CXBOX Commerce

User Manual Guide





All-in-one application for better customer service

www.cxbox.io Developed by Demeter ICT

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Introduction

CXBOX Commerce, developed by Demeter ICT, is a comprehensive platform designed to streamline customer engagement for businesses across eCommerce platforms like Shopify, Lazada, Shopee, and more. CXBOX enhances customer interactions across multiple eCommerce platform, elevating the overall customer service experience.

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

CXBOX Commerce

Login

To begin the integration process, access the CXBOX console by logging in.



User logs in using provided credentials





Zendesk Integration

Once you log into CXBOX, navigate to the left side of the menu and select **Account**. From there, click on **Add Zendesk** to connect it with your Zendesk account.

Схвох	≡ ≙ / Account		Ні,СХВОХ ДЕМО
CXBOX Upsell		Your Shop	Add Shop
CXBOX Reply		Shop live integration	Status Setting
CXBOX Broadcaster SETTING	СХВОХ ДЕМО	You successfully added your shop but your data has not been sy console yet. If you want to use CXBOX please <u>click here</u> to subsc	nchronized with CXBOX admin ribe.
Account			
Subscription		Zendesk Account	Add Zendesk
		Zendesk Subdomain	Status Setting
		You successfully added your Zendesk but you cannot use CXBOX want to use CXBOX please <u>click here</u> to subscribe.	(app on your Zendesk yet. If you



To install CXBOX Commerce module, visit the <u>Zendesk marketplace</u> and click on the **Install** button. Log in to your Zendesk account before proceeding with the installation. Once initiated, Zendesk will prompt you to select the account you wish to link with CXBOX.



Select your Zendesk account

← → C	tplace/apps/support/965889/cxbox-commerce-and-recommendation/#		\$	Ď	V	÷
X	Sign in Product Support Co	ompany	Contact us English	(US)		
zendesk		×				
Marketplace > Apps >						
	CXBOX Commerce and Recommendation					
CX	Works with: 📕 Support					
Sean	Select account to install this app:					
	Select 🗸			/ 0		
	Install					
	WORKS WITH				2	



Click "Install"



Go to Objects and Rules > Objects

Make sure to enable the custom object at the admin center.



Next, go to Apps and collaborations > Zendesk support App



Click "Install"

x	K	d3v-cxboxstaging	88	(?)	*
A Home					
Recently viewed	~	Seamless integration with eCommerce and personalized recommendation products.			
Q Search Admin Center		Ann dothlie			
Account	~	Version: 1.0			
People	~	Framework Version: 2.0 Contact U: support@cuboc.lo Location: Ticket			
Channels	~	INSTALLATION			
Workspaces	~	Title_			
Objects and rules	~	CXBOX Commerce and Recommendation			
Apps and integrations	^	token			
Apps		Enable role restrictions?			
Zendesk Support apps		Select the roles that should have access to this app:			
Channel apps					
Integrations		Enable group restrictions?			
Integrations		Select which groups should have access to this app:			
Conversations integrations					
Logs		By installing this app you hereby agree to the Zendesk Marketplace Terms of Use.			
APIs					
Zendesk API		Install			
Conversations API					

Click "Support"



Login Custom App





Click "Allow"



Click check box, followed by clicking on "Login and Authorize"





Login again

a sourcement where president					
← Trial home C Quick tips				You have <u>14 days</u> left in your trial Compare plans	Buy your trial
A. SAMPLE TICKET: Git card x. A.					
Example (create) Luka Jensen Dee					
Requester C Luka Jensen	SAMPLE TICKET: Gift card expiring Variangle total	CXBOX Commerce and Recommendation ×	701		
Asignee* take	A A Annual Annual Construction of Annual		the move I totally forgot	Recommendation	*** • =
() Followers () Adm	Can you extend the expirato	۲		i 📄 🗋	
Constant a sequencies a	Luka Senserr	Sign In to Admin pitalchai-demo@gmail.com		Plakchał-demo@gmail.com	
Type Privety,	0				
	- Public reply - To Clubs losses				
A. Anna Marco				Charles of Contract	

Setup Successful; Click to close window

- 1	frial home 📔 🛑 Quick tij	lps			You	a have <u>14 days</u> left in your trial Compare plans Buy your	trial
ia.	Re SAMPLE TOXET, Git can	1. s. h. 1					
÷							
	Arapantes		SAMPLE THORT: Gift card expliring the server latent Comparison of the server from a server of the Here is the server of the server of the Here, Late Joint of the Here, Here, Late Joint of the Here, Here, Late Joint of the Here,	CXBOX Commerce and Recommendation	X V O I	Apps C CREAT Commerce and Economics tests CREAT Commerce and CREAT COMMERCE AND COMMERCE CREAT COMMERCE AND COMMERCE AND COMMERCE AND COMMERCE AND COMMERCE CREAT COMMERCE AND COMME	
			BTOIN				



Automation

After installing the CXBOX application in Zendesk, it's essential to configure the automation to close tickets in the admin center. This setup will assist you in closing all resolved tickets created for Lazada and Shopee through the web service API.

Please follow the screenshot below to set the automation.

	X O	d3v-cxboxstaging
•	Home	Automation title
		CXBOX-Close ticket!
0	Recently viewed \checkmark	
		Meet all of the following conditions:
Q	Search Admin Center	
Þ	Objects and rules	Ticket: Status category
4	Asset statuses	Ticket: Hours since status category solved V Greater than V
	Agent statuses	
	Idle timeout	Ticket: Channel V Is V Web service (API) V
	Business rules	Add condition
	Triggers	
	Messaging triggers	Meet any of the following conditions:
	Automations	
	Skills	Ticket: Tags \sim Contains at least one of the following \sim
	Chat routing 🖸	cxbox_lazada
	Service level	Ticket: Tans
	agreements	
	Schedules	cvnov">sunhae
	Customer satisfaction	Add condition 🛨
	Rule analysis	Preview match for the conditions above

X 📀	13v-cxboxstaging
Ame Home	Perform these actions:
Recently viewed	Ticket: Status category V Closed V
Q Search Admin Center	Notifications: Active webhook \checkmark CXBOX Reply Close Ticket Lazada \checkmark
C Objects and rules	Endpoint: http://console.cxbox.io:3022/publish/v1/automation-close-ticket Method:
Idle timeout	POST JSON body:
Business rules Triggers Messaging triggers Automations	<pre>1 - { 2</pre>
Skills	<pre>8 "author_name":"{{ticket.latest_comment.author.name}}", 9 "requester_email":"{{ticket.requester.email}}",</pre>
Chat routing 🖸	View available placeholders >
Service level agreements	Add action
Schedules	
Customer satisfaction Rule analysis	Update ~ Submit

Copy the code that provided at the next page and paste into JSON body



```
"ticketId":"{{ticket.id}}",
 "integrationChannel": "agentcommentcase",
 "externalld":"{{ticket.external_id}}",
 "comment_value": "{{ticket.latest_comment_rich}}",
 "author_role":"{{ticket.latest_comment.author.role}}",
 "author_email":"{{ticket.latest_comment.author.email}}",
 "author_name":"{{ticket.latest_comment.author.name}}",
 "requester_email":"{{ticket.requester.email}}",
 "agentSignature":"{{ticket.current_user.signature}}",
 "user_reply":"{{ticket.ticket_field_XXXXXX}}",
 "user_shop":"{{ticket.ticket_field_XXXXXX}}",
 "comment_html": "{{ticket.latest_comment_html}}",
 "comment_reply_v1": "{{ticket.latest_comment_rich}}",
 "comment_reply_v2": "{{ticket.latest_public_comment_rich}}",
 "ticket_status": "{{ticket.status}}",
 "ticket_tags": "{{ticket.tags}}",
 "comment_attachment": [
   {% for comment in ticket.comments limit:1 offset:0 %}
       {% for attachment in comment.attachments %}
    {% if forloop.last %}
      {
       "attachmentName":"{{attachment.filename}}",
         "attachmentURL":"{{attachment.url}}"
    }
    {% else %}
     {
       "attachmentName":"{{attachment.filename}}",
         "attachmentURL":"{{attachment.url}}"
    },
    {% endif %}
  {% endfor %}
  {% endfor %}
  1
}
```

Copy above code and paste into JSON body

Replace **XXXXXXX** with your ticket field number in user_reply and user_shop. You can get those ID numbers at "Fields" under "Objects and rules" at admin center.

xxxxxx for user_reply = cxbox_customer field ID xxxxxx for user_shop = cxbox_shop field ID

Please see the reference screenshot at page number 21.



{

eCommerce Integration

Three eCommerce platforms, including Shopify, Lazada, and Shopee, can be integrated with the CXBOX application.

To proceed, please log in to <u>CXBOX Console</u>. The instructions for each platform will vary based on their individual requirements.



User clicks on "Account"



User clicks on "Add Shop"



🔊 схвох				🗶 нісхвох демо
- APPS	🖨 / Account			
Commerce Report		Your Shop		
		Shop live integration	Status	Setting
Subscription		dd Shop ×	ACTIVE	Remove
& Support	Dmit Store	a Shapify	ACTIVE	Remove
	SomTest 3	Lozoda	ACTIVE	Remove
		tut your data has not been synchronized with CXBOX a	imin console yet. If you w	ant to use CXBOX
	L	Zendesk Account		
		Zendesk Subdomein	Status	Setting
		d3v-cxboxstaging	ACTIVE	Remove
		You successfully added your Zendesk but you cannot use CXBOX app on your Zendesk yet subscribe.	If you want to use CXBO)	X please <u>click here</u> to

User selects the relevant e-Commerce platform and log in into seller account to authenticate with CXBOX Commerce

Dashboard	tar / Processite			
Commerce Report		Your Shop		Add Shop
		Shop live integration	Status	Setting
Subscription	CYPOX DEMO	🛃 Dmit Store	ACTIVE	Remove
& Support	Dmit Store SornTest	🛐 SornTest	ACTIVE	Remove
	SomTest 3	SomTest 3	ACTIVE	Remove

After successful authentication, user finds shop in list with "Active" status



Shopify

Add Shop ×	
Shopify	Status Setting
Eazada	ACTIVE Remove
Shopee	ACTIVE
Close	ACTIVE Remove
	Add Shop × Add Shopify Lazada Shopee Close

Please follow the steps to integrate Shopify with CXBOX application.

Click Shopify after clicking "Add Shop"



Users who work on Zendesk can cross-sell using our "Personalized Product Recommendation" function.

Enhance customer support as well as experience with a customer-personalized solution. - Respond and solve tickets easily and faster in Zendesk agent workspace with real-time customer information. - Easily recommend a product to customers with one click. - Reports that show sales data and recommendation performance. - Insight data for your marketing purposes.

Install CXBOX app from Shopify App Store



		жк
 Home Orders 	Install app	
 Products Customers Content 	CXBOX Demeter ICT Company Limited	
II Analytics	This app needs access to:	
Discounts Sales channels	View personal data	
Online Store Point of Sale	View store data Customers, products, orders, Online Store	
Apps >	Why does CXBOX need data access? Check their <u>Privacy Policy</u> . Cancel Install	-

Click "Install"

Welcome to CXBOX
One more step to store authorization. Please log or register CXBOX account to authorize
✓ I agree to all Terms
Login and Authorize

Agree to Terms and Conditions

 \equiv

合 / Account



Shop live integration	Status	Setting
Dmit Store	ACTIVE	Remove
S Fashion Store	ACTIVE	Remove



After doing all of the steps, please go back to Zendesk admin center and integrate with Shopify website.

	X		d3v-cxboxstaging	00	?	*
+	Home					
0	Recently viewed	~	Your home for settings to manage your account, team, and more.			
٩	Search Admin Center		Storage usage View details API usage (last 7 days) View details			
Ħ	Account	~	E Data storage			
**	People	~	1 MB used 10,999 of 11,000 MB remaining			
₽	Channels	~	File storage 0			
	Workspaces	~	62.1 MB used 59,937.9 of 60,000 MB remaining 0 Last updated 7/18/2024 Last updated 7/15/2024, 6:59 AM			
*	Objects and rules	~				
14	Apps and integrations	^	Account Image: Channels Billing, security, audit log, and other Team management, user and			

User to navigate to "Apps and Integrations" menu



User to click on "Integrations"



User to click on "Connect" for Shopify under Your Integrations





Solve customer service tickets faster with access to relevant customer data

Click the "Install" button

 Home Orders Products Customers Content In Analytics Content In Analytics This app needs access to: View personal data Customers, store owner Sales channels Online Store Online Store Point of Sale Apps Add apps 	shopify (Summer '24)			နာ SornTest
	A Home	Install app		
	G Orders	••		
Customers Content Apps Apps Apps Add apps	Products	(—		
	Customers	Zendesk Zendesk		
II Analytics II Analytics II Analytics II Analytics II Analytics II Analytics II Discounts Sales channels II Online Store II Point of Sale View and edit store data Customers, orders, Online Store View des Zendesk need data access? Check their Privacy Policy. II Add apps	Content			
	II Analytics	This app needs a	ccess to:	
	G Marketing			
Sales channels > Solonine Store Customers, store owner Point of Sale View and edit store data Apps > • Add apps Why does Zendesk need data access? Check their Privacy Policy.	Discounts	View personal o	lata	
Apps >	Palas shannala	Customers, stor	e owner	
Apps Add apps	Online Store	View and edits:	tore data	
Apps > Why does Zendesk need data access? Check their <u>Privacy Policy</u> .	Online Store	Customers, ordi	ers. Online Store	×
Apps > Why does Zendesk need data access? Check their <u>Privacy Policy</u> .	B Point of Sale			
Add apps	Apps >	Why does Zendes	k need data access? Check their Privacy Policy.	
	Add apps		-	
Cancel Install			Cancel	Install



Connec	ct integration				
zendesk	₽	S			
Enter your 2	Zendesk subdomai	n	1		
d3v-cxboxstaging	.zendesk.com	Sulymit			
Don't have a Zendesk a	ccount? Get starte Get a trial	d with a trial.			

User fills in their Zendesk subdomain and clicks "Submit"



		1				
	X	9	d3v-cxboxstaging	88	1	*
↑	Home Recently viewed	~	Apps and integrations > Integrations > Shopify > connect			
0			Shopiry Integration Setup			
Q						
Ħ	Account	~	snoprif storerront domain Enter your Shopify storefront domain to connect to your Zendesk account			
*	People	~	somtest .myshopify.com			
₽	Channels	~	Connection name Give your connection a name			
	Workspaces	~				
£	Objects and rules	~				
17	Apps and integrations	• ^				
	Apps					
	Zendesk Support app	s				
	Channel apps					
	Integrations					
	Integrations		Cancel Connect			
	Conversations					

Fill in the Shopify storefront domain to connect to user's Zendesk account

	75		d3v-cxboxstaging	0	*
ŧ	Home				
0	Recently viewed	~	Apps and integrations > Integrations > Shopify > connect Shopify Integration Setup		
٩	Search Admin Center				
Ħ	Account	~	Shopify storefront domain Enter your Shopify storefront domain to connect to your Zendesk account		
*	People	~	somtest .myshqoify.com		
₽	Channels	~	Connection name Give your connection a name		
	Workspaces	~			
Ð	Objects and rules	~			
17	Apps and integrations	^			
	Apps				
	Zendesk Support apps				
	Channel apps				
	Integrations				
	Integrations		Cancel Connect		
	Conversations				

Fill in Connection name

Note: Connection name can only contain letters (a-z), numbers (0-9), and whitespaces ()



	X	Ś	d3v-cxboxstaging	80	?	*
ŧ	Home					
0	Recently viewed	~	Apps and integrations > integrations > Shopity > connect Shopify Integration Setup			
٩	Search Admin Center					
Ħ	Account	~	snopity storerront domain Enter your Shopify storefront domain to connect to your Zendesk account			
*	People	~	somtest .myshopify.com			
₽	Channels	~	✓ Valid entry Connection name			
	Workspaces	~	Give your connection a name Somtest			
£	Objects and rules	~	⊘ Valid entry			
##	Apps and integrations	^				
	Apps		,			
	Zendesk Support apps					
	Integrations					
	Integrations		Cancel Connect			
r.	Conversations					

Click blue button to initiate connection

	X		d3v-cxboxstaging	88	?	*
A	Home					
0	Recently viewed	~	Apps and integrations > Integrations > Shopify Shopify New connection			
٩	Search Admin Center		Allow agents to view orders in Support, Chat, and Sunshine. Control the visibility of the Web Widget on your storefront.			
用	Account	~				
*	People	~	Somtest somtest.myshopify.com			
₽	Channels	~	Configure			
	Workspaces	~				
£	Objects and rules	~				
# #	Apps and integrations	^	•			
	Apps Zendesk Support apps Channel apps Integrations Integrations					

Click on "Configure" to modify preset settings

	X	<	d3v-cxboxstaging			88	?	1
ŧ	Home							
0	Recently viewed	~	Apps and integrations > Integrations > Shopify > Sorntest Sorntest	Γ	Disconnect			
٩	Search Admin Center		Allow agents to view orders in Support, Chat, and Sunshine Web Widget on your storefront.	Control the visibility of the				
Ħ	Account	~	Sidahar ann					
*	People	~	Sidebar app for Support	Co	onfigure			
₽	Channels	~	ेत्र Sunshine Sidebar app for Chat	Cr	onfigure			
	Workspaces	~	Settings					
5	Objects and rules	~						
1 .	Apps and integrations	^						
	Apps Zendesk Support apps Channel apps Integrations Integrations							
	Conversations							

Click on "Web Widget"





Click "Enable Web Widget"



Click on "Go to Shopify Theme Apps Editor



Click to enable Zendesk Web Widget





Click on button to save



Starting Chat

If the web widget does not appear after you enable it, please refer to the next page for an alternative method to add the web widget using JavaScript code.



	ZK	4	d3v-cxboxstaging	
Ħ	Home		Appe and integrations > Integrations > Shapify > Saratest	
0	Recently viewed	~	Sorntest The Zendesk Support Web Widget is now enabled on your Shoping storefront.	
٩	Search Admin Center		Allow agents to view orders in Support, Chat, and Sunshine. Control the visibility of the Web Widget on your storefront.	
Ħ	Account	~	Sidebar app 🖌 Enable Web Widget	
*	People	~	Web Widget	
₽	Channels	~	Sunshine Follow these instructions in Shorify and enable the tocole for Zendesk	
	Workspaces	~	Go to Shopify Theme Apps Editor (2) Settings	
₽	Objects and rules	~	Web Widget configuration	
84	Apps and integrations	^	Once your web Widget is turned on, complete configuration in settings Go to Web Widget settings C	
	Apps			
	Zendesk Support apps			
	Channel apps			





under "Installation" tab

Once you've copied the code, return to the Shopify website and select "Edit code" from the themes menu.



Add the following code:



Filter files	layout/theme.liquid •	
🗅 layout	Recent changes	Format liquid v
+ Add a new layout	Current V	
> password.liquid	<pre>1 <!DOCTYPE html> 2 < chtml class="mo-js" lang="{{ request.locale.iso_code }}"> 3 < chead></pre>	
	4 Start of d3v-cxboxstaging Zendesk Widget script	
🗅 templates	5 <script.id="zesnippet".src="https: ekr="" snippet.is?key="fflc@fb4-a278-4b24-8d<br" static.zdassets.com="">6 <!-- End of d3v-cxboxstaging Zendesk Widget script--> 7, <script></script></script.id="zesnippet".src="https:>	



After adding the code, you will see the web widget on the website.



Next, copy the JavaScript code provided above and insert it into the theme.liquid file under <head> tag. Be sure to replace **xxxxxx** with the actual field ID number from Zendesk. Refer to the screenshot at the next page for reference.

xxxxxx for shopify id = cxbox_platform field ID xxxxxx for shop.id = cxbox_shop field ID xxxxxx for shop.name = cxbox_shop_name field ID



	X	3	d3v-cxboxstaging				88	0
ŧ	Home		Objects and rules > Tickets > Fields					
0	Recently viewed	~	Fields Add fields to get more details about ti and customers in ticket forms Learn a	ckets. You can arrange these t	fields for agents		Actions ~	Add field
٩ :	Search Admin Center		and customers in ticket forms, ceaning					
Ħ	Account	~	٩					
*	People	~	+ Filter Active × Clear filter	s				
₽	Channels	~	Display name ≑	Field ID 🗘	Туре С	Date modified O	Tags ≎	
			Assignee	30344251943705	Drop-down	3/25/2024	Standard field	Edit
-	workspaces	~	Customer Type	30344345015577	Drop-down	3/25/2024	Custom field	:
5	Objects and rules	^	cxbox_customer	33592011974937	Text	6/11/2024	Custom field	1
	Tickets		cxbox_platform	33592012032025	Text	8/6/2024	Custom field	:
	Forms		cxbox_shop	33592048568089	Text	8/6/2024	Custom field	1
	Fields		cxbox_shop_name	33592011950617	Text	8/6/2024	Custom field	:
	Tags Ticket statuses		Description	30344251937049	Multi-line	3/25/2024	Standard field	Edit
	Settings		Group	30344251942425	Drop-down	3/25/2024	Standard field	Edit

Replace xxxxx with the field ID number



Click on Store



Click "View your online store"





Demo: Start Chat

1.	⊊ 😜 × 🖡	Incoming m #213	nessag × (Sornsawan Cho hi	k ×	Sorn - Lazada CX × + Add Q	In queue		8
♠	Manua	C	Decent	hundatad	ticko	to			
8	views		Recent	liy upualeu	licke	15		Actions V	Play
••	Your unsolved tickets	25	🕴 Filter						
	Unassigned tickets	132	6 tickets						
Ħı	Rated tickets from the last 7 days	0		Ticket status	ID 🗘	Subject	Updated 🖨	Requester 🗘	Reques
	All unsolved tickets	165		Now	#225	Conversation with Sorn	loss than a minute age	Sorn	loca tha
	Recently updated tickets	6		New	#225	Conversation with Som	less trian a minute ago	3011	less tria
al	Pending tickets	0		Open	#212	Conversation with wx	7 minutes ago	wx	Jul 09
*	Recently solved tickets	0		Open	#154	Conversation with Wong Wei Xian	7 minutes ago	Wong Wei Xian	Jun 27
~	[SAMPLE] Feature Inquiries	0		Open	#47	Sorn - Lazada CXBOX Demo	28 minutes ago	Sorn	May 27
69	[SAMPLE] Technical Inquiries	0		Open	#224	Conversation with Sorn	Yesterday 17:10	Sorn	Yesterd
G	[SAMPLE] VIP Customers	0		New	#213	Incoming message from user 100414320236	Yesterday 14:44	100414320236_from laz	Jul 09

Find newly-assigned ticket under "Recently updated tickets"



Find newly-assigned ticket



Lazada

First, you have to register an account at <u>Lazada Open Platform</u> and create the applications called chat application and profile application. After that, please copy the keys from open platform account and just need to provide the profile key, profile secret, chat key and chat secret key in the CXBOX console. The next step is you may need to login into your seller account and authorize with CXBOX.

Lazada Service Provider Center	< Back to App Management	
🛧 Home	chat-app-production	Apply Offline
Development	App Overview IP Whitelist Push Mechanism	
Operation	Basic Information ③	Advanced Information ③
O Hicket System V	App Name: chat-app-production	App Category: In-house IM Chat
 Setting ~ 	App Logo: Callback URL: https://console.cxbox.io:8083/authentication-lazada-chat Description: shop 2	App Key: XXX App Secret: View Reset Sensitive Data Privilege: Mask Apply Unmask App Status: Online API Call Limit: 10000000/1 day
	Authorization Information ③ Authorized Policy: Allow login users to authorize Access Token Duration: 30 days	Authorized Page: Show Auth Page Authorized Agreement: OAuth2.0 Server-side
	Refresh Token Duration: 180 days	Authorized User Limit: 300

Copy app key and app secret from Lazada Open Platform account

APPS Add Apps X Add Apps X Add Shop CXBOX Upsell App Profile Key Enter your app profile key Key App Profile Enter your app profile secret
CXBOX Upsell App Profile Enter your app profile key Add Shop
Commerce Report App Profile Enter your app profile secret
Secret Status Setting
App Chat Key Enter your app chat key
Account App Chat Enter your app chat secret Secret
Subscription Hollyla
Support Save
Sistarbeautyskin_Official Demo123 ACTIVE Remove

User to key in their App Key & Secret



If you need assistance during the integration, kindly reach out to support@cxbox.io to share the required details such as your Lazada shop's seller ID, username & password, and open platform username & password to integrate with CXBOX application.

Shopee

First, you have to register an account at <u>Shopee Open Platform</u> and create the application. After that, please copy the partner id, partner key and fill in into CXBOX console. The next step is you may need to login into your seller account and authorize with CXBOX.

Shopee Open F	Platform Console		Documentation	English ~	
App Management	App List > CXBOX				
Push Mechanism	СХВОХ			Delete	Edit
Tools Test Account	APP Key				
API Test Tool	App Status	Online			
API Access Log	Test Partner_id	1119384			
Push Log	Test Partner Key 😾				
API Calls Statistics	Live Partner_id	XXXXXXXXX			
Ticket System	Live Partner Key 🛩				
Raise Ticket	Live Partner Key Expire Time	30/03/25 22:25 (UTC+07:00)			
My Tickets	Basic Information				
Security					
Security Dashboard	CHOX				

Copy app partner_id and app partner key from Shopee Open Platform account

Схвох			🗶 Hisornsawa	ndmit@gmail∨
	Add Apps	×		
CXBOX Upsell	App Partner_id	Enter your app partner id		Add Shop
Commerce Report	App Partner Key	Enter your app partner key		Setting
		Save		Remove
Subscription	sornsa. Sistarbeautyski	close		Remove
	Hollyland Global (11) ดีมีท shinshop127			Remove
		al 🧃 shinshop127		Remove
	Test demo Shopee			-

User to key in their App Partner ID and Partner Key



After adding the shop either Lazada, Shopee or Shopify, you have to add a Zendesk token inside the custom app.

Please contact the CXBOX team to get the token, and press in the token field.



Go to the Zendesk admin center > Apps and integrations > Apps > Zendesk Support apps, and then click "Change settings" in the CXBOX Commerce and Recommendation app.

	X	3	d3v-cxboxprod	88	?	*
ŧ	Home		Zendesk Marketplace			
0	Recently viewed	~				
*	Discover		CXBOX Commerce and Recommendation Seamless integration with eCommerce and personalized recommendation products.			
٩	Search Admin Center					
Ħ	Account	~	App details			
*	People	~	Version: 1.0 Framework Version: 2.0 Installed: January 16, 2025			
₽	Channels	~	Contact Us: support@cxbox.io Location: Ticket			
	Workspaces	~	INSTALLATION			
3	Objects and rules	~	Title			
87	Apps and integrations	^	CXBOX Commerce and Recommendation			
	Anns		token			
	Zendesk Support apps					
	Channel apps		Enable role restrictions?			

If you need assistance during the integration, kindly reach out to support@cxbox.io to share the required details such as your Shopee shop's seller ID, username & password, and open platform username & password to integrate with CXBOX application.



Search Order Information

CXBOX Commerce serves not just as a reply function but also allows you to search for order information. This feature saves you time by eliminating the need to switch between platforms while communicating with customers.

For instance, if a customer asks about an order, you can easily check the product and user information in Zendesk using the CXBOX application and respond promptly.

Example 1: searching Shopify order

1. A customer create an order in Shopify.

SornTest		
Confirmation #GP5UICTD8 Thank you, Vaishob!	Pokémon Pikachu Hat Rose gold	\$190.00
Yaowarat Chinar PATHUM-WAN Shipping address Skipping address Shipping address Bangkok, Bangko	Subtotal (1 item) Shipping Estimated taxes Total	8190.00 FREE 813.30 ТНВ \$203.30
Order details View account		



2. Customer sends a message on Shopify

			Welcome to our store		
SornTest	Home Catalog Conta	act			Demeter ICT Company Limited
Accou	Int				Demeter ICT Company Limited Hi there. How can I help you today? Demeter ICT Company Limited Name Zhang San Demeter ICT Company Limited Connecting you with someone now.
ORDER	DATE	PAYMENT STATUS	FULFILLMENT STATUS	TOTAL	Just now
#1004	September 10, 2024	Paid	Unfulfilled	203.30 B THB	
					0 (Type a message Built with Zendesk

3. The agent receives the ticket in Zendesk

+ Add								Q Conversations (0)	₽ %	4 # 0
Views	c	Recent	tly update	ed tic	kets				Act	ions ~ 🕑 P
Your unsolved tickets	33	tilter								
Unassigned tickets	138	5 tickets								
Rated tickets from the last 7 days	0		Ticket status	ID ¢	Subject	Updated ₽	Requester 0	Requested 0	Priority \$	Assignee 0
All unsolved tickets		h	New	#260	Conversation with Zhang San	about 1 hour and	Zhang San	Today 08:30		
Recently updated tickets	5						and g san	iccoj conc		
Pending tickets	0		New	#249	Incoming message from user 100021725907	about 1 hour ago	100021725907_from lazada	Sep 05		
Recently solved tickets	0		Open	#251	Conversation with Sornsawan Chokkoedsakul	Today 08:19	Sornsawan Chokkoedsakul	Thursday 16:38		CXBOX Demo
[SAMPLE] Feature Inquiries	0		Open	#212	Conversation with wx	Yesterday 10:40	wx	Jul 09		Wong
[SAMPLE] Technical Inquiries	0		Open	#154	Conversation with Wong Wei Xian	Yesterday 10:40	Wong Wei Xian	Jun 27		Wong
[SAMPLE] VIP Customers	0									

4. The agent can search for the order information under "Order Information"





5. Agent can search the order information by using Customer Name, Order ID, phone number and email address.

Requester	Conversation with Zhang San Via messaging	♡ ③ : Apps
Assignee" take it Support ~ Followers () follow	Commeter ICT Company Limited Company L	CREAK-ORDER-INFO 🖈
Tags cubouthopify X Type Priority 	Zhang San Today 08:29 Name Zhang San Demeter ICT Company Limited Today 08:30 Connecting you with someone now.	Search ORDER Search From Search By
- ~ Customer Type - ~ ~ cobox,shop,name SornTest	Zhang San C - 43 minutes ego hello	Q Zhang San Search
cxbox_customer	C Messaging ~	
77081510191 cxbox_platform shopify	Take this ticket to join the conversation. Assign to me	

6. Agent is able to locate the order information of the order

Organization (create) Zhang San	Ticket #260		
lequester	Conversation with Zhang San	T I Apps	
⑧ Zhang San ∨	Via messaging		
lssignee* take it	Demeter ICT Company Limited C + Today 08:18	CXBOX-ORDER	R-INFO 🖈
Support ~	Hi there. How can I help you today?		
ollowers () follow	A form was sent:	C Order Info	ormation
×	Zhang San 🖓 + Today 08:29	C SE	ARCH ORDER
ags	Name		
cxbox_shopify \times	Zhang San	Search from Search by	SornTest Order ID
ype Priority	Demeter ICT Company Limited 🖓 + Today 08:30	Customer Name	
• • •	Connecting you with someone now.	Vaishob Anand Order Information Order #1004	
opic		Pokémon Pikachu H	Hat - Rose gold
- ~	2 Zhang San (J + 54 minutes ago	Price	THB 190
ustomer Type	hello	Original Price Discount	24 190 190 0
- *		Payment Status	Paid •
abox_shop_name		Shipping Informat Address : Vaishob	tion Anand,Bangkok, Thailand
SornTest		Tel: Delivery Status	
box_customer		Status :	
	🖓 Messaging 🗠		
xbox_shop			
77081510191			
kbox_platform	Take this ticket to join the conversation. Assign to me		
shopify			
honify order ID	•		



Example 2: searching Lazada/Shopee order

Below example is using Lazada order ID to search in CXBOX application. However it will be the same for searching the Shopee order in CXBOX application.

1. A customer sends the order ID in Lazada.



2. The agent receives the order ID in Zendesk's customer ticket.





3. Agents can utilize the CXBOX application in Zendesk to look up order information

To: Incoming message from user 13839672 Show more	ORDER INFORMATION	
Order Number: 8246804323396 72	← SEARCH ORDER	
	Search From wBFC2jF9	•
Product Name:	Search By Order ID	
 ← Public reply ~ To Incoming message from CC 	824680432339672	

4. Agents can review order details and product information within the CXBOX application

Search from wBFC2jF9 Search by Order ID
Customer Name S************************************
Address : S**********************************



5. The agent replies back to the customer in CXBOX's side chat.

Incoming message from user 13839672	Search from wBFC2jF9 Search by Order ID
 API Quantum (คายนพม) ปากกาลูกลิ่ม ขนาด 0.5 mm. รุ่น M5 Maxx Klean Sornsawan Chokkoedsakul less than a minute ago Assign To: Incoming message from user 13839672 Show more Thank you for providing your order ID. We will ensure that all the pens in your order are green. Is there anything else we can assist you with today? 	Customer Name Structure J Order Information Order 824680432339672 Quantum (ตวอนตัม) ปากกาลูกลื่น ขนาด 0.5 mm. รุ่น M5 Maxx Klean Quantity Ouantity Price THB 100 Created : 01/03/2024 Shipping Fee Original THB 25 Original Price THB 100 Discount THB 00 Price THB 00 Discount THB 00 Discount THB 00 Original Price THB 00 Discount THB 00 Discount THB 00 Discount T
← Public reply ← To S Incoming message from Ø CC	Bang Rak, 10500, Thailand Tel : 66*******82
€ T © 0 %	

6. The customer receives the reply in Lazada chat.





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 support@cxbox.io.

Q2: How do I reset my password?

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

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.

