



Product Release Training

CINNOX Version **V3.12.4 & V3.13.0**

Training Date: 21st June 2023

Tentative Release Date: 29th June & 6th July 2023

CONTENTS

01

**V3.12.4 & V3.13.0
Release Summary**

02

Open API

03

**Chat Translation P1 - Demo1
(Internal)**

04

**Chat Room Input Field UI
Revamp**

05

Private Message

06

Call View UI Revamp

07

Hotfix Improvements

08

**Demo: WeChat Smart
Routing (TB)**

09 & 10

- **Q&A**
- **Reference**

01

V3.12.4 & V3.13.0 Release Summary

V3.12.4 Hotfixes

- [PDC-1076](#) - Filters Naming Update in the Home Dashboard, Enquiry Overview and Enquiry Report Detail **(released on 8th June)**

To be release on 29th June

- [PDC-898](#) - You can now change your DB language under your profile
- [RFPD-708](#) - Display of email subject for Email Enquiry
- [PDC-963](#) - Missed Enquiry Improvement in the Enquiry Overview
- [PDC-1040](#) - Prompt users for 360dialog New WABA and Porting that licence fee and conversation usage are subject to change based on CINNOX's rates
- [PDC-1069](#) - The UTM info is also sent as part of the bot message in the enquiry room apart from the visitor information.
- [PDC-1053](#) - Added an Android APK download QR code in the CINNOX Onboarding

V3.13.0 Release Summary

- Features:
 - Chat Translation P1 - Demo1 (Internal)
 - Private Message
- Improvements:
 - Chat Room Input Field UI Revamp
 - Call View UI Revamp
 - Open API – Get Sent Campaign Report (Roche)
 - PDC-1059 Monitoring Outbound PSTN to CN to avoid SPAM issue

02

Open API

Open API

Value:

- To fulfil the customer – Roche request
- To strengthen the existing Open API functionality.

Scope:

Function	Description	Platform
Reports API > Get Sent Campaigns Summary API	<ul style="list-style-type: none"> • To retrieve the sent campaigns summary 	Open API – Reports module
Reports API > Get Send Campaigns Detail API	<ul style="list-style-type: none"> • To retrieve the sent campaigns report 	Open API – Reports module
Reports API > Get Conference Detail API	To support the filters below: <ul style="list-style-type: none"> • Conference ID • Host EID 	Open API – Reports module
Reports API > Get Call Detail API	To support the filters below: <ul style="list-style-type: none"> • Call type • Call status 	Open API – Reports module
Reports API > Get Enquiry Detail API	To support the filters below: <ul style="list-style-type: none"> • Label ID • Channel Type name 	Open API – Reports module

03

Chat Translation P1 - Demo1 (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.

Scope:

Phase	Function	Channel/ Room	Platform
POC (v3.12.0)	<ol style="list-style-type: none"> 1. Manually translate chat messages in the chat room 2. Supports internal room only 	internal staff room, space, conference room	iOS (internal)
P1 - Demo1 (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 	1-1 internal staff room	All (internal)
P1 - Demo2&3 (v4.x - TBC)	<ol style="list-style-type: none"> 1. Everything in Demo1 2. Allow staff to change visitor's language to send the translated message 3. Supports translation of up to 3 different languages in the chat room 4. Allow Supervisors to view translated messages when monitoring chat 5. Supports translation of all chat message types 6. Allow staff to change profile language on Mobile App 	Same as the above, Space, conference room, enquiry rooms (social, weblink, widget)	All (internal)
P2 (v4.x - TBC)	<ol style="list-style-type: none"> 1. Everything in P1 2. Translation enabled by room types & OpenAI API Key setting 3. 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. Everything in P2 2. Improvement feedback from internal teams 	Same as the above	All (prod.)

Chat Translation P1 – Demo1 (1-1 internal staff room)

How do I change the translation language for the messages I receive?

The **Dashboard Language** on the Web Dashboard determines:

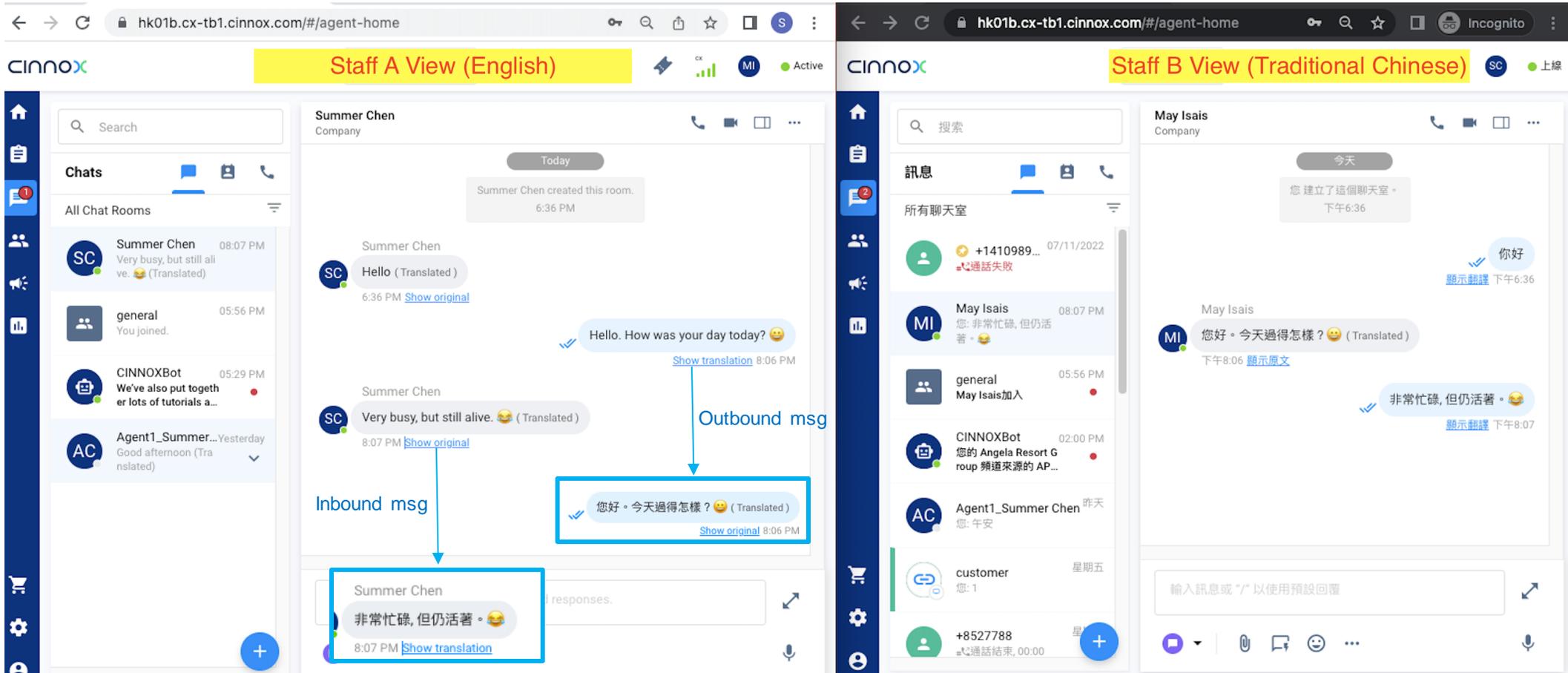
1. The **display language of your CINNOX UI**
2. The **translation language for the messages you receive on CINNOX**

When using the translation function on Web Dashboard for the first time, the system will prompt you to go to My Account > Profile to change the Dashboard Language to ensure that all messages you receive will be translated into the same language as your profile language.

If your Dashboard Language is set to "**Auto-select**", all messages you receive will be translated to **English** by default.

Chat Translation P1 – Demo1 (1-1 internal staff room)

Platform: CXDB



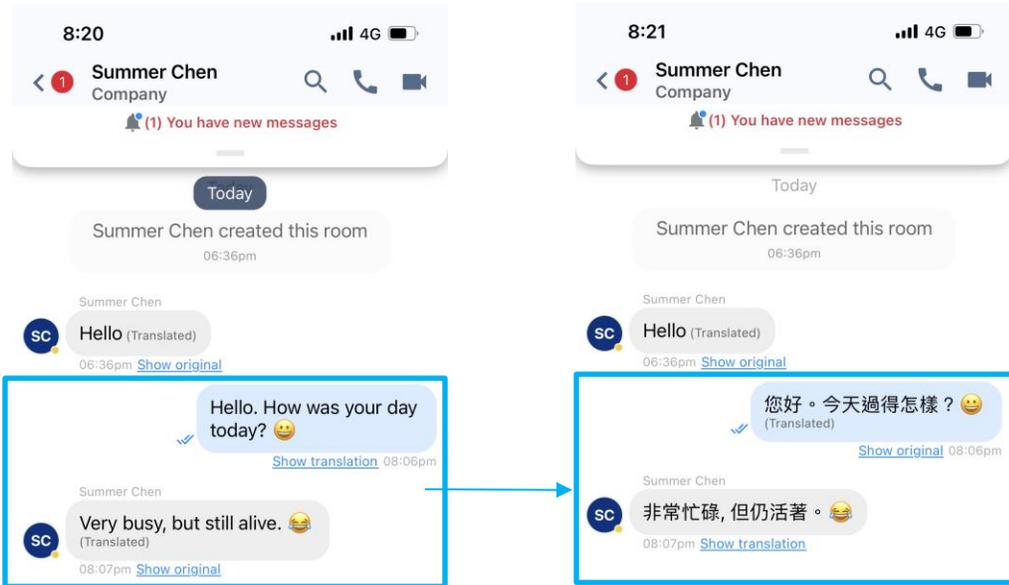
- Inbound messages you receive will be translated to your Dashboard Language.
- Outbound messages you send will be translated to other party's Dashboard Language.

Chat Translation P1 – Demo1 (1-1 internal staff room)

Platform: CXMA

iOS App

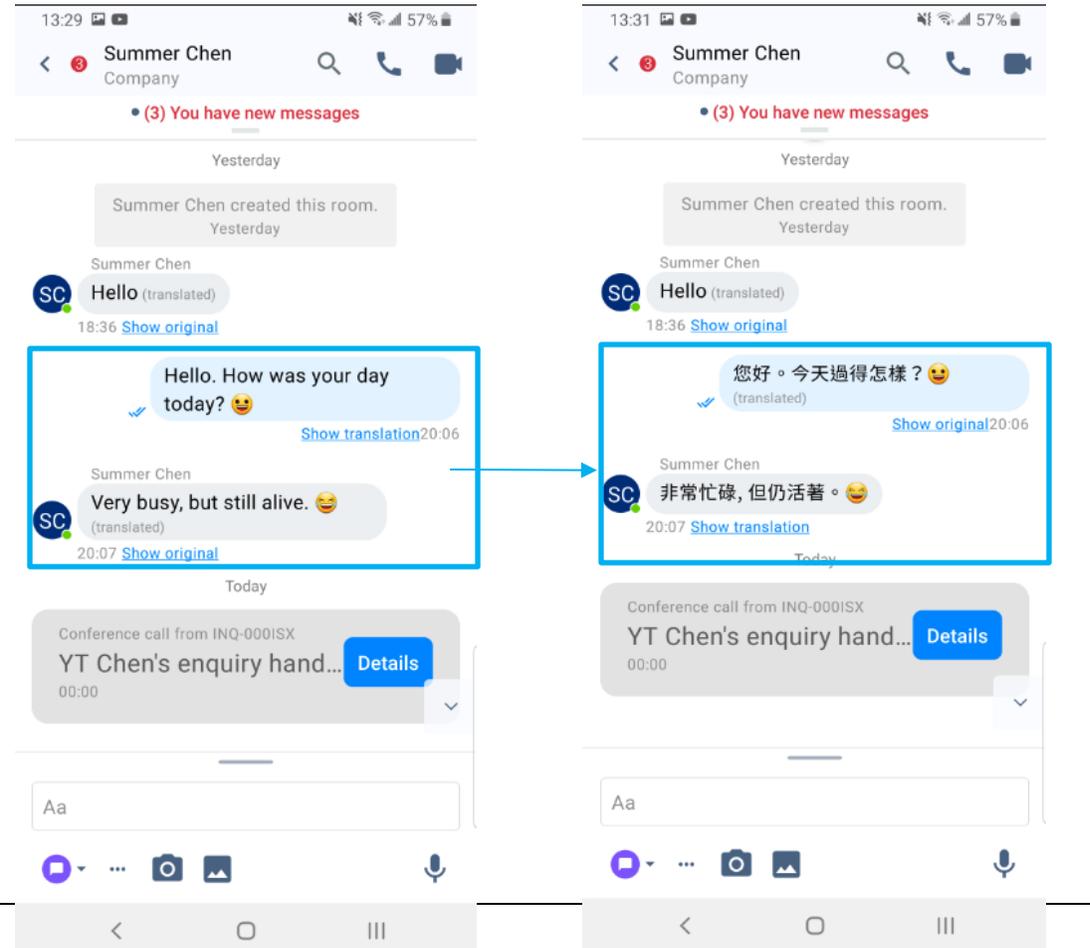
Staff A View (English)



Click the buttons under the inbound msg & outbound msg to check the original message and the translated messages

Android App

Staff A View (English)



Demo – Web Dashboard

Search

消息

所有聊天室

- Kiwi2 B 03:26 PM
- traslation-test 02:47 PM
- CINNOXBot 02:00 PM
- キウイ お 09:22 AM
- general 昨天

Kiwi2 B Company

今天

你好

下午2:58

Kiwi2 B

下午好, 奇異鳥 (Translated)

下午3:11 顯示原文

您已收回該訊息。

下午3:11 顯示翻譯

Kiwi2 B

==== (Translated)

顯示原文

==== (Translated)

顯示原文

KB

==== (Translated)

下午3:12 顯示原文

你好呀~

下午3:17 顯示翻譯

Kiwi2 B

嗨 Kiwi (Translated)

下午3:17 顯示原文

====

下午3:26 顯示翻譯

輸入訊息或 "/" 以使用預設回覆

Get Started 44%

Search

Chats

All Chat Rooms

- 奇異 果果 03:26 PM
- traslation-test 02:47 PM
- キウイ お 02:11 PM
- CINNOXBot 02:00 PM
- kiwi2_meeting... Yesterday
- general Yesterday
- test123 01/11/2022

奇異 果果 Company

Today

2:58 PM

Good afternoon, Kiwi

3:11 PM Show translation

奇異 果果

This message was recalled.

3:11 PM Show original

====

Show translation

====

Show translation

====

Show translation

奇異 果果

Hello there~ (Translated)

3:17 PM Show original

Hi Kiwi

3:17 PM Show translation

New messages

奇異 果果

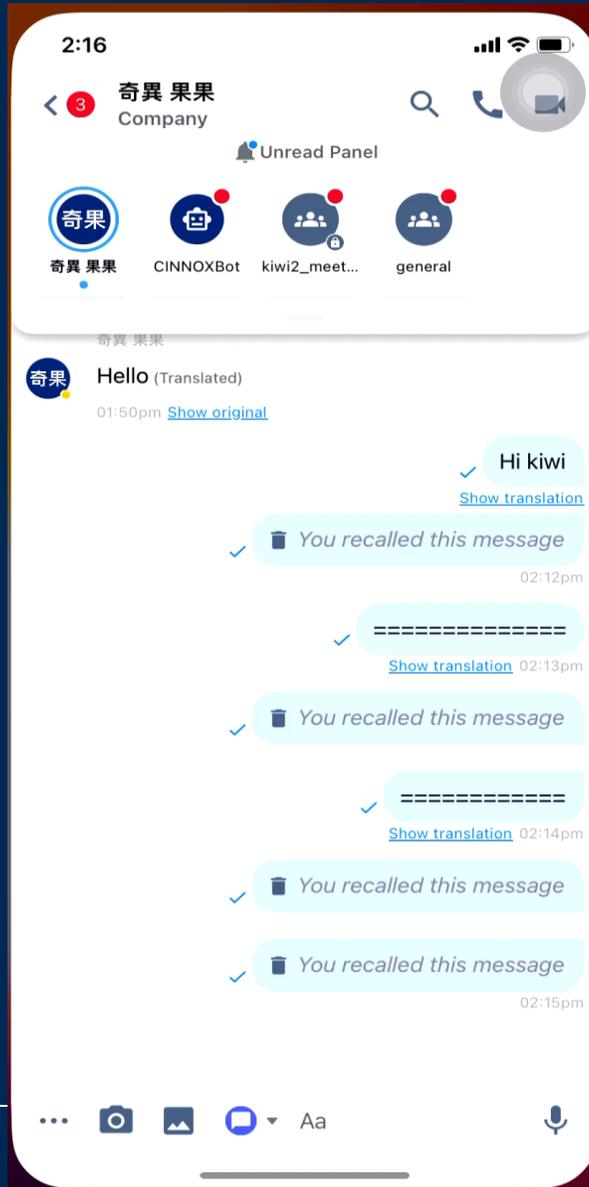
==== (Translated)

3:26 PM Show original

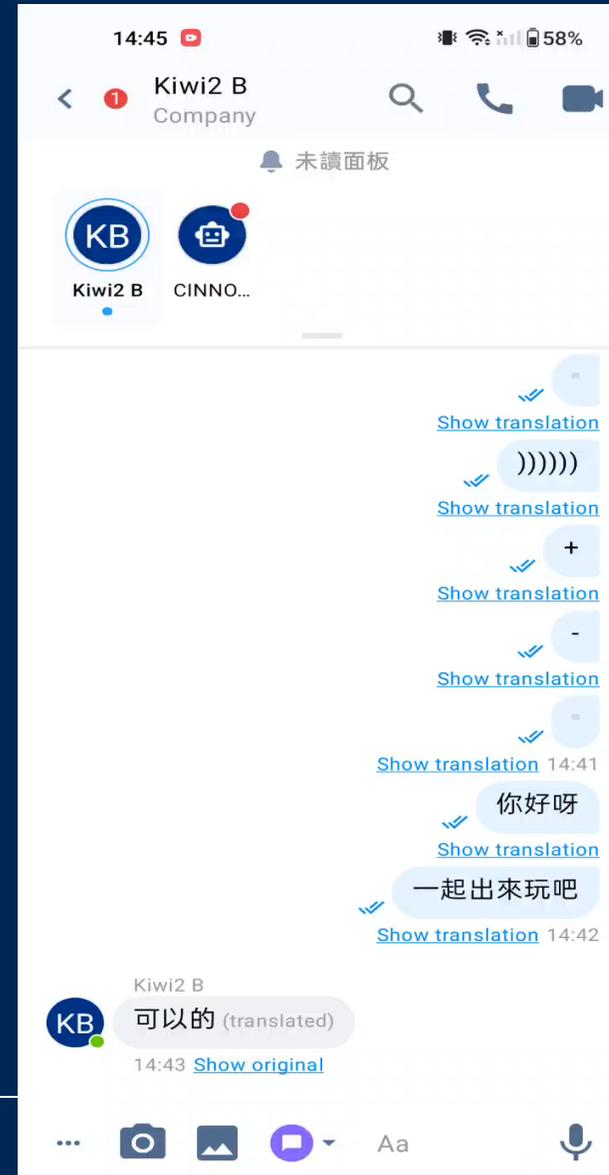
Type a message or press "/" for canned responses.

Demo – Mobile App

IOS App



Android App



Chat Translation P1 – Demo1 (1-1 internal staff room)

Known Issues:

1. Not support to change Staff's profile language on Mobile App (will support in next version). If you are using translation on Mobile App for the first time and want to change the translation language, you need to log into your Web Dashboard to change your profile language under My Account > Profile > Dashboard Language.
2. Mainly supports the translation of plain text messages. If a chat message contains images, the message will not be translated and the original message will be displayed directly. (will support all chat message types in next version)
3. If ChatGPT fails to translate a message, only the original message will be displayed.
4. If a staff member changes his/her profile language, the chat history will not be re-translated. Only new chat messages will be translated.
5. The overall speed of displaying chat messages will be slower because all chat messages need to be translated by ChatGPT.
6. 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.

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

04

Chat Room Input Field UI Revamp

Chat Room Input Field UI Revamp

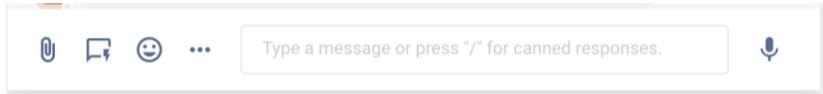
Value: Allow staff to enlarge the text input field to type or edit a longer message to reply. It is good for CS Agent to reply long messages to visitors without editing from a notebook and then copying and pasting messages into CINNOX.

Scope:

Function	Role	Platform
All chat room input field <ul style="list-style-type: none">- 1-1 staff room- Enquiry room- Space- Conference chat room	All	All

Chat Room Input Field UI Revamp

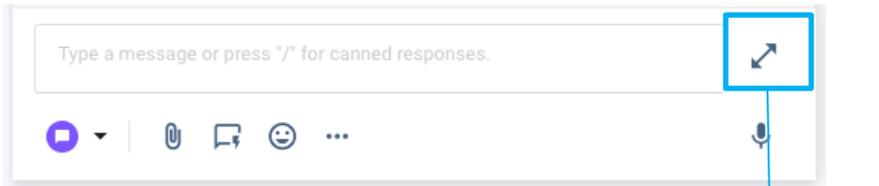
Old Input Field



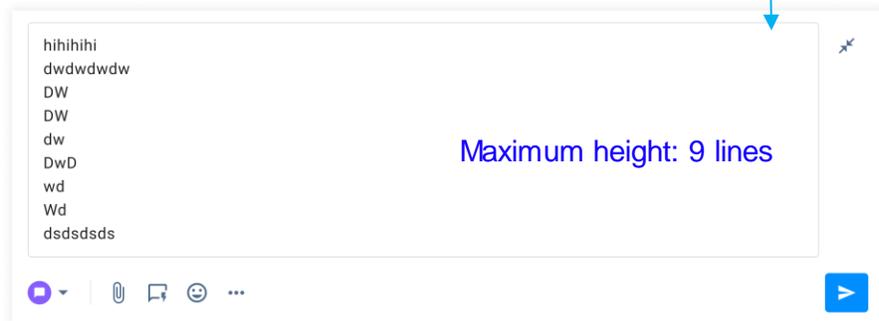
It is not easy to use when typing a long message

New Input Field

Platform: CXDB

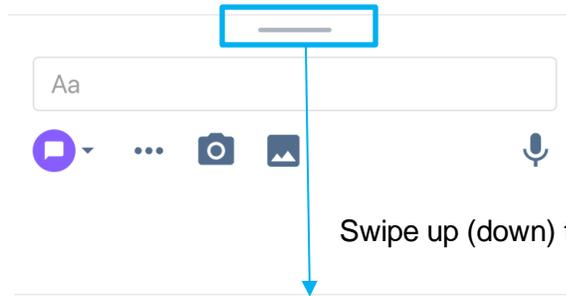


Click the icon to expand (collapse) the input field



- 1 Input area
- 2 Function area

Platform: CXMA



Swipe up (down) to expand (collapse) the input field



05

Private Message

Private Message

Value: Allow staff to take personal notes on enquiries or send private messages to internal staff without visitors seeing those notes and messages.

Use case: Facilitate internal communication and collaboration among staff.

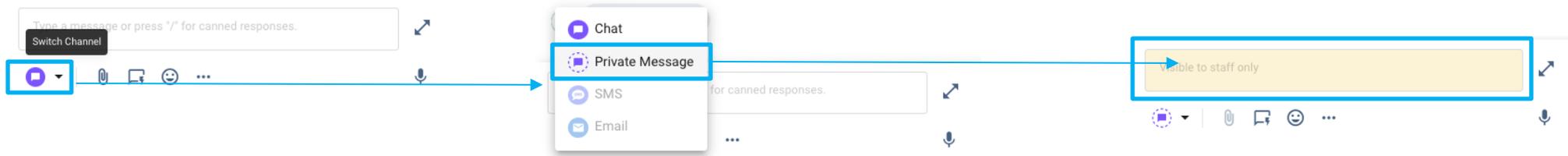
Scope:

Function	Role	Platform
<ol style="list-style-type: none">1. <u>Only available in enquiry chat room</u> including 1-1 enquiry room & add staff to enquiry room cases.2. But not available in the follow enquiry room types:<ul style="list-style-type: none">• Email channel• Call- PSTN• Call- Virtual number• Call- IVR (Only exists on enquiry overview page)• Call- SIP Trunk (Only exists on enquiry overview page)	All	All

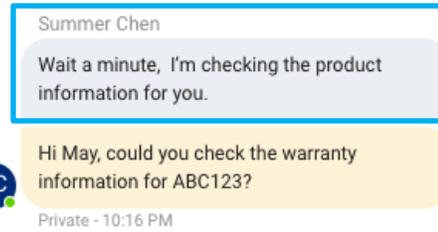
Private Message

Switch Channel to Private Message on Chat Room Input Bar

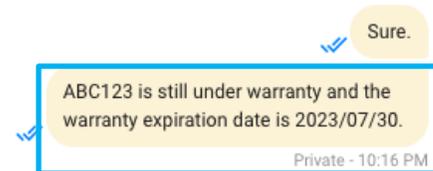
Private Message is only available in [enquiry chat rooms](#)



Public message
(visible to visitors & internal staff)



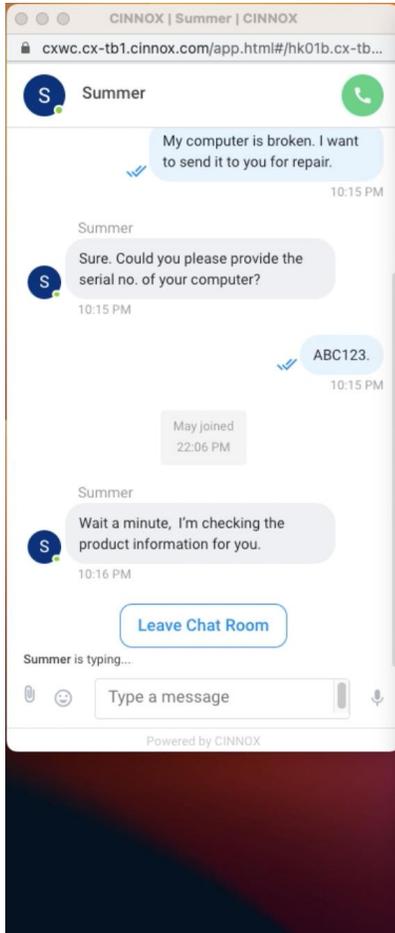
Private message
(only visible to internal staff, visitors can't see)



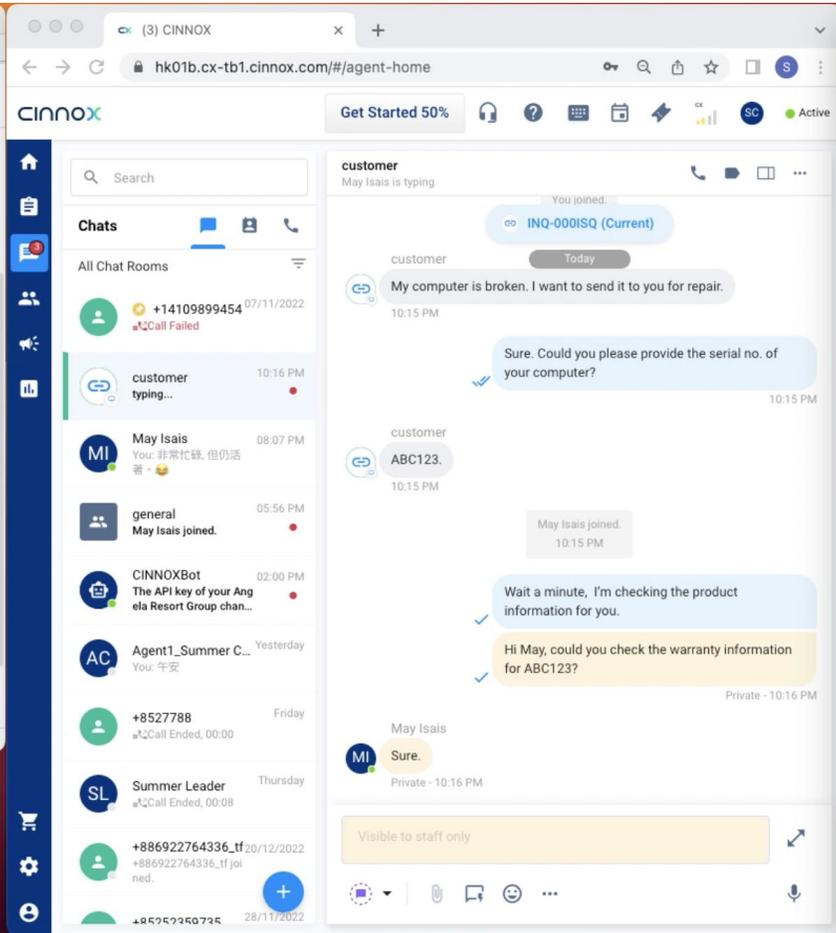
Private Message

Platform: CXDB

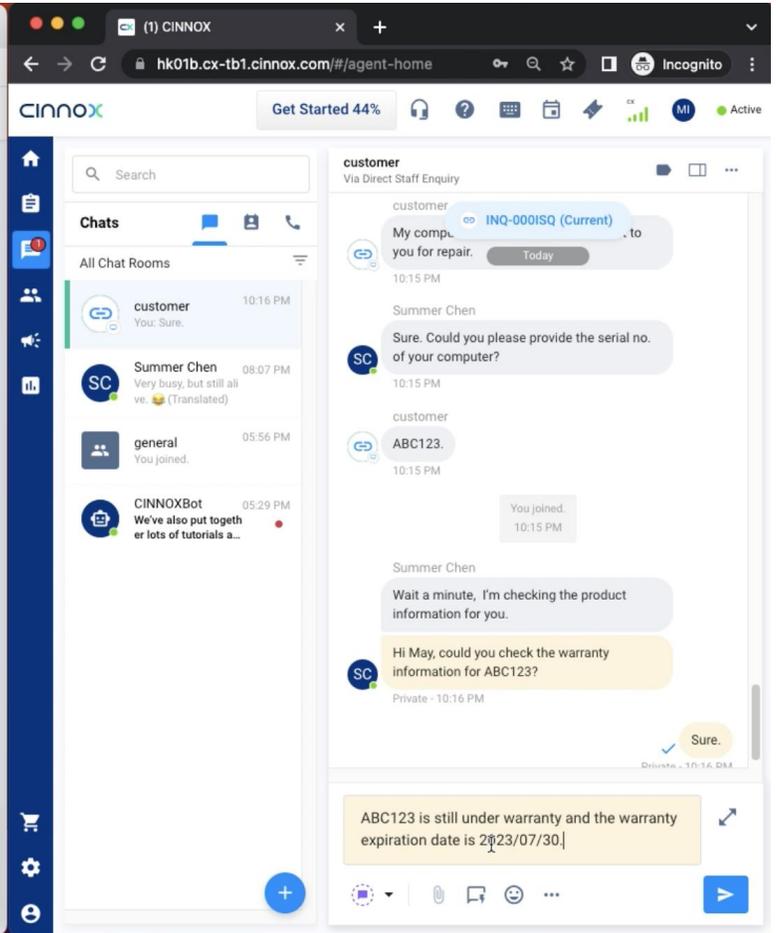
Visitor View



Staff A View (Enquiry Owner)



Staff B View (was added to the room)



Only internal staff can see private messages, visitors cannot see them.

Customer

CINNOX | Summer | CINNOX

cxwc.cx-tb1.cinnox.com/app.html#/hk01b.cx-tb...

Summer

Today

You joined 22:06 PM

Summer joined 22:06 PM

Leave Chat Room

Type a message

Powered by CINNOX

Staff A (Enquiry Owner)

(2) CINNOX

hk01b.cx-tb1.cinnox.com/#/agent-home

Get Started 50%

customer
Via Direct Staff Enquiry

INQ-000ISP (Closed)

Today

Enquiry handled by You

End of INQ-000ISP (Closed), start of Current chat room

INQ-000ISQ (Current)

Today

Visitor joined the room. 10:05 PM

CINNOXBot

The visitor enquiry is via <https://cxwc.cx-tb1.cinnox.com/app.html#/hk01b.cx-tb1.cinnox.com/staff/x7VMPRqD.uchMcs02hd9.b5e8.03000000.ogEs-0kFfe3Tg4IQ/im>. Here is some information:

Last name
customer

Email address
summerchen@m800.com

10:05 PM

You joined. 10:05 PM

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

Chats

All Chat Rooms

- +14109899454 07/11/2022
Call Failed
- customer 10:05 PM
You joined.
- May Isais 08:07 PM
You: 非常忙碌, 但仍活着 - 😊
- general 05:56 PM
May Isais joined.
- CINNOXBot 02:00 PM
The API key of your Angela Resort Group chan...
- Agent1_Summer C... Yesterday
You: 午安
- +8527788 Friday
Call Ended, 00:00
- Summer Leader Thursday
Call Ended, 00:08
- +886922764336_tf 20/12/2022
+886922764336_tf joined.
- +85252250735 28/11/2022

Staff B (was added to the room)

(1) CINNOX

hk01b.cx-tb1.cinnox.com/#/agent-home

Get Started 44%

Chats

All Chat Rooms

- Summer Chen 08:07 PM
Very busy, but still alive 😊 (Translated)
- general 05:56 PM
You joined.
- CINNOXBot 05:29 PM
We've also put together lots of tutorials a...

This is your Workspace!

This is where you can respond to customer enquiries and collaborate with your colleagues. Try a simulation below to test it out!

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!

Private Message

Known Limitations

1. The follow functions is not supported in Private Message mode:
 - Attach Files
 - Insert Profile Link
 - Schedule Conference
2. Not allow to reply to a public message and then switch to Private Message mode at the same time. (The public message on the reply bar will disappear.)
3. When replying to a public message in Private Message mode, the channel will be automatically switched to normal chat (public message) mode and all entered text will be cleared.
4. When typing text in Private Message mode and then switching to Email channel, all entered text will be cleared.
5. When attaching files in normal chat mode and then switching to Private Message mode, all files will be cleared and only entered text will remain.
6. When typing some text in the input field and then switching channels between Private Message mode and the normal chat mode, all entered text will remain.

06

Call View UI Revamp

Call View UI Revamp

Value:

- Apply the same call view design to all call types to provide customers with seamless user experiences and consistent UI as call types change.

Scope:

Function	Role	Platform
Audio call view (small/ medium/ large)	All	All
Video call view (small/ medium/ large)	All	All
Conference call view (small/ medium/ large)	All	All
CXWC/CXWV call view	--	Desktop Web/ Mobile Web

Call View UI Revamp

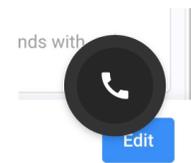
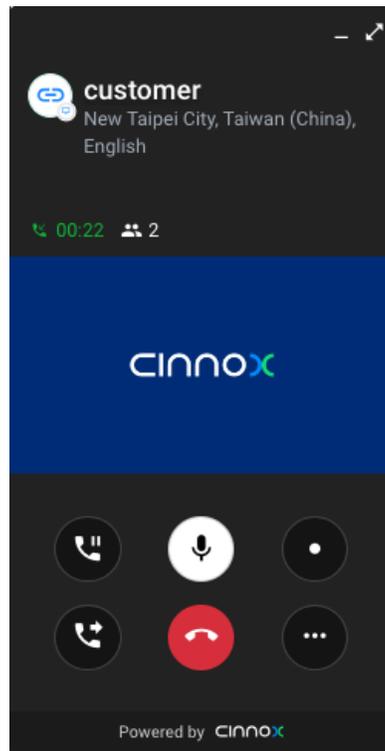
Platform: CXDB

Audio Call View

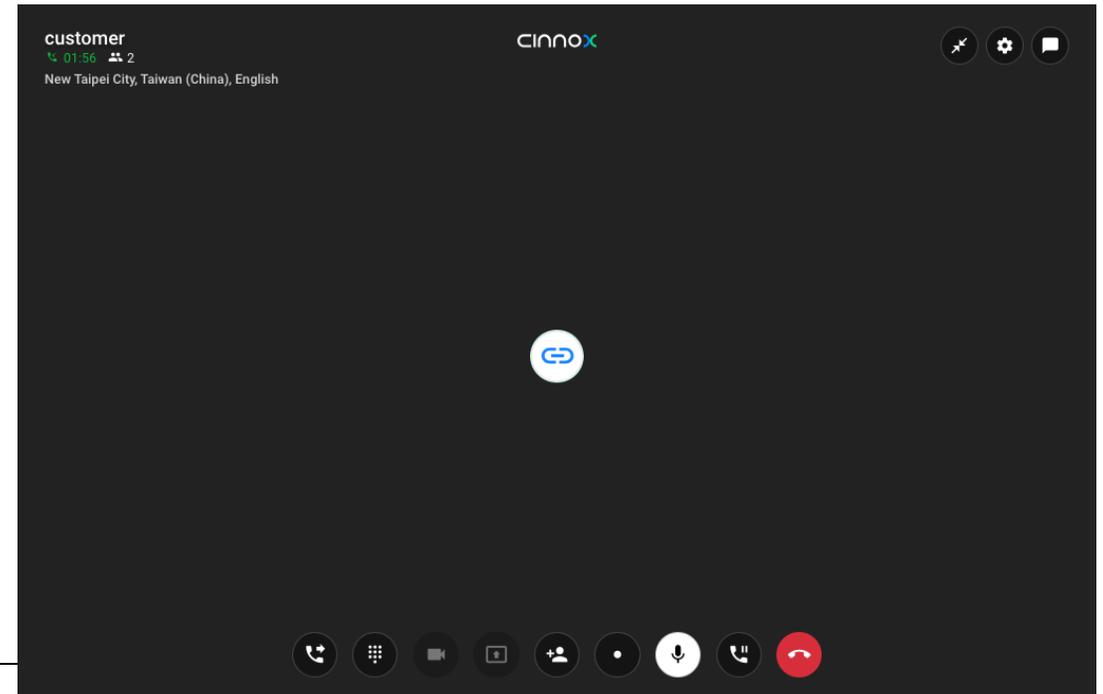
Old call view (No large call view)



New call view (Small/ Medium/ Large call view size)



New large call view



lead conversion?

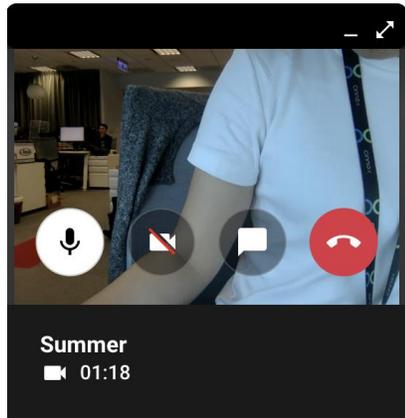


Call View UI Revamp

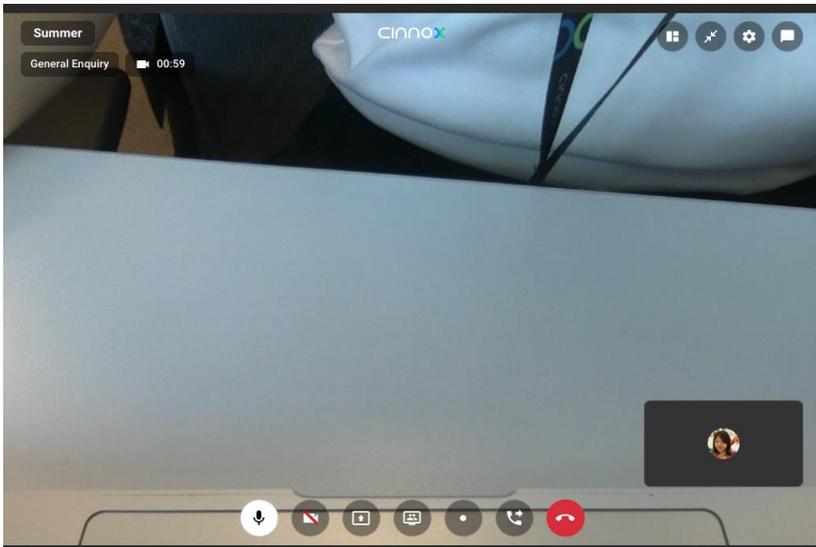
Platform: CXDB

Video Call View

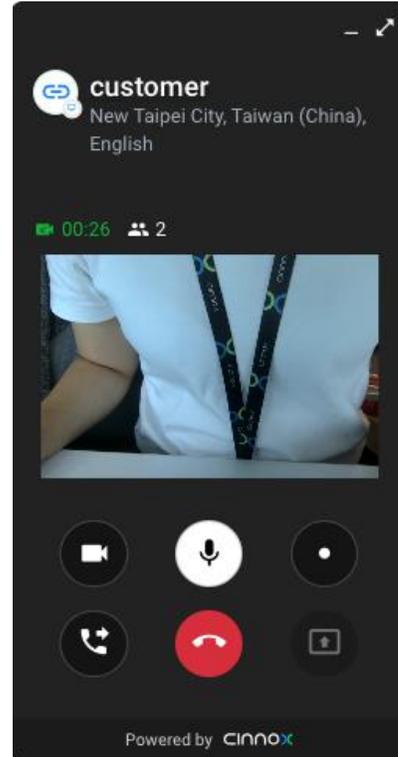
Old call view



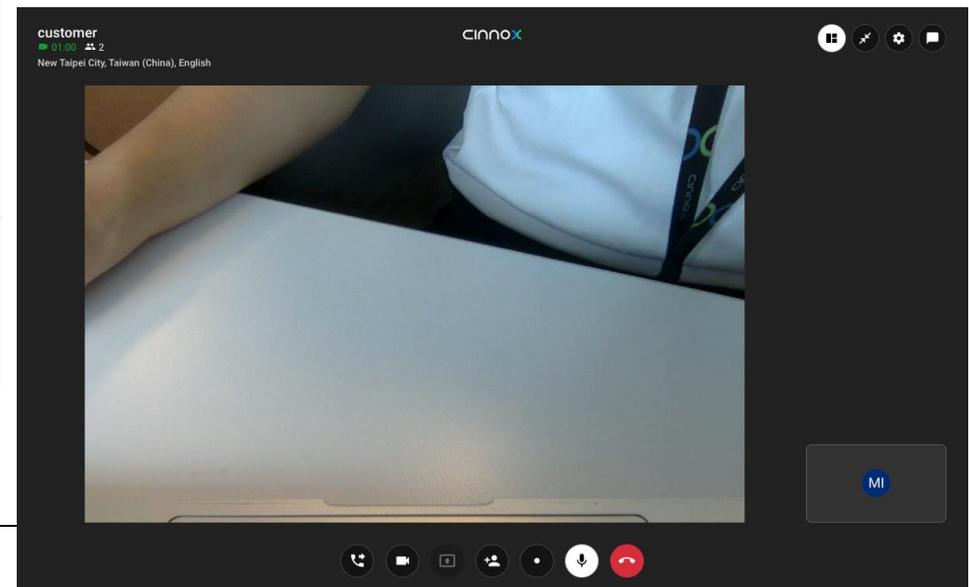
Automatically change to the large call view



New call view (Small/ Medium/ Large call view size)



Remain the original call view, will not automatically change the call view size

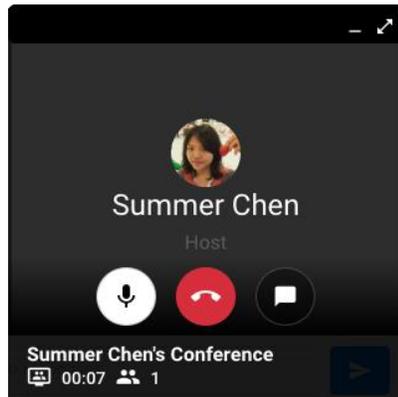


Call View UI Revamp

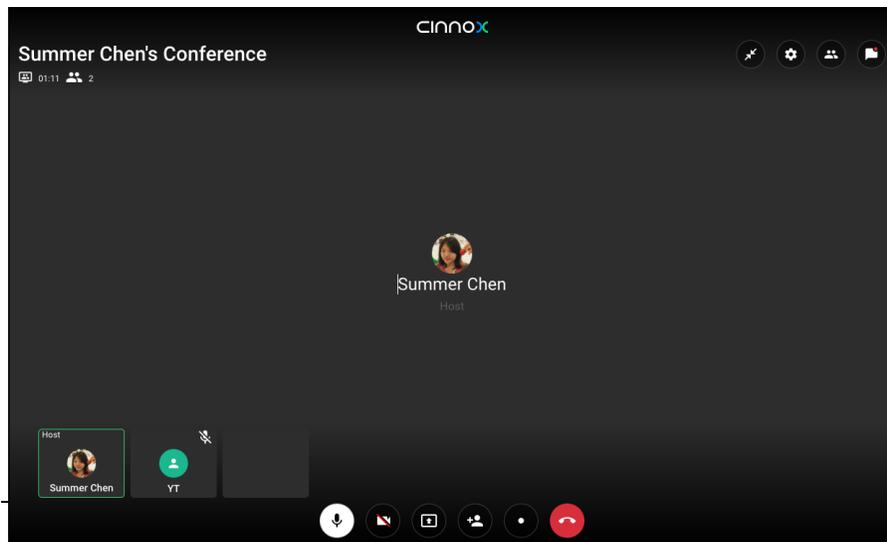
Platform: CXDB

Conference Call View

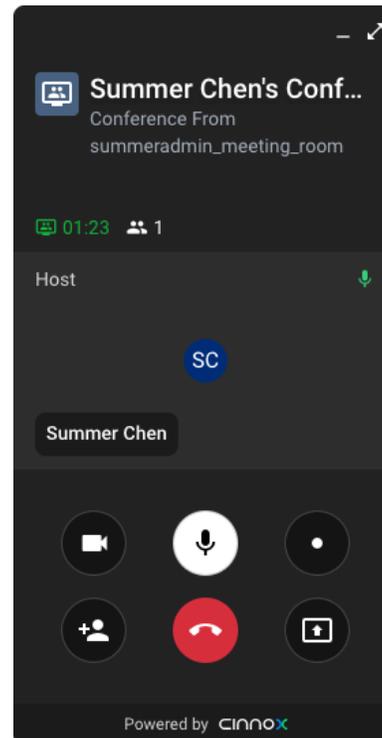
Old call view



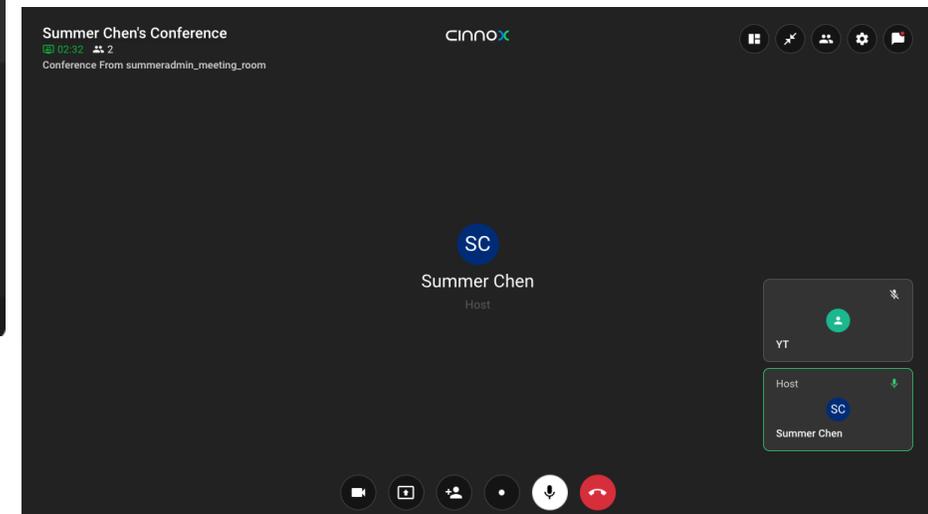
Automatically change to the large call view



New call view (Small/ Medium/ Large call view size)



Remain the original call view, will not automatically change the call view size



Invite Participant via

- Dial Out
- Staff Member

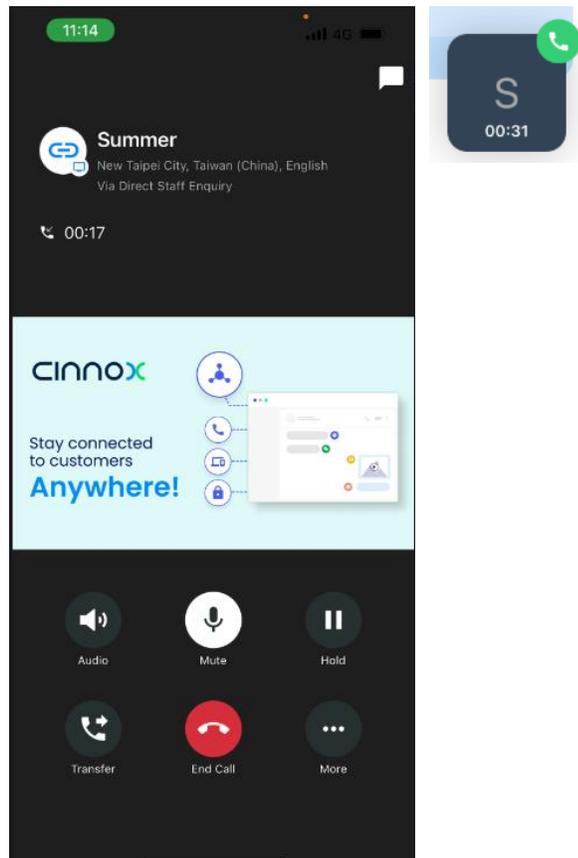
(Invite through weblink, need to switch to the large call view)

Call View UI Revamp

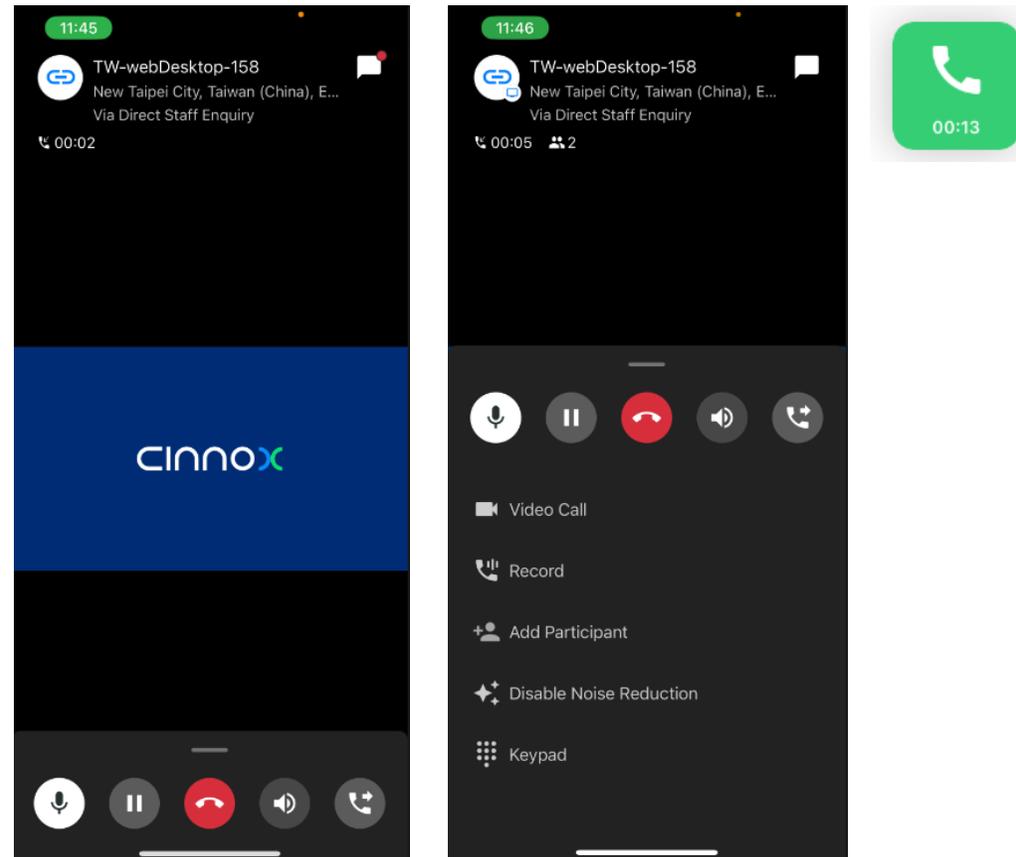
Platform: CXMA

Audio Call View

Old call view



New call view

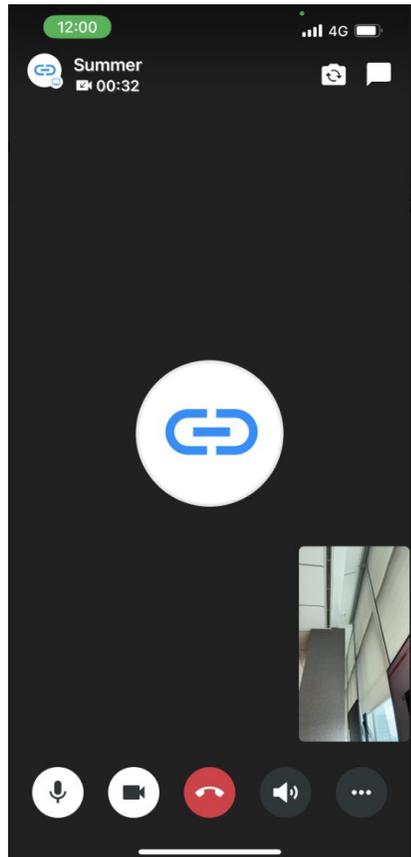


Call View UI Revamp

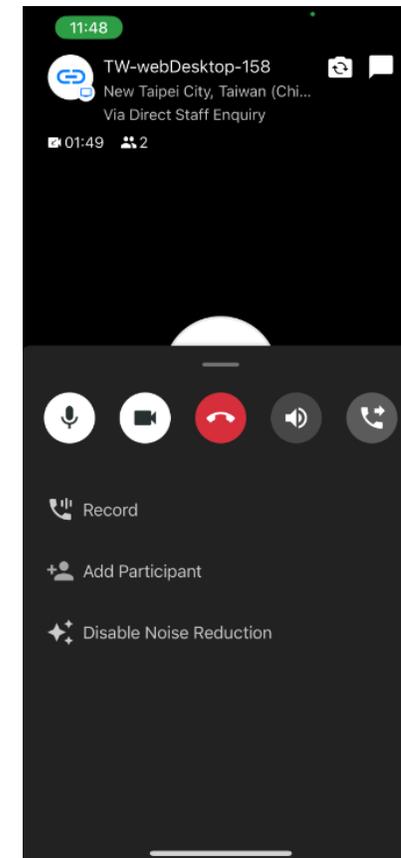
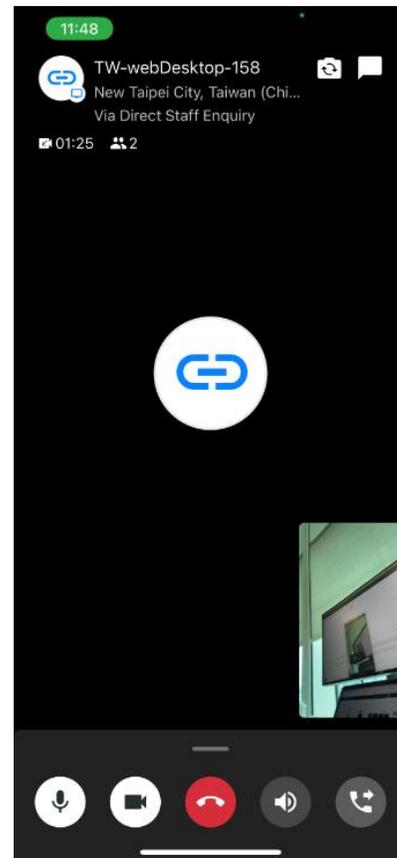
Platform: CXMA

Video Call View

Old call view



New call view

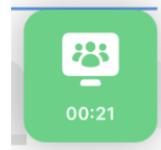
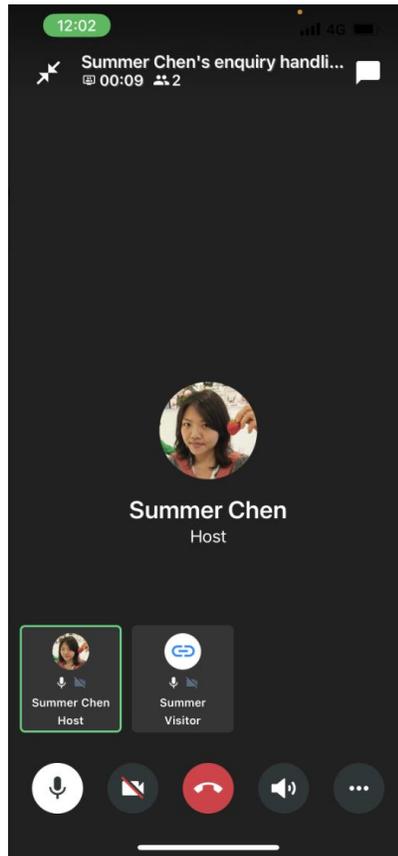


Call View UI Revamp

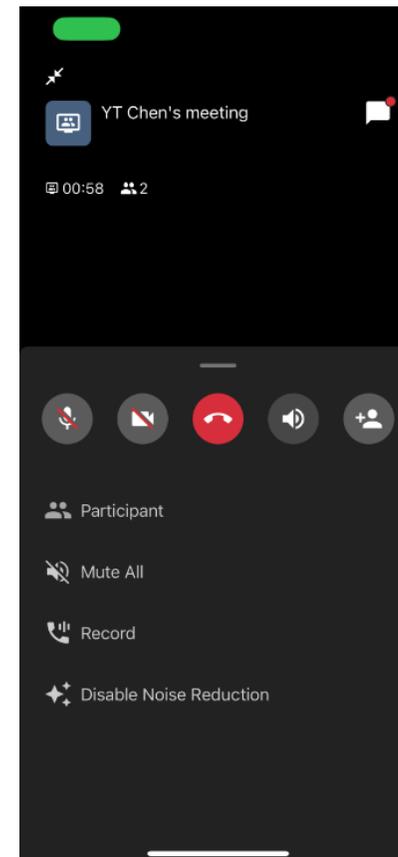
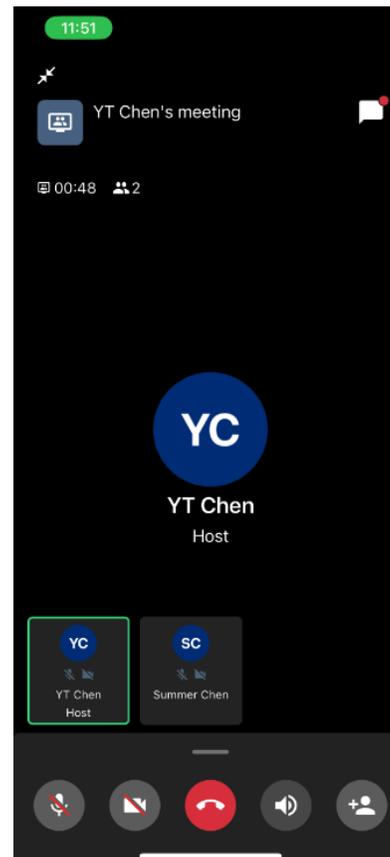
Platform: CXMA

Conference Call View

Old call view



New call view



07

Hotfix Improvements

360dialog WABA license fee & usage based on CINNOX's rates

Platform: CXDB

The screenshot shows a 'Create Channel' interface with a progress bar at the top containing four steps: 1. Select, 2. Connect, 3. Configure, and 4. Customise. The current step is 'Select', which is titled 'Select 360dialog as WhatsApp Business Solution Provider (BSP)'. Below the title, there is explanatory text about 360dialog being a verified WhatsApp Business Solution Provider (BSP) and CINNOX's partnership. A modal dialog box is overlaid on the screen with the title 'Additional fees may apply'. The modal text states: 'Please note that when you register a new WABA or port an existing one to CINNOX, the licence fee and conversation usage are subject to change based on CINNOX's rates. The billing period will also follow CINNOX's billing period.' At the bottom of the modal are 'Cancel' and 'Proceed' buttons. In the background, there is an illustration of a smartphone with WhatsApp chat bubbles and a 'I already have WABA' section with instructions to sign in to a 360dialog account.

Filters Naming Update in the Home Dashboard, Enquiry Overview and Enquiry Report Detail

Platform: CXDB

Enquiry Report

Enquiry view | By Visitor View | Staff View

Search Enquiry ID

Save

Before

Filter (0)

- Updated Date & Time: Last 7 Days
- Created Date & Time: All
- Closed Date & Time: All
- Enquiry Status: All
- Enquiry Type: All
- Enquiry Origin: All
- Channel Type: All

Now

Filter

- Enquiry Status: All Enquiry Statuses
- Enquiry Type: All Enquiry Types
- Enquiry Origin: All Enquiry Origins
- Channel Type: All Channel Types
- Destination Type: All Destination Types
- Last Handled Destination Name: All Destination Names
- Last Handled Destination Endpoint: All Destinations Endpoints

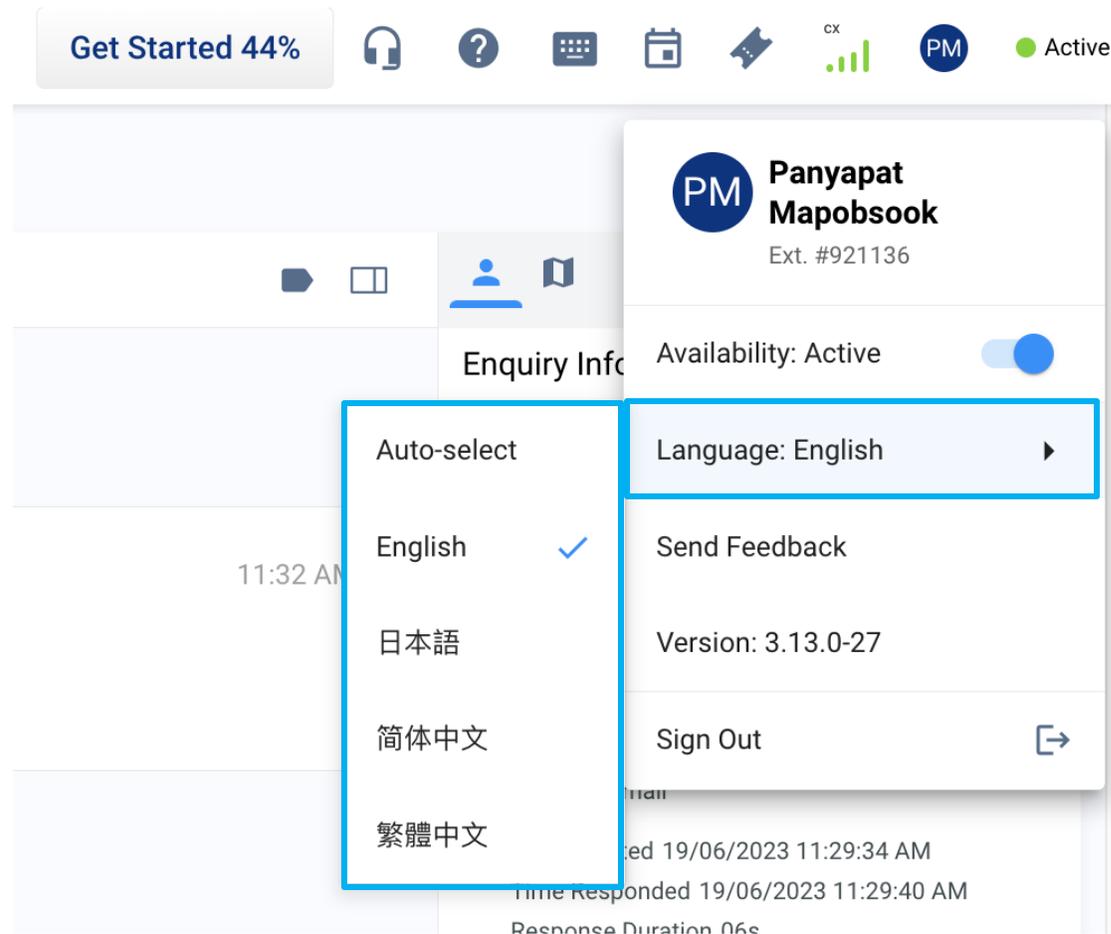
Enquiry ID	Enquiry Status	Updated Date & Time	Enquiry Type
INQ-00013C	Ongoing	2023-03-14 16:14:44	Broadcast Chat E
INQ-000130	Closed	2023-03-14 16:12:21	Direct Call Enquir
INQ-00013B	Closed	2023-03-14 15:51:45	Broadcast Chat E
INQ-00013A	Closed	2023-03-14 15:51:10	Broadcast Call E
INQ-000139	Missed	2023-03-14 15:44:58	Broadcast Chat E
INQ-000138	Closed	2023-03-14 15:44:46	Broadcast Chat E
INQ-000137	Closed	2023-03-14 15:44:38	Broadcast Chat E
INQ-000136	Closed	2023-03-14 15:40:36	Broadcast Chat E
INQ-000135	Ongoing	2023-03-14 15:37:36	Broadcast Chat E
INQ-000134	Missed	2023-03-14 15:36:25	Broadcast Chat E

Records per page: 10 | 1-10 of 13

Clear | Apply

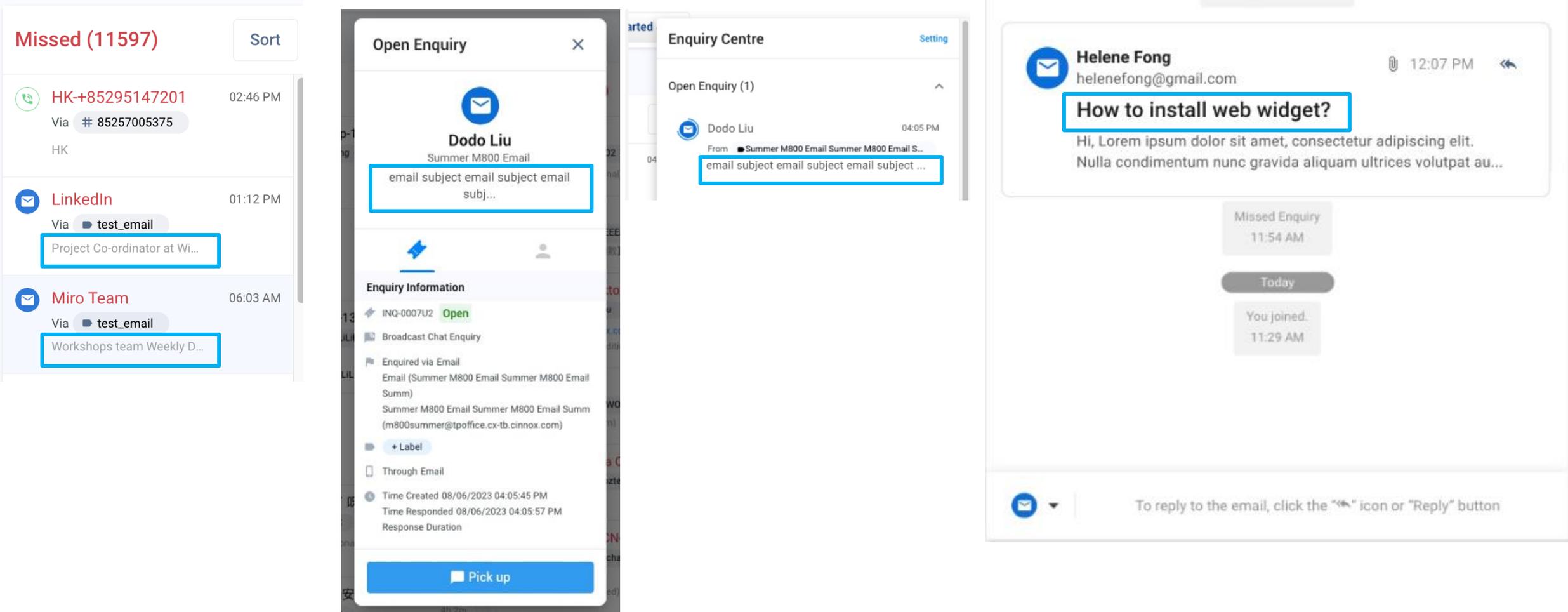
Change DB Language Under Your Profile

Platform: CXDB



Display of Email Subject for Email Enquiry

Platform: CXDB & CXMA



Missed Enquiry Improvement in the Enquiry Overview

Platform: CXDB & CXMA

- **Missed:** This section displays unanswered enquiries to respective staff members belonging to the Routing and Destination Endpoint.

The screenshot displays the 'Enquiry Overview' dashboard with four columns: Open (0), Handling (11), Missed (20), and Closed (46). The 'Missed' column is highlighted with a blue border and contains a list of 20 unanswered enquiries. Each enquiry entry includes a customer name, enquiry type, date, and staff member details.

Category	Count	Staff	Enquiry Type	Date	Time
Open	0				
Handling	11	May Isais	Sales Support	12:09 PM	1m
Handling	11	HK-webDesktop-228	General Enquiry	08/06/2023	7d 18m
Handling	11	HK-webDesktop-228	General Enquiry	30/05/2023	15d 23h
Handling	11	test5	General Enquiry	24/05/2023	21d 23h
Handling	11	HK-webDesktop-228	General Enquiry	15/05/2023	30d 23h
Handling	11	HK-webDesktop-228	General Enquiry	15/05/2023	30d 23h
Handling	11	HK-webDesktop-228	General Enquiry	15/05/2023	30d 23h
Missed	20	customer	General Enquiry	08/06/2023	
Missed	20	customer	General Enquiry	08/06/2023	
Missed	20	customer	General Enquiry	08/06/2023	
Missed	20	customer	General Enquiry	08/06/2023	
Missed	20	customer	General Enquiry	08/06/2023	
Missed	20	Philip Kwan	General Enquiry	05/06/2023	
Missed	20	Jonny Cruz	General Enquiry	30/05/2023	
Closed	46	HK-webDesktop-228	General Enquiry	05/06/2023	2m
Closed	46	HK-webDesktop-228	General Enquiry	02/06/2023	2m
Closed	46	Ally Ng	General Enquiry	30/05/2023	1m
Closed	46	Jonny Cruz	General Enquiry	30/05/2023	1m
Closed	46	Philip Kwan	General Enquiry	30/05/2023	1m
Closed	46	Jonny Cruz	General Enquiry	30/05/2023	1m

The UTM info is also sent as part of the bot message in the enquiry room

Platform: CXDB & CXMA

This screenshot shows a chat window for 'Amy Chu via weblink' with an active enquiry 'INQ - 000408 (Current)'. A bot message from CINNOXBot is highlighted with a blue box, containing the following UTM information:

- Visitor is from "%Weblink", here is visitor information:
- UTM Customer info: organic_social
- UTM Campaign: free_trial
- UTM Source: facebook
- UTM Medium: organic_social
- UTM Term: social_media

The right-hand side panel displays 'Enquiry Information' for INQ - 000408 (Ongoing), including details such as 'Direct Chat Enquiry', 'Enquired via WeblInk Staff (Emily Ng)', 'Through Desktop Web', 'IP Address 147.92.150.197', 'From Taiwan', 'Chinese (Traditional)', and 'Time Created 10/08/2021 02:37:47'.

This screenshot shows a chat window for 'Amy Chu Via weblink' with an active enquiry 'INQ-0123456 (Current)'. A bot message from CINNOXBot is highlighted with a blue box, containing the following UTM information:

- Visitor is from "%Weblink", here is visitor information:
- UTM Customer info: organic_social
- UTM Campaign: free_trial
- UTM Source: facebook
- UTM Medium: organic_social
- UTM Term: social_media

Android APK download QR Code in the CINNOX Onboarding

Platform: CXDB

100% **Get started to CINNOX**
0 more minutes to go!

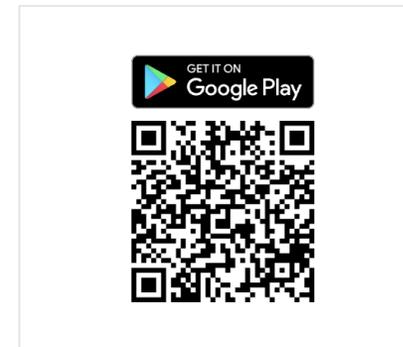
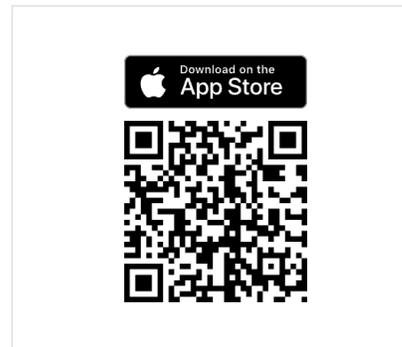
- ✓ Welcome to CINNOX
- ✓ Connect channels
WhatsApp, Messenger, and more...
- ✓ **Orchestrate engagement**
Video Conference, and more...
- ✓ Invite your team
- ✓ Visitor enquiries
- ✓ **Download the app**

More resources >

Download the Mobile App

The CINNOX App is fit for constant support, engagement with visitors and customers, and efficient collaboration among colleagues.

Download CINNOX app from:



What to expect:

- ✓ Workspace – a central hub for all your chats and calls with customers and colleagues.
- ✓ Unified Contacts – all chat and call records across different channels for an individual customer are unified into a single view.
- ✓ Video Conference – launch conference calls straight from your Workspace and invites external guests or group chat members.
- ✓ Call to anyone – make a crystal-clear voice or video call to anyone, anywhere, with any phone number.

08

Demo: WeChat Smart Routing (TB)

WeChat Smart Routing Demo (TB)

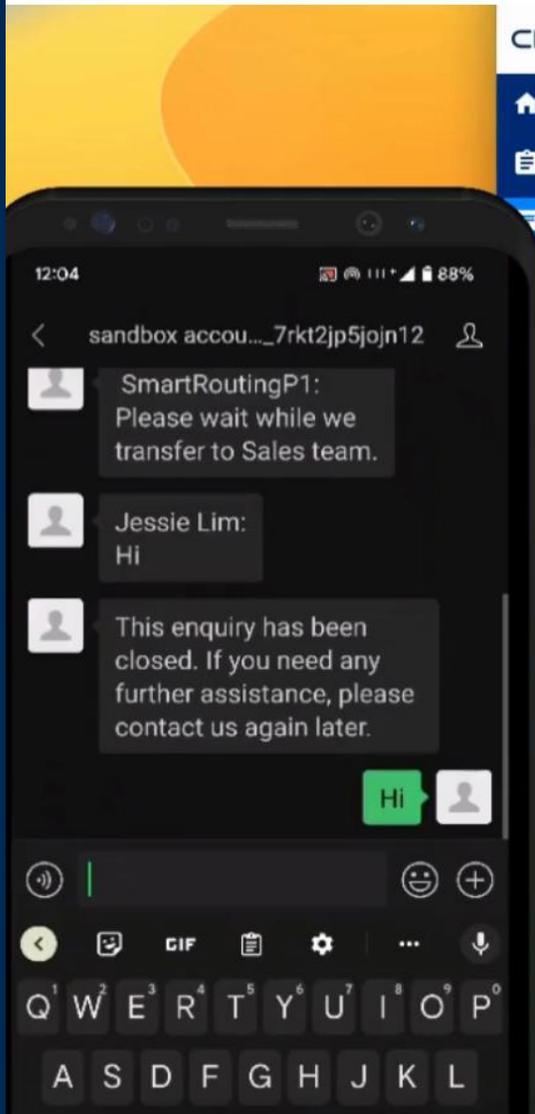
Value:

- Routing bot helps the visitor to reach the right agent

Scope:

- POC1 Routing to Sales Team and Specific agent
- Fallback when no agent picks up the enquiry:
 - Fallback to the general routing setting of channel
 - Auto close when one picks up in fallback#1

Visitor



Agent: Sarah Lo

cinnox

Get Started 18%

Search

No Open Enquiries

[Simulate Visitor Enquiry](#)

Chats

All Chat Rooms

- general
Kiwi Wang joined.
- CINNOXBot
We've also put together lots of tutorials an...

This is your Workspace!

This is where you can respond to customer enquiries and collaborate with your colleagues. Try a simulation below to test it out!

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!](#)

+

Agent: Jessie Lim

cinnox

Get Started 10%

Search

No Open Enquiries

[Simulate Visitor Enquiry](#)

Chats

All Chat Rooms

- CINNOXBot
Hey there! I'm CINNOXBot, here to guide y...

This is your Workspace!

This is where you can respond to customer enquiries and collaborate with your colleagues. Try a simulation below to test it out!

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!](#)

+

09

Q & A

10

Reference

Previous Training Materials

Previous training materials, such as slides, demo clips, and recordings, can be found in our shared drive:

For Windows users, you can access them in the mapped T-drive at

- T:\Training_Videos\20230518_cx_3130_training\
- Or by entering \\hk2k19ad01\Product_Development\Training_Videos\ in your file explorer.

For Mac users, you can access the shared drive through

- smb://hk2k19ad01/Product_Development/Training_Videos/



THANK YOU

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