CXBOX Hub

User Manual Guide



All-in-one application for better customer service

www.cxbox.io Developed by Demeter ICT

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Introduction

CXBOX Hub is developed by Demeter ICT. With its seamless integration with Zendesk and Sunshine Conversations, CXBOX Hub enhances customer interactions across multiple online channels, elevating the overall customer service experience.

This guide provides a step-by-step walkthrough of setting up and utilizing CXBOX's core features, ensuring a smooth and efficient implementation process.

CXBOX Hub Integration

Important Note: CXBOX Hub requires Sunshine Conversations to connect with Zendesk. If your <u>Zendesk plan</u> doesn't include Sunshine Conversations (available in the '<u>Suite Professional</u>' and '<u>Suite Enterprise</u>' plans), integration with CXBOX Hub won't be possible. Please make sure your plan includes this feature to use CXBOX Hub fully.



Only "Suite Professional" and "Suite Enterprise" come with Sunshine Conversations Access



To get started, register an account on the CXBOX Hub website at CXBOX Hub. You will receive an email notification to confirm your account. After creating an account, you can then log in to the CXBOX Hub dashboard.

	схвох
	Login to CXBOX Platform
MAKE CUSTOMER	Email Password Password
WWW.CXBOX.COM CRUE & CRUETE CT	Sign In Forgot Password?
	You don't have a CXBOX account? Sign Up
9	Copyright © 2024 CXBOX Powered by DEMETER ICT

Once logged in, choose the subscription plan that best suits your needs.





After selecting a plan, seamlessly integrate with the Sunshine Conversation API by clicking on the **Next** button.

	Welcome demo@cxbox.io Logou Onboarding Process
	1 2 3 4 Choose Setup Setup Review Summary
DASHBOARD	ourschpuon Pan oursche Generation Zendesk
G CHAT	(1/2) Sunshine Conversation Setup These can be changed later
Q USERS	
	Company Name Company Name
CAMPAIGN	Conversation API App ID Sunshine Conversation API App ID e.g. TAbC12De Instruction
E REPORT	Sunshine Conversation Key ID Sunshine Conversation Key ID e.g. app_abcdef Instruction
E TEMPLATE >	Sunshine
段 SETTINGS ,	Secret
	Back Test Connectivity

Sunshine Conversation Setup

In your Zendesk admin panel, navigate to the **Apps and integrations** menu and generate a Conversation API Key. Simply click on the **Create API Key** button, name your application (e.g., CXBOX Hub), and securely store the secret key provided.

After creating the key, copy all of the App ID, key ID and secret key, and save them in the CXBOX Hub application.

 ♠ ● ●	Home Recently viewed	~	Conversations API Create access credentials to authentica can create up to 10 unique keys. Learn a	te requests to the Conversations APIs. You about Conversations API access (2	te API key	
	Appe and		Name	Key ID	Date created	
# +	integrations	^	CXBOX Hub	app_650	March 28, 2024 at 10:47:24 PM	:
	Integrations Conversations integrations Logs APIs Zendesk API					
	Conversations API					

Create conversations API Key in Zendesk



CYDOX	Welcome demo@cxbox.io	Logout
	Onboarding Process Connect to Sunshine Conversation Successfully	<
	1 2 - 3 4	
DASHBOARD	Choose Setup Setup Review Summary Subscription Plan Sunshine Conversation Zendesk	
🖓 снат	(2/2) Switchboard Setup	
Q USERS	Design your on boarding flow Switchboard	
SEGMENTATION	before using CXBOX BROADCAST Manager	
G CAMPAIGN		
E REPORT	Buck	
E TEMPLATE >		
ĝ settings ,		
		7

Successful Integration Popup

You can proceed by configuring the switchboard manager with specific keywords to transition between Zendesk and CXBOX, or configure it later.



Successful Integration Page - Sunshine Conversation



To set up your Zendesk account, create an API token in the Zendesk API, then copy the API token and paste it into CXBOX Hub.

+	Home	Zendesk API
0	Recently viewed	
٩	Search Admin Center	Settings OAuth Clients Activity Target Failures
**	Apps and integrations	Token access ① We recommend that you use API tokens to keep your agents' passwords safe. When authenticating with tokens, add / token to the end of your Enabled username.
	Integrations Conversations integrations	Active API tokens (5) Add API token
	Logs	CXBOX Hub Last used 19 minutes ago
	APIs	
	Zendesk API	
	Conversations API	

Create Zendesk API Key in Zendesk

After creating the token, copy the token and save it in the CXBOX Hub application. The integration process is complete, and CXBOX is now ready to use.



Successful Integration Page - Zendesk



Messaging Channel

To link your social media channel with the CXBOX Hub, you must add the channel in the Zendesk admin center.

A	Home					
C	Recently viewed	~	Messaging Embed messaging in your website and app	os and integrate popular social channels to	Manag	ge settings Add channel ^
			streamline support for customers and age	nts.		Facebook Messenger
Q						WhatsApp
用	Account	~ 1				Instagram Direct
		- 1	Name	Channel	Status	Android
*	People	× I				0 :05
	Chappele		Daily Needs FB Page	Facebook Messenger	Active	0 103
-	Cildinieis	~	Daily Needs			🔂 Unity
	• • • • • • • • • • • • • • • • • • •					LINE
	Messaging and soci	ai	CXBOX DEMO - Line OA	LINE	Active	Slack
	Messaging	- 1				X Corp Direct Message
	Text	- 1	0			WaChat
	V Corr corrector	- 1	Dmit lest	web widget	ACTIVE	- Weenac
	A Corp accounts					
	Talk and email					

Connect social media channel at messaging

If you did not find out the channel in CXBOX Hub that has been connected in Zendesk admin center, please click "Sync Channel" button to see the recently added channel.

Clicking the "Setup" button next to the Line OA channel will provide guidance on how to connect the Line API with CXBOX Hub, enabling you to send campaigns using the Line API.

SEGMENTATION	Messaging Channel			
CAMPAIGN				
REPORT	CHANNEL NAME	CHANNEL TYPE	STATUS	
TEMPLATE	Dmit Test	web	Ready	
	Daily Needs FB Page	messenger	Ready	
SETTINGS 🗸				
SUBSCRIPTION	CXBOX DEMO - Line OA	line	Not Ready	
ACCOUNT				

Simply Drag & Drop to import user data



Switchboard

According to your keywords in the switchboard settings, Zendesk will allow you to switch the channel from Zendesk to CXBOX. After switching the channel to CXBOX, you can communicate with customers seamlessly.

	СХВОУ	C		cxboxtester@gmai	il.com Logout	Û
	HUB		Design Platform Workflow			
6	DASHBOARD					
Ø	CHAT		Condition: When agent type a keyword on Zendesk, the particular conversation platform (E.g. type "salesforce" on Zendesk, the conversation will be	will be transferred to the transferred to Salesford	he third be)	
Ø	USERS		Zd-agentWorkspace (zd:agentWorkspace)			
00	SEGMENTATION		Let me transfer back to support team. X			
\$	CAMPAIGN		Fill the keyword Let me transfer back to support team.		Add Keyword	
	REPORT		zd-answerBot			
F	TEMPLATE	>	(zd:answerBot)			
¢	SETTINGS	×	Bot will help you to answer. X Fill the knownerd Bot will help you to answer.		Add Keyward	
	SUBSCRIPTION		Nymora			
	ACCOUNT		cxbox-broadcast-switchboard (custom)			
	SWITCHBOARD		Let me transfer to marketing team X			
			Fill the keyword When agent type this keyword on Zendesk, the particular conversation will be transfe	irred to the third platfor	Add Keyword	

Switchboard keywords in CXBOX



Set the switchboard keywords and ticket status in macro



CYDOX			cxboxtester@gmail.com Logout
	Q Search users	User Information	•
DASHBOARD	Yadanar Molly User: ok	hi hi	
С снат		Oct 01 2024 AT 2.34 PM	
O USERS			Let me transfer to marketing team.
SEGMENTATION			Oct 01 2024 AT 2.34 PM
CAMPAIGN		OK Oct 01 2024 AT 2.35 PM	
REPORT		3	1
E TEMPLATE >		Switch Channel Z	0 1
ĝ settings ,			<i>A</i>
		Chat Message Formats V	End this chat

Conversation is switched to CXBOX

Main Features:

- 1. Multiple translation languages are available to assist with translating chat messages.
- 2. The preset message from "Message Format" will mirror a macro in Zendesk. You can predefine the messages at the message format template.
- 3. If necessary, you can switch the platform from CXBOX to Zendesk agent or CXBOX to Zendesk bot.
- 4. Once the customer's questions are resolved, the agent can conclude the conversation by selecting "End this chat" and all of the conversations will be synchronized to Zendesk ticket.



Chat

Agent is able to use CXBOX Hub as the one-stop place for handling all customer conversations - whether they are customers from Messenger, Line, WhatsApp, it makes it easy and seamless to serve the customer's requests without having to needlessly switch platforms.

Note:

- <u>Facebook Messenger</u> allows a business only seven days to respond to the end user before the messaging window closes. To prevent messages from being sent but not delivered, the composer will be blocked once the messaging window is closed. The only way to re-open is if the end user sends a new message. For more details click <u>here</u>.
- Messenger also has a limitation whereby broadcast can only be done within a <u>24-hour window.</u>
- Agents can seamlessly switch between Zendesk, CXBOX Hub, as well as chatbot, allowing for seamless transitions during conversations.





User List

All users from various channels will be displayed on the user list, either by importing a CSV file, after engaging in conversations with customers or synchronizing with Zendesk.

	Q Search us	er name / email addres	er by Channel 🗸 F	ilter by Segment	Y Recent D	ate 🗸	View: 10	✓ Export
) dashboard } chat	USER	NAME	EMAIL	CHANNELS	BIRTH DATE	PHONE NUMBER	WHATSAPP PHONE NUMBER	SURNAME
SEGMENTATION	478827	Web User 66c7570bf5b8c6c9f27b056c		Dmit Test (web)				
CAMPAIGN	093f8f	Web User 66c6eb04911aefb70818406d		Dmit Test (web)			•	
) TEMPLATE >	cla86c	User 1	user.1@email.com	ε.	Sat 30 December 2000	66123456789		Sumame 1
	42407e	Web User 66c47274855546c1d5939293		Dmit Test (web)	8			•

Import Users

There are two options to import the user information into CXBOX Hub by uploading CSV file and synchronizing with your Zendesk account.

Initially, you may need to synch with Zendesk before uploading the CSV file. Once the synchronizing is done, CSV file will be able to upload into CXBOX Hub.



CXBOX	USER LIST					Welcome	e demo@cxbox.io L Sync Users From Zendes
) DASHBOARD	Q Search user name / email addres	Filter by Channel 🗸 🗸	Filter by Segment	✓ Recent Da	ite 🗸	View: 10	♥ Export
) снат	USER NAME ID NAME	EMAIL	CHANNELS	BIRTH DATE	PHONE NUMBER	WHATSAPP PHONE NUMBER	SURNAME
SEGMENTATION	478827 Web User 66c7570bf5b8c6c8f27b0t	56c -	Dmit Test (web)			•	
CAMPAIGN	093f8f Web User 66666b04911aefb7081840	Gd -	Dmit Test (web)	÷	÷		
TEMPLATE >	cla86c User1	user.1@email.com	atar.	Sat 30 December 2000	66123456789	ain.	Surname 1
	42407e Web User 66c47274855546c1d5939	293 -	Dmit Test (web)	1.81	18	*	

Click "Import Users" Button to import

Feel free to download the CSV file template as a reference.

CXBOX	< Import User This page shows you the overall report	
	Sync Users F	rom Zend
DASHBOARD		
С СНАТ		
2 USERS	Drag & Drop	
SEGMENTATION	Import the segment the with say the format	
CAMPAIGN		,
REPORT	Townload the format of .csv file with dummy data	
TEMPLATE		
ў settings ,		



Segmentation

Segmentation allows you to filter user groups when sending campaigns to specific users. In CXBOX, you can establish multiple conditions to filter users according to specific criteria. All fields are synchronized with your Zendesk and Line accounts.

Note:

- Agents cannot send campaign messages to users after 24 hours if they are using Facebook Messenger.
- Agents can upload or merge users using the CSV file upload feature.
- If a CXBOX client's Zendesk account was registered in early 2022, campaign messages cannot be sent to Line users via the Zendesk API. However, these messages can still be sent using the Line API. You may need to setup Line API at the messaging channel.
- The total number of users in the Line channel is not visible when creating segments or campaigns using the Line API. However, the user count is available when using the Zendesk API.

CXBOX	SEGMENTATION				Creat	e Zendesk segment	segment
	Q Search segment name		Filter b	y Channel 🛛 🗸	Recent Date	✓ View: 10	~
DASHBOARD	TARGET GROUP NAME	USERS	OPENED	RESPONSE	CONVERSION	ACTIONS	
С СНАТ	-						
USERS	LINE line		0	0	0%	Edit	
SEGMENTATION	All user from ZD	29	0	0	0%	View Edit 📋	
CAMPAIGN	Test Account Segment	4	1	3	300.00%	View Edit 📋	
REPORT							
E) TEMPLATE >	Report	2	0	0	0%	View Ed X Hi.	Need any h
SETTINGS							

Example 1: User chooses Zendesk Segment

User clicks on "Create Zendesk segment"



	< Create Segment	weicome vaisnoba@amit.co.tn Logo
	Segment Name Zendesk t	Segment
G DASHBOARD	Select Criteria	nm your Zendesk account by "Sum field from Zendesk" on the "View customer moords" session
С СНАТ	0.0.1.1	[Locale Is "]
USERS	Include all users	
2, SEGMENTATION	Locale v Is	♥ Enter Locale
1) CAMPAIGN	Channel	Add Condition
	Locale	
REPORT		V Di Need anu k
TEMPLATE	Customer ID	A HL Need ally 1

User clicks on dropdown menu to choose selection criteria

BROADCAST		
	Segment Name	Zendesk Segment
DASHBOARD	Select Criteria You can segment a target grou	up by using data from your Zendesk account by "Sync field form Zendesk" on the "View customer records" session
3 снат		(Customer ID Equal "1234567890")
USERS	Include all users	<u> </u>
USERS SEGMENTATION	Customer ID	 Equal 1234567890
USERS SEGMENTATION CAMPAIGN	Customer ID	Equal I234567890 Greater Than Greater Than or Equal dilion Biow Than
USERS SEGMENTATION CAMPAIGN REPORT	Include all users Customer ID	Equal I234567890 Greater Than Greater Than or Equal Edition Below Than Editor Than or Equal

Based on selection the middle and right-hand side dropdown menu displays the available options to select from

		Compant Name							1
		organistic Marrie	2	indesk segment]
DASHBOARD		Select Criteria		e data farm unus Tene	dark annuat	butture field f	lenes Tandarist on the l		
А снат		rou can segment a target g	poop oy using	g oana moni your zeni	uesk adopunt	by syncheid i	rom zendesk' on the	Customer	r ID Equal "1234567890"]
9									
		Include all users							
Q USERS		Include all users							
USERS	N	Customer ID	~	Equal		¥ [123456	67890		
2 users 2 segmentatio 2 campaign	N	Customer ID	~	Equal	Ad	V 123454	67890		
USERS SEGMENTATIO CAMPAIGN REPORT	N	Customer ID	v	Equal	Ad	V 123454	67890		

User may have multiple selection criteria for the same segment



	Segment Name	Zendesk Segment				
DASHBOARD	Select Criteria You can segment a target grou	ip by using data from your Zendesk ac	count by "Sync field from Zendesk" or	n the "View	w customer records" session	
CHAT						(Customer ID Equal 123456789
USERS	Include all users					
SEGMENTATION	Customer ID	Y Equal		•	234567890	
CAMPAIGN			Ac	dd Condiiti	ion	
REPORT	O users in this segr	ment				
TEMPLATE >						`
SETTINGS >						Cancel

Once done, User clicks "Save" to save the settings for the current segment

Example 2: User chooses Line Segment

CXBOX	SEGMENTATION					Welcome vaishob.a@dmit.co.th Li Create Zendesk segment
	Q Search segment name		Filter by Channel	~	Recent Date	✓ View: 10
DASHBOARD	TARGET GROUP NAME	USERS	OPENED	RESPONSE	CONVERSION	ACTIONS
CHAT	UNE line	-	0	0	0%	Edit
SEGMENTATION	All user from ZD	29	0	0	0%	View Edit
CAMPAIGN	Test Account Segment	4	1	3	300.00%	View Edit
TEMPLATE	Report		0	0	0%	View Edit
SETTINGS	Chat	ta:	0	0	0%	View Edit
	Message formate	51	0	0	0%	View Edit

User clicks on "Create Line segment"



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e erete ting ereginent		weicome vaisnoblagidmit.co.th L
LINE Segment Name	Line Segment	
Select LINE Criteria		
You can segment a target group	yy using data from your Zendesk account by "Sync field from Zendesk" on the "View customer records" session	(Gender Is
Include all LINE users	¥	
Gender	✓ Is ✓ Enter Gender	
Gender	Add Condition	
Age Operating System		
Friendship duration		Cancel
Region		
< Create LINE Segment		Welcome vaishob.a@dmit.co.th
Create LINE Segment	Line Segment	Welcome vaisheba@dmit.co.th
Create LINE Segment	Line Segment	Welcome vaisheb.a@dmit.co.th
 Croate LINE Segment LINE Segment Name Select LINE Criteria You can segment a Larget group 	Line Segment	Welcome valshoba@dmit.coth
Create LINE Segment LINE Segment Name Select LINE Criteria You can segment a target group Include all UNE users	Line Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "View customer records" session	Welcome vaisheba@dmit.coth
Create LINE Segment LINE Segment Name Select LINE Criteria You can segment a target (poup Include all LINE users Region	Line Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "view customer records" session	Welcome valsheb a@dmit.coth [Region
Croate LINE Segment LINE Segment Name Select UNE Criteria You can segment a Larget group Include all LINE users Region	Line Segment by using data from your Zendesk account by "Bync field from Zendesk" on the "View customer records" session to the "View C	Welcome vaisheb a@dmit.coth [Region
Croate LINE Segment LINE Segment Name Select LINE Criteria You can segment a target group Include all LINE users Region	Line Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "View customer records" session ls Add Ca Pattaya	Welcome valshoba@dmit.coth Region
Create LINE Segment LINE Segment Name Select LINE Criteria You can segment a target group Include all UNE users Region	Une Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "View customer records" session to the "View Cu	Welcome valsheba@dmit.co.th [Region
Create LINE Segment LINE Segment Name Select UNE Criteria You can segment a target group Include all LINE users Region	Line Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "view customer records" session to the "Add Center of the session of the sector of the session of the session of the set of the session of the session of the sector of the sector of the set of the sector of the set of the sector o	Welcome valisheba@dmit.co.th
Create LINE Segment LINE Segment Name Select LINE Criteria You can segment a target group Include all LINE users Region	Line Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "view customer records" session to the Segment to th	Welcome valisheb a@dmit.co.th
Create LINE Segment LINE Segment Name Select LINE Criteria You can segment a target (poup Include all LINE users Region	Line Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "View customer records" session is Bangkok Add Co Pataya Northern Taaland Central Taaland	Velcome vaishoba@dmit.coth [Region
Create LINE Segment LINE Segment Name Select LINE Criteria You can segment a target group Include all LINE users Region	Une Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "View customer records" session Is Bangkok Pattaya Northern Trailand Central Trailand	Velcome vaisheba@dmit.co.th
Create LINE Segment UNE Segment Name Select LINE Criteria Vou can segment a target group Include all UNE users Region	Une Segment by using data from your Zendesk account by "Sync field from Zendesk" on the "View customer records" session to the "View Cu	Ukelcome valshoba@dmit.coth [Region
	UNE Segment Name Select UNE Criteria You can segment a target group Include all UNE users Gender Gender Hage Operating System Priendship duration Region USERT CLICKS CO	LINE Segment Name Line Segment Directure all target group by using data from your Zendeak account by "Sync field from Zendeak" on the "Were customer records" season Include all LINE users Include solit Line users Include all LINE users Incl

Welcome vaishob.a@dmit.co.th | Logout < Create LINE Segment схвох LINE Segment Name Line Segment DASHBOARD Select LINE Criteria [Region Is "Northern Thailand"] 🖓 СНАТ Include all LINE users Q USERS ✓ Is ♥ Northern Thailand Region Add Co CAMPAIGN REPORT E TEMPLATE > SETTINGS >

User saves new segment settings



Campaign

The campaign list displays the number of campaigns that are scheduled, sent, or in draft. Utilize the calendar to locate ongoing, upcoming, and past campaigns. Create and launch your campaign using segments and channels. There are four content types to select from: text, image, file, and carousel.

You have the flexibility to send the campaign immediately or schedule it for a specific date and time. Additionally, CXBOX Hub offers the option for recurring campaigns.

	CAMPAIGN LIST (A)										Create camp
DASHBOARD	Schedule	Sent Draft										
CHAT												
USERS	Upcoming C Septer	ampaign	4			today						
SEGMENTATION							_					
CAMPAIGN	Sun	Mon	Tue	Wed	Thu	Fri	Sat					
CAMPAIGN		9 09:09 test 24hr	10 09-09 test 24hr	11 09:09 test 24hr	12 09:09 test 24b	13 09:09 test 24hr	14 09:09 test 24br					
REPORT		11:30 [RETEST] L	11:30 (RETEST) L	11:30 [RETEST] L	11:30 (RETEST) (11:30 [RETEST] L	11:30 (RETEST) L			33%		
TEMPLATE >	1: 09:09 test 24/	5 16 hr 09.09 test 24hr	17 09:09 test 24hr	18 09.09 test 24hr	19 09:09 test 24h	20 09:09 test 24hr	21 09:09 test 24hr					
SETTINGS >	2	2 23	24	25	26	27	28		_			
	09:09 test 24	hr 09:09 test 24hr	09:09 test 24h	09:09 test 24hr	09:09 test 24h	09:09 test 24hr	09:09 test 24hr		messen	ger (2) 📕 line (1)		
	Q. Search campo	algn name		Filter by Channe		~	Filter by Segment	v	Recent Date	~	View: 10	
	CAMPAIGN NAME	6	SEGMENT			USERS	OPENED	RESPONSE	CONVERSION	ACTIONS		
	[RETEST] Daily		WONG			2	45	23	28.05%	Edit	View Report	
	tost 24hrs FB 2		User name is 5	Somsawan		- 10	49	2	5.00%	Edit	View Report	

Campaign overview



Create a Campaign



Report

The Report page provides users with comprehensive metrics on their campaigns, segments, and channels. Users can filter reports by specific time periods to gain insights into their marketing and customer service performance. Overall campaign success are displayed in easy-to-read charts, graphs and metrics such as total sends, total reach, total unique clicks, total clicks, total replies and total actions. This functionality allows users to evaluate the impact of their efforts and make data-driven decisions for future campaigns.

















Filter by time period



Templates

Preset messages in message formats can be beneficial for saving time for agents when handling customer inquiries, especially in live chat conversations. These templates can be customized to cater to various customer scenarios, such as order confirmations, delivery updates, or service inquiries.

WhatsApp Template

The **WhatsApp Template** functionality allows agents to set up predefined messages. These messages can include text-only or text accompanied by images, offering a variety of options for communication.

After creating the Whatsapp template, you many need to wait Whatsapp's approval and it will take at least 2 hours.

		e WhatsApp template to appear on the WhatsApp template list page after it has been created	Preview
SHBOARD	WhatsApp Template Name	transfer to agent	Usor Message
AT	WhatsApp Template Language	English	I will transfer you to another agent
ERS	Channel		v
GMENTATION MPAIGN	WhatsApp Template Text	Fuill transfer you to another agont	
PORT	WhatsApp Opt-In Policy Messag	ging Limits WhatsApp Template Sample	
MPLATE 🗸		Candel	Create
HATSAPP TEM_			
SSAGE FORM			
TTINGS			
SSAGE FORM			
SSAGE FORM			
ISSAGE FORM			
ISSAGE FORM			



Message Format

The **Message Format** feature enables users to create pre-configured responses that can be quickly deployed during customer interactions. These templates support various content formats, such as text, images, and files, and can be customized based on the specific needs of different campaigns or customer inquiries. It functions similarly to a "macro" in Zendesk.

	Message Format Name	transfer to ZD agent	Preview
DASHBOARD			User Mossage
CHAT		Type Text ~	Please wait a few minutes. Let me
USERS	Message Format Contents	Data Please wait a few minutes. Let me transfer you to our customer care team and they will help you shortly.	transfer you to our customer care team and they will help you shortly.
SEGMENTATION		Remove	
CAMPAIGN			
REPORT		+ Add Content	
TEMPLATE +		Cancel	
WHATSAPP TEM			





Message Format



FAQs

Q1: What should I do if I encounter an error during integration?

A1: Ensure that all API keys and credentials are correctly entered. If the issue

persists, contact support at <u>support@cxbox.io</u> or submit the request via <u>support</u> portal.

Q2: How do I reset my password?

A2: Click on "Forgot Password" on the login page, and follow the instructions to reset your password.

Q3: How many channels can CXBOX Hub connect?A3: CXBOX Hub connects with customer channels via Zendesk Conversation API.<u>Here</u> is the list of channels supported by Zendesk Conversation API.

Best Practices & Tips

- **Optimizing Response Time:** Utilize preset message formats to quickly respond to customer inquiries.
- **Segmentation Strategies:** Filter user groups effectively for targeted campaigns to increase engage ment.
- **Regular Updates:** Keep your integrations and API tokens updated to avoid disruptions in service.

Glossary

- **API Key:** A unique identifier used to authenticate requests associated with your project.
- Macro: A set of instructions that automate tasks in Zendesk.
- **Segmentation:** The process of dividing your user base into specific groups for targeted marketing.



CXBOX's Products

Discover more about how CXBOX can enhance your business's customer service. Visit our <u>website</u> for additional resources or contact our <u>support team</u> for personalized assistance.

On the Zendesk Marketplace, we offer two products under the CXBOX brand:

CXBOX Commerce

- Centralizes all eCommerce customer inquiries, making it easier than ever to respond promptly and efficiently.
- Able to integrate with eCommerce platform such as Lazada and Shopee.

Key Features:

- One-stop shop for all eCommerce customer inquiries.
- Able to interact with customers in real time via every channel on a single platform
- Rapidly verify customer order details

CXBOX Commerce - Shopify

• Able to search the order information within Zendesk

CXBOX Hub

- Deliver personalized broadcasts in social media channels at once
- Able to understand customer engagement and retention with powerful insights

Key Features:

- Segmentation function for targeted campaigns
- Seamless communication with customers outside Zendesk
- Switchboard function for seamless transition between Zendesk and CXBOX Hub platforms, ensuring smooth conversation flow with customers.

