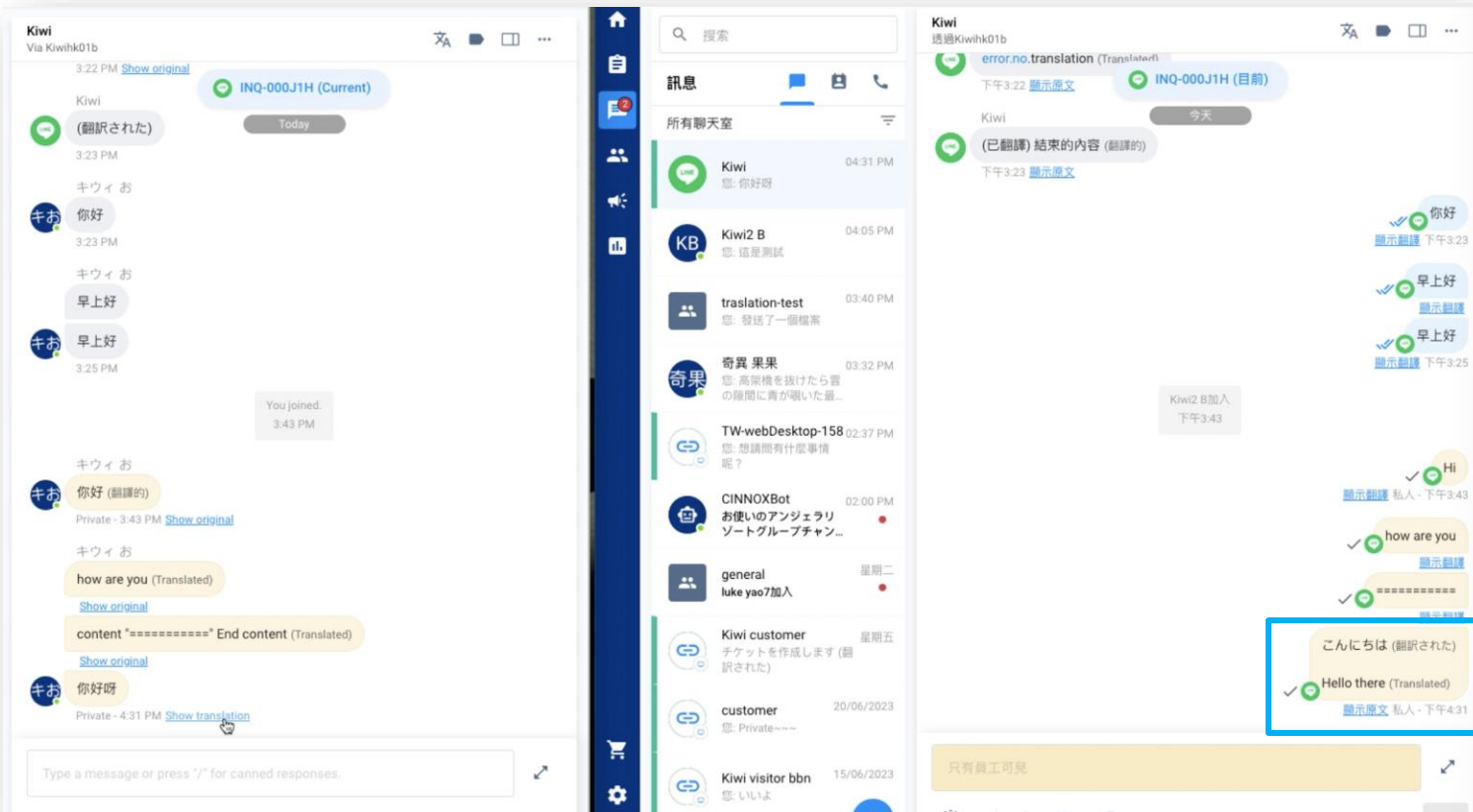
Visitor from Social (LINE)



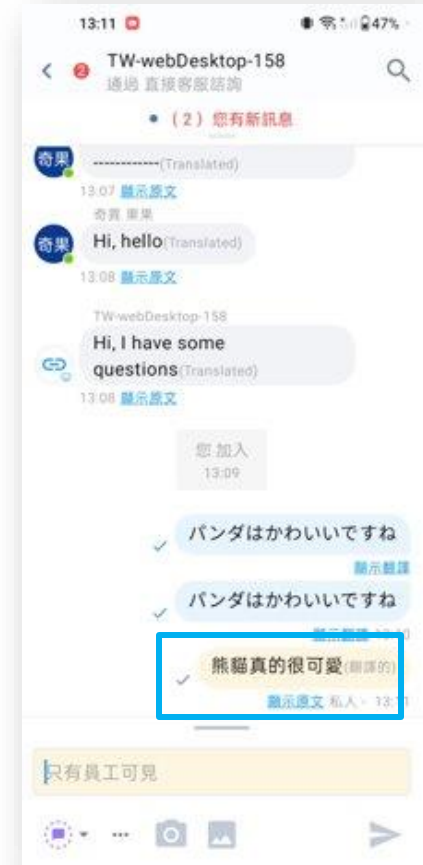
# Chat Translation P1 – Demo 2 & 3 (Enquiry room)

Support to translate private messages sent by staff to improve internal communications

Platform: CXDB



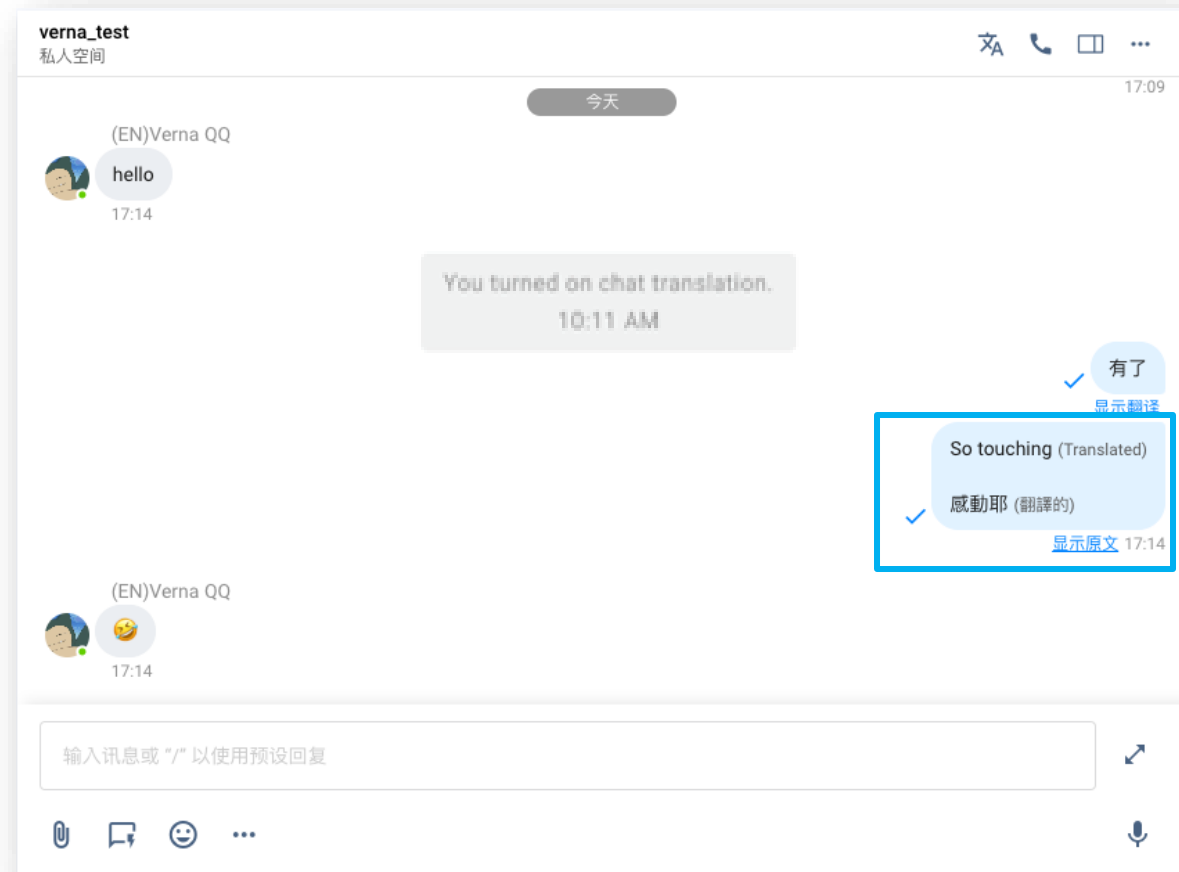
Platform: CXMA



## Chat Translation P1 – Demo 2 & 3 (Internal 1-1 staff room/ space/ conference room)

Display translated messages in multiple languages

Platform: CXDB



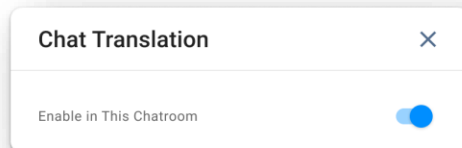
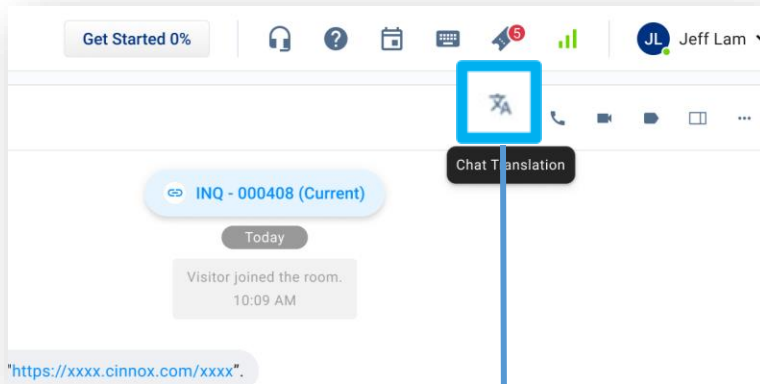
- Every staff in the room can turn on/ off translation and apply the setting to whole room. All members in the room will see the translated messages.
- Whenever the translation setting is changed, the name of the staff who turn on/ off translation will be displayed in the chat room.
- Up to 3 languages can be translated in a chat room. (based on the order of participants joining the room)
- Your outbound messages may be translated into up to 2 different languages.

## Chat Translation P1 – Demo 2 & 3 (Internal 1-1 staff room/ space/ conference room)

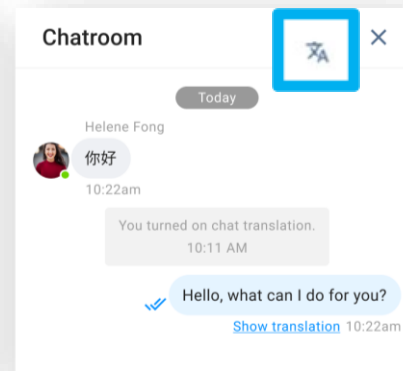
Turn on translation in chat room

Platform: CXDB

1-1 staff room/ Space

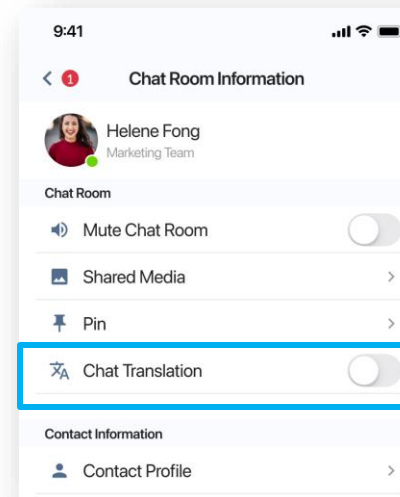


Conference room

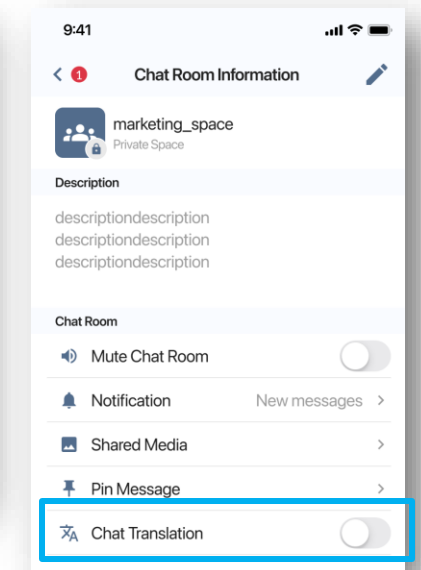


Platform: CXMA

1-1 staff room



Space/ conference room



All messages will be translated & displayed in the staff's profile language.

# Demo – Web Dashboard

(Multiple languages translation & set visitor language) 3 agents and 1 visitor in the same enquiry room (LINE social channel)

The screenshot displays the CINNOX Web Dashboard interface, which is designed for managing a LINE social channel. The dashboard is divided into several sections:

- Top Bar:** Features the CINNOX logo, a progress indicator "Get Started 44%", and various utility icons including a headset, help, calendar, and status indicators for CX, KB, and active agents.
- Left Sidebar:** Contains navigation icons for home, chat, contacts, and settings.
- Main Chat Area:** Displays a chat window for the "Kiwi" channel (Kiwhk01b). The chat history shows messages from agents (Kiwi) and a visitor (奇異 果果). The interface supports multiple languages, with messages being translated in real-time. For example, a message from the visitor "奇異 果果: やっぱライチゴのケーキを食べるべきですか? (翻訳された)" is shown in both Thai and English. The chat window also includes a "Today" separator and a "You joined" notification.
- Right Sidebar:** Contains a "スタッフリスト" (Staff List) section, which lists the active agents: Kiwi2 B, Kiwi (キオ), and 奇異 果果 (奇果). Each agent has a status icon and a role indicator.
- Bottom Bar:** Includes a search bar, a "チャット" (Chat) button, and a list of chat rooms. The chat rooms list shows the current chat room "Kiwi" and other rooms like "translation-test" and "TW-webDesktop-158".

The interface is designed to facilitate multi-language communication and efficient management of the LINE social channel.



# Demo – Web Dashboard

(Monitor enquiry) Supervisor is monitoring a chat enquiry on Enquiry Overview page

The screenshot displays the CINNOX Web Dashboard interface, which is divided into several sections:

- Top Bar:** Features the CINNOX logo, a progress indicator showing "已開始44%" (Started 44%), and various system icons including a headset, help, chat, calendar, and status indicators for "CX" and "KB".
- Left Sidebar:** Contains a search bar and a list of chat rooms under the heading "訊息" (Messages). The rooms include "traslation-test", "奇異 果果", "キウィ お", "CINNOXBot", "general", and "(EN)Verna Chen ...".
- Central Chat Window:** Shows a chat conversation with "Kiwi" (Kiwhk01b). The chat history includes messages in Thai and English, such as "Hi~ Do you want to go out with me?". A supervisor's intervention is shown with a green bubble saying "ออกไปเล่นด้วยกันไหม" (Do you want to go out with me?).
- Right Panel:** Displays a list of chat rooms and a detailed view of the current chat with "Kiwi". The detailed view shows the chat history, including a message from "CINNOXBot" asking for visitor information, and a response from "Kiwi" asking if they want to go out.



# Chat Translation P1 – Demo 2 & 3

## Known Issues:

1. If ChatGPT fails to translate a message, only the original message will be displayed to the visitors.
2. If a staff member changes his/her profile language, the chat history will not be re-translated. Only new chat messages will be translated.
3. The overall speed of displaying chat messages will be slower because all chat messages need to be translated by ChatGPT.
4. A single chat message cannot exceed 500 characters, otherwise the processing time of the message translation will time out, resulting in the failure to display the translated message.
5. **(NEW)** Translation of advanced messages is not supported. (e.g. WhatsApp template messages, quick reply messages...)
6. **(NEW)** If you mention (“@”) someone in a chat message, it may be displayed incorrectly formatted in the translated message, but the content will be correct.
7. **(NEW)** For internal staff rooms, space, conference rooms, all room members can turn on/ off chat translation in chat room. All room members will see translated messages if the staff profile languages are different. For enquiry rooms, only enquiry owner can turn on/ off chat translation in the chat room.
8. **(NEW)** Currently, only the mobile app can set the display language of CINNOX App and the translation language of chat messages separately. (Will apply the same method on CXDB in P2)

## Known Limitations on OpenAI (ChatGPT):

1. The response time of ChatGPT is slower and unstable depending on whether it is busy or not
2. Unexplained occasional translation failures or incomplete translations
3. Sometimes for unknown reasons it directly translates its "Prompt" instead of real chat messages
4. **(NEW)** Translations may be incomplete or fail for messages longer than 450 characters.
5. **(NEW)** When there is a newline in the original text message, it will be replaced by a space symbol and displayed in translation to reduce the translation error rate.

03

## **Private Message P2 - On Enquiry Overview**

## Private Message P2 (On Enquiry Overview)

### Value:

- Allow managers or supervisors to send private messages to agents to coach or provide assistance while monitoring enquiries.

### Scope:

Function	Description	Platform
Private Message on Enquiry Overview page	<ul style="list-style-type: none"><li>• Sending private message while monitoring chat enquiries</li><li>• Support sending canned msg, emoji, insert link in private messages</li></ul>	<ul style="list-style-type: none"><li>• Web (V4.0.0)</li><li>• IOS/ Android App (V4.0.X)</li></ul>

## Private Message P2 (On Enquiry Overview)

Platform: CXDB (V4.0.0)

The screenshot displays the CINNOX CXDB (V4.0.0) interface. On the left, a sidebar shows navigation icons. The main area is titled 'Handling Enquiry Details' and features a list of enquiries under 'Handling (4100)'. The list includes entries for 'Visitor', 'test customer', 'customer', 'TW-webDesktop-158', '65165165 Zendesk', and 'CN-android-164'. The 'Visitor' enquiry is selected, showing a detailed view of the conversation. The conversation history includes messages from 'YT1 Chen' and 'Visitor'. A private message is highlighted with a blue box, containing the text 'Visible to staff only'. The interface also shows 'Enquiry Information' and 'Visitor Information' on the right side.

Platform: CXMA (V4.0.X)

The screenshot displays the CINNOX CXMA (V4.0.X) interface. It shows a conversation with 'Visitor A' via Direct Enquiry. The conversation history includes messages from 'Staff A' and 'Visitor A'. A private message is highlighted with a blue box, containing the text 'Visible to staff only'. The interface also shows 'Assist your staff?' options and a 'Take Over' button.

Private messages are only visible to internal staff

# Demo – Web Dashboard

Supervisor

Agent

Visitor

Enquiry Overview

Open (0) Handling (4100) Missed (11694) Closed (2565)

No Open Enquiries

Visitor 06:50 PM  
Via YT1 Chen  
TW, Chinese  
By YT1 Chen

test cust... 05:46 PM  
Via Ming Liu  
TW, English  
By Ming Liu

customer 03:52 PM  
Via Chad Liao  
TW, Chinese  
By Chad Liao

TW-web... 03:52 PM  
Via chad t...  
TW, English  
By Chad Liao

6516516... 03:51 PM  
Via norah...  
By Chad Liao

CN-andr... Friday

Pei's Co... Yesterday  
Via Custo...  
CINNOX | 解...

LinkedIn Saturday  
Via test\_e...  
Abby, ad...

HK+852... Saturday  
Via # 85269...  
HK

=?utf-8?... Friday  
Via jimmy...  
高雄你好！

Google Friday  
Via davidh...  
安全性快訊

CN-andr... Friday  
Via Custo...  
CN, English

Pei's Co... Thursday  
Via Minnv...  
1m

Visitor 06:47 PM  
Via YT1 Chen  
TW, Chinese  
By YT1 Chen

test cust... 05:46 PM  
Via Mingy...  
TW, English  
By Mingy Liu

test cust... 05:44 PM  
Via Ming...  
CN, English  
By Ming Liu

test chad 12:06 PM  
Via # 85234...  
TW  
By Chad Liao

Country... 11:26 AM  
Via Pei &...  
TW, English  
By pei li

customer Friday  
Via Minnv...  
1m

Agent Home

Search

Chats

All Chat Rooms

Visitor typing... 06:59 PM

general Apple Reviewer joined. You were mentioned. Thursday

summer chen 06/07/2023  
hi

CINNOXBot 25/05/2023  
The Third-Party Authentication has now b...

add\_staff\_test 07/04/2022

YT2 Chen 08/04/2022

Jodi Smith (Inact... 07/04/2022

Peter Dev 30/03/2022

test sss 14/0...

Visitor

Visitor is typing...

The visitor enquiry is via  
"ht INQ-000SSK (Current)  
tb.c...  
tb.cinnox.com/staff/JJ12wUj.bi2rtz  
XYSuvV.0e81.03000000.8hJMA7\_sV  
EYOajIM/im".

Here is some information:

Last name  
Visitor

6:50 PM

You joined. 6:50 PM

Visitor  
Hi 6:59 PM

Hi, What can I help you today? 6:59 PM

Visitor  
My computer is broken.  
How can I fix it? 6:59 PM

Type a message or press \*/\* for canned...

The Coca-Cola Company | YT1 |...

cxwc.cx-tb.cinnox.com/app.html#|...

YT1

YT1 joined 18:07 PM

Hi 6:59 PM

YT1  
Hi, What can I help you today? 6:59 PM

My computer is broken.  
How can I fix it? 6:59 PM

Leave Chat Room

Type a message

Powered by CINNOX

# 04

## WhatsApp Engagement

## WhatsApp Engagement

### Value:

- Requested by Sun Hung Kai. Allows Sales Managers to proactively engage with customers by sending WhatsApp template messages and establish the engagement binding with the visitor's WhatsApp number.
- Once the binding was established successfully, no other Sales Manager can use the same WhatsApp channel to engage with the same visitor until the engagement period has expired.
- Better maintain customer relationship

### Scope:

Function	Description	Platform
<b>Engagement Setting in WhatsApp channel</b> <ul style="list-style-type: none"><li>- Engagement Period</li><li>- Engagement Binding List</li><li>- Allowlist setting</li></ul>	<ul style="list-style-type: none"><li>• Support <a href="#">360dialog WhatsApp source</a> only</li><li>• Set the expiration period for engagement bindings</li><li>• View or revoke engagement binding</li><li>• Add staff to the allowlist to allow them to engage with customers using this WhatsApp channel as the sender</li></ul>	Web
<b>WhatsApp Engagement entry points:</b> <ul style="list-style-type: none"><li>- Dial pad</li><li>- Contact Profile (Mobile/ WhatsApp number) on chat room side panel or Contact Details page</li></ul>	<ul style="list-style-type: none"><li>• Engage with a visitor by entering a WhatsApp number on the dial pad</li><li>• Engage with a contact by clicking the WhatsApp icon next to the contact mobile/ WhatsApp number</li></ul>	All

# WhatsApp Engagement

WhatsApp Channel Setting (Only support 360dialog WhatsApp source)

Channels > Social > WhatsApp Channel (360dialog WhatsApp source) > Channel Details

< Channel Details

**Basic Information**

Channel Name RD\_天使Agent有對翅膀 [Edit](#)

Source 天使Agent [Edit](#)

**Engagement**

Bind a visitor to the staff who called them using this number. Enabled

**Engagement**

Forward to Destination service group when the bound staff is not available. ☐

Engagement Period 7 Days

**Allowlist**

Destination staff use this channel as the sender. ☐

Allowlist

Cathie Lee X Cathie Agent X Shelly agent X

Aaron Chen X

[View the engagement binding list](#) [Cancel](#) [Save](#)

7 Days

1 Day

3 Days

7 Days ✓

14 Days

30 Days

Binding List			
Visitor	Agent	Binding End Date	Revoke binding
TW+8862585	Jason Wang	25/08/2023 14:08:26	
TW+886957885632	Angela Chang	25/08/2023 13:58:10	

- **Engagement Period:** The engagement binding will expire when there is no interaction between the bound customer and staff beyond the set period.
- **Allowlist:** Add staff who are not in the routing destination of this channel to the allowlist to allow them to use this channel to engage with visitors or contacts.
- **Binding List:** Display all engagement bindings between the bound customer and staff in this channel. The **Binding End Date** will be automatically extended as long as staff continue to engage with the visitor.

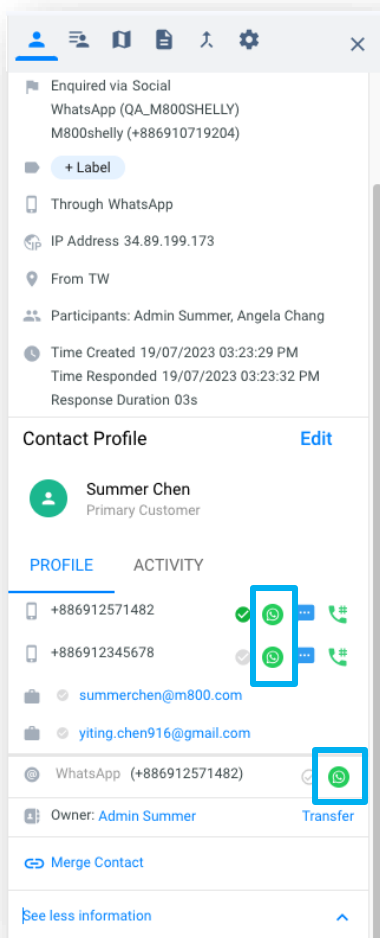


# WhatsApp Engagement

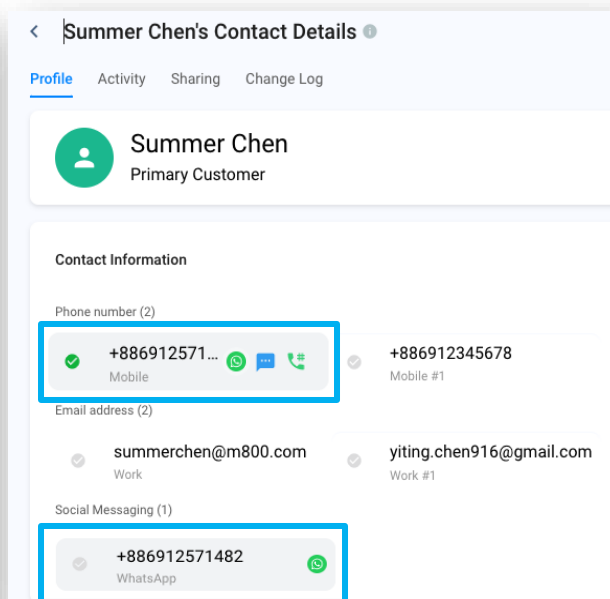
Entry Points - Anywhere that displays mobile number or WhatsApp number

Platform: CXDB

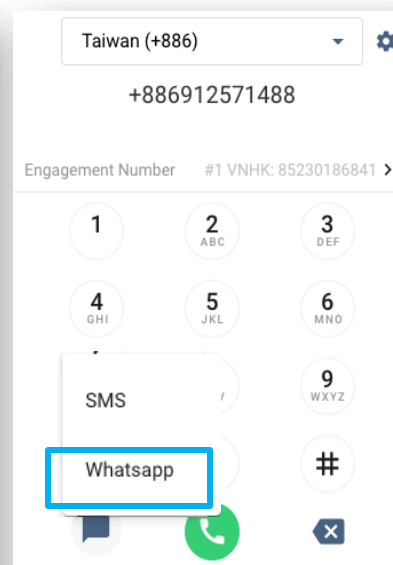
Chat room side panel



Contact profile detail page

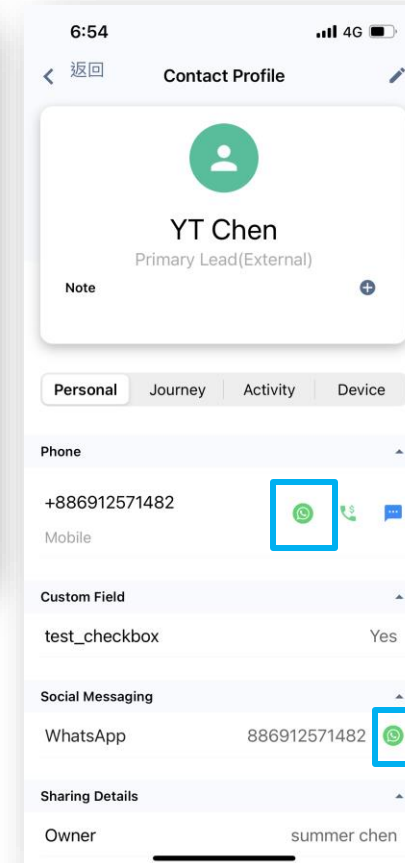


Dial pad

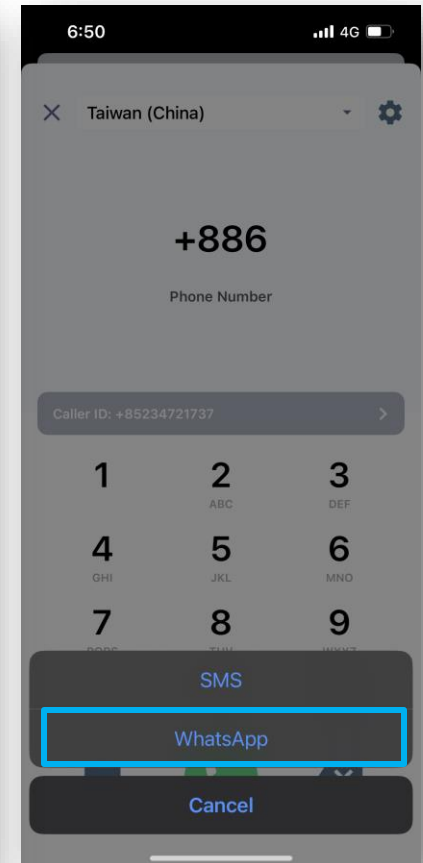


Platform: CXMA

Contact profile detail page



Dial pad

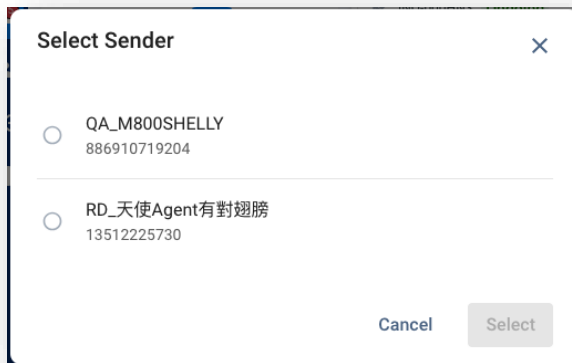


# WhatsApp Engagement

## WhatsApp engagement flow

1 Click the WhatsApp icon next to the mobile number or WhatsApp number

2 Select a WhatsApp channel as the sender



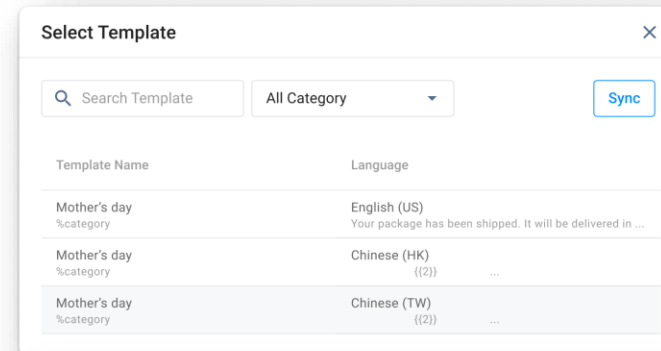
Select Sender

☐ QA\_M800SHELLY  
886910719204

☐ RD\_天使Agent有對翅膀  
13512225730

Cancel Select

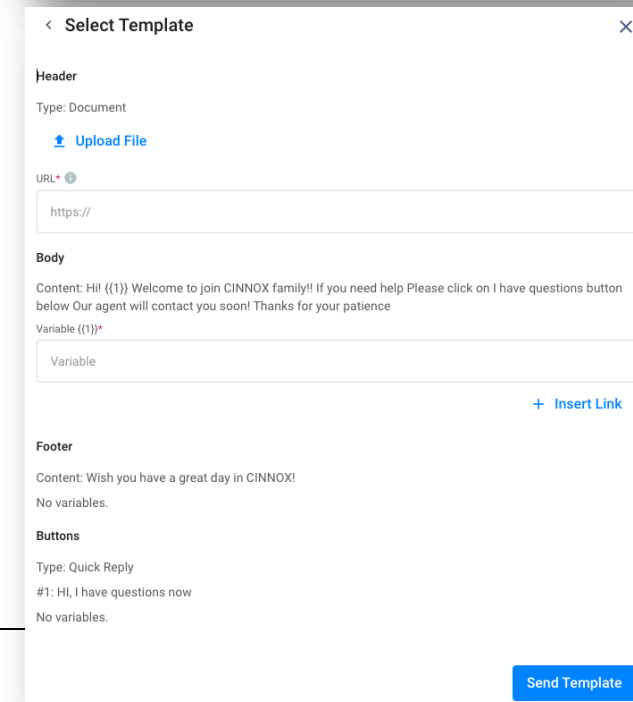
3 Choose a WhatsApp template to edit the variables



Select Template

Search Template All Category Sync

Template Name	Language
Mother's day %category	English (US) Your package has been shipped. It will be delivered in ...
Mother's day %category	Chinese (HK) {{2}} ...
Mother's day %category	Chinese (TW) {{2}} ...



Select Template

Header

Type: Document

Upload File

URL: https://

Body

Content: Hi! {{1}} Welcome to join CINNOX family!! If you need help Please click on I have questions button below Our agent will contact you soon! Thanks for your patience

Variable {{1}}\*

Variable

+ Insert Link

Footer

Content: Wish you have a great day in CINNOX!

No variables.

Buttons

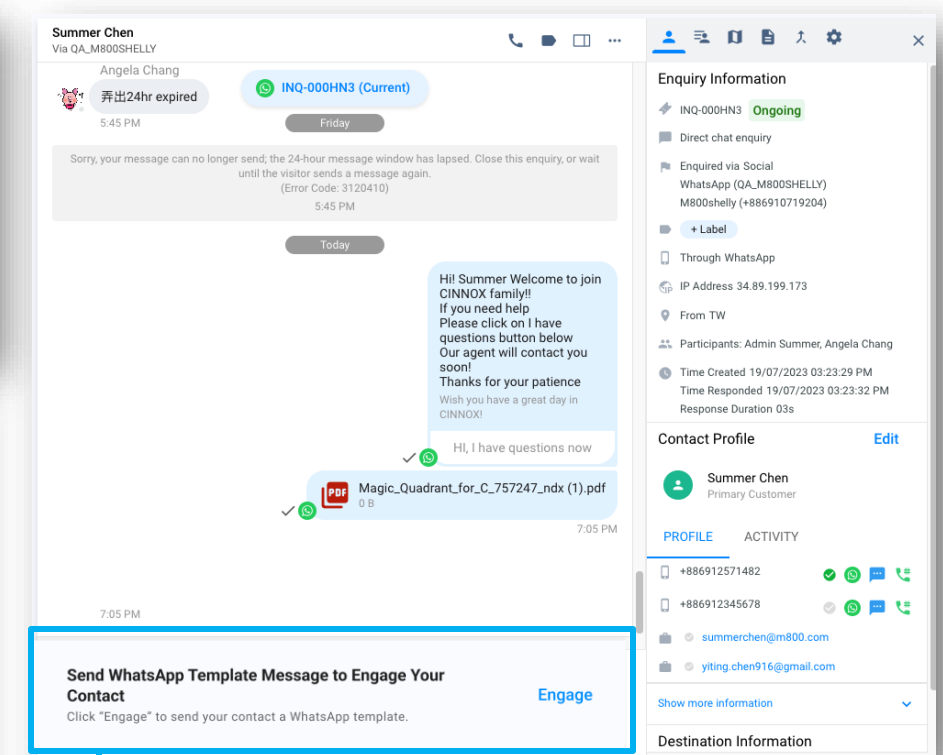
Type: Quick Reply

#1: Hi, I have questions now

No variables.

Send Template

4 Create the enquiry room and send out the template message to the visitor



Summer Chen  
Via QA\_M800SHELLY

Angela Chang  
弄出24hr expired  
5:45 PM

INQ-000HN3 (Current)  
Friday  
Sorry, your message can no longer send, the 24-hour message window has lapsed. Close this enquiry, or wait until the visitor sends a message again.  
(Error Code: 3120410)  
5:45 PM

Today

Hi! Summer Welcome to join CINNOX family!! If you need help Please click on I have questions button below Our agent will contact you soon! Thanks for your patience Wish you have a great day in CINNOX!

Hi, I have questions now

Magic\_Quadrant\_for\_C-757247\_ndx (1).pdf  
0 B  
7:05 PM

Send WhatsApp Template Message to Engage Your Contact  
Click "Engage" to send your contact a WhatsApp template.

Engage

Enquiry Information

- INQ-000HN3 Ongoing
- Direct chat enquiry
- Enquired via Social WhatsApp (QA\_M800SHELLY) M800shelly (+886910719204)
- + Label
- Through WhatsApp
- IP Address 34.89.199.173
- From TW
- Participants: Admin Summer, Angela Chang
- Time Created 19/07/2023 03:23:29 PM
- Time Responded 19/07/2023 03:23:32 PM
- Response Duration 03s

Contact Profile Edit

Summer Chen  
Primary Customer

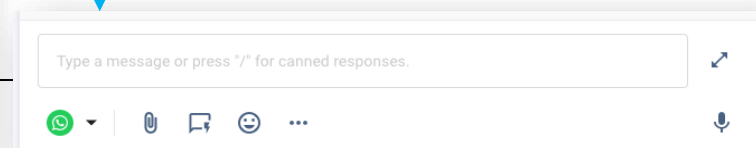
PROFILE ACTIVITY

- +886912571482
- +886912345678
- summerchen@m800.com
- yiting.chen916@gmail.com

Show more information

Destination Information

The "Engage" banner disappears only when the visitor replies to you, and you can send a free-form message from the input field.



Type a message or press "/" for canned responses.

WhatsApp icons and microphone icon

# Demo – Web Dashboard

The screenshot displays the CINNOX Web Dashboard interface. The top header features the CINNOX logo on the left, a 'Get Started 44%' button, and a series of icons for help, settings, calendar, and status, with a green 'Active' indicator on the right.

The left sidebar contains navigation icons for home, list, messages, contacts, and a grid view. The main content area is titled 'This is your Workspace!' and includes a sub-header: 'This is where you can respond to customer enquiries and collaborate with your colleagues. Try a simulation below to test it out!'

Below the header, there are two simulation cards:

- How to pick up an enquiry?**  
Simulate a basic chat enquiry as both a visitor and an agent.  
[Let's try!](#)
- How to make a call?**  
Simulate making a call to our bot with CINNOX.  
[Let's try!](#)

The left sidebar also features a 'Calls' section with a search bar and a list of call records. The records include contact names and phone numbers:

- 渣打 +886 2 4058 0088
- +886 +886
- +88627892398 +88627892398
- +8862865892895729 +8862865892895729
- +88631112314187 +88631112314187

Below the list, there is a dropdown menu set to 'Taiwan (+886)' and a text input field containing '+886'. At the bottom of the sidebar is a numeric keypad with buttons for digits 1-9, \*, 0, and #, along with icons for chat, voice call, and video call.

# WhatsApp Engagement

## Known Limitations

1. Only support the WhatsApp channels connected to a 360dialog WhatsApp source
2. No one can use the WhatsApp channel to engage with visitors if the engagement period of the binding between the staff and bound customer has not yet expired.
3. If a visitor is in a WhatsApp enquiry with another agent, other staff will not be able to engage with them through the same WhatsApp channel.
4. Currently, staff can only engage with a visitor or a contact by sending a WhatsApp template message, even if the 24-hr message windows has not expired. (But in the future, we will allow staff to send a free-form message to engage with their customer first to check if the conversation still within the 24-hr message window.)

# 05

## WhatsApp Campaign - Variable Mapping (PDC-1045 Improvement)

## WhatsApp Campaign – Variable Mapping

### Value:

- This improvement was requested by Roche.
- Staff just need to maintain a CSV file with custom field names and their customer data and use it for all WhatsApp campaigns by manually matching the field names with the selected WhatsApp template variables.

### Scope:

Function	Description	Platform
Create WhatsApp Campaign > Bulk Upload	Import a custom CSV file and manually matching the field names to the selected WhatsApp template variables	Web Dashboard

# WhatsApp Campaign – Variable Mapping

## Bulk Upload

Create WhatsApp Campaign

Guide on how to create a 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 bulk upload by downloading a sample CSV, customise it with template variables and import it.

[Learn More in our Dashboard Guide](#)

Bulk Upload

Enter Manually

Download, Customise & Upload CSV

886912571482

Upload file

Edit Template Variables

Header

Type: Image

Select fields from CSV

Enter URL or upload file

Please select

Body

Please select

Variable (2)\*

Please select

Footer

No variables.

Buttons

No variables.

Back

Next

Good morning! {{1}}

Wish you a Merry Christmas!

From {{2}} Company

03:10 pm

The dropdown list showing  
field names from the CSV file

## Custom CSV file

WhatsAppCampaign_Custom_Variables_Sample.csv								
Recipient	First_Name	Last_Name	Country	Gender	Birth_date	Appointment_date	custom_field_1	custom_field_2
85297326800	Johnson	Smith	Hong Kong	Male	1900/01/01	2023/12/01		

## Upload file

Header

Type: Image

Select fields from CSV

Enter URL or upload file

https://

Upload File

# Demo – Web Dashboard

Get Started 44%

Campaigns

Smart Messaging

Submitted Campaigns

Draft Campaigns

Sent Campaigns

Templates

Smart Calling

## Submitted Campaigns

Search

Select Status

All

Create Campaign

	Campaign Name	Channel	Created By	Sender	Subject	Recipients	Sending Options	Status
<input type="checkbox"/>	test_campaign	SMS	Aac Test	+886937782416	--	1	Every Day	Scheduled on
<input type="checkbox"/>	dfbdfdfb	WhatsApp	Josh Fu	RD_天使拉_24/7 天使拉 For Cinnox - +886916768793	cinnox_blog_richtext en_US	2	One-off	Scheduled on
<input type="checkbox"/>	old version bulk upload from shelly	WhatsApp	Shelly agent	QA_M800SHELLY M800shelly - +886910719204	video_call_to_action zh_TW	6	One-off	Scheduled on
<input type="checkbox"/>	123	WhatsApp	zack lin	Milly WhatsApp (Engagement OFF) 儲備market - +85230699720	m800_360dialog_free1000test zh_TW	1	Every Day	In Progress
<input type="checkbox"/>	angela test	WhatsApp	Angela Chang	RD_天使拉_24/7 天使拉 For Cinnox - +886916768793	cinnox_sharedoc zh_TW	3	--	In Progress
<input type="checkbox"/>	cccccc	WhatsApp	Clifford Tien (Suspended)	-- - +886971609210	one_reply_button zh_TW	1	--	In Progress
<input type="checkbox"/>	test - enquiry	WhatsApp	测试员qq \ \ Hi Five! / /	-- - +886971609210	doc_var_button en_US	4	--	In Progress
No more data available								

Records per page 

10

 1-7 of 7

Company Confidential



# WhatsApp Campaign – Variable Mapping

## Known Limitations

1. Only allow to upload the file in CSV file format.
2. Support up to **20 custom fields** (including Recipient field) in the CSV file.
3. The "**Recipient**" field name MUST in the first row & the first column in the CSV file.
4. The field data cannot contain a newline symbol or tab and all field data cannot be empty. Otherwise, the CSV file will import failed.

06

# ASR Number in Call Report Overview (PDC-1097)

## ASR Improvement

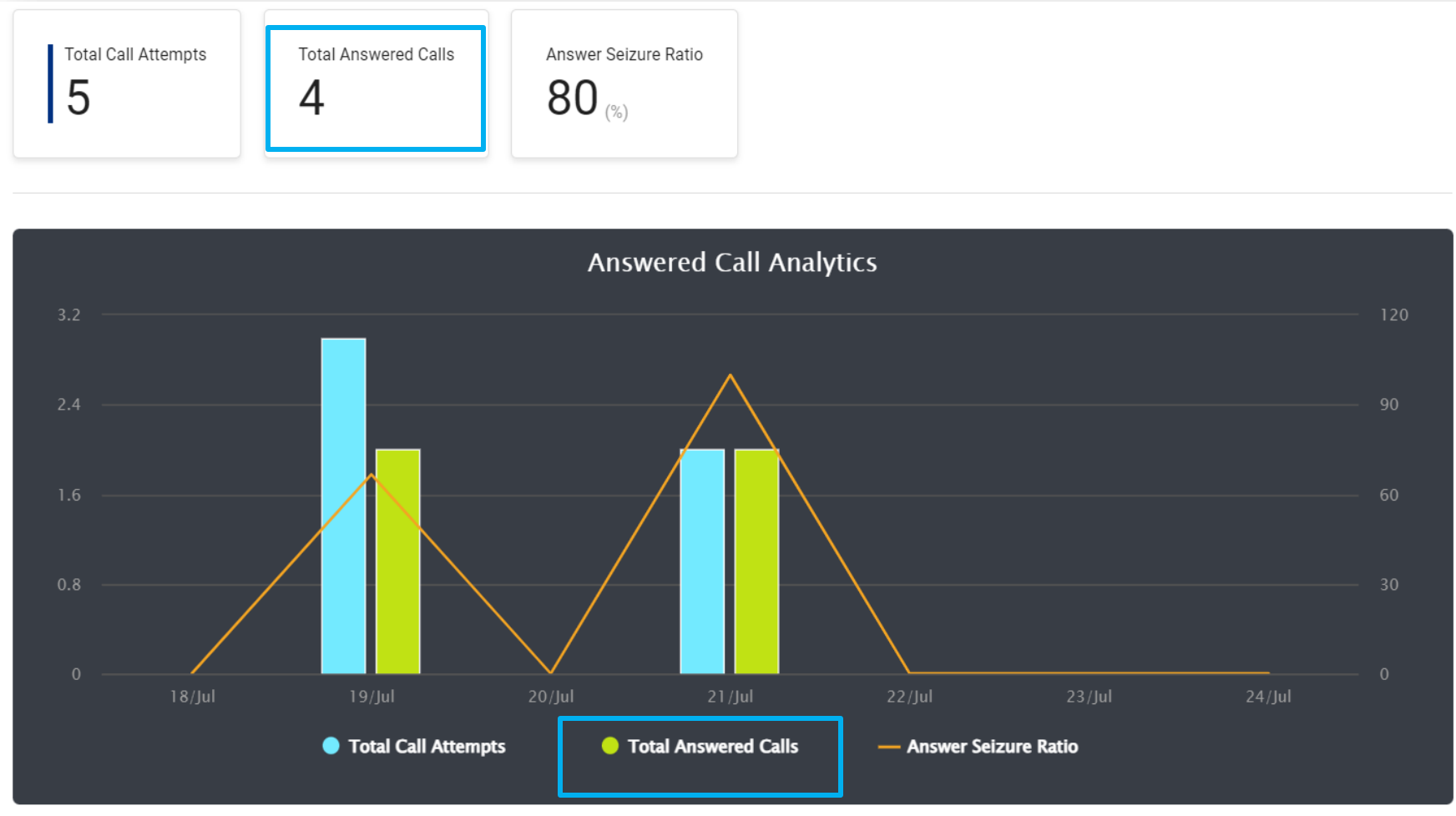
- **Answer Seize Ratio (ASR)** is the percentage of successfully answered calls to the number of attempted calls.
- **Function:** Call Report Overview
- **Platform:** CXDB
- **Improvement:**

### Before v 3.13.1

$$\text{ASR} = \frac{\text{Total Successful Calls}}{\text{Total Call Attempts}}$$

### v 3.13.1

$$\text{ASR} = \frac{\text{Total Answered Calls}}{\text{Total Call Attempts}}$$



## ASR Improvement

#	CINNOX call status	Definition	Successful call (before v 3.13.1)	Answered call (v3.13.1)
1	Call Ended	Call connected and completed (e.g., normal clearing - ended by caller/receiver)	Success	Answered
		Call connected and dropped (e.g., network issue, service congestion, unspecified error)	Success	Answered
2	Declined	The receiver rejected the call	Success	No
3	Busy	The receiver is unable to accept another call	Success	No
4	Not Answered / No Answer	The receiver did not respond and timed out	Success	No
5	Canceled	The ongoing call hung up before the receiver picked up	Success	No
6	Abandoned	Call established to the receiver, however:	Success	Answered
		Caller hung up while in the IVR menu	Success	Answered
		Caller hung up while on Voicemail	Success	Answered
		The caller hung up while on hold with a staff member (i.e., during call transfer)	Success	Answered
7	Unreachable	The caller cannot reach the receiver due to the following:	Success	No
		Receiver's device is turned off	Success	No
		Receiver has no data connection	Success	No
		Receiver was out of coverage area	Success	No
		Service temporarily congested	Success	No
8	Call Failed	In general, the call failed because of call service and network-related issues.	Fail	No

07

# Staff Report Improvement P3

# Staff Report Improvement P3

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

**Function:** Staff Report's Report Details

**Platform:** CXDB

Reports

Enquiry Report

Call Report

Conference Report

Chat Report

SMS Report

Visitor Report

Staff Report

Staff Report

Overview

Report Details

Download

Avg. Followed-up Time	Avg. Closed Time	Total Submitted Direct SMS	On-net Call from Visitor	Off-net Call from Visitor	On-net Call to Visitor	Off-net Call to Visitor	Staff Call	Con
0s	2d 22h 39m 10s	0	0	0	0	0	0	
39d 22h 1m 30s	54s	0	0	0	0	0	0	
0s	0s	0	0	0	0	0	0	
0s	0s	0	0	0	0	0	0	
5h 44m 29s	0s	0	0	0	0	0	0	
0s	0s	0	0	0	0	0	0	
21s	0s	0	0	0	0	0	0	
0s	2d 22h 27m 4s	0	0	0	1/1/100%	0	0	
0s	0s	0	0	0	0	0	1/5/20%	
0s	0s	0	2/2/100%	0	0	0	1/1/100%	

Filter

Date & Time

Yesterday

Staff Name

All Staff

Staff Team

All Staff Teams

Channel Type

All Channel Types

## Staff Report Improvement P3

#	New Metric	Definition																																
1	Avg. Followed-up Time	<ul style="list-style-type: none"><li>(Followed-up Time - Missed Time) / total number of followed-up enquiry</li><li>If there are multiple follow-up by an agent, only the first follow-up should be used for the calculation.</li></ul>																																
2	Avg. Closed Time	<ul style="list-style-type: none"><li>(Closed Time - Created Time) / total number of closed enquiries</li><li>The avg. closed time belongs to the enquiry owner or who close the enquiry.</li></ul>																																
3	Total Submitted Direct SMS	Direct SMS sent in chatroom by staff (This doesn't include SMS campaign.) <ul style="list-style-type: none"><li>Source = direct (The SMS sent by staff as Direct Engagement in CINNOX Web Dashboard or Mobile App)</li><li>Status (M800) = submitted</li></ul>																																
4	Count of Call <ul style="list-style-type: none"><li>On-net Call from Visitor</li><li>Off-net Call from Visitor</li><li>On-net Call to Visitor</li><li>Off-net Call to Visitor</li><li>Staff Call</li><li>Conference Call</li></ul>	<table><tr><th colspan="6">Count</th></tr><tr><th colspan="4">External (involve visitor)</th><th rowspan="3">Internal (Staff-to-Staff)</th><th rowspan="3">Conference</th></tr><tr><th colspan="2">Incoming (from visitor)</th><th colspan="2">Outgoing (to visitor)</th></tr><tr><th>On-net</th><th>Off-net</th><th>On-net</th><th>Off-net</th></tr><tr><td>Answered/Total/%</td><td>Answered/Total/%</td><td>Answered/Total/%</td><td>Answered/Total/%</td><td>Answered/Total/%</td><td>Total</td></tr><tr><td>e.g. 8/10/80%</td><td>e.g. 8/10/80%</td><td>e.g. 8/10/80%</td><td>e.g. 8/10/80%</td><td>e.g. 8/10/80%</td><td>e.g. 8/10/80%</td></tr></table>	Count						External (involve visitor)				Internal (Staff-to-Staff)	Conference	Incoming (from visitor)		Outgoing (to visitor)		On-net	Off-net	On-net	Off-net	Answered/Total/%	Answered/Total/%	Answered/Total/%	Answered/Total/%	Answered/Total/%	Total	e.g. 8/10/80%	e.g. 8/10/80%	e.g. 8/10/80%	e.g. 8/10/80%	e.g. 8/10/80%	e.g. 8/10/80%
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Answered/Total/%	Answered/Total/%	Answered/Total/%	Answered/Total/%	Answered/Total/%	Total																													
e.g. 8/10/80%	e.g. 8/10/80%	e.g. 8/10/80%	e.g. 8/10/80%	e.g. 8/10/80%	e.g. 8/10/80%																													
5	Total Call Duration <ul style="list-style-type: none"><li>On-net Call Duration from Visitor</li><li>Off-net Call Duration from Visitor</li><li>On-net Call Duration to Visitor</li><li>Off-net Call Duration to Visitor</li><li>Staff Call Duration</li><li>Conference Call Duration</li></ul>	<table><tr><th colspan="6">Total Duration</th></tr><tr><th colspan="4">External (involve visitor)</th><th rowspan="3">Internal (Staff-to-Staff)</th><th rowspan="3">Conference</th></tr><tr><th colspan="2">Incoming (from visitor)</th><th colspan="2">Outgoing (to visitor)</th></tr><tr><th>On-net</th><th>Off-net</th><th>On-net</th><th>Off-net</th></tr><tr><td>Answered</td><td>Answered</td><td>Answered</td><td>Answered</td><td>Answered</td><td>Joined</td></tr><tr><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td></tr></table>	Total Duration						External (involve visitor)				Internal (Staff-to-Staff)	Conference	Incoming (from visitor)		Outgoing (to visitor)		On-net	Off-net	On-net	Off-net	Answered	Answered	Answered	Answered	Answered	Joined	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS
Total Duration																																		
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Answered	Answered	Answered	Answered	Answered	Joined																													
e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS																													
6	Avg. Call Duration <ul style="list-style-type: none"><li>On-net Call Avg. Duration from Visitor</li><li>Off-net Call Avg. Duration from Visitor</li><li>On-net Call Avg. Duration to Visitor</li><li>Off-net Call Avg. Duration to Visitor</li><li>Staff Call Avg. Duration</li><li>Conference Call Avg. Duration</li></ul>	<table><tr><th colspan="6">Avg. Duration</th></tr><tr><th colspan="4">External (involve visitor)</th><th rowspan="3">Internal (Staff-to-Staff)</th><th rowspan="3">Conference</th></tr><tr><th colspan="2">Incoming (from visitor)</th><th colspan="2">Outgoing (to visitor)</th></tr><tr><th>On-net</th><th>Off-net</th><th>On-net</th><th>Off-net</th></tr><tr><td>Answered</td><td>Answered</td><td>Answered</td><td>Answered</td><td>Answered</td><td>Joined</td></tr><tr><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td><td>e.g. HH:MM:SS</td></tr></table>	Avg. Duration						External (involve visitor)				Internal (Staff-to-Staff)	Conference	Incoming (from visitor)		Outgoing (to visitor)		On-net	Off-net	On-net	Off-net	Answered	Answered	Answered	Answered	Answered	Joined	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS
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On-net	Off-net	On-net	Off-net																															
Answered	Answered	Answered	Answered	Answered	Joined																													
e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS	e.g. HH:MM:SS																													

# Scope & Limitation

1. In v4.0.1, all staff in the service will be listed in the table regardless of the status. In v4.2, only activated staff will be listed.
2. The data of the new metrics will start to show from the date of version release. Only Total Submitted Direct SMS has the historical data as we have the record from SMS report.
3. Custom report view and table is planned for v4.2



08

Q & A

09

# Reference

## Training Materials

All training materials such as presentations, demo clips, & recordings for this release & previous releases can be found in our shared drive:

**For Windows users, please navigate to your mapped T-drive in File Explorer:**

- T:\Training\_Videos\
- Or by entering \\hk2k19ad01\Product\_Development\Training\_Videos\

**For Mac users, please navigate to the shared drive in Finder**

- smb://hk2k19ad01/Product\_Development/Training\_Videos/



# THANK YOU

☎ +852 2472 0800

📱 +852 2472 0800

✉ [productmanagement@cinnox.com](mailto:productmanagement@cinnox.com)