



Messenger Bot

Messenger Bot Workflow Guide

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Scope

This document provides the user with a detailed walk-through of the various workflows of Messenger Bot web application. The primary focus is to demonstrate step by step processes involved in managing and monitoring the Messenger Bot for marketing, sales, and support.

Introduction

Messenger Bot is a software application that provides an Artificial Intelligence based service to the users to control different customer services, sales and marketing features. It allows a software-based control to revolutionize the conventional ways to conduct businesses. It provides automated comment feature, automated messenger tools for better customer service and posting feature.

Messenger Bot consists of a dashboard to help users monitor different statistics of the collected information. Dashboard helps users to visualize the various aspects of the application thus providing better solutions. It comes with search tools, to help its users analyze their website. The Messenger Bot is a user end application used to optimize the social interactions and providing a direct line of communication between the customer and their problem.

Requirements

- **Internet Connectivity:** Required
- **Recommended Browser:** Google Chrome, Safari, Firefox.

Accessing Messenger Bot

The initial steps for accessing the UI and using Messenger Bot are explained in this section.

1. Enter the https://start.Messenger Bot.app/home/login_page in your Browser.
2. The login page of the Messenger Bot will appear on the screen.
3. Enter your credentials to begin.



The logo for messengerbot, featuring a yellow and black background with a white robot head icon and the text "messengerbot" in white.

→ Login

Email

Password [Forgot your password?](#)

→ Login

Login with google Login with Facebook

Do not have an account? [Create one](#)

Note

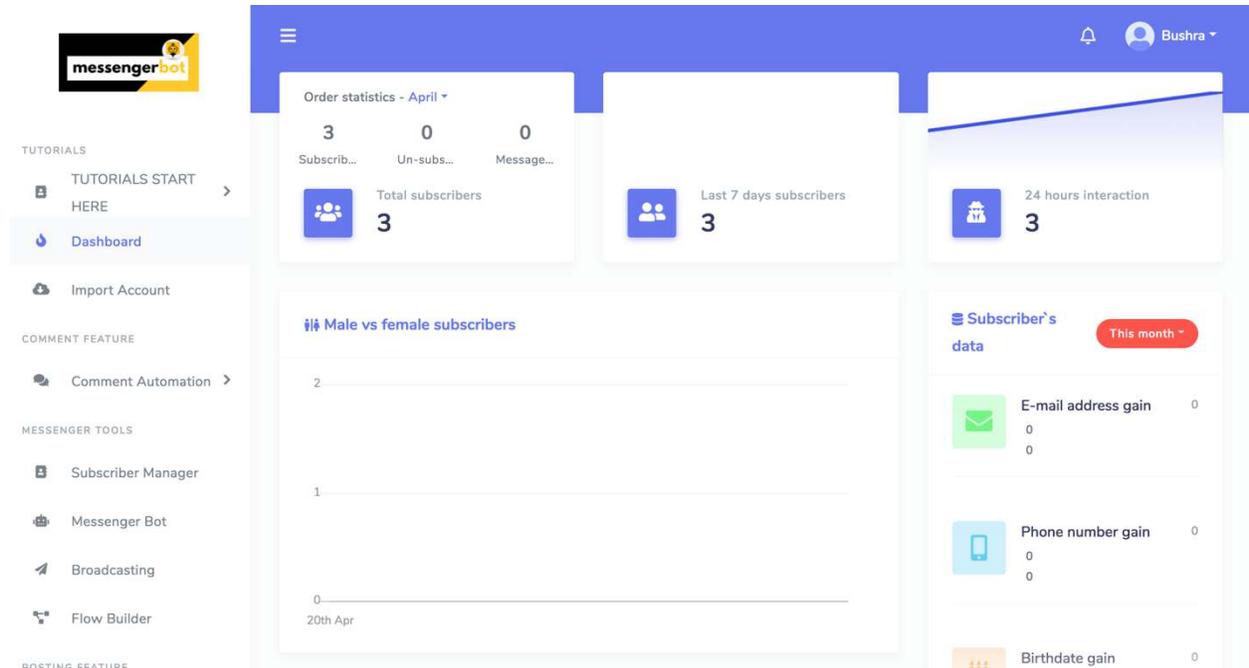
- If the account doesn't already exist, the user needs to enter required information after selecting **Create one** option from the login page.
- For login, user can also use **Login with google** or **Login with Facebook** options from the login page.





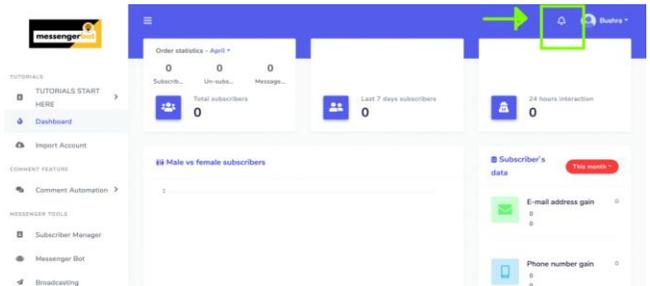
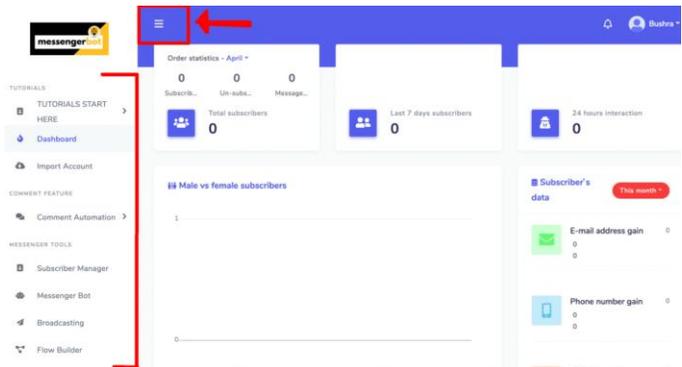
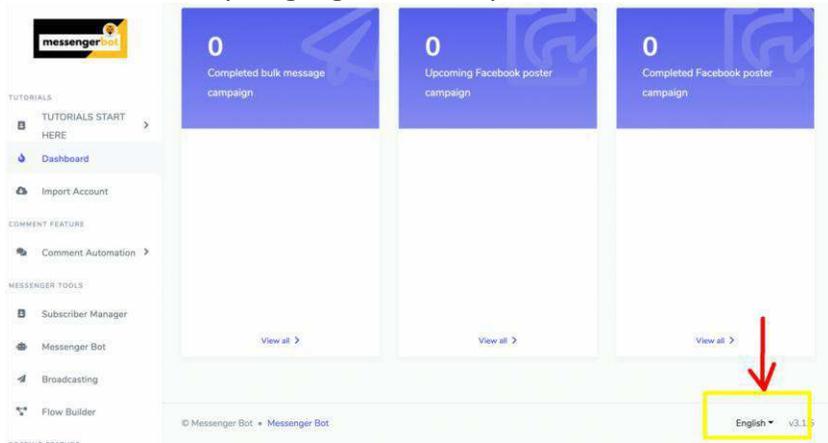
UI Overview

This is the default view of the UI that appears on the screen after user login activity once the account is (required only first time).



Field Name	Description
Active Profile	<p>It is located at the top left corner of the UI next to Current Profile. It displays the name of the active profile. User can access the following:</p> <ul style="list-style-type: none">• Profile: Change the profile settings• Activities: View your calendar• Change password• Logout• Short cut to Facebook profile



<p>Notifications </p>	<p>The alarm icon besides the active profile displays all latest notifications that are either new or unread by a user.</p> 
<p>Navigation Side Bar (Hamburger Menu) </p>	<p>It is located on the top left corner of the UI. Click on the hamburger menu icon  to expand/minimize it. It allows the user to switch between various views provided by Messenger Bot's UI.</p> 
<p>Switch Language</p>	<p>It is located at the bottom right of the UI. Click on the already selected language, a list of available languages will appear on the screen. Select any language to which you want to switch.</p> 

To have a detailed overview for each, click on the respective section name from the list of various views shared below:





- [Dashboard](#)
- [Import Account](#)
- [Flow Builder](#)
- [Comment Automation](#)
- [Subscriber Manager](#)
- [Messenger Bot](#)
- [Broadcasting](#)
- [Social Posting](#)
- [Search Tools](#)
- [Support Desk](#)

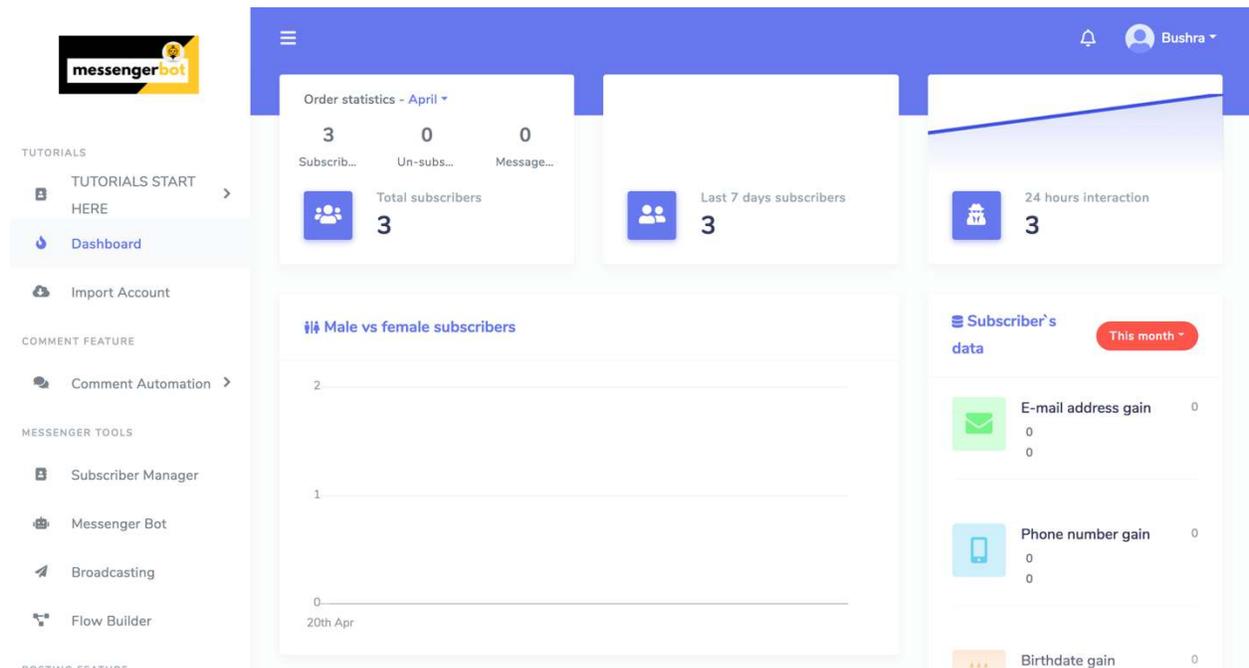




Dashboard

Messenger Bot's dashboard collects user traffic specific information and helps the user to visualize the various aspects of Messenger Bot in the form of graphs. This dashboard is also the default view of Messenger Bot application

However, to view the dashboard select the **Dashboard** option from the navigation sidebar. The following screen will appear on the application window:



It is further divided into twelve widgets:

- [Order Statistics](#)
- [Last 7 days subscribers](#)
- [24 hours interaction](#)
- [Male vs female subscribers](#)
- [Subscriber's data](#)
- [Latest subscribers](#)
- [Subscribers from different sources](#)
- [Last auto reply](#)
- [Upcoming bulk message](#)
- [Completed bulk message](#)
- [Upcoming Facebook poster campaign](#)





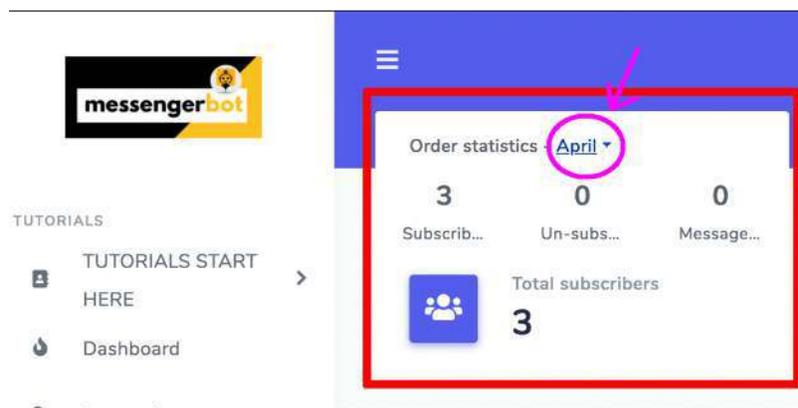
- [Completed Facebook poster campaign](#)

A brief description of each widget is also shared in the section below.

Order Statistics

This widget displays stats based on number of subscribers the integrated Facebook page has and categorize them month-wise.

- To view the stats of different month, select the already selected month. A dropdown menu will appear on the screen, Select a different month this time.

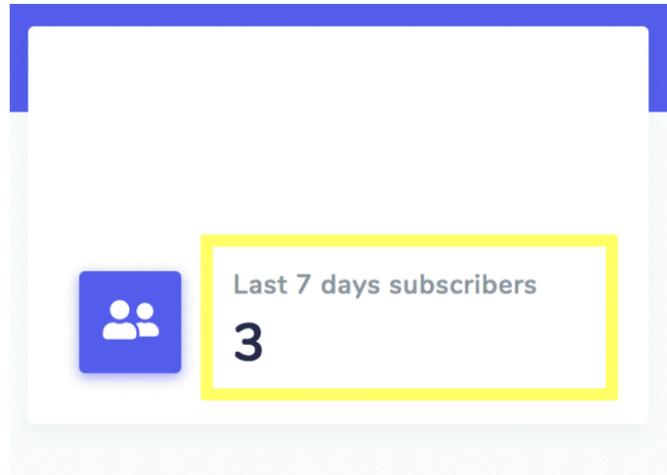


Last 7 days subscribers

This widget displays the total number of subscribers, the integrated Facebook page has in past 7 days.

- To view the date wise number of subscriptions, click on this widget.





24 Hour Interaction

This modal view displays the interaction made in past 24 hours. It classifies the number of subscribers based on the time on they subscribed the Facebook page. Widget uses a graph to display this interaction.

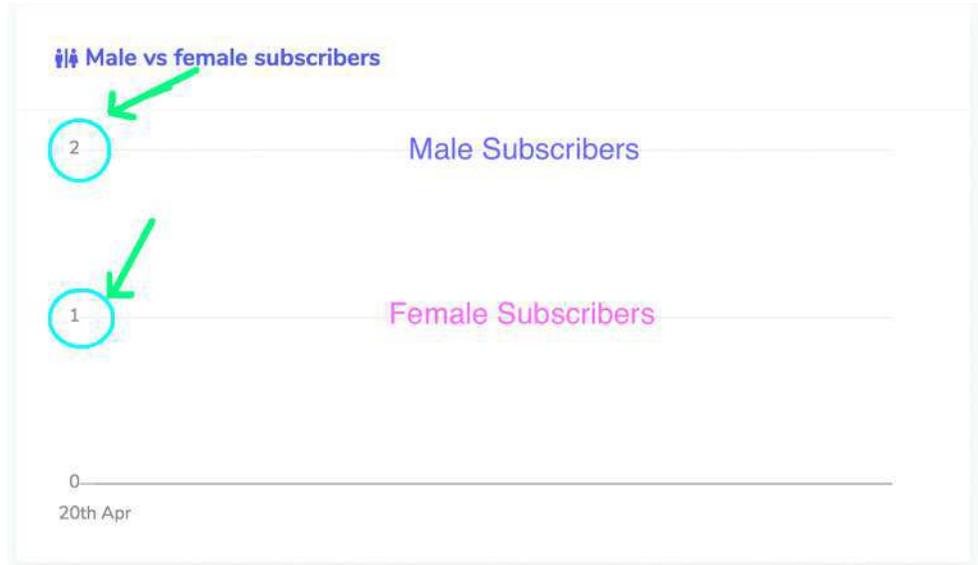
- Hover over on the graph to view the number of subscribers per hour.



Male vs female subscribers

This view displays the graphical representation of existing male subscribers' ratio versus the female subscribers. A gender-wise classification based on number can be observed by respective dates on hovering the parts of the graph.





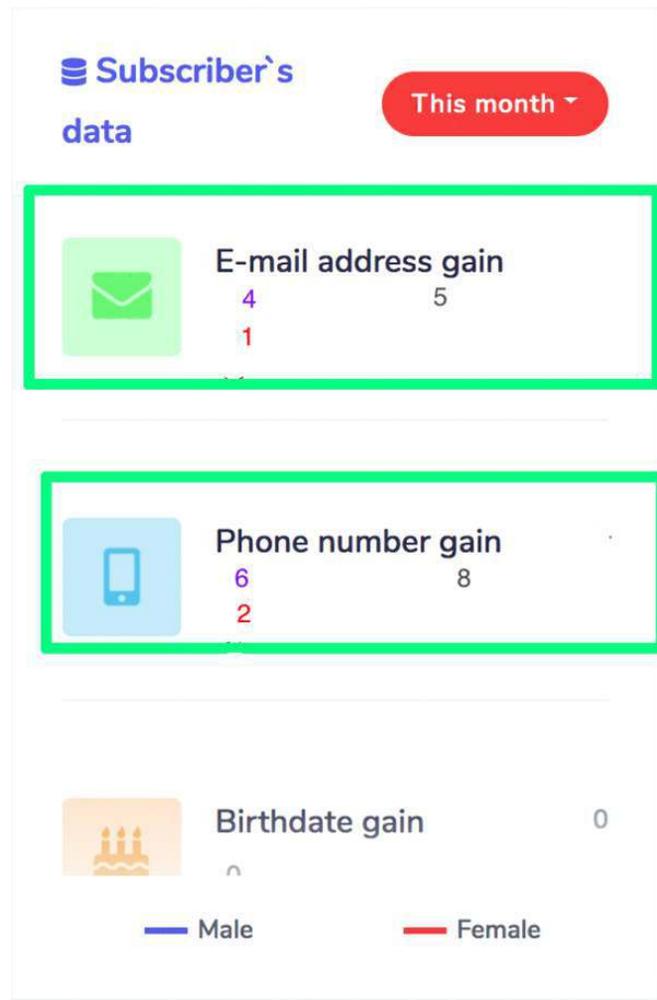
Subscriber's Data

This widget displays a summary of all the subscribers. It provides following information of the subscribers:

- Email-address gain
- Phone number gain
- Birthdate gain

You can scroll down to access the remaining fields. You can select the time period to narrow down the search.





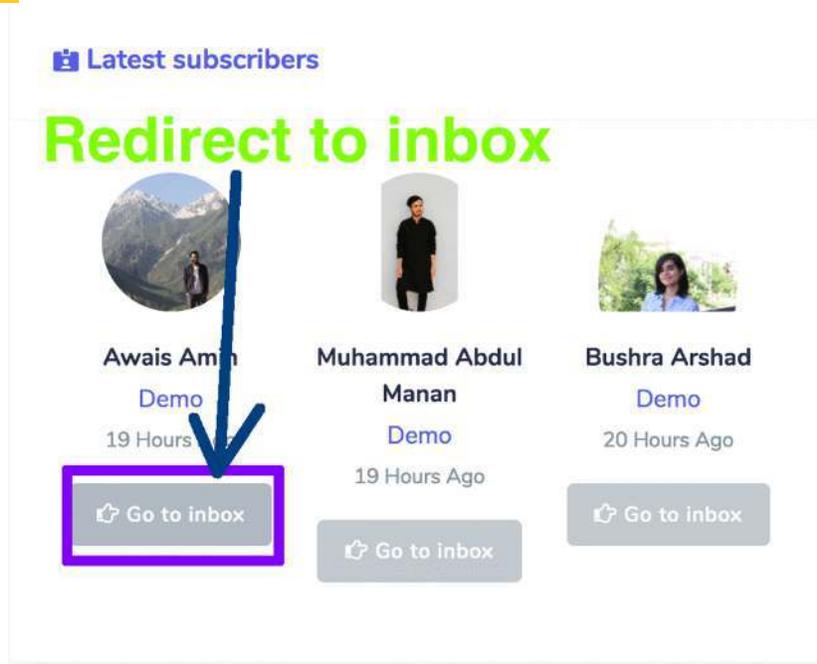
The widget classifies male data in purple color while female subscriber's data in red color.

[Latest subscribers](#)

This section displays a link to all the latest subscribers. You can reach out to them by selecting **Go to inbox**.

This widget also provides a short cut to the Facebook page to which the subscribers are associated. Click on the page name, as shown **"Demo"** page as an example below:





Subscribers from different sources

You can also visualize a summarized view of total number of subscribers from different sources. It displays statistics of subscribers from following sources:

- Checkbox plugin
- Direct from Facebook
- Sent to Messenger Plugin
- Comment Private Reply
- Customer chat plugin
- M.me link





✕ Subscribers from different sources

<input checked="" type="checkbox"/> Checkbox plugin 1	Direct From Facebook 3
Sent to Messenger Plugin 4	Comment Private Reply 2
Customer chat plugin 0	M.me link 0

Last auto reply

This section displays a summary of the auto reply feature. It displays the details like:

- Reply was sent to whom
- Reply time
- Comment ID
- Comment

You can click on **Comment ID** to redirect to the comment which was auto-replied on your page.

📅 Last auto reply			
Reply to	Reply time	Comment ID	Comment
Bushra Arshad	21st Apr 20 01:09	102499361444844_102499448111502	Great

Upcoming bulk message

You can view the statistics and exacts number of upcoming bulk message. To view the details of this section, click on **View all** to redirect bulk message screen.





1
Upcoming bulk message campaign

Test Future Campaign
Text post • 28 Apr 20 19:00

[View all >](#)

Completed bulk message

You can view the statistics and exacts number of completed bulk message. Click on **View all** to redirect bulk message screen.



1
Completed bulk message campaign

Test campaign
Text post • 25 Apr 20 05:58

[View all >](#)

Upcoming Facebook poster campaign

You can view the statistics and exacts number of upcoming Facebook poster campaigns. Click on **View all** you will be redirected to Facebook Poster screen.

1
Upcoming Facebook poster campaign

Test Future Campaign
Text post • 28 Apr 20 19:00

[View all >](#)





Completed Facebook poster campaign

You can view the statistics and exacts number of completed Facebook poster campaigns. Click on **View all** you will be redirected to Facebook Poster screen.





Import Account

To make Messenger Bot application function, you need to import your account to it. You can import your Facebook account by selecting the Import Account option from the side navigation bar.

1. Select the **Import Account** option from navigation side bar. A screen containing **Login with Facebook** will appear.
2. Select **Login in with Facebook** option.
3. Continue with your Facebook user profile.

Note

- If you are not logged in, then you need to login to your Facebook account to continue.

4. Once logged in, a list of pages will appear that are associated with your imported Facebook account. Select the pages you want to import by clicking on the square check boxes next to the names of available pages. Select **Next**.
5. Turn on the slider button against the options you want to allow the Messenger Bot Application to perform actions to. The options include, receive your email address, manage your pages, and other management related permissions.

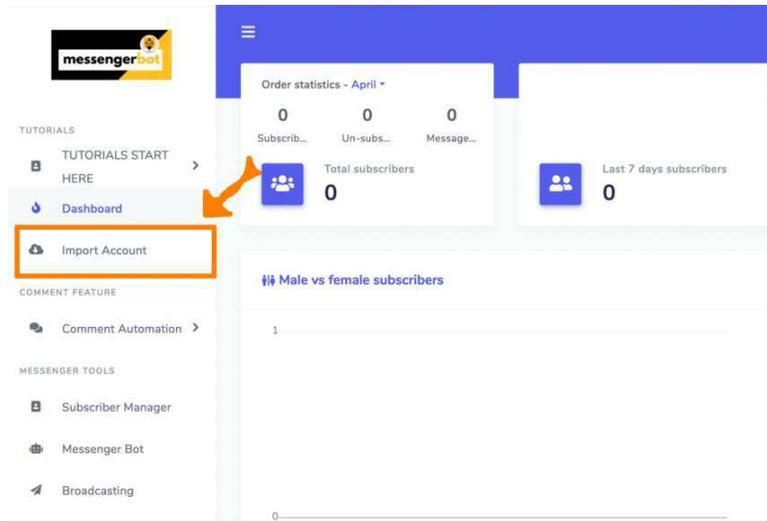
Note

- To make Messenger Bot application perform in most adequate way, allow all management permissions.

6. Once given the application all permissions, select **Done**.

Your existing Facebook account will be imported to Messenger Bot along with different rights of accessibility and integrations.





Login with Facebook

As mentioned in [Accessing Messenger Bot](#) section, one way to access the Messenger Bot application is to login with your Facebook account.





→ Login

Email

Password

[Forgot your password?](#)

→ Login

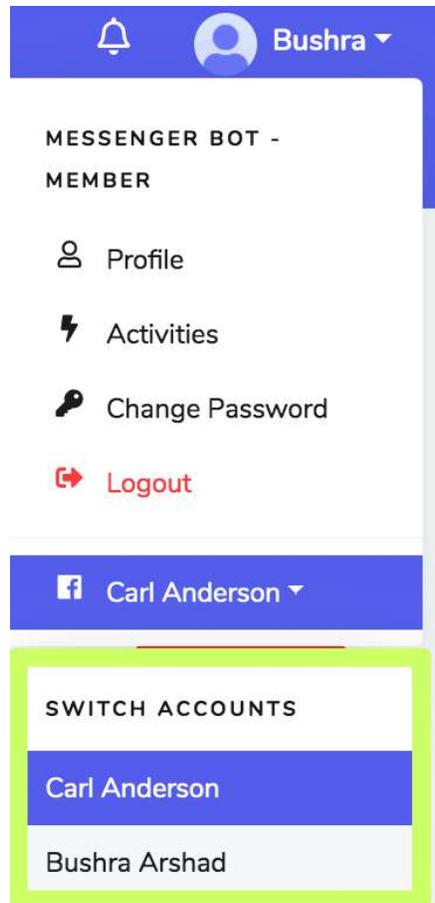
 Login with google

 Login with Facebook

Switch accounts

Once logged in with Facebook, you can manage multiple accounts as well. Select your account profile from the top right of the screen. A dropdown menu will appear containing multiple accounts that are logged in already. You can select any of your account based on your requirements and manage the bot settings.



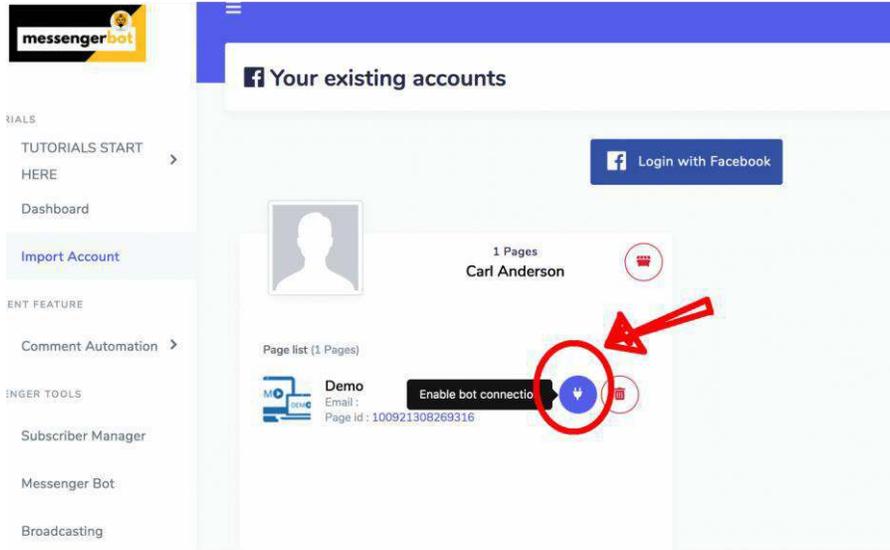


Enable Messenger Bot

Once the account is imported, you need to enable the Messenger Bot application.

- 1) Select the  icon next to the page name.
- 2) A dialogue box will appear select **OK** to proceed.

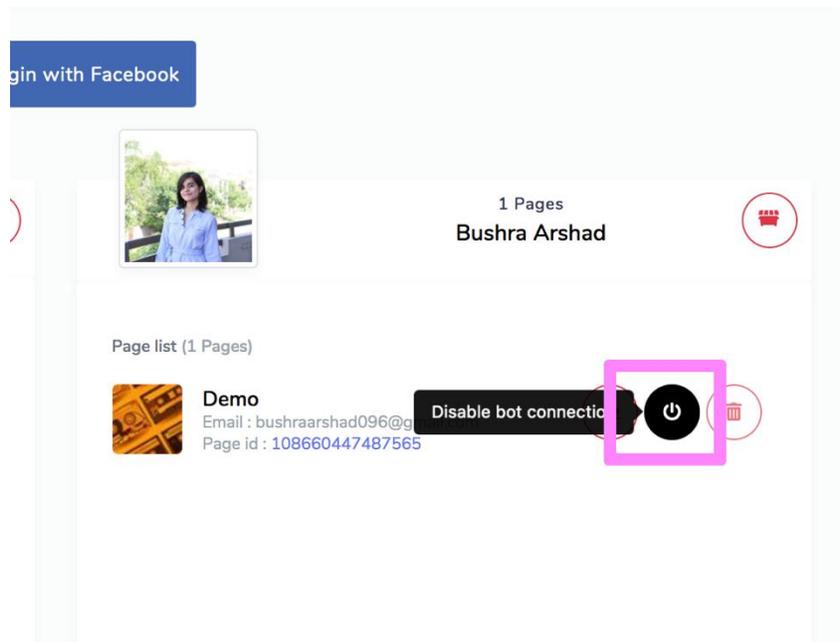




Bot connection will be enabled.

Disable bot connection

To disable the bot connection, you need to select  icon next to the name of your Facebook page.



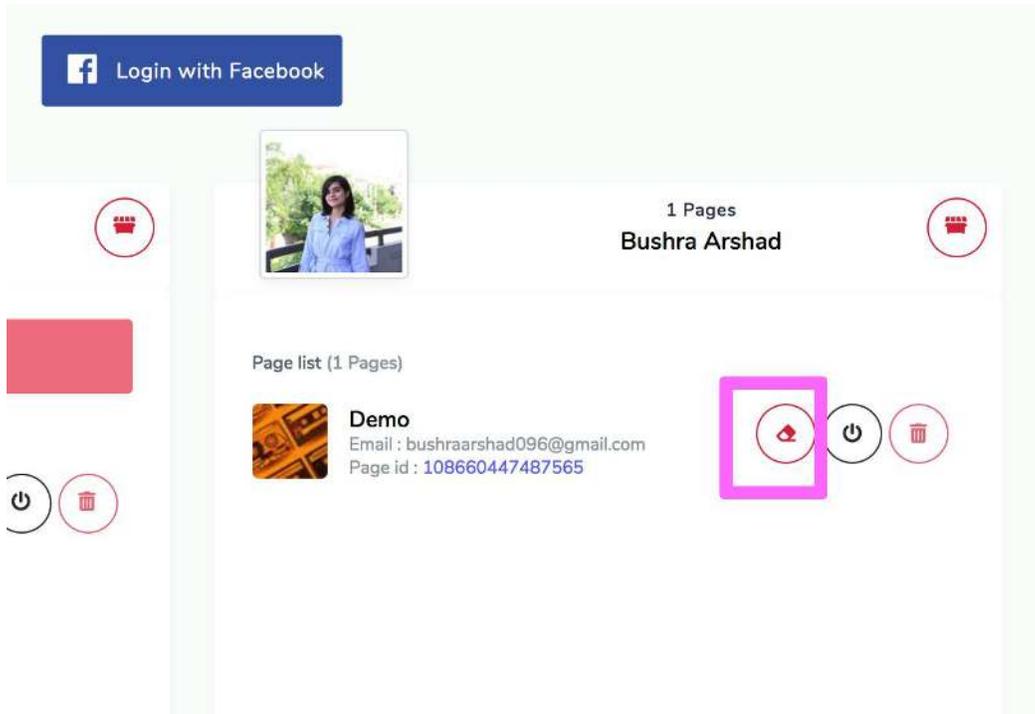
Bot connection will be disabled.





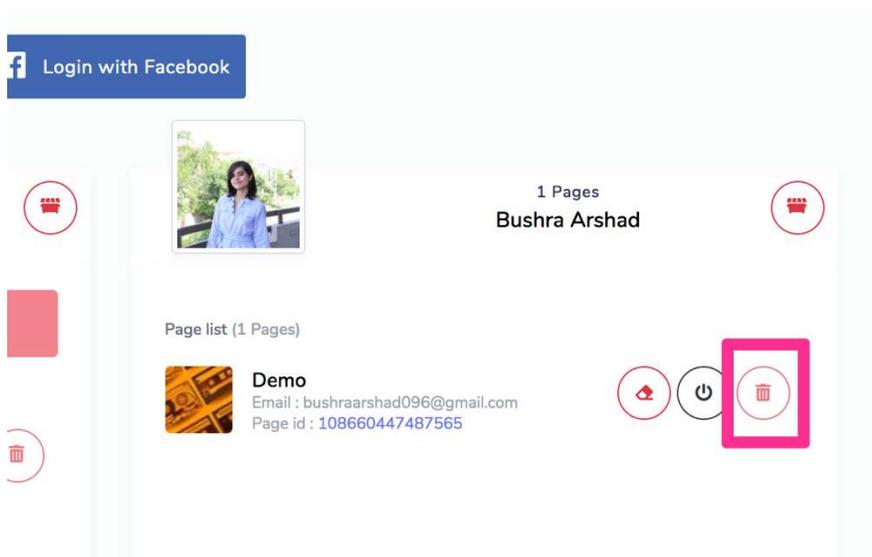
Delete bot connection

You can delete all bot connections and reset the settings once again by selecting the  icon next to the name of your Facebook page.



Delete Facebook page

You can delete you page from the database by select  icon against the page name in the page list.

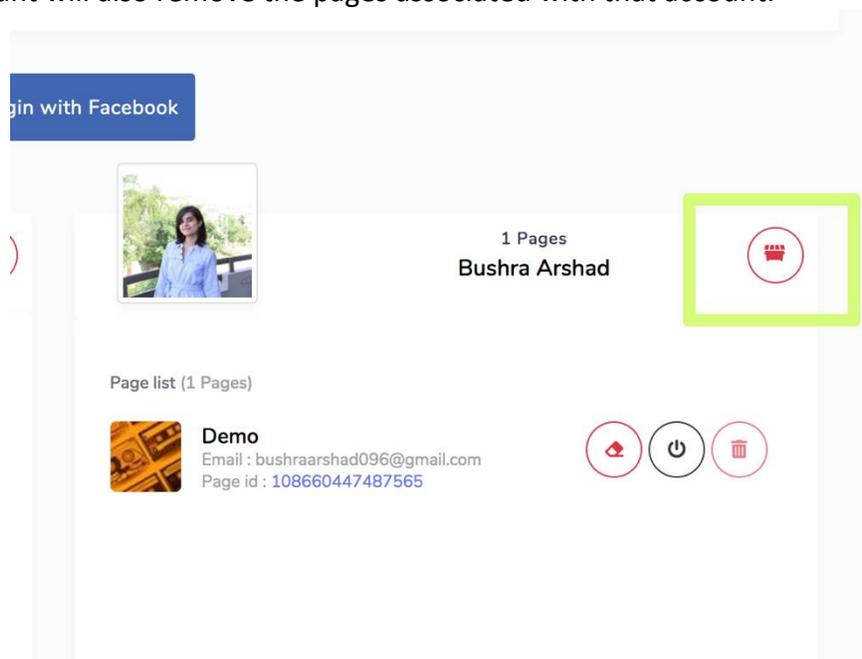


Note

- To delete any page you need to enable delete button you need to disable the bot connection by selecting  icon.

Delete Facebook account

To delete the Facebook account, select the  icon, next to the account's user name. Deleting the user account will also remove the pages associated with that account.



Note

- Once deleted, you can still import your account once again and reconfigure it.

Messenger Bot Integration from Facebook

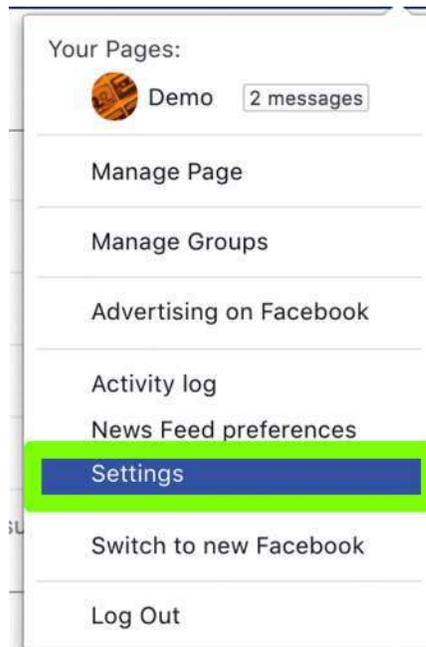
To integrate the Facebook account and manage Messenger Bot permissions from Facebook platform, follow the steps given below:

1. Log into Facebook and click  in the top right of Facebook.
2. Click **Settings**.





3. Click **Apps and Websites** on the left.
4. Click **Business Integrations** on the left side.
5. Filter between **Active** or **Removed** at the top, or search for Messenger Bot business integration using the search bar to the right.
6. Click **View and Edit** next to the Messenger Bot business integration to control the info it has access to. Adjust your settings by checking or unchecking the boxes next to your information or using the dropdown menus, and then click **Save**.



Remove Messenger Bot integration

To remove Messenger Bot integration, select Messenger Bot then click **Remove > Remove**.

If a business integration is:

- **Active:** You've connected Messenger Bot integration to your account. Messenger Bot can manage your ads, Pages, groups, events, messages or other business info.
- **Removed:** You've disconnected Messenger Bot integration from your account. It can no longer manage your ads, Pages, groups, events, messages or other business info. It'll also no longer be able to request private info about you, but it may have info you've previously shared.





Business integrations

Connected to your account

Business integrations are apps and services that you've used Facebook to log into. They can receive information you chose to share with them and manage features for your Facebook business assets. [Learn more](#)

Active 1 Removed

messenger



Manage what information you're sharing and what business integrations are allowed to do, or remove any business integrations that you no longer want to use.

Remove



Messenger Bot

Added on 19 Apr 2020

[View and edit](#)





Flow Builder

When you logged in to your account. You will now be able to use the flow builder just below the Broadcast.

The screenshot shows the Messenger Bot dashboard. The sidebar on the left contains several sections: TUTORIALS (TUTORIALS START HERE, Dashboard, Import Account), COMMENT FEATURE (Comment Automation), MESSENGER TOOLS (Subscriber Manager, Messenger Bot, Broadcasting, and Flow Builder), and POSTING FEATURE. The 'Flow Builder' option in the MESSENGER TOOLS section is highlighted with a red box. The main content area is titled 'Flow Builder' and includes a 'Flow List' tab, a 'Create New Flow' button, a dropdown menu set to '10', and a table with columns: Index, Post ID, Name, Page, Date Created, and Action. The table is currently empty, displaying 'No data available in table.' and 'Showing 0 to 0 of 0 entries.' The footer shows '© Messenger Bot • Messenger Bot'.

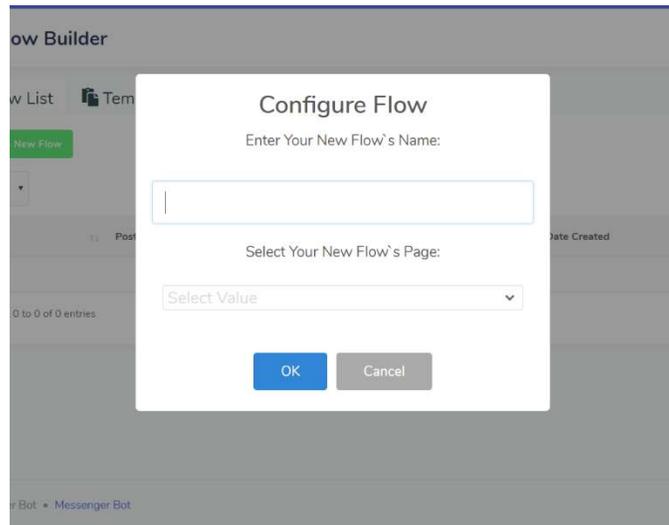
Let's get to know flow builder more and learn how to use it by clicking Create New Flow button

This screenshot is identical to the previous one, but with a red arrow pointing to the 'Create New Flow' button in the main content area. The sidebar and main content area details are the same as in the previous image.

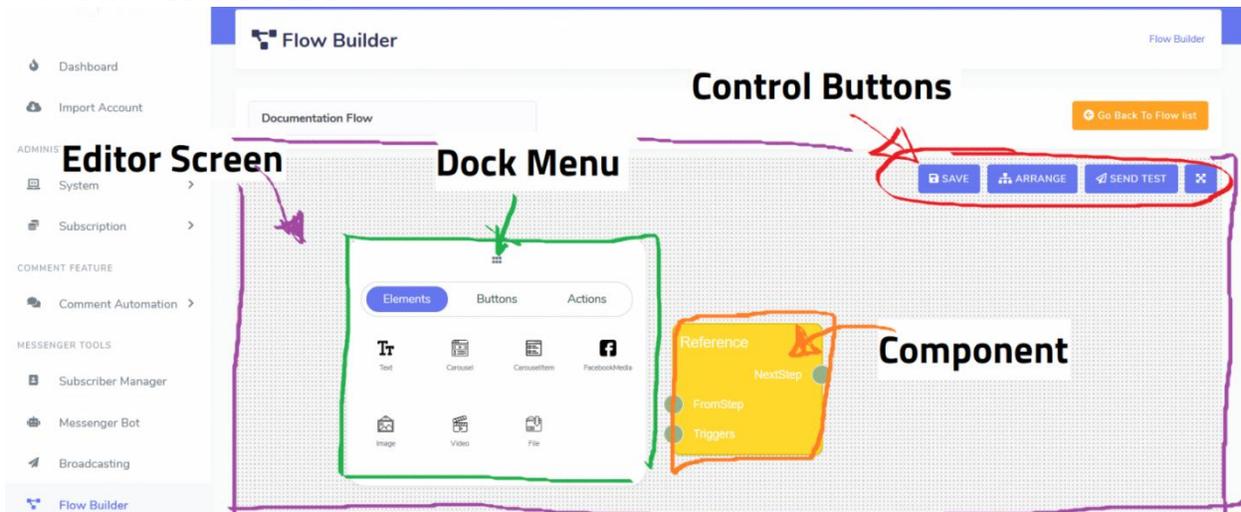




Enter the name of the flow you will create here as well as select your New Flow's Page, and click OK when done.



PARTS OF FLOW BUILDER



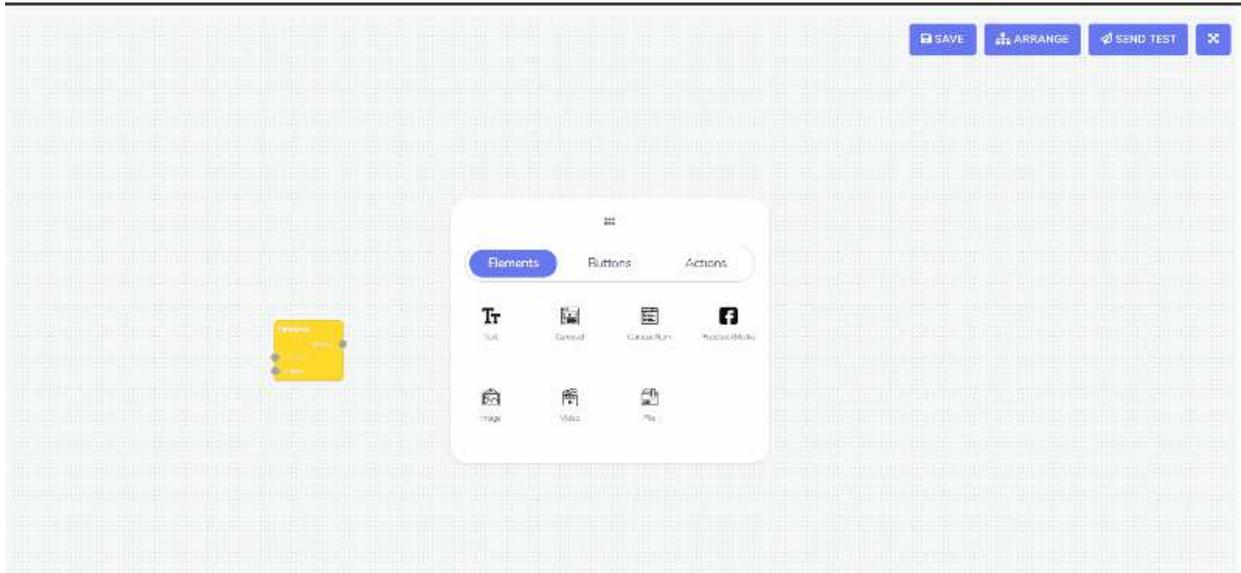
The Flow Builder has four parts:

1. Editor Screen - This is where you will place your components and do your flow set-up.
2. Dock Menu - You can create components using the Dock Menu by dragging the component from the Dock menu and dropping it on the Editor Screen.
3. Components - This is the building block of your flow. Each component has an Input and Output socket. You can connect each component from one another by connecting compatible input and output sockets.



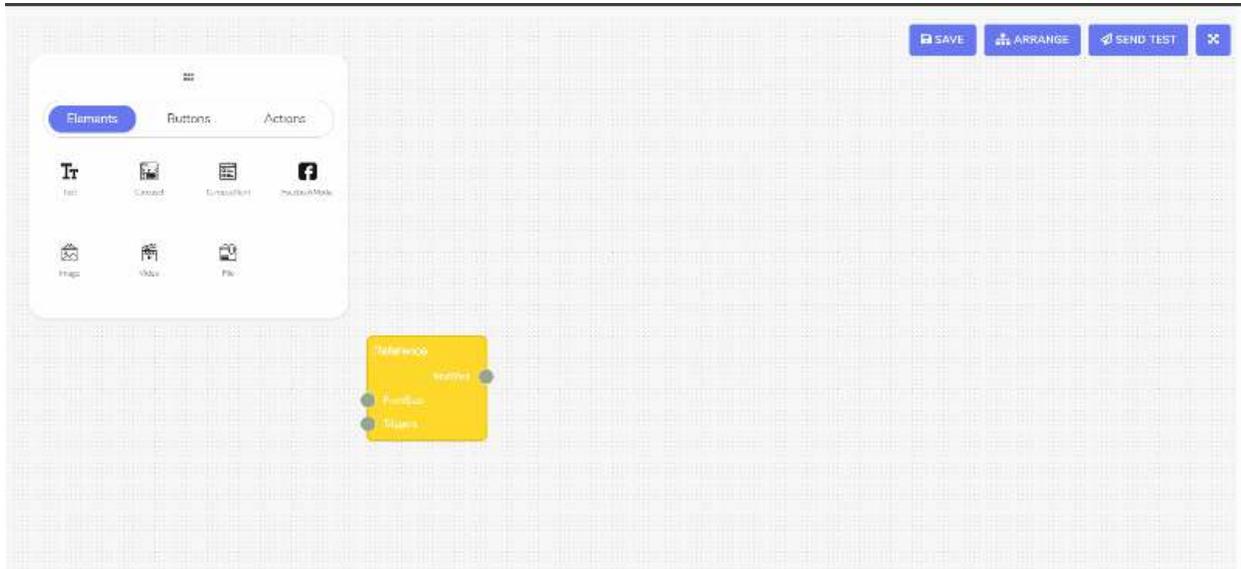
- Control Buttons - This part contains 4 buttons for the primary operation of the flow builder. You can save, arrange, send a test and finally, you can maximize and minimize the editor screen window.

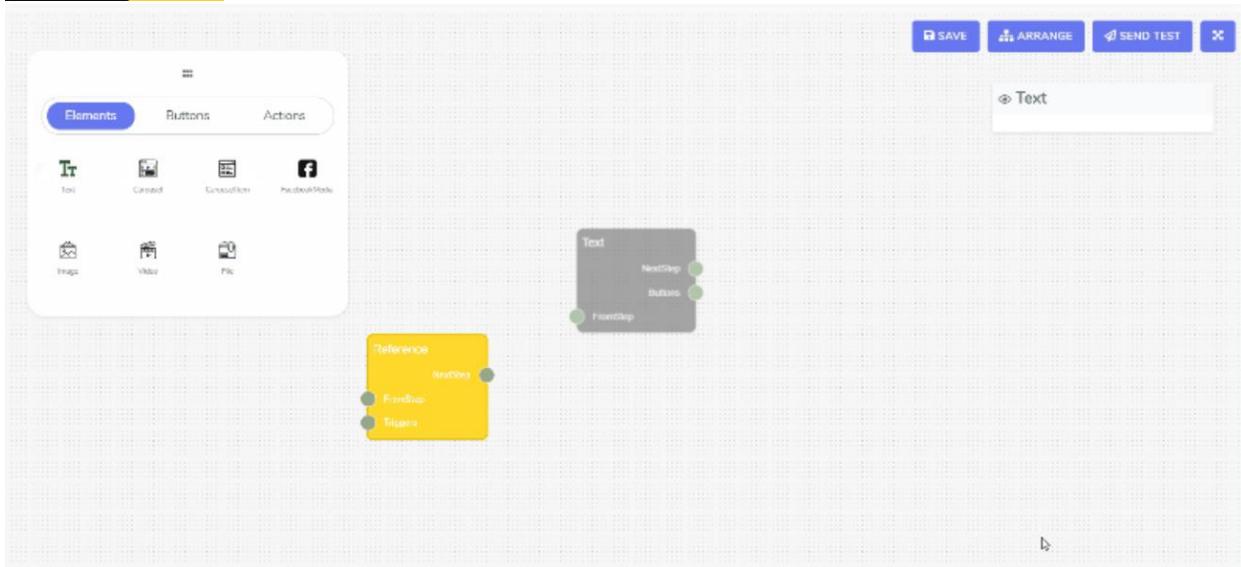
THE DOCK MENU



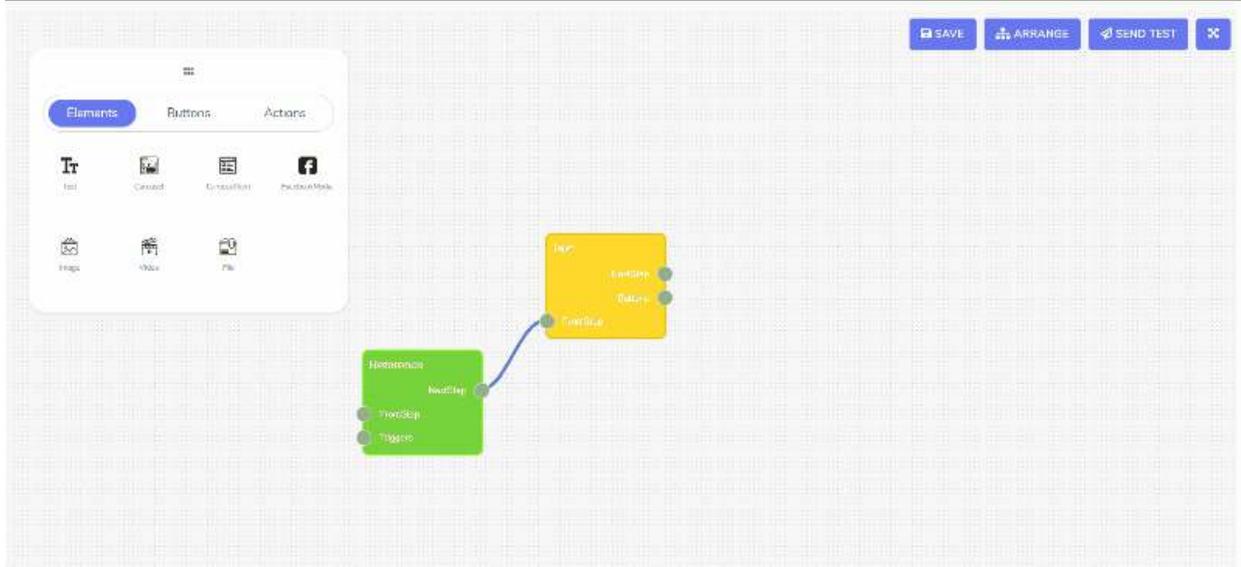
You can move around the dock menu by dragging it. You can also minimize and maximize it by double-clicking.

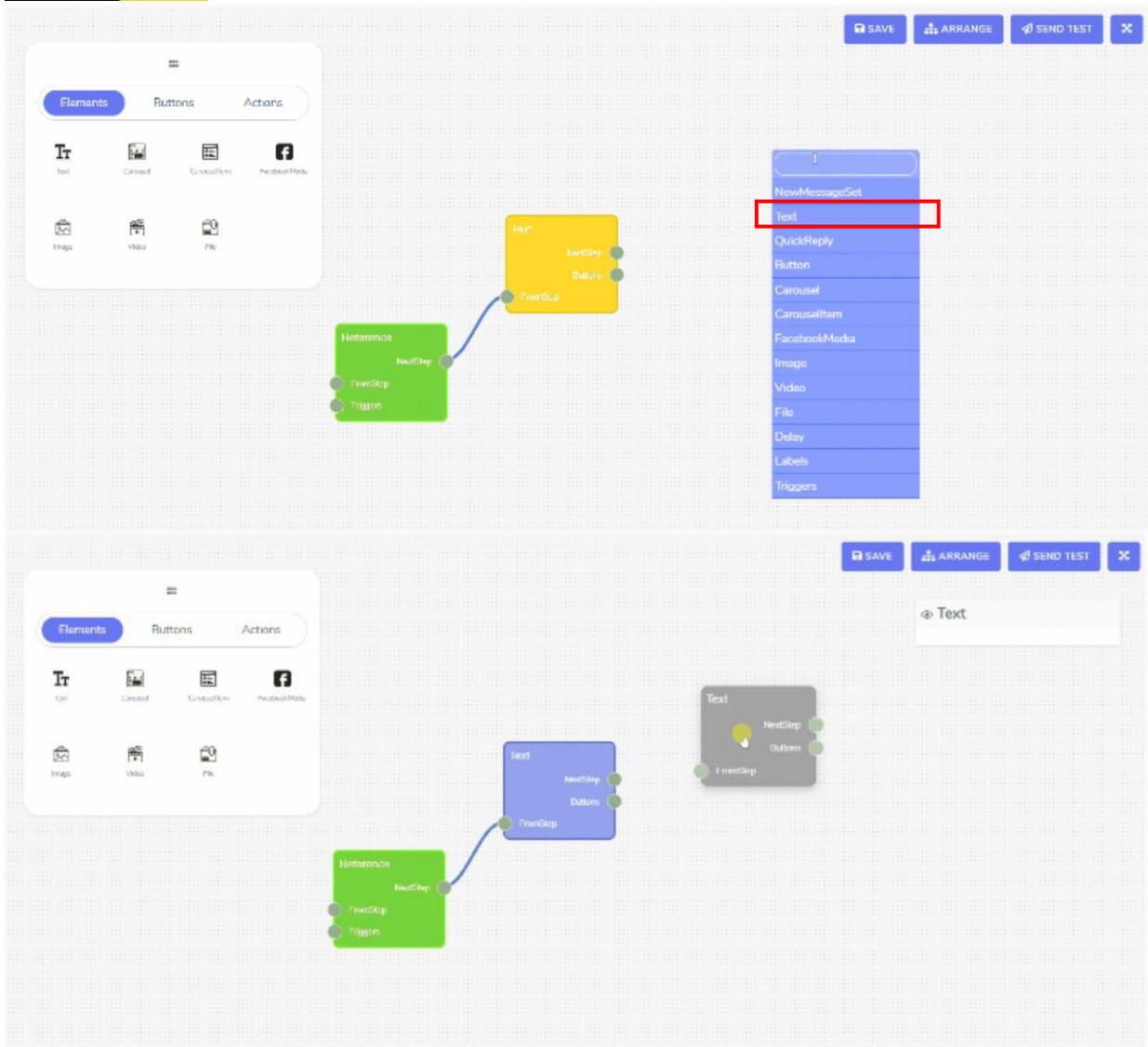
CREATING A COMPONENT





You can create a component using the Dock Menu by dragging your chosen component then dropping it on the editor screen.

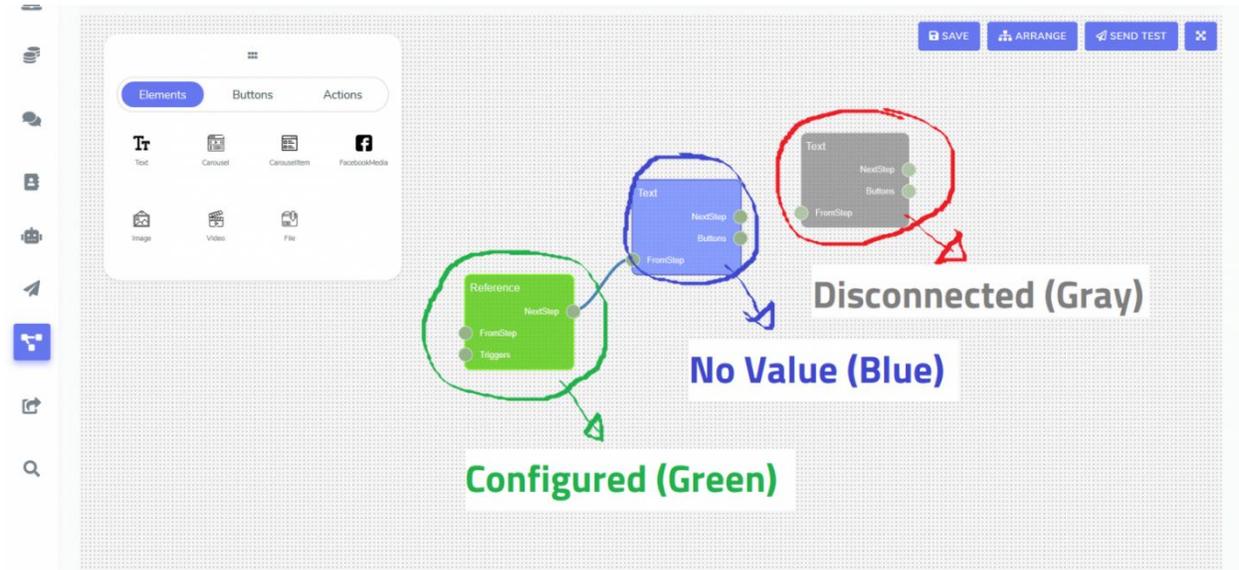




You can also create a component by RIGHT-CLICKING anywhere on the editor screen, then the Context Menu will show. Once the context menu appears, simply click on your chosen component and it will be created on the editor screen.



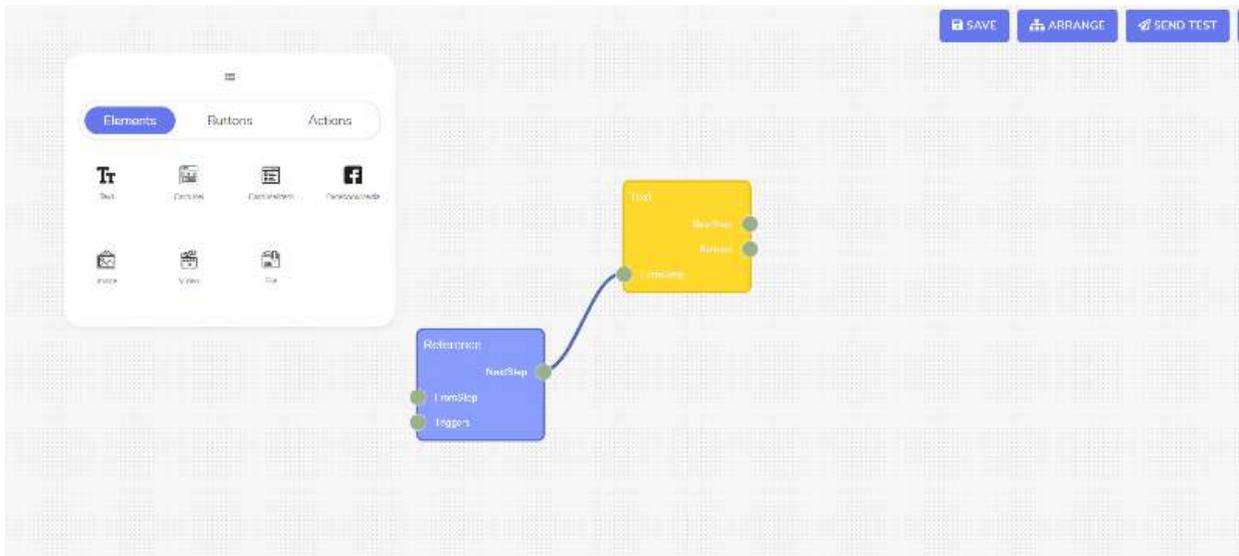
COMPONENT STATUS TYPES



There are three statuses of Components:

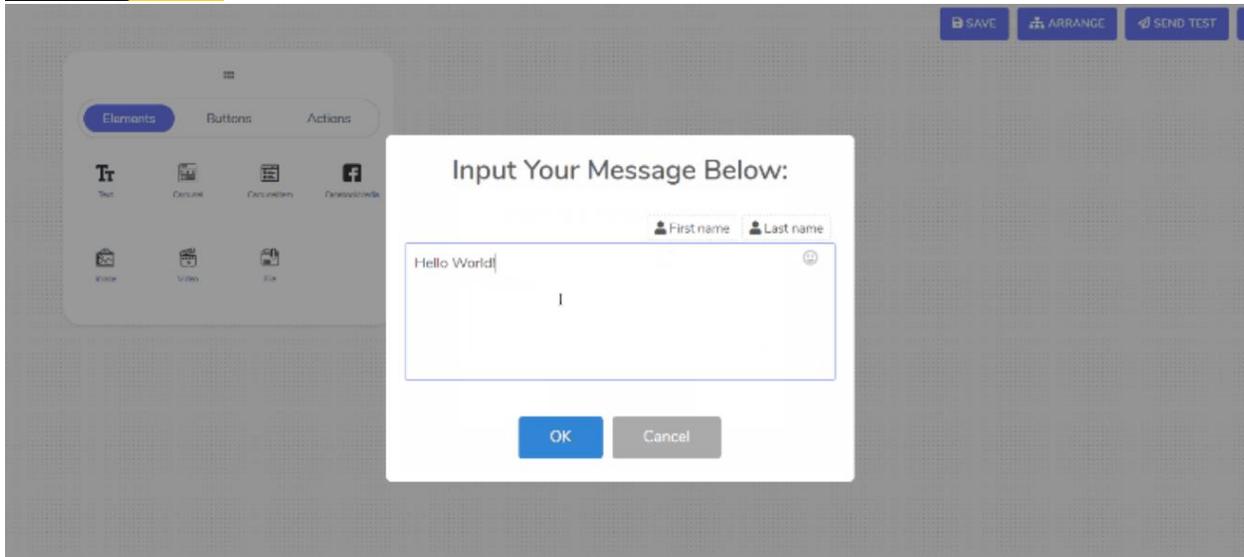
1. Configured - Means that the component has a value and is configured. (colored green)
2. No Value - Means that the component is disconnected from the Reference component link-tree, but it has no value. (colored blue)
3. Disconnected - This component may have or have not a value, but it is disconnected from the Reference component link-tree.

CONFIGURING A COMPONENT

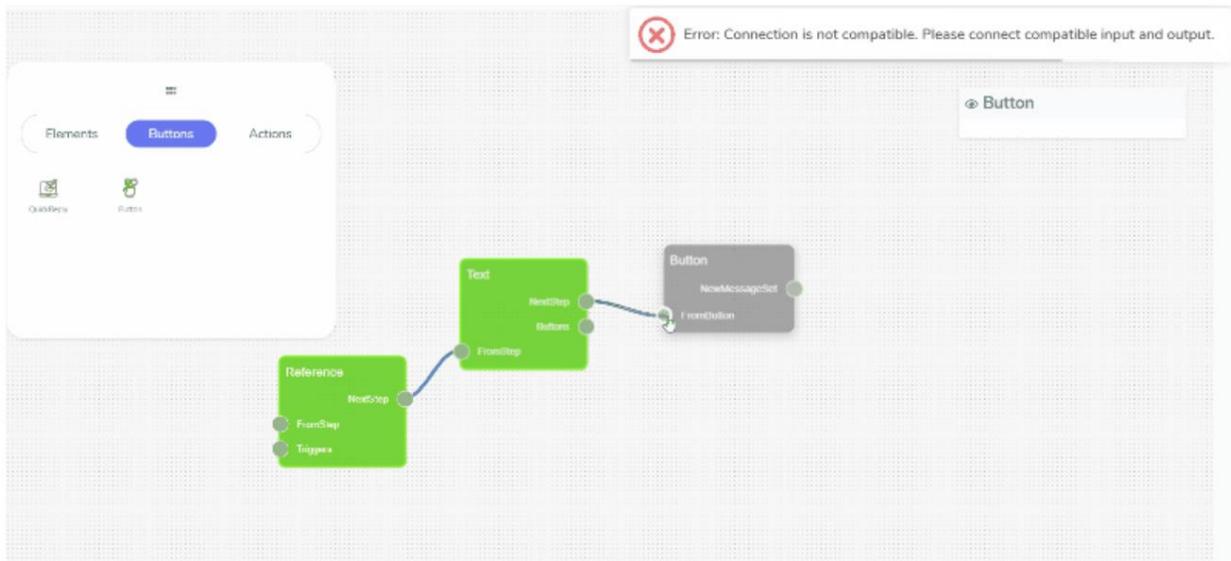


You can configure a component, all you have to do is to **DOUBLE CLICK** the component and a pop-up form will show up for the configuration.



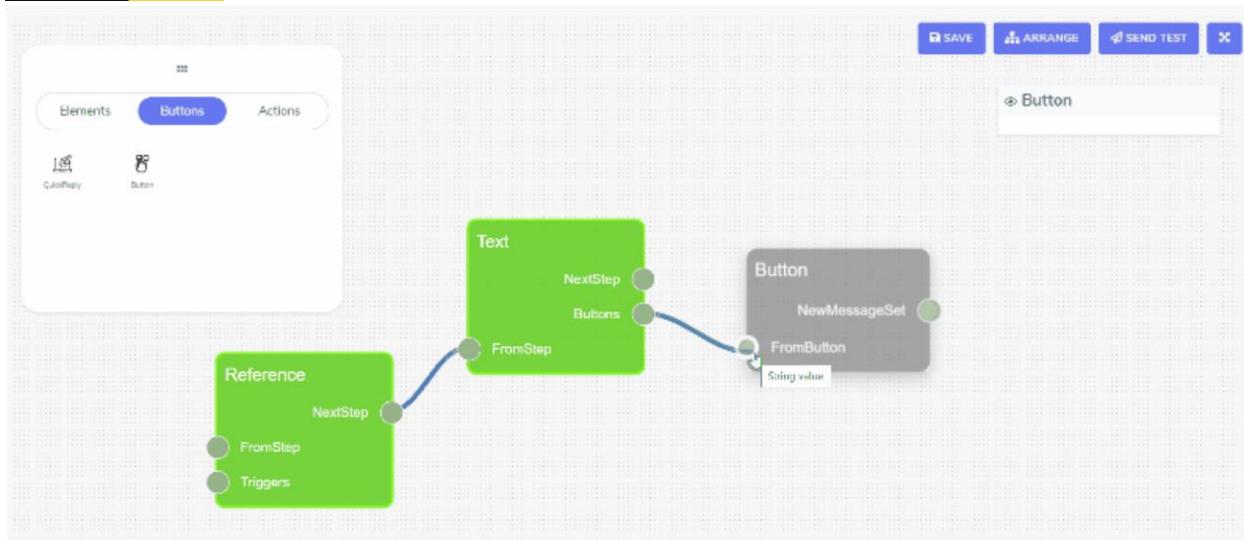


COMPONENT CONNECTIONS



The example above shows that you cannot connect incompatible sockets.





On the example above, you can only connect sockets if they are compatible. Ex: Text to Buttons connection.

Connection Profile:

Text:

- Input (FromStep): Reference, NewMessageSet, Text, Carousel, FacebookMedia, Image, Video, File, Delay
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem
- Output (Buttons): QuickReply, Buttons

Carousel:

- Input (FromStep): Reference, NewMessageSet, Text, Carousel, FacebookMedia, Image, Video, File, Delay
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem
- Output (CarouselItem): CarouselItem
- Output (QuickReply): QuickReply

CarouselItem:

- Input (FromStep): Reference, NewMessageSet, Text, Carousel, FacebookMedia, Image, Video, File, Delay
- Output (Buttons): QuickReply, Button





FacebookMedia:

- Input (FromStep): Reference, NewMessageSet, Text, Carousel, FacebookMedia, Image, Video, File, Delay
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem
- Output (Buttons): QuickReply, Buttons

Image:

- Input (FromStep): Reference, NewMessageSet, Text, Carousel, FacebookMedia, Image, Video, File, Delay
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem

Video:

- Input (FromStep): Reference, NewMessageSet, Text, Carousel, FacebookMedia, Image, Video, File, Delay
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem

File:

- Input (FromStep): Reference, NewMessageSet, Text, Carousel, FacebookMedia, Image, Video, File, Delay
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem

QuickReply:

- Input (FromStep): Text, Carousel, CarouselItem, FacebookMedia
- Output (NewMessageSet): Reference, NewMessageSet

Buttons:

- Input (FromStep): Text, Carousel, CarouselItem, FacebookMedia
- Output (NewMessageSet): Reference, NewMessageSet

NewMessageSet:

- Input (Buttons): QuickReply, Button
- Input (Triggers): Triggers
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem
- Output (Labels): Labels





Reference:

- Input (Buttons): QuickReply, Button
- Input (Triggers): Triggers
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem

Delays:

- Input(FromStep): Reference, NewMessageSet, Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem
- Output (NextStep): Text, Carousel, FacebookMedia, Image, Video, File, Delay, CarouselItem

Labels:

- Input(NewMessageSet): NewMessageSet

Triggers:

- Output (NewMessageSet): Reference, NewMessageSet





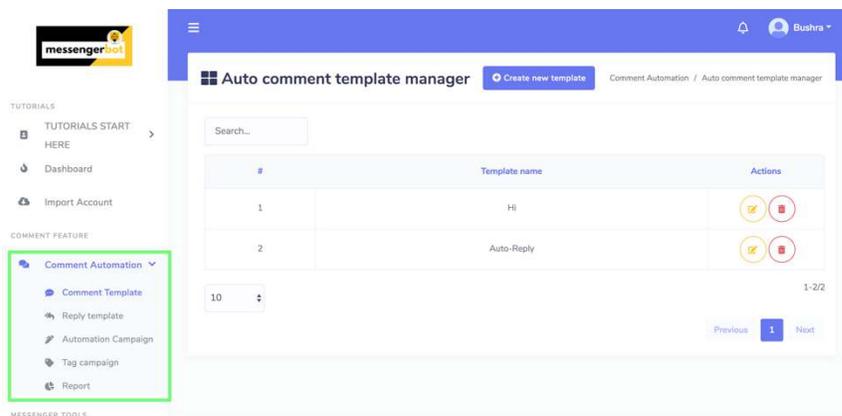
Comment Automation

Comment Automation allows a user to create, edit and delete comment and reply templates. This view gives a full control of comment automation and tagging. It gives a summarized report of existing campaigns and templates.

To view this section, navigate to **Comment Automation** from the navigation menu located at the left under **Comment Feature** section. Tab on **Comment Automation**.

The following options will appear in the sub-menu:

- [Comment Template](#)
- [Reply Template](#)
- [Automation Campaign](#)
- [Tag Campaign](#)
- [Report](#)



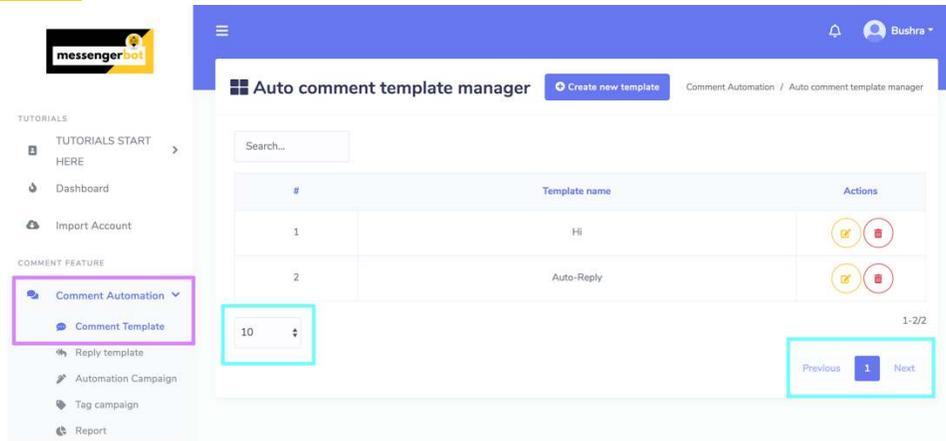
A brief description of these views is shared in their relevant sections, below.

Comment Template

To view this section, navigate to **Comment Automation** from the navigation menu located at the left side and select **Comment Template**.

The **Auto comment template manager** view consists of multiple templates. You can select the number of templates to be viewed per page. You can also search for a particular template by using the search bar.

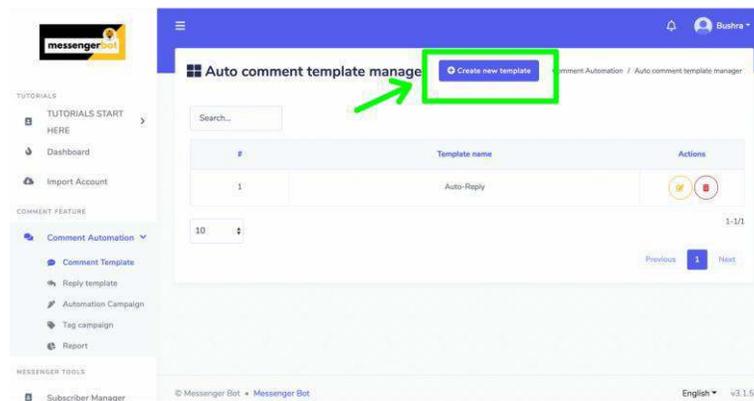




Create new template

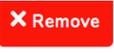
To create a new template, follow the steps given below:

- 1) Select **Create a new template** option located at the top of Auto comment template manager view.
- 2) Provide the information for post auto comment, that includes:
 - Template name: Name of your template
 - Auto comment: The automatic reply to a comment.
- 3) Select **Save** to create a new template.



Comment Template Options

You can perform following actions on Auto comment template manager screen:

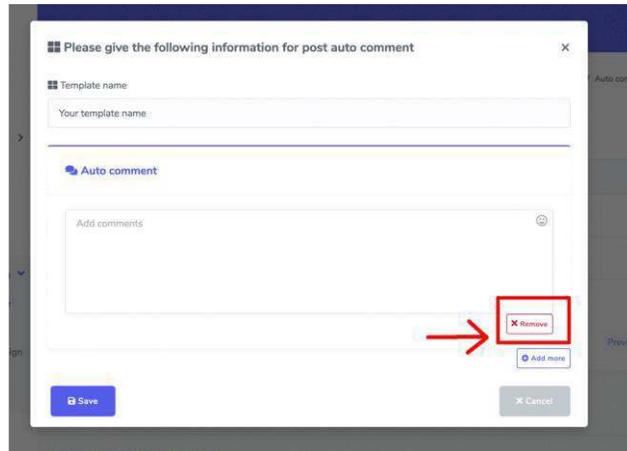
Remove the comment: You can remove the comment from the information providing screen by selecting  button at the bottom.

Edit the template: You can edit the template by selecting the  icon against the template to be edited.





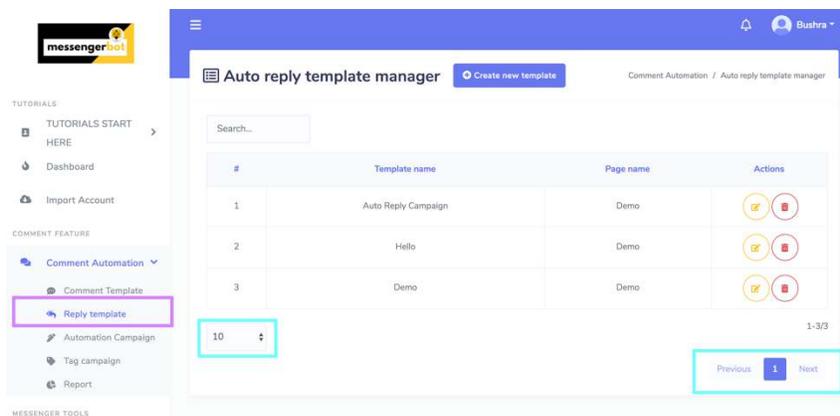
Delete the template: You can delete the template by selecting the  icon against the template to be deleted.



Reply Template

To view this section, navigate to **Comment Automation** from the navigation menu located at the left side and select **Reply Template**.

The **Auto reply template manager** view consists of multiple reply templates. You can select the number of templates to be viewed per page. You can also search for a template using the search bar.



Create new template

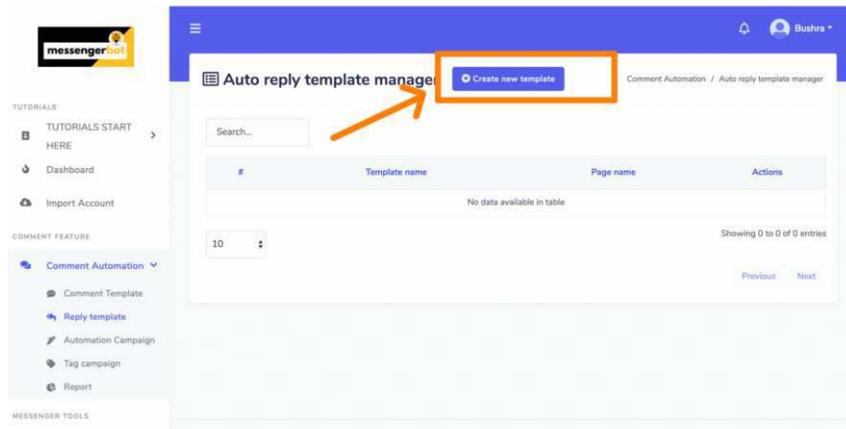
To create a new template, follow the steps given below:

- 1) Select **Create a new template** option located at the top of Auto comment template manager view.
- 2) Select the page for which you want to apply auto-reply.
- 3) Add the offensive remarks in inverted commas and select the action in corresponding to those remarks.





- 4) Select a message template you want to reply the person with.
- 5) Select all options based on your choice by selecting the toggle button to either ON/OFF.
- 6) Provide a name for your auto-reply campaign, then select **Save**.



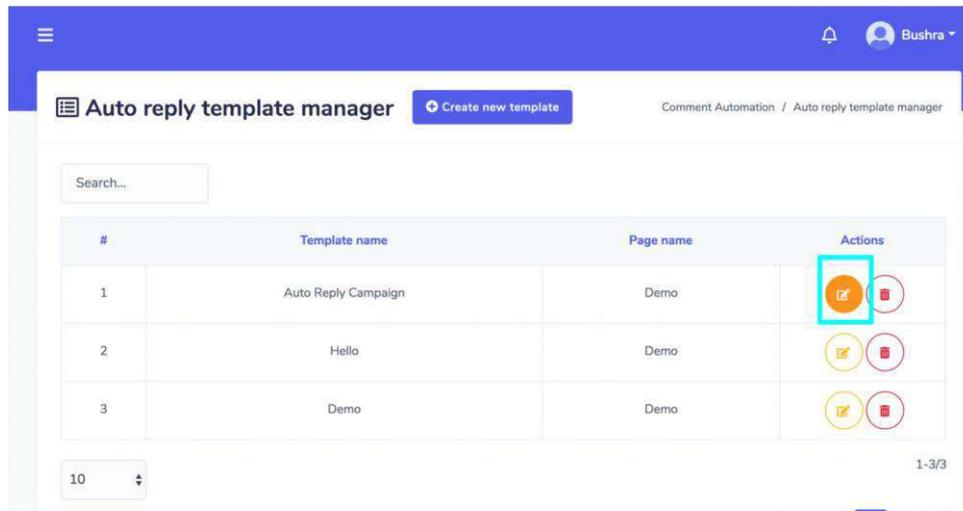
Reply Template Options

You can perform following actions on Auto reply template manager screen:

Edit the template: You can edit the template by selecting the  icon against the template to be edited.

Delete the template: You can delete the template by selecting the  icon against the template to be deleted.



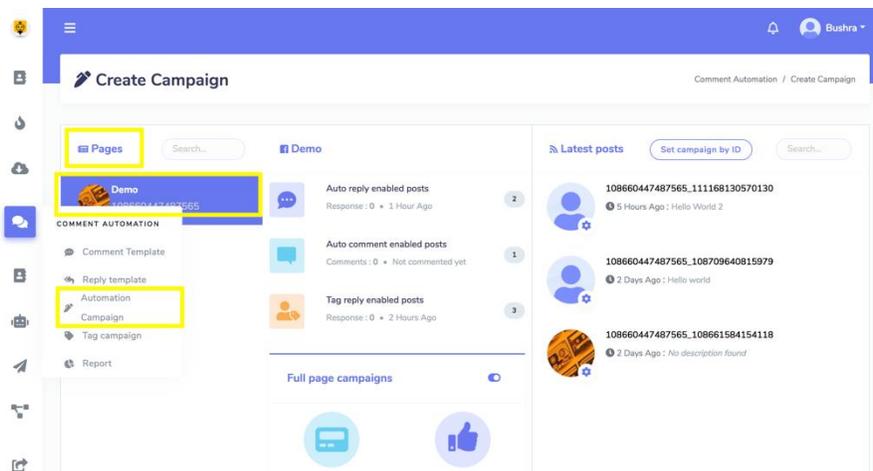


Automation Campaign

To view this section, navigate to **Comment Automation** from the navigation menu located at the left side and select **Automation Campaign**.

The **Create Campaign** view consists of multiple options. This view is divided into two sections. The left side allows user to run **Full page campaigns**. The right side is used for **setting the campaigns by ID**.

A summarized view of numbers of how many total **Auto comments**, **Auto replies** and **Auto campaigns** created can be found in the left section. You can create different campaigns, enable auto replies and comments on several posts from this view.





Full page campaigns

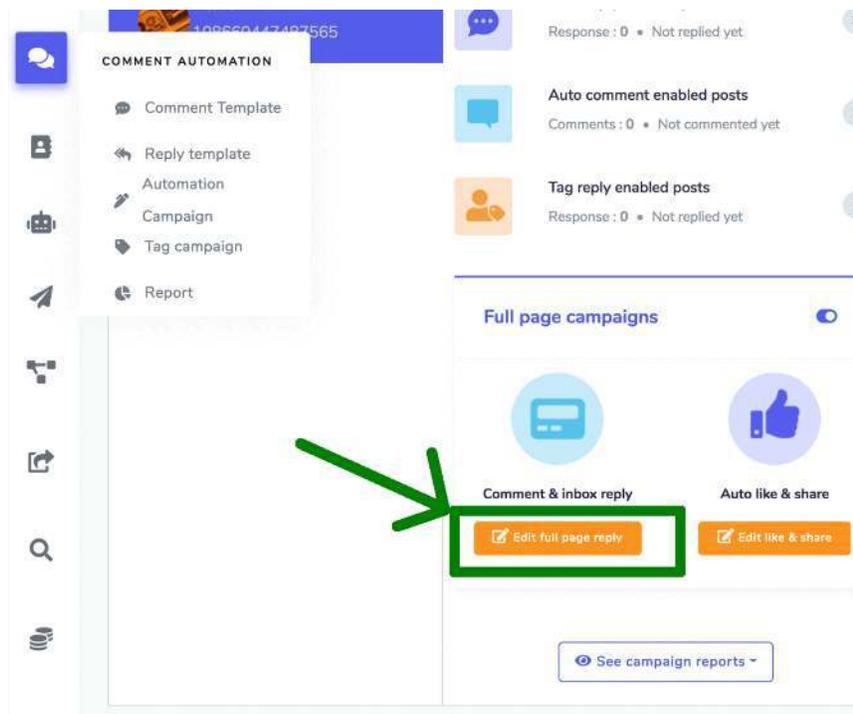
Campaigns can be set for Facebook pages. This helps a user to run an overall campaign for their page. The settings apply throughout the Facebook page and for all posts. To set a full page campaign, a user has two methods:

- Comment & inbox reply
- Auto like & share

Comment & inbox reply

To comment & give inbox reply, follow the steps given below:

- 1) Select the **Edit Full page reply** option from **Full page campaigns** section.
- 2) Now edit your information for **page response**, and make updates.
- 3) Select **Save**, your information will be updated.

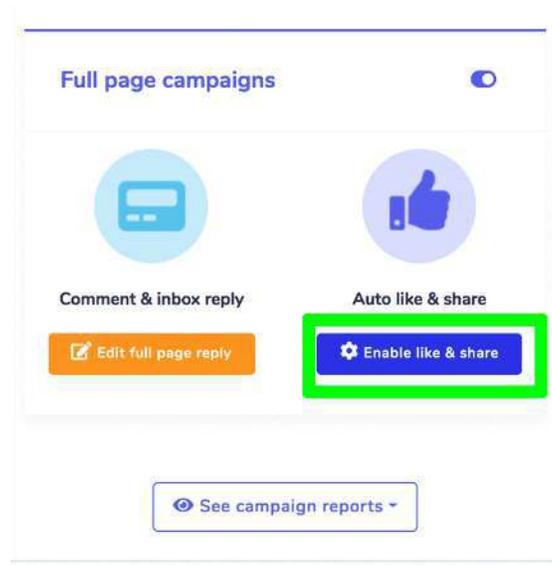


Auto like & share

To auto like & share the page, follow the steps given below:

- 1) Select the **Edit like & share** option from **Full page campaigns** section.
- 2) Now edit the fields available on the **Auto like and share** screen, and make updates.
- 3) Select **Save**, your information will be updated.





Note

- Auto like as page option, supports only two pages at a time.

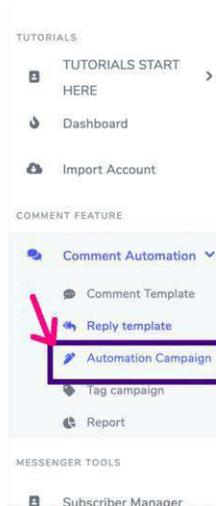
Set campaign by ID

You can also set a campaign for a particular post by using its ID. Just follow the steps given below:

- 1) Select the Facebook page for which you want to create this campaign.
- 2) Select the **Set campaign by ID** option available on the right section of the screen.
- 3) Enter the **Post ID** of the post for which you want to set the campaign.
- 4) Enable the options you want to be available for your campaign.
- 5) Provide further information based on your selection from Step 4, then select **Submit**.

A new campaign will be created.

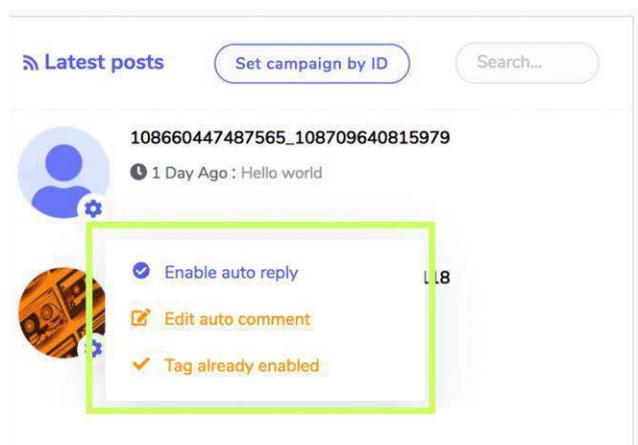




On selecting the  icon, users can perform following actions:

- **Enable auto reply:** You can enable the auto comment feature by selecting  icon. A dropdown menu will appear, now select the **Enable auto reply** option. Provide the following information for **post auto reply**:
 - Choose the labels you created from [Labels](#) section.
 - Select the template you want to choose. If you want to choose an already created one, turn the slider button **ON**.
 - Select the auto reply template from the dropdown menu.
 - Select **Submit**.

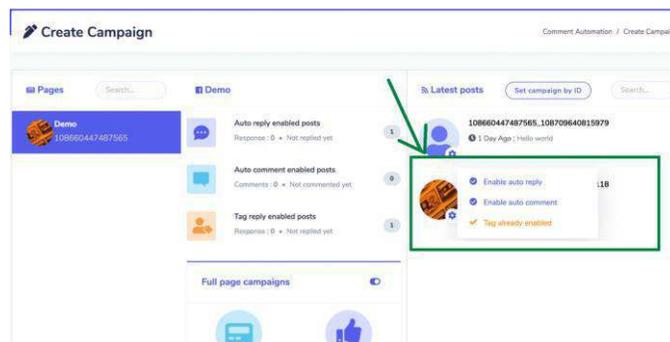
Your auto reply will be enabled.





- **Enable auto comment:** You can enable the auto comment feature by selecting  icon. A dropdown menu will appear, now select the **Enable auto comment** option. Provide the following information for **post auto comment**:
 - Auto comment campaign name
 - Select an Auto comment template
 - Schedule a type for your post auto comment.
 - Schedule a time for the post
 - Select your time zone based on your location.

Your auto reply will be enabled.



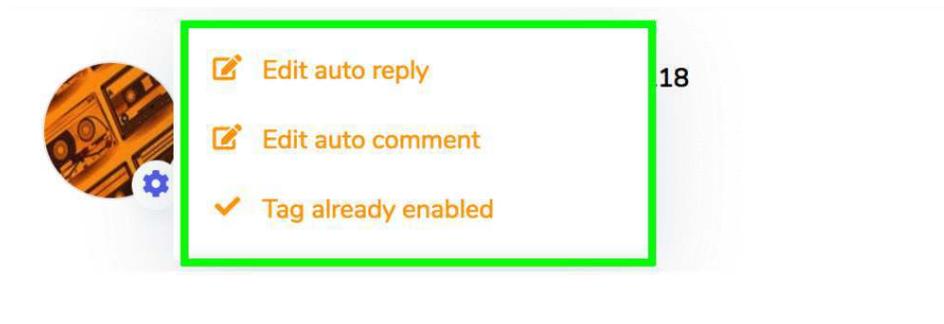
- **Enable and fetch commenter:** You can enable the auto tag feature by selecting  icon. A dropdown menu will appear, now select the **Enable and fetch commenter** option. Your auto tag feature will be enabled.





Automation campaign output

You can see the comment of the user is liked, replied and the message is redirected to the inbox. The end user is notified as well about the reply from the admin side. The admin's comment and reply in this demo are automated.

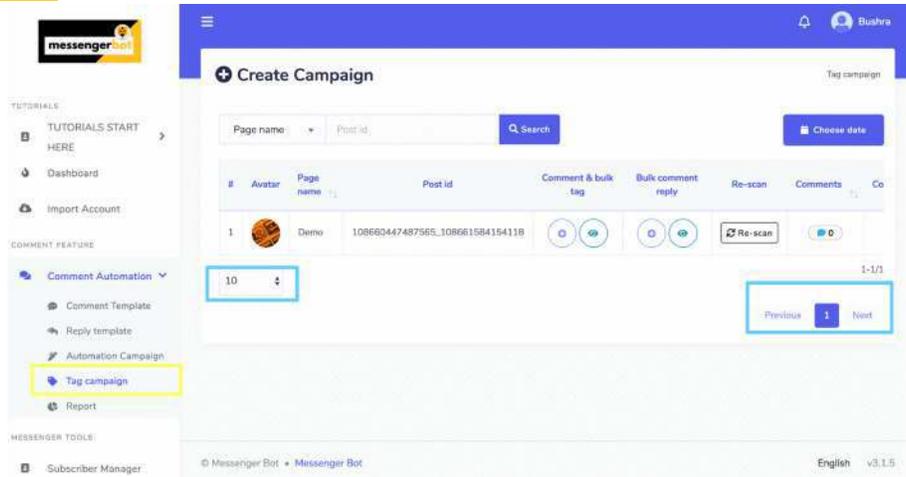


Tag campaign

To view this section, navigate to **Comment Automation** from the navigation menu located at the left side and select **Tag campaign**.

The **Create campaign** view consists of campaign list. You can select the number of campaigns to be viewed per page. You can also choose the date range for which you want to view the list. In order to access the hidden fields of the table, move the bottom slider towards the right side. You can also search for a particular campaign using the Post ID in the search bar.

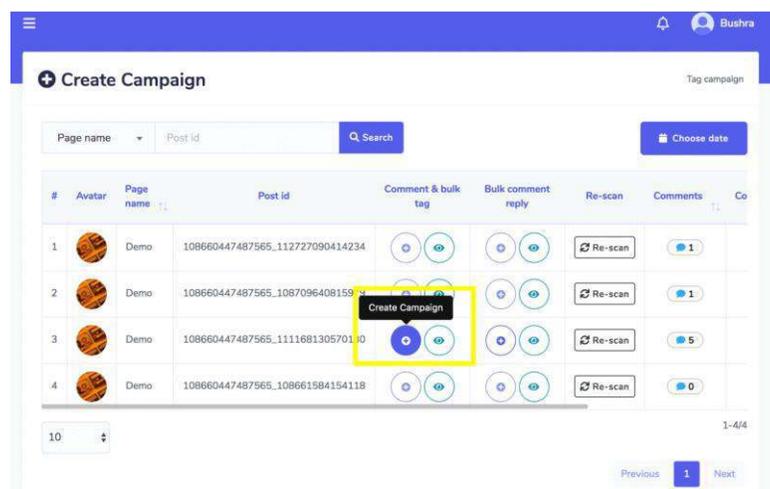




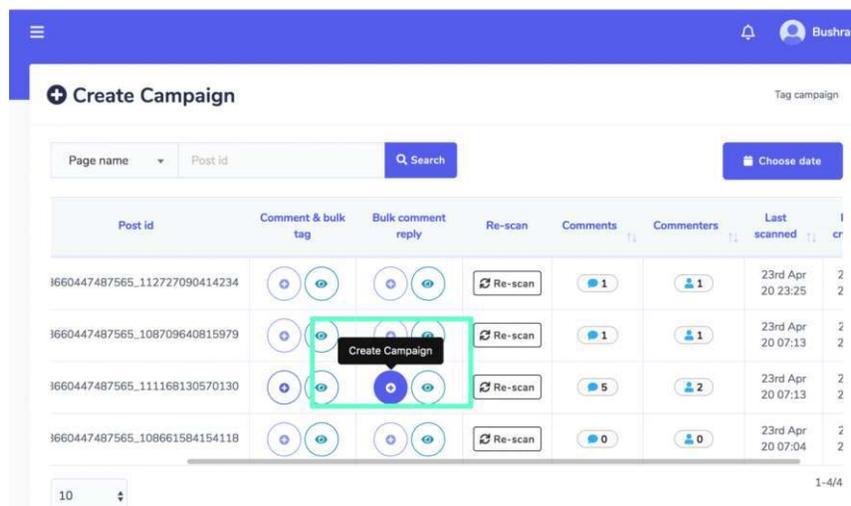
Create Campaigns

Users can perform following actions from create campaign screen:

- **Create campaign for comment & bulk tag:** For the posts with multiple comments, you can bulk tag the subscribers. Just follow the steps given below:
 - Select the **+** icon against the ID for which the campaign is to be created.
 - A modal will pop up, Enter the **campaign name**, select the **range of commenters** from the drop-down menu. Provide the **content to bulk tag** the commentators.
 - You can restrict the tags for some people.
 - Select the **schedule** for your campaign.
 - After adding all information, select **Create Campaign**.

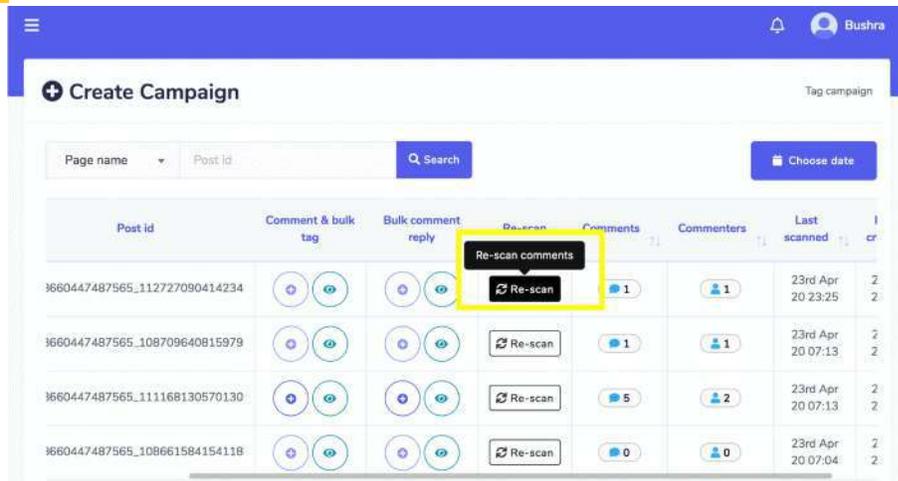


- **View report for comment & bulk tag:** By selecting the  icon against the ID for which the report is to be viewed as shown in [comment bulk tag report](#) section.
- **Create campaign for bulk comment reply:** For comment replies in a bulk, follow the steps given below:
 - Select the  icon against the ID for which the campaign is to be created.
 - A modal will pop up, enter the **campaign name**.
 - Provide the **reply content** in reply content field.
 - To enable the same reply multiple times, turn **ON** the slider button.
 - You can schedule the campaign right now or sometime later.
 - You can add delay between the replies as well.
 - After adding all information, select **Create Campaign**.



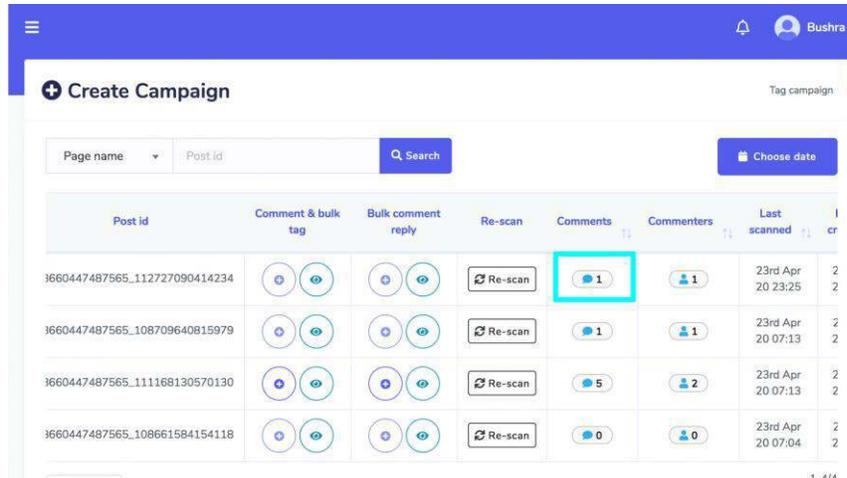
- **View report for bulk comment reply:** By selecting the  icon against the ID for which the report is to be viewed as shown in [bulk comment reply report](#) section.
- **Rescan the existing comments:** By selecting the **Rescan** option against the **Post ID** whose comments are needed to be scanned. A dialogue box will appear for confirmation.





Post id	Comment & bulk tag	Bulk comment reply	Re-scan	Comments	Commenters	Last scanned	Cr
3660447487565_112727090414234			Re-scan	1	1	23rd Apr 20 23:25	2
3660447487565_108709640815979			Re-scan	1	1	23rd Apr 20 07:13	2
3660447487565_111168130570130			Re-scan	5	2	23rd Apr 20 07:13	2
3660447487565_108661584154118			Re-scan	0	0	23rd Apr 20 07:04	2

- **View the comments:** By selecting the **number of comments**, a modal will appear which allows you to:
 - You can visit the Facebook page.
 - You can go the post by selecting the **Visit Post** option.
 - You can also download the comment list in .CSV file.



Post id	Comment & bulk tag	Bulk comment reply	Re-scan	Comments	Commenters	Last scanned	Cr
3660447487565_112727090414234			Re-scan	1	1	23rd Apr 20 23:25	2
3660447487565_108709640815979			Re-scan	1	1	23rd Apr 20 07:13	2
3660447487565_111168130570130			Re-scan	5	2	23rd Apr 20 07:13	2
3660447487565_108661584154118			Re-scan	0	0	23rd Apr 20 07:04	2

- **View the comments:** by selecting the **number of commenters**, a modal will appear which allows you to:
 - You can visit the Facebook page.
 - You can go the post by selecting the **Visit Post** option.
 - You can also download the commenters list in .CSV file.





- You can also unsubscribe the commentator by selecting **Unsubscribe** option.

Post id	Comment & bulk tag	Bulk comment reply	Re-scan	Comments	Commenters	Last scanned	1 cr
3660447487565_112727090414234				1		23rd Apr 20 23:25	2
3660447487565_108709640815979				1		23rd Apr 20 07:13	2
3660447487565_111168130570130				5		23rd Apr 20 07:13	2
3660447487565_108661584154118				0		23rd Apr 20 07:04	2

An overall demonstration of this section is given below:

TUTORIALS

- TUTORIALS START HERE
- Dashboard
- Import Account

COMMENT FEATURE

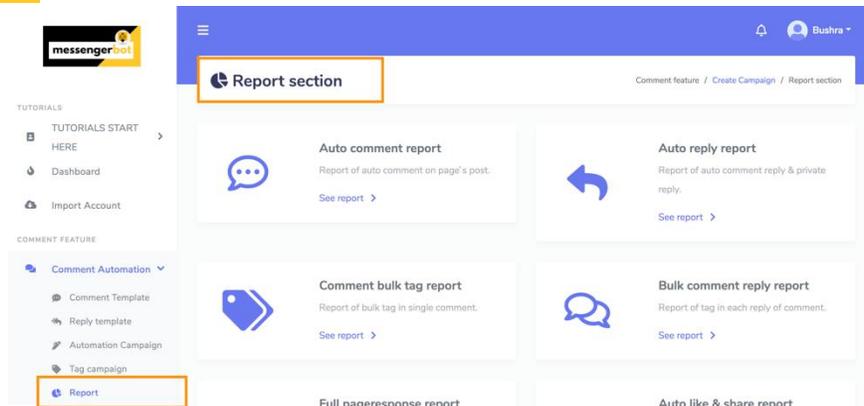
- Comment Automation
 - Comment Template
 - Reply template
 - Automation Campaign
 - Tag campaign**
 - Report

#	Avatar	Page name	Post id	Comment & bulk tag	Bulk comment reply	Re-scan	Comments	Co
1		Demo	108660447487565_108709640815979				1	
2		Demo	108660447487565_111168130570130				5	
3		Demo	108660447487565_108661584154118				0	

Report

To view this section, navigate to **Comment Automation** from the navigation menu located at the left side and select **Report**.





The Reports view allows the user to view the different report categories that can be viewed, edited and exported. This section displays following six types of reports:

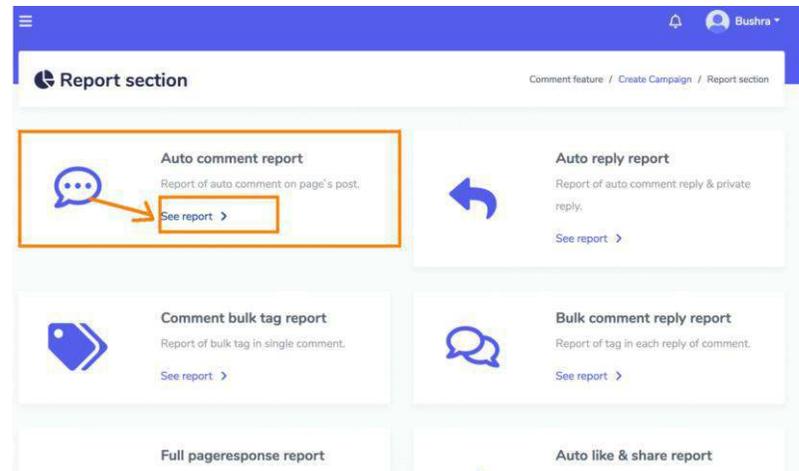
- Auto comment report
- Auto reply report
- Comment bulk tag report
- Bulk comment reply report
- Full page response report
- Auto like & share report

Auto comment report

To access, the auto comment report and perform different actions follow the steps given below:

- 1) Select **See report** option from the **Auto comment report** modal.
- 2) An **All auto comment report** view will appear on the screen containing a list of posts. User can search for a particular post by using the search bar.
- 3) Select  option against the page you want to perform actions on.
- 4) Select the  icon to create the campaign report.
- 5) Select  icon to edit the campaign and make relevant updates.
- 6) In order to pause the campaign, select  icon against the selected campaign.
- 7) For force reprocessing, select  icon against the selected campaign.
- 8) Select  to permanently delete a particular campaign.



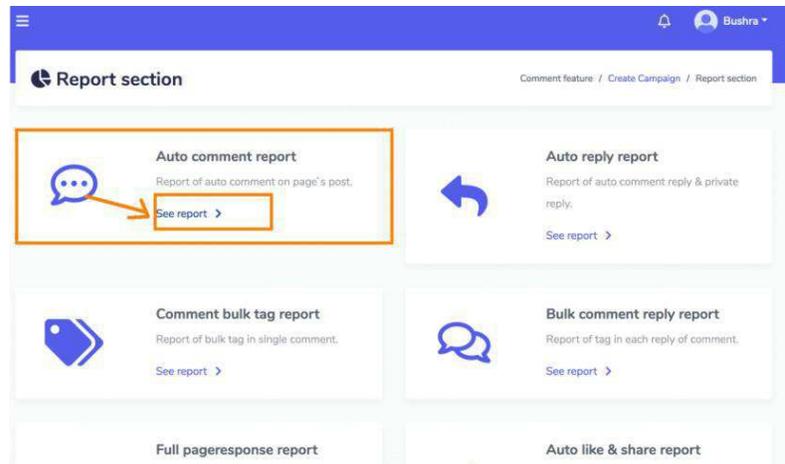


Auto reply report

To access, the auto comment report and perform different actions follow the steps given below:

- 1) Select **See report** option from the **Auto reply report** modal.
- 2) An **All auto reply report** view will appear on the screen containing a list of posts. User can search for a particular post by using the search bar.
- 3) Select  option against the page you want to perform actions on.
- 4) Select the  icon to view the campaign report.
- 5) Select  icon to edit the campaign and make relevant updates.
- 6) In order to pause the campaign, select  icon against the selected campaign.
- 7) Select  to permanently delete a particular campaign.





Comment bulk tag report

To access, the auto comment report and perform different actions follow the steps given below:

- 1) Select **See report** option from the **Comment bulk tag report** modal.
- 2) A **Comment & bulk tag report** view will appear on the screen containing a list of posts. User can search for a particular post by using the search bar. User can choose and narrow down the search by selecting the dates for which the posts are to be viewed.
- 3) Select  option against the page you want to perform actions on.
- 4) Select the  icon to view the campaign report.
- 5) Select  icon to edit the campaign and make relevant updates.

Note

- Only **pending** campaigns are **editable**.

- 6) Select  to permanently delete a particular campaign.

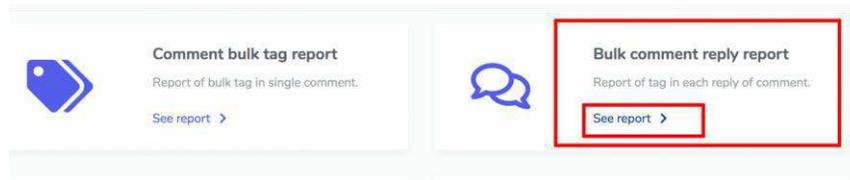
Bulk comment reply report

To access, the bulk comment reply report and perform different actions follow the steps given below:

- 1) Select **See report** option from the **Bulk comment reply report** modal.



- 2) A **Bulk comment reply campaign report** view will appear on the screen containing a list of posts. User can search for a particular post by using the search bar. User can choose and narrow down the search by selecting the dates for which the posts are to be viewed.
- 3) Select  option against the page you want to perform actions on.
- 4) Select the  icon to view the campaign report.
- 5) Select  icon to edit the campaign and make relevant updates.

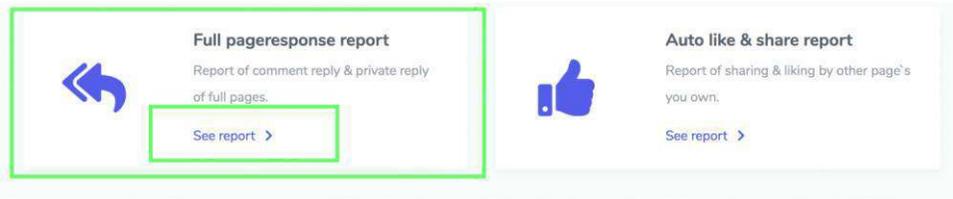


Full page response report

To access, the full page response report and perform different actions follow the steps given below:

- 1) Select **See report** option from the **Full page response report** modal.
- 2) A **Full page response - report** view will appear on the screen containing a list of posts. User can search for a particular post by using the search bar. User can choose and narrow down the search by selecting the dates for which the posts are to be viewed.
- 3) Select the  icon to view the **page response report**.
- 4) You can also download the lead list in .CSV file by selecting  option from the page response report screen.

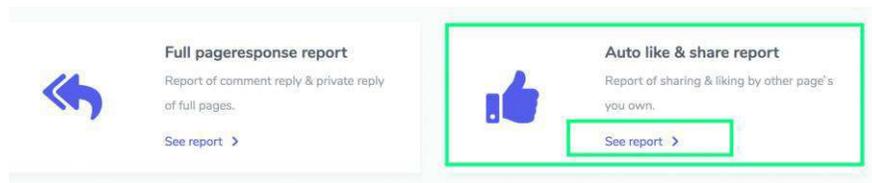




Auto like & share report

To access, the auto like & share report and perform different actions follow the steps given below:

- 1) Select **See report** option from the **Auto like & share report** modal.
- 2) An **Auto like/share - report** view will appear on the screen containing a list of posts. User can search for a particular post by using the **search bar**. User can choose and narrow down the search by selecting the dates for which the posts are to be viewed.
- 3) Mark the checkboxes individually or perform bulk action by selecting them from the header of the table.
- 4) Select the  icon to view the auto like/share report.





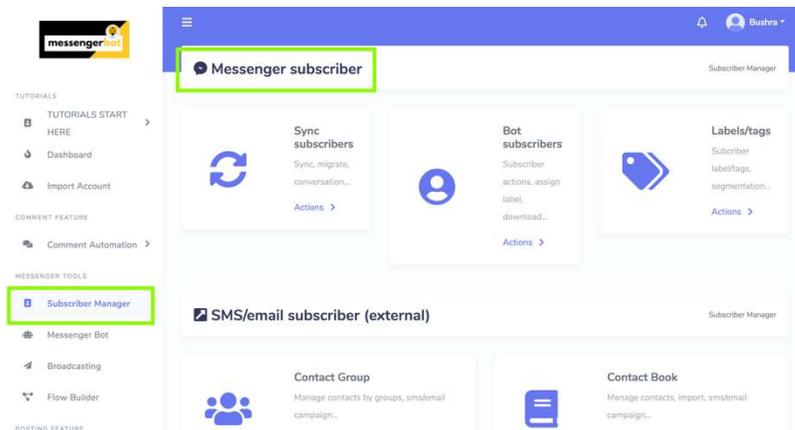
Subscriber Manager

Subscriber Manager allows you to get the synchronization of subscribers, view bot subscribers, view labels, and manage the messaging/emailing activities in different contact groups. This view gives a full control messenger subscriber. It allows you to create new contacts and contact groups.

To view this section, navigate to **Subscriber Manager** from the navigation menu located at the left under **Messenger Tools** section. Tab on **Subscriber Manager**.

A screen containing following two sections will appear:

- [Messenger Subscriber](#)
- [SMS/ email subscriber \(external\)](#)



A brief description of these views is shared in their relevant sections, below.

Messenger Subscriber

It has further following three sections:

- [Sync subscribers](#)
- [Bot subscribers](#)
- [Labels/tags](#)

Sync subscribers

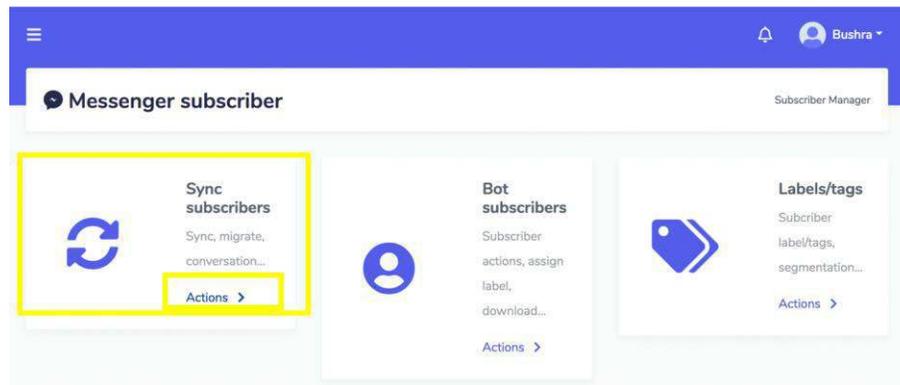
To access the sync subscribers section, select **Sync subscribers**, then select **Actions**, a dashboard will appear containing a number of each of the following subscribers:

- Conversation subscriber





- Bot subscriber
- Unsubscribed
- 24h interaction subscriber
- 24+1 eligible subscriber
- Migrated bot subscriber



The **Sync subscriber** view has following options:

- Subscriber list
- Scan page inbox
- Background scanning
- Latest conversation

Subscriber list

You can view the subscriber by following the steps given below:

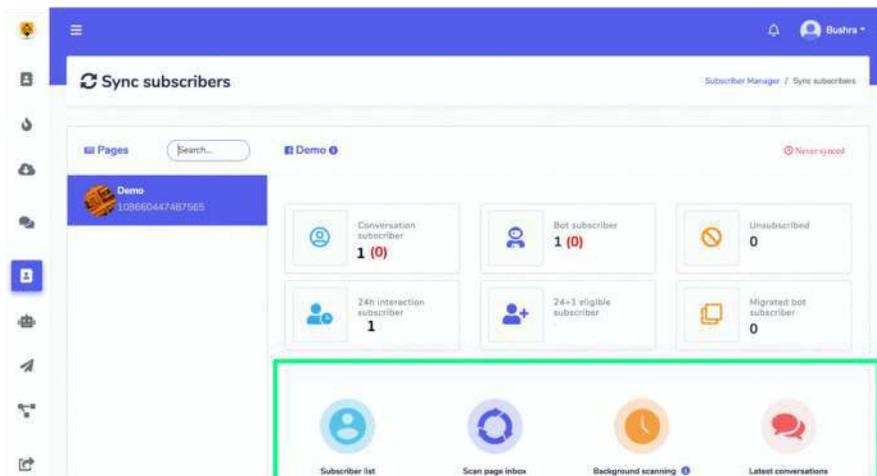
- 1) Select **See list** option from the **Subscriber List**.
- 2) A modal containing a list of all subscribers names and IDs will appear on the screen.
User can search for a particular subscriber by using the **search bar**. User can also bulk select the subscribers to perform different actions like **Assign label, Download list** etc. User can also search for a particular label for a narrow search.
- 3) To visit the comment, select  against the subscriber whose comment you want to view.



- 4) To unsubscribe the subscriber, select  against the subscriber you want to unsubscribe. A toast message will appear at the right bottom of your screen.
- 5) To perform different actions on subscriber list, you can either bulk select or select separately the subscribers and perform following actions by selecting **Options** button:
 - **Assign label:** You can select individually or bulk select the subscribers and then assign the label to selected subscribers.
 - **Download full list:** You download the .CSV file version of the list of subscribers using this option.
 - **Migrate full list to bot:** You can select individually or bulk select the subscribers and then migrate the list to bot subscribers list.

Note

- In case if you don't have selected any subscriber then it will not assign any label or migrate list to bot



Scan page inbox

You can import the subscribers and scan the page inbox by following the steps given below:

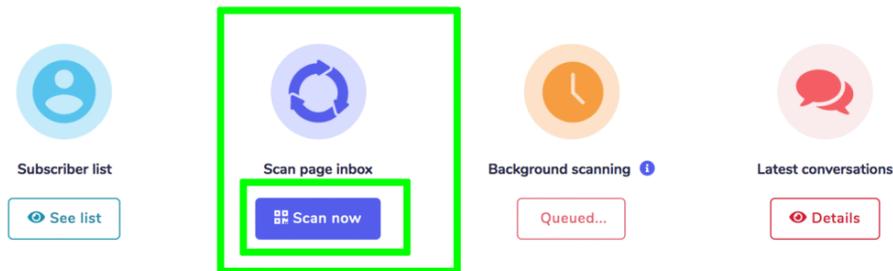
- 1) Select **Scan now** option from the **Scan page inbox**.





- 2) A modal containing **Scan latest leads** and **Folder** options will appear. Select the number of subscribers in **Scan latest leads field** from the dropdown menu. Select the folder which you want to scan from the **Folder** dropdown menu.
- 3) Select **Start scanning**.

All selected subscribers will be imported successfully.



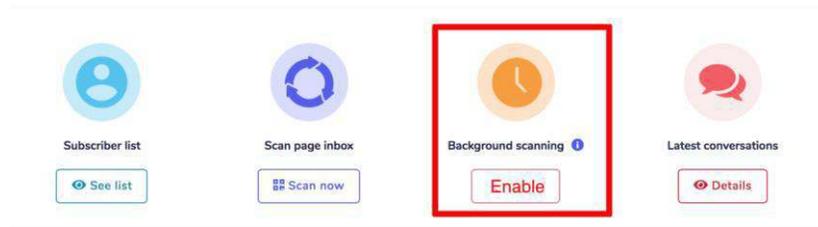
Background scanning

To scan the page inbox with multiple steps once your subscribers are imported from the inbox. This is used for the pages who have multiple subscriber list. You can enable the background scanning by following the steps given below:

- 1) Select **Enable** option from the **Background scanning**.
- 2) The scanning will begin changing the status to **Queued**. It is a multi-step process depending on the number of subscribers.

Your page inbox will be scanned.

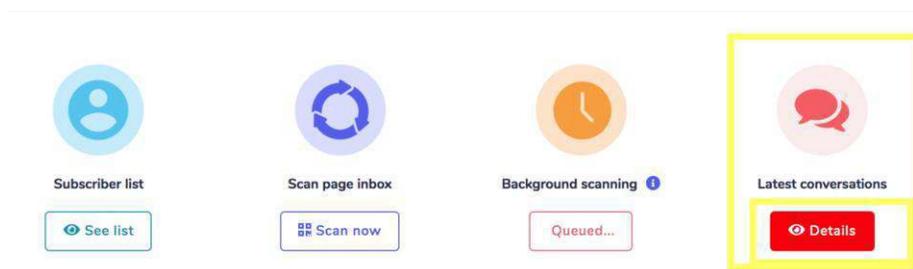




Latest Conversations

You can access the latest conversations by following the steps given below:

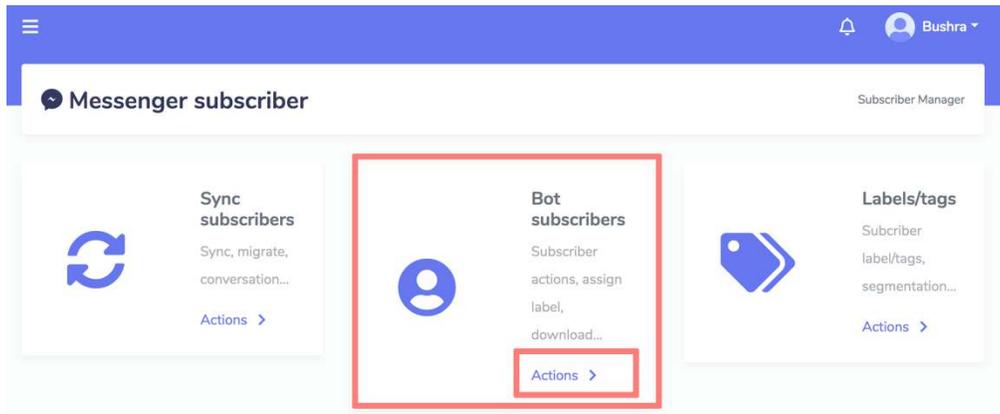
- 1) Select **Details** option from **Latest Conversations** section.
- 2) A modal will appear containing a list of messages from different subscribers. You can order the list by selecting the arrows in ascending or descending order. You can refresh the list by selecting  option. You can search for a particular message using the **search bar**. The table provides a **total count** of message along with the summary of **time**, when it was sent and **conversation link**.
- 3) You can access the conversation by selecting the **conversation option against** the comment you want to view.
- 4) You can access the conversation and redirect to the inbox as well from this modal by selecting **Go to inbox** option against the comment you want to view.





Bot subscribers

To access the bot subscribers section, select **Bot subscribers**, then select **Actions** in **Messenger Subscriber** section.



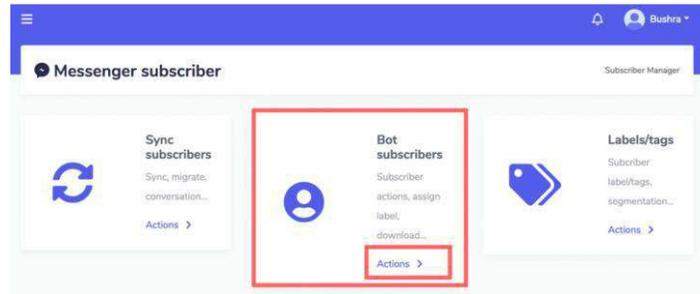
A list of bot subscribers will appear on your screen. It will provide information of your bot subscribers, which includes the avatar, first & last name of the bots and the time they synced. You can arrange the list in **ascending** or **descending** order by selecting the arrows from the table header. You can search for a particular bot by using the **search bar**. You can limit the number of bots you want to view per page.

Subscriber Actions

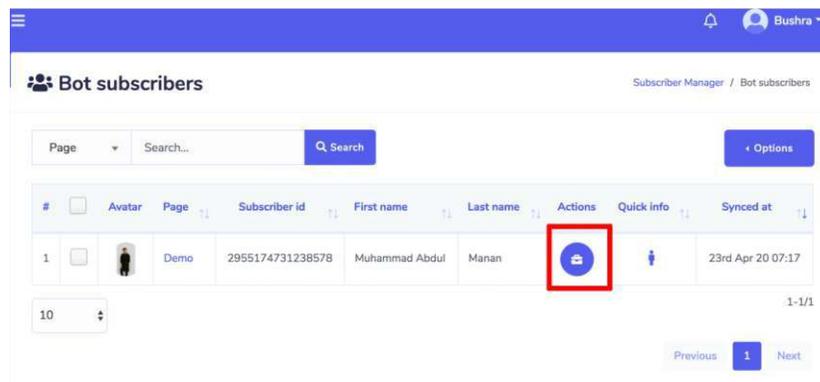
To perform different bot subscriber actions, follow the steps given below:

- 1) Click on  icon to perform different subscriber actions.
- 2) A subscribers actions window will appear. Enter the subscribers data in **Labels** field. You can also create a new label by selecting **create label**.
- 3) Choose a sequence for **Message sequence** field from the dropdown menu.
- 4) To perform further actions, select  icon against the name of the subscriber. It has three options:
 - i. **Pause bot reply:** You can pause the bot reply by selecting  **Pause bot reply** option from the dropdown menu.
 - ii. **Sync subscriber data:** You can synchronize the data of your subscriber by using **Sync subscriber data** option from the dropdown menu.
 - iii. **Delete subscriber data:** You are also allowed to permanently delete the subscriber from the database by selecting  **Delete subscriber data** option from the dropdown menu.



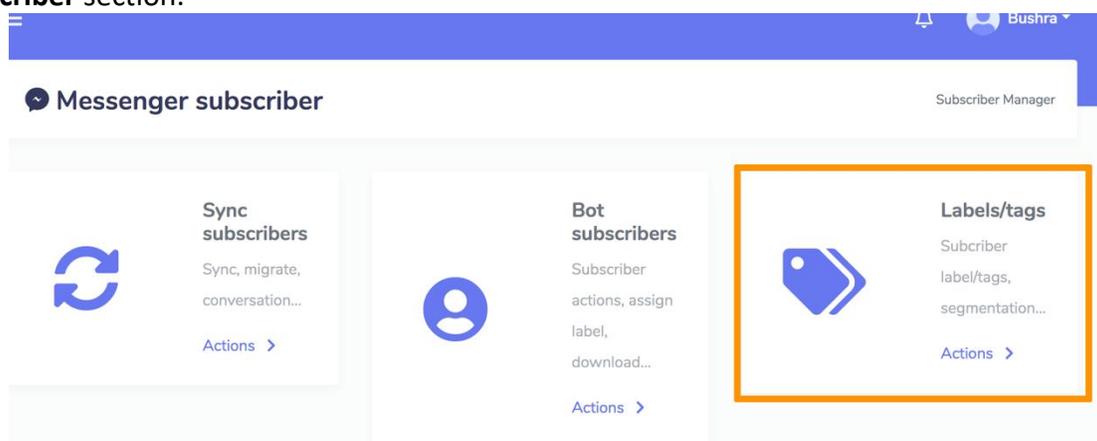


5) Select **Save changes** option to save your actions in **Subscriber data**.



Labels/tags

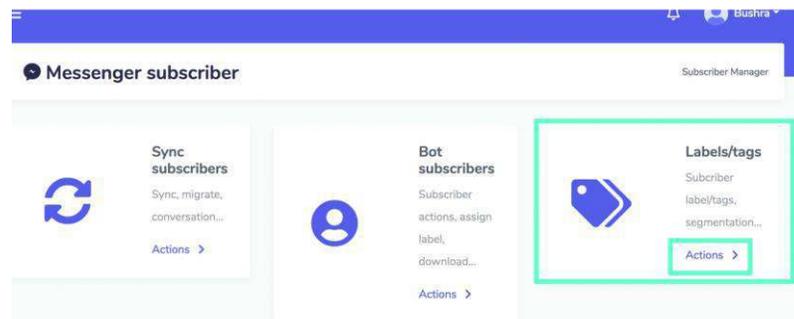
You can create new labels/tags and use them in your posts and comment. Each label has a specific ID. These labels can be used throughout multiple features of MessengerBot application. To access the labels/tags section, select **Labels/tags**, then select **Actions** in **Messenger Subscriber** section.





A list of labels/tags will appear on your screen. It will provide information of your created labels along with their IDs. You can arrange the list in **ascending** or **descending** order by selecting the arrows from the table header.

- You can search for a particular label by using the **search bar**.
- You can limit the number of labels you want to view per page.
- You can select the page for which you want to view the labels.
- You can **delete** the label by selecting the  icon against the label you want to delete.

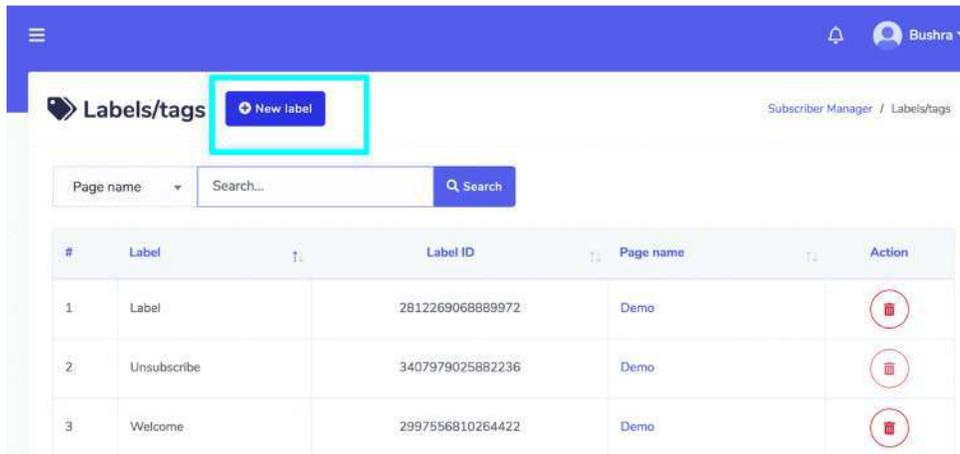


Create New Label

You can create a new label from the **Labels/tags** screen. Just follow the steps given below:

- 1) Select **New label** from the top of the Labels/tags screen.
- 2) A modal Add label will appear on the screen. You need to provide:
 - **Label name:** a new label name
 - **Page name:** for which you want to make this label
- 3) Select **Save**, your new label will be created successfully.





SMS/email subscriber (external)

It further has two sections:

- [Contact Group](#)
- [Contact Book](#)

Contact Group

You can create a contact group to perform different bulk actions and manage the SMS/emails group wise. Each group will have multiple contacts.

To access contact group section, select **Contact Group**, then select **Actions** in **SMS/email subscriber (external)** section.

All existing groups will appear on your screen. It will provide information of your existing groups.

- You can adjust the number of groups to be viewed at a time.
- You can edit the group by selecting the icon for a particular contact group.
- You can delete the group by selecting the icon for a particular contact group.

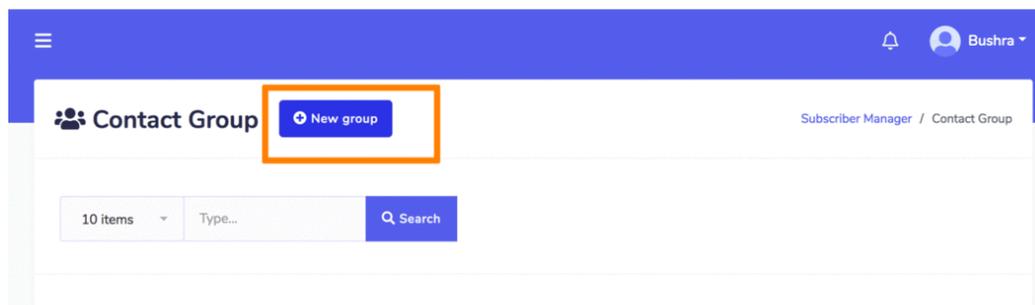




Create New Group

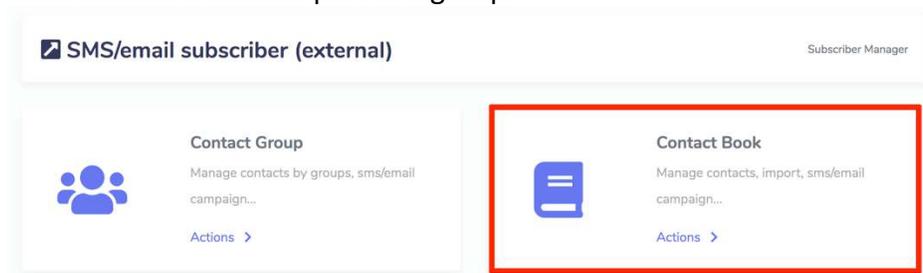
You can create a new group from the **Contact Group** screen. Just follow the steps given below:

- 1) Select **New group** from the top of the Labels/tags screen.
- 2) A modal Add label will appear on the screen. You need to provide in **Add contact group** screen:
 - **Group name:** a new name of the group
- 3) Select **Save**, your new group will be created successfully.



Contact Book

You can create a contact list to perform different bulk actions and manage the SMS/emails group wise. Each contact is made a part of a group.

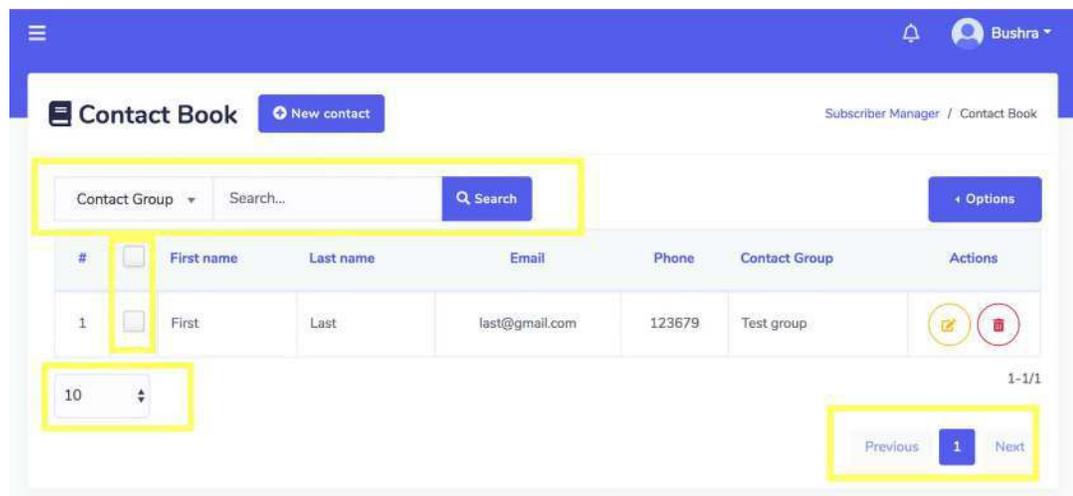


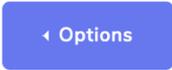


To access contact group section, select **Contact Book**, then select **Actions** in **SMS/email subscriber (external)** section.

All existing contacts will appear on your screen. It will provide information of your existing contacts.

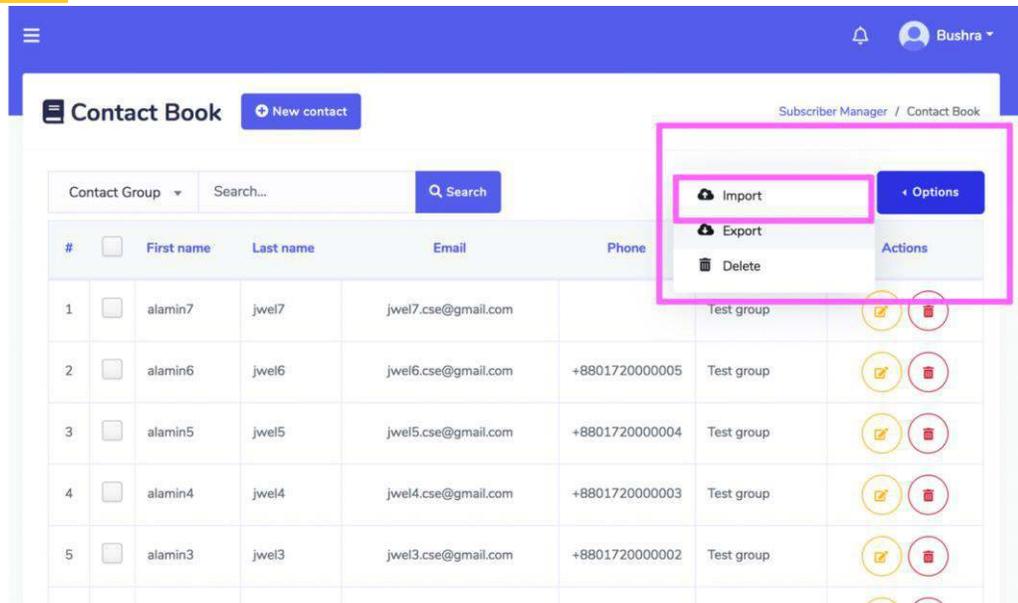
- You can adjust the number of contacts to be viewed at a time.
- You can edit the contacts by selecting the  icon for a particular contact.
- You can delete the contacts by selecting the  icon for a particular contact.
- You can search for a particular contact by using the search bar.



Click on  button a list of following three options will appear:

- **Import**-You can import the .CSV file to import a set of contacts in application database. Provide the name of **Contact group** and import the file into it.
- **Export**- You can also export the .CSV file by selecting the names which you want to export. Mark the checkboxes against the contacts you plan to export.
- **Delete**- You can also delete the contact by selecting the names which you want to delete. Mark the checkboxes against the contacts you want to delete.

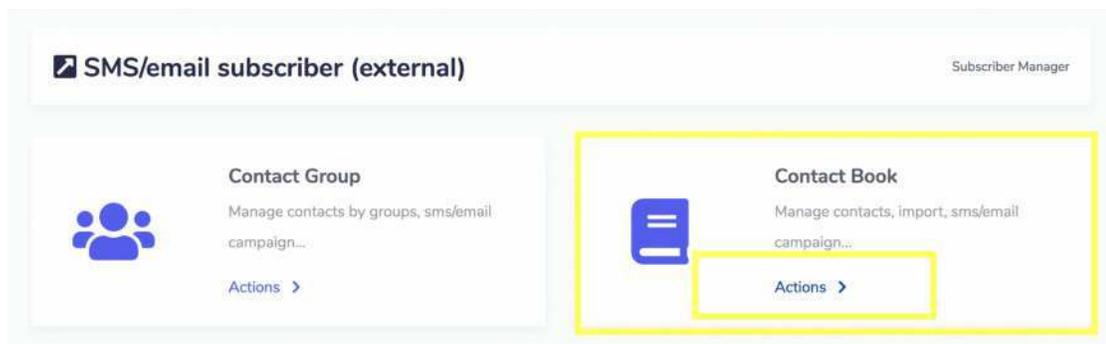




Create New Contact

You can create a new group from the **Contact Book** screen. Just follow the steps given below:

- 1) Select **New contact** from the top of the Labels/tags screen.
- 2) A modal Add label will appear on the screen. You need to provide in **Add contact group** screen:
 - **First name**
 - **Last name**
 - **Email**
 - **Phone number**
 - **Contact group:** to which the contact will be added
- 3) Select **Save**, your new contact will be created successfully.





Messenger Bot

Messenger Bot to manage different bot activities, post back data, enlist the whitelisted domains, do messenger engagement, view the already created templates. This view also helps you to connect the bot data with 3rd party applications, helps you generate web forms and integrate with auto email responders. Messenger Bot helps you run your E-commerce and WooCommerce business through this platform.

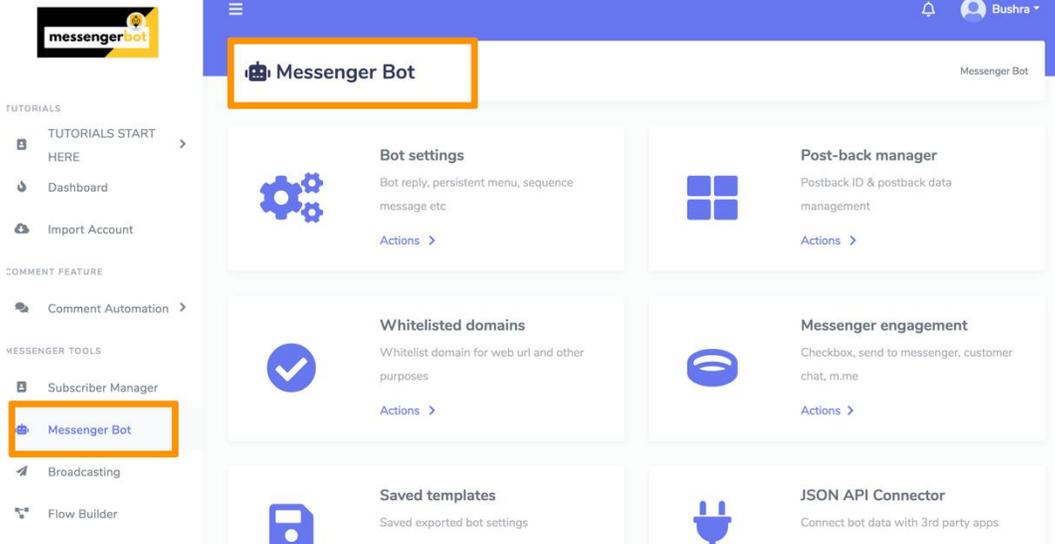
To view this section, navigate to **Messenger Bot** from the navigation menu located at the left under **Messenger Tools** section. Tab on **Messenger Bot**.

A screen containing following two sections will appear:

- [Bot settings](#)
- [Post-back manger](#)
- [Whitelisted domains](#)
- [Messenger engagement](#)
- [Saved templates](#)
- [JSON API connector](#)
- [Webform builder](#)
- [Email auto responder](#)
- [Messenger e-commerce store](#)
- [Woocommerce abandoned cart](#)

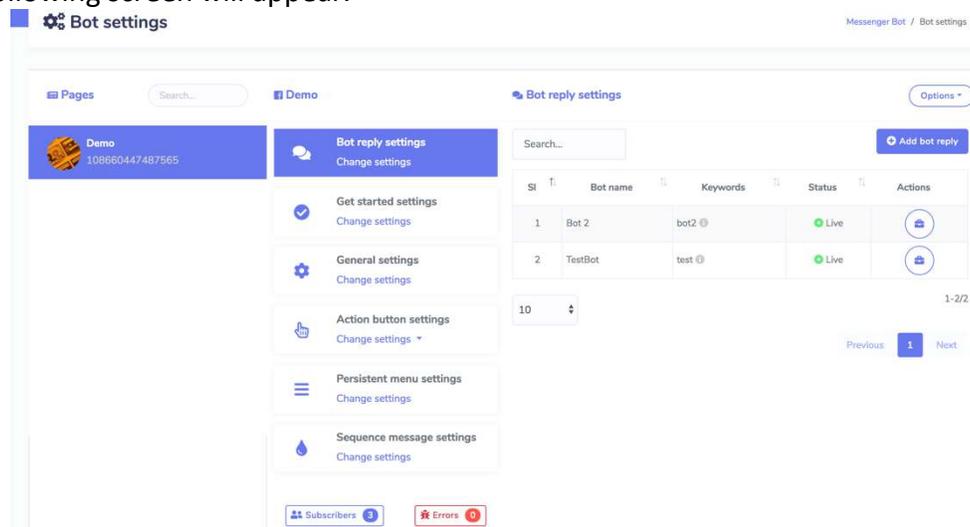
A brief description of these views is shared in their relevant sections, below.





Bot settings

To access the bot settings section, select **Bot settings**, then select **Actions** from **Messenger Bot** screen. Following screen will appear.



This view allows you to perform following actions:

- 1) Select  from the bottom of the settings menu. This option will redirect you to [Bot Subscribers](#) workflow.
- 2) Select  from the right side of **Bot settings** screen. A list of following options will appear:
 - Page analytics
 - Messenger bot analytics





- Messenger bot tree view
- Export bot settings
- Import bot settings

3) Select **Page analytics** option, you will be redirected to the analytics of your page based on different parameters. You can adjust the date as per your requirement. Following are the different graphs that can be demonstrated:

- Page and post stories (people talking about this)
- Page impressions: latest top 10 countries unique
- Page impressions
- Page impressions: paid vs unpaid
- Page engagement
- Page reactions
- Page cta clicks
- Page cta clicks: device statistics
- Page fans
- Daily fan adds and removes in your page
- Page fans: top 10 countries
- Page views: latest viewed each page profile tab
- Page views: latest device statistics
- Page views: latest page views by referrers domains
- Page video views
- Page video views: paid vs unpaid
- Page post impressions: viral vs nonviral
- Page post impressions: paid vs unpaid

You can select  against each graphical view to know more about it.

4) Select **Messenger bot analytics** option, you will be redirected to the bot analytics of your page based on different parameters. You can view following details:

- Latest summary





- 7 days summary
- 30 days summary
- Total connections
- Total blocked
- Total reported
- Daily unique new conversations
- Messaging connections
- Daily unique blocked conversations
- Daily unique reported conversations
- Daily unique reported vs blocked conversations

You can select  against each graphical view to know more about it.

5) Select **Messenger bot tree** view option, you will be redirected to a bot tree view of all existing bots. You can click on each bot to make the edits.

- Select the bot you want to edit, **Tree view: Settings** screen will appear.
- Once updated, select the **Update** option, your bot settings will be updated.

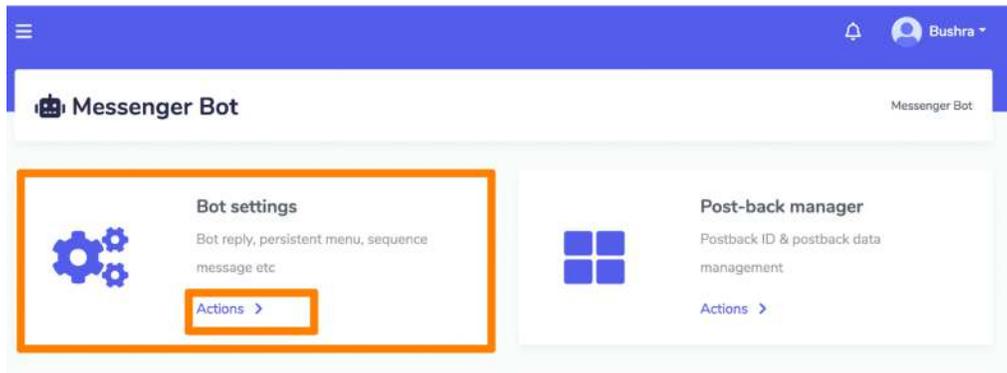
6) Select **Export bot settings** option, a modal will appear on your screen.

- Edit your **template name** and **template description**.
- Select **Export** to export the bot settings.

7) Select **Import bot settings** option, a modal will appear on your screen.

- Select **Upload** option, and attach the file to be uploaded
- Select **Import** to import your bot settings.





You can adjust following Bot settings:

- Bot reply settings
- Get started settings
- General settings
- Action button settings
- Persistent menu settings
- Sequence message settings

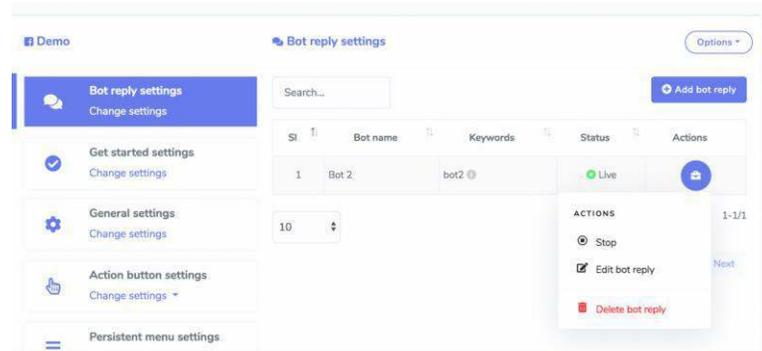
A detail of these settings can be found in next headings.

Bot reply settings

Select **Bot reply settings** option from the menu, then select **change settings**. A list of bot replies will appear on the screen. To perform different actions on a bot reply, select  option against the reply you want to perform actions on. The following are the actions that can be performed:

- **Stop:** change the state.
- **Edit bot reply:** make changes in the bot reply then select Update
- **Delete bot reply**





Add a bot reply

You can add a bot reply by following the steps given below:

- 1) Select  from the top right of the screen.
- 2) Enter **Bot name**, provide your **keywords**.
- 3) Provide a reply in **Reply** field, first select the type then enter you reply.
- 4) Select **Submit** to save your bot reply.





Types of bot reply

Bot replies are of following different types:

Text

For the bot reply as text type, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) Provide the **reply message** in the field provided.
- 4) You can enter a **delay time** as well in seconds.
- 5) Hit **Submit**.

The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: 'Bot reply settings', 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. The main area is titled 'Bot reply settings' and contains the following fields:

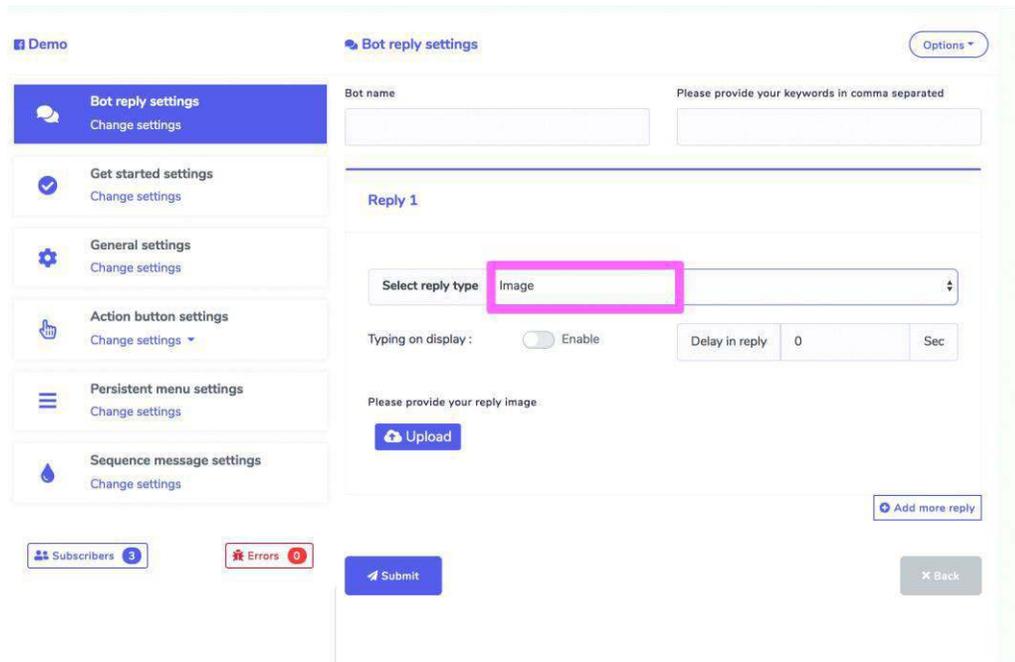
- Bot name:** A text input field highlighted in yellow.
- Keywords:** A text input field labeled 'Please provide your keywords in comma separated', highlighted in yellow.
- Reply 1:**
 - Select reply type:** A dropdown menu with 'Text' selected, highlighted in yellow.
 - Typing on display:** A toggle switch labeled 'Enable'.
 - Delay in reply:** A numeric input field with '0' and a unit selector 'Sec'.
 - Reply message:** A large text area labeled 'Please provide your reply message' with a yellow border. Above it are fields for 'First name' and 'Last name'.
- Buttons:** 'Submit' (blue) and 'Back' (grey) buttons at the bottom.

Image

For the bot reply as image type, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) Provide and upload the **image**.
- 4) You can enter a **delay time** as well in seconds.
- 5) Hit **Submit**.



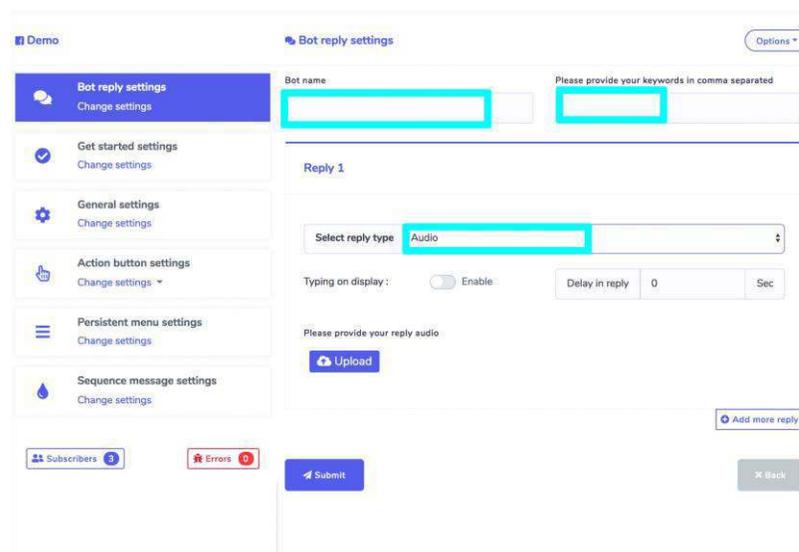


The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: Bot reply settings, Get started settings, General settings, Action button settings, Persistent menu settings, and Sequence message settings. The main area is titled 'Bot reply settings' and contains a 'Bot name' field and a 'Please provide your keywords in comma separated' field. Below these is a 'Reply 1' section with a 'Select reply type' dropdown menu set to 'Image'. There are also fields for 'Typing on display' (with an 'Enable' toggle), 'Delay in reply' (set to 0), and 'Sec'. An 'Upload' button is present for the reply image. At the bottom, there are 'Subscribers' (3), 'Errors' (0), a 'Submit' button, and a 'Back' button.

Audio

For the bot reply as audio type, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) Provide and upload the **audio**.
- 4) You can enter a **delay time** as well in seconds.
- 5) Hit **Submit**.



This screenshot is similar to the one above but shows the 'Bot reply settings' interface with 'Audio' selected in the 'Select reply type' dropdown menu. The 'Bot name' and 'Please provide your keywords in comma separated' fields are highlighted with red boxes. The 'Upload' button is also visible.





Video

For the bot reply as video type, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) Provide and upload the **video**.
- 4) You can enter a **delay time** as well in seconds.
- 5) Hit **Submit**.

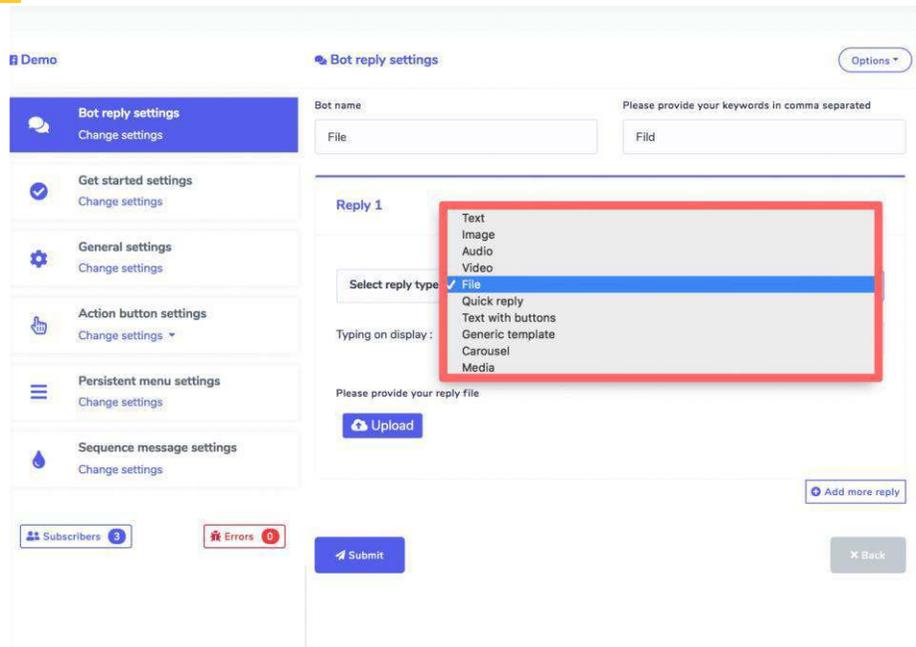
The screenshot shows the 'Bot reply settings' interface. On the left, there is a sidebar with navigation options: 'Bot reply settings' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. The main area is titled 'Bot reply settings' and contains a 'Bot name' field, a 'Please provide your keywords in comma separated' field, and a 'Select reply type' dropdown menu. The dropdown menu is open, showing options: Text, Image, Audio, Video (selected), File, Quick reply, Text with buttons, Generic template, Carousel, and Media. Below the dropdown is an 'Upload' button. At the bottom, there are 'Subscribers 3', 'Errors 0', 'Submit', and 'Back' buttons.

File

For the bot reply as file type, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) Provide and upload the **file**.
- 4) You can enter a **delay time** as well in seconds.
- 5) Hit **Submit**.



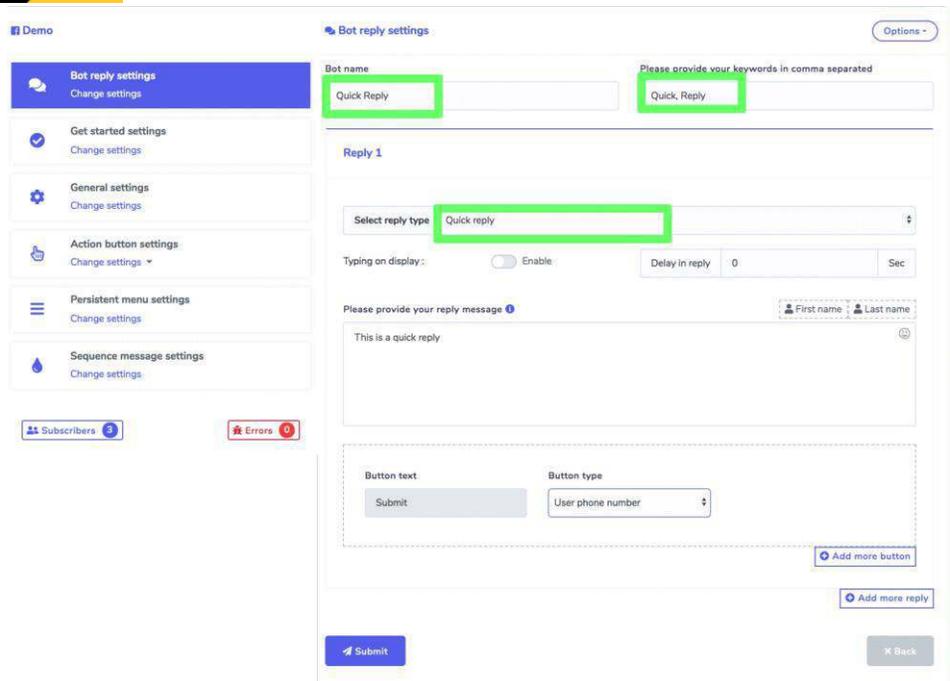


Quick Reply

For the reply to be quick reply, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) Provide your **reply message** in available field.
- 4) Provide a text for the **button** and choose the type of the button based on your requirements.
- 5) You can enter a **delay time** as well in seconds.
- 6) Hit **Submit**.





The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: 'Bot reply settings', 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. The main area is titled 'Bot reply settings' and contains the following fields:

- Bot name:** A text input field containing 'Quick Reply'.
- Keywords:** A text input field containing 'Quick, Reply'.
- Reply 1:**
 - Select reply type:** A dropdown menu set to 'Quick reply'.
 - Typing on display:** A toggle switch labeled 'Enable'.
 - Delay in reply:** A numeric input field set to '0' with a 'Sec' unit.
 - Please provide your reply message:** A text area containing 'This is a quick reply'.
 - Buttons:** A section with 'Button text' (input: 'Submit') and 'Button type' (dropdown: 'User phone number').

At the bottom, there are 'Submit' and 'Back' buttons.

Text with buttons

For the reply to be a text with button, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) Provide your **reply message** in available field.
- 4) Provide a text for the **button** and choose the type of the button based on your requirements.
- 5) You can enter a **delay time** as well in seconds.
- 6) Hit **Submit**.





Bot reply settings

Bot name: Please provide your keywords in comma separated:

Reply 1

Select reply type:

Typing on display: Enable Delay in reply: Sec

Please provide your reply message

Button text: Button type:

[Add more button](#)

Generic template

For the reply to be a generic template, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) If needed, provide **image click destination link**.
- 4) If needed, provide your **reply image**.
- 5) Provide a **title** and a **sub-title** to your template.
- 6) Provide a text for the **button** and choose the type of the button based on your requirements.
- 7) You can enter a **delay time** as well in seconds.
- 8) Hit **Submit**.





Bot reply settings

Bot name: Text with Buttons

Please provide your keywords in comma separated: Button 1, 2

Reply 1

Select reply type: Generic template

Typing on display: Enable

Delay in reply: 0 Sec

Generic template

Please provide your reply image (Optional):

Image click destination link (Optional):

Title:

Sub-title:

(Optional)

Button text:

Button type: Please select a type

Carousel

For the reply to be a carousel, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) If needed, provide **image click destination link**.
- 4) If needed, provide your **reply image**.
- 5) Provide a **title** and a **sub-title** to your template.
- 6) Provide a text for the **button** and choose the type of the button based on your requirements.
- 7) You can enter a **delay time** as well in seconds.
- 8) Hit **Submit**.





Demo Bot reply settings Options ▾

Bot reply settings
Change settings

Get started settings
Change settings

General settings
Change settings

Action button settings
Change settings ▾

Persistent menu settings
Change settings

Sequence message settings
Change settings

Subscribers 3 **Errors** 0

Bot name
Please provide your keywords in comma separated

Template

Reply 1

Select reply type

Typing on display : Enable Sec

Carousel template 1

Please provide your reply image

Media

For the reply to be media, you need to provide following information.

- 1) Provide a **Bot name**.
- 2) Provide your **keywords**, separated by commas.
- 3) If needed, provide your **Media URL**.
- 4) Provide a text for the **button** and choose the type of the button based on your requirements.
- 5) You can enter a **delay time** as well in seconds.
- 6) Hit **Submit**.





Demo Bot reply settings Options

Bot name: Template

Please provide your keywords in comma separated: template

Reply 1

Select reply type: Media

Typing on display: Enable: Delay in reply: 0 Sec

Please provide your media url

Button text: Button type: Please select a type

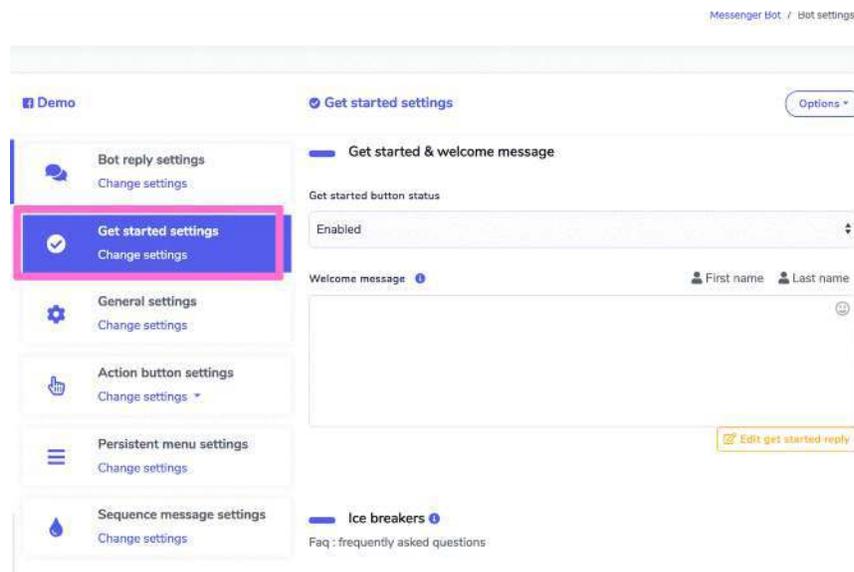
Add more button Add more reply

Get started settings

Select **Get started settings** option from the menu then select **change settings**. A Get started settings screen will appear, you can perform following steps to enable your settings:

- 1) Select your get started button **status**.
- 2) Provide a **Welcome message**. You can edit your get started message reply by selecting the **Edit get started message reply** option from the bottom of the message field.
- 3) You can provide a frequently asked question as well in **Ice breakers** section. At first you change its **status**.
- 4) Once enabled, type a question along with a reply in **Question block**.
- 5) Select **Save** to proceed.



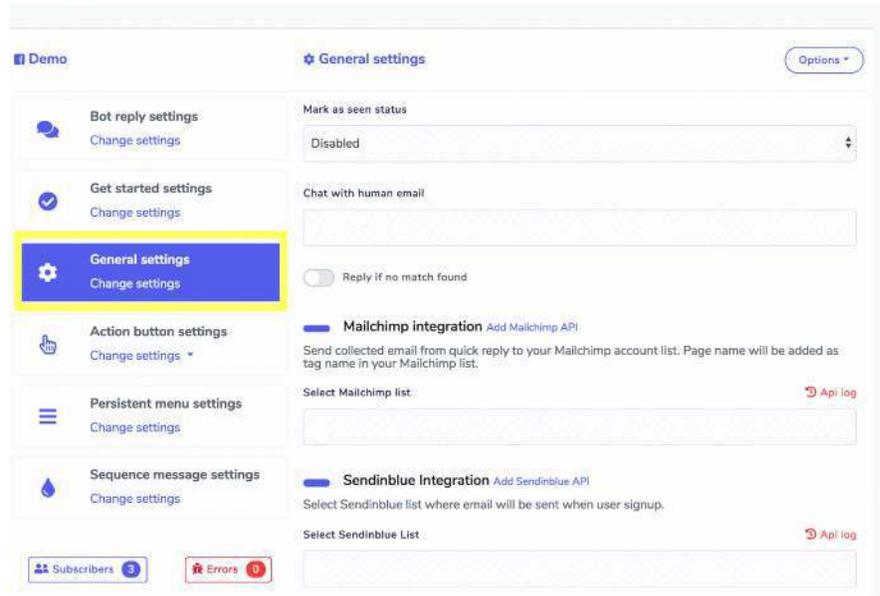


General settings

Select **General settings** option from the menu then select **change settings**. A General settings screen will appear, you can perform following steps to enable your settings:

- 1) Select your mark as seen **status**.
- 2) Select the respective integration based on your requirements.
- 3) Once you select an integration e.g. SMS integration a dropdown menu will appear, select the option you want to choose.
- 4) You can also add a new API by selecting the **New API** option against each integration's settings.
- 5) Select **Save** to proceed.



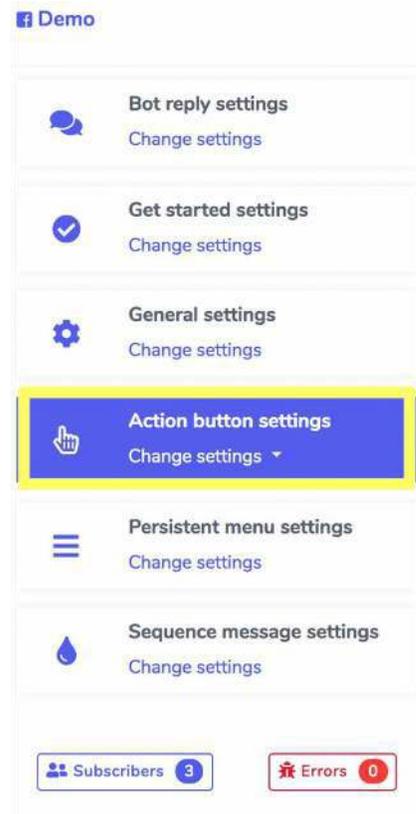


Action button settings

Select **General settings** option from the menu then select **change settings**. A list of different template options will appear. Select the template you want to choose then adjust its settings by providing:

- 1) The **type** of the reply.
- 2) Provide your **message**.
- 3) If there exists, provide **reply delay** option as well.
- 4) If there exists, a typing on display then turn it to **ON or OFF** based on your requirement.
- 5) If there exists a **button**, then adjust its text and type as well.



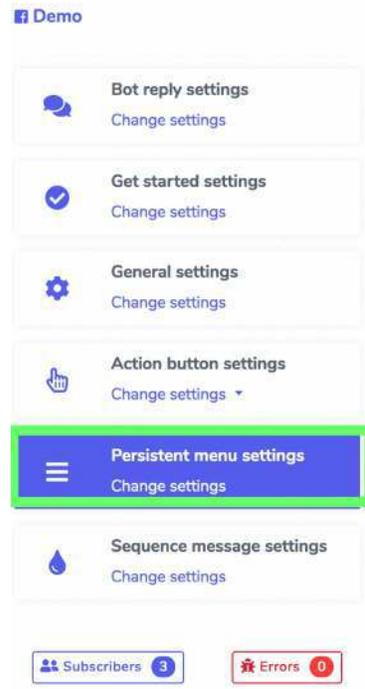


Persistent menu settings

Select **Persistent menu settings** option from the menu, then select **change settings**. A list of locales will appear on the screen. To perform different actions on a locale, select  option against the locale you want to perform actions on. The following are the actions that can be performed:

- **Edit persistent menu:** make changes in the persistent menu settings
- **Delete persistent menu**



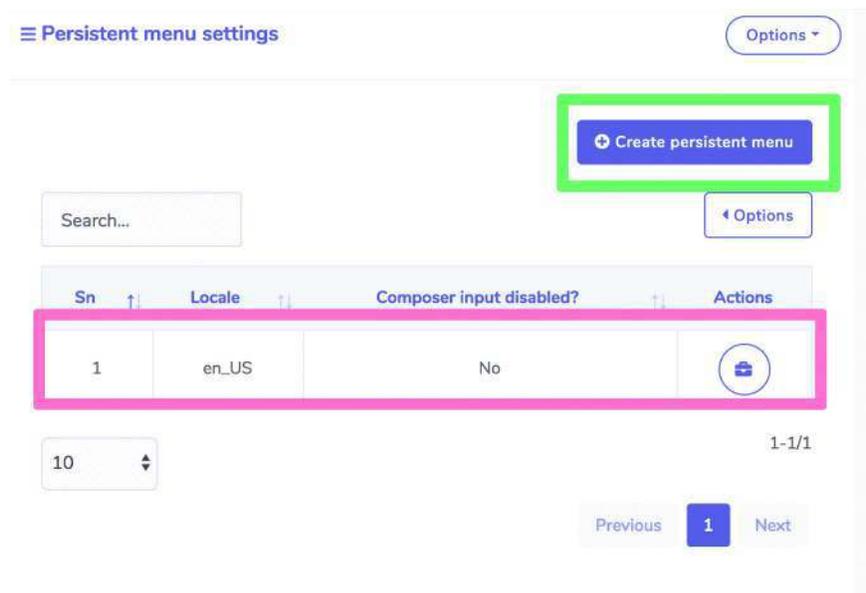


Create persistent menu

You can create a persistent menu by following the steps given below:

- 1) Select  from the top right of the screen.
- 2) Provide **Locale** information.
- 3) Provide the status of **composer input**.
- 4) Provide **Menu title** and **web url**.
- 5) Select **Submit** to create your persistent menu.





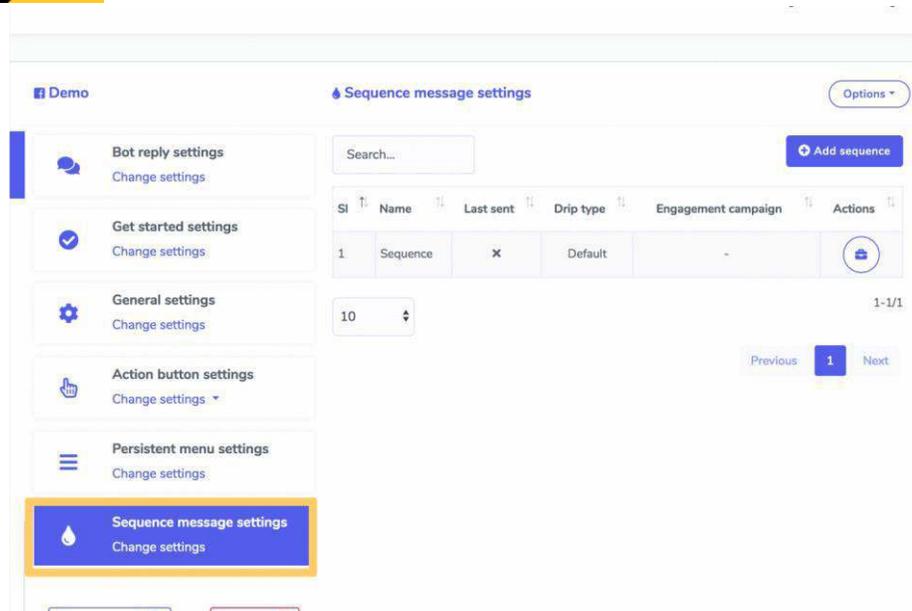
Sequence message settings

Select **Sequence message settings** option from the menu, then select **change settings**. A list of sequence messages will appear on the screen. To perform different actions on them, select

 option against the message you want to perform actions on. The following are the actions that can be performed:

- **24h promo report:** A report on targeted, sent and delivered messages.
- **Edit sequence:** You can edit and update the sequence message.
- **Delete sequence**



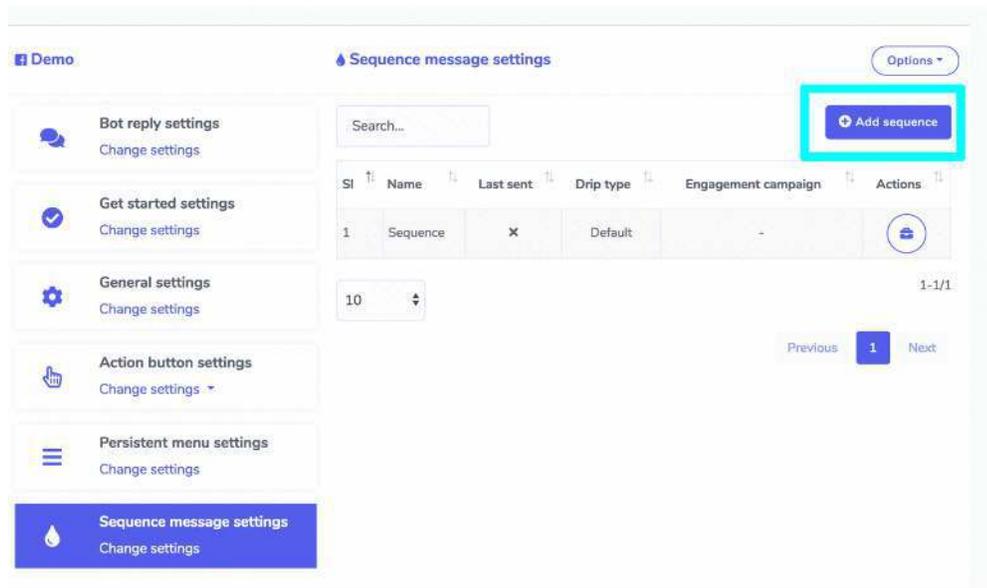


Add sequence

You can add sequence by following the steps given below:

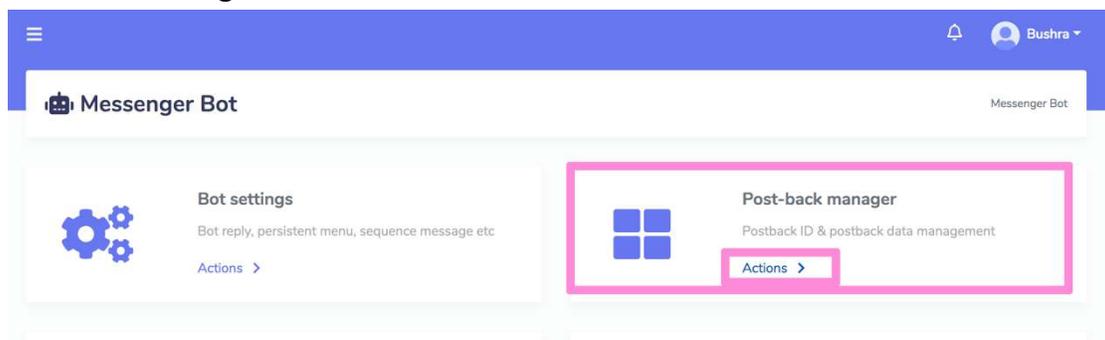
- 1) Select  from the top right of the screen.
- 2) Provide **Campaign name** and **sequence type**.
- 3) Select the timer settings.
- 4) Select the pages for which you want to apply sequence settings.
- 5) Select **Create campaign**.





Post-back manager

To access the post-back manager section, select **Post-back manager settings**, then select **Actions** from **Messenger Bot** screen.



Post-back manager screen consists of a list of templates, you can search for a specific template by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

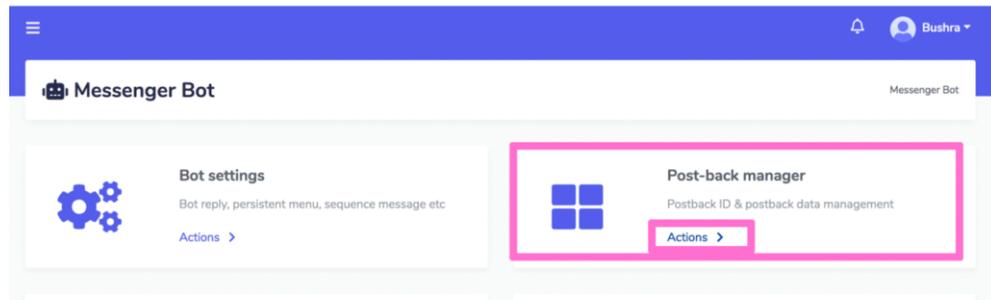
To perform different actions on the templates, select  option against the template you want to perform actions on. The following are the actions that can be performed:

- **Copy post-back template:** Select  to copy the json code which can be used in Messenger or Facebook ads.





- **Edit template:** You can edit and update the template
- **Clone post-back template:** Select  to clone the post back template. Select the **template name, postback type, postback id, sequence campaign**. Provide a reply and your reply **message**, then select **Clone**.
- **Delete the template**

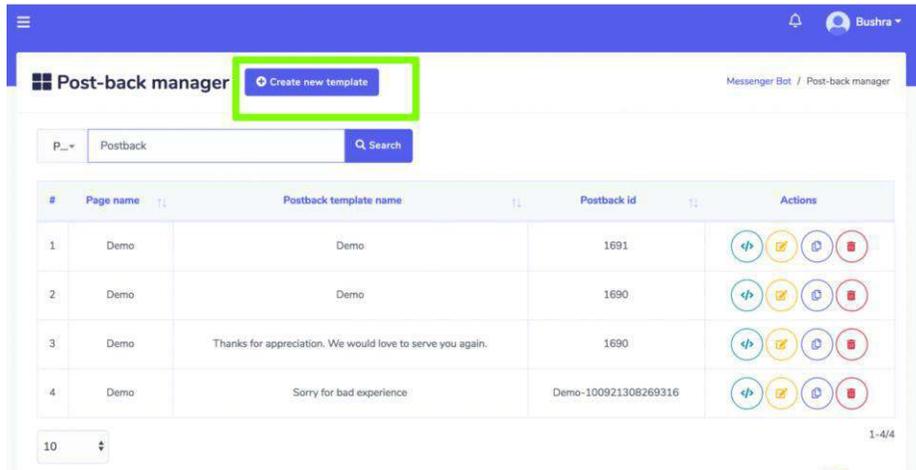


Create new template

You can create new template by following the steps given below:

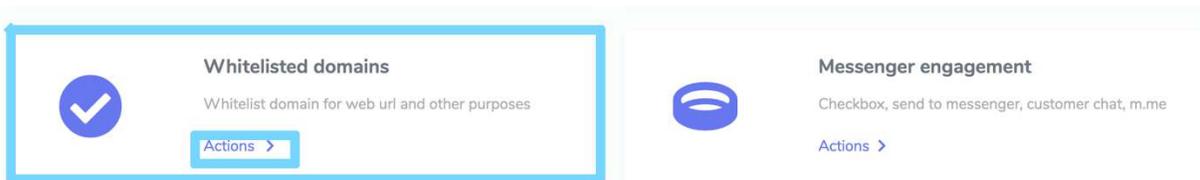
- 1) Select  from the top right of the screen.
- 2) Provide **Template name**.
- 3) Select a page for which you want to create a template.
- 4) Select the type of postback, and turn on the toggle button for that option.
- 5) Provide a **Postback id**.
- 6) Select a **reply type** and provide your message.
- 7) Select **Submit**.





Whitelisted domains

To access the post-back manager settings section, select **Whitelisted domains**, then select **Actions** from **Messenger Bot** screen.



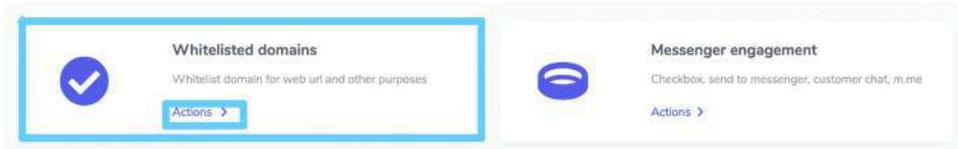
Whitelisted domain screen consists of a list of domains that are added in the white list, you can search for a specific domain by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

To perform different actions on the templates, select  option against the domain you want to perform actions on.

A modal will appear containing the domain list. This displays the time at which the domain was

added and the domain name. You can delete the domain by selecting the  icon.

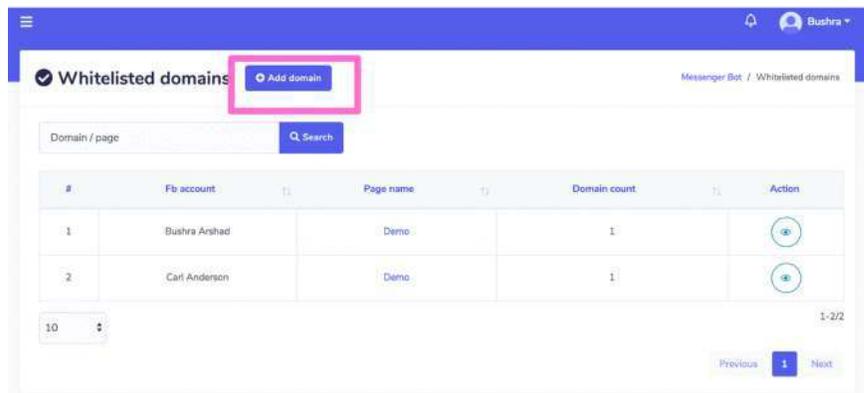




Add domain

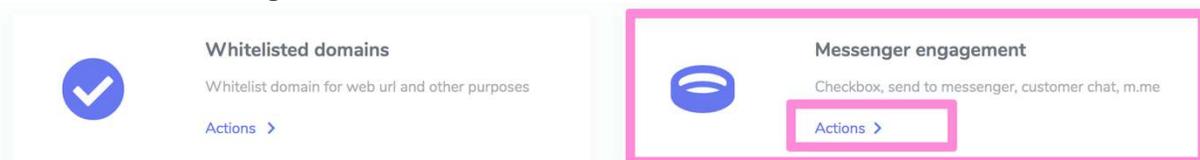
You can add a new domain in your whitelisted category. Follow the steps given below:

- 1) Select  from the top of the whitelisted domain screen.
- 2) A modal will appear. Select the **page** for which you want to add a new domain.
- 3) Provide the **domain** which is to be added in whitelisted list.
- 4) Select **Save** to make changes.



Messenger engagement

To access the messenger engagement section, select **Messenger engagement**, then select **Actions** from **Messenger Bot** screen.



A dropdown menu containing following options:





- Checkbox plugin
- Send to messenger
- M.me link
- Customer chat plugin

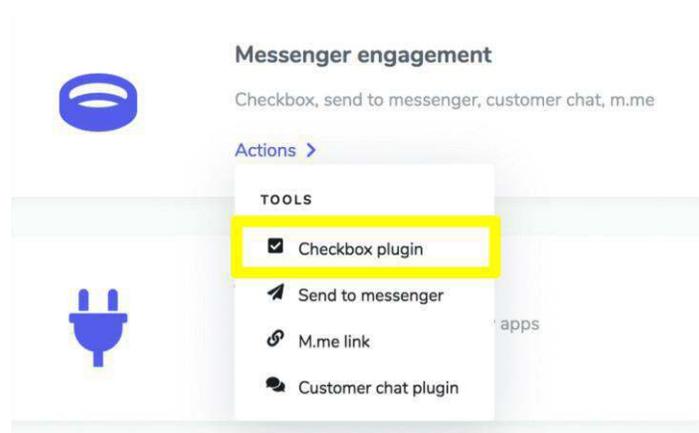
A detail of these settings can be found in next headings.

Checkbox plugin

Checkbox plugin screen consists of a list of domains, you can search for a specific domain by using the **search bar**. You can adjust the number of domains to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

Following actions can be performed from the checkbox plugin view:

- **Edit the plugin:** Edit checkbox plugin and select **Update plugin**.
- **Delete the plugin**

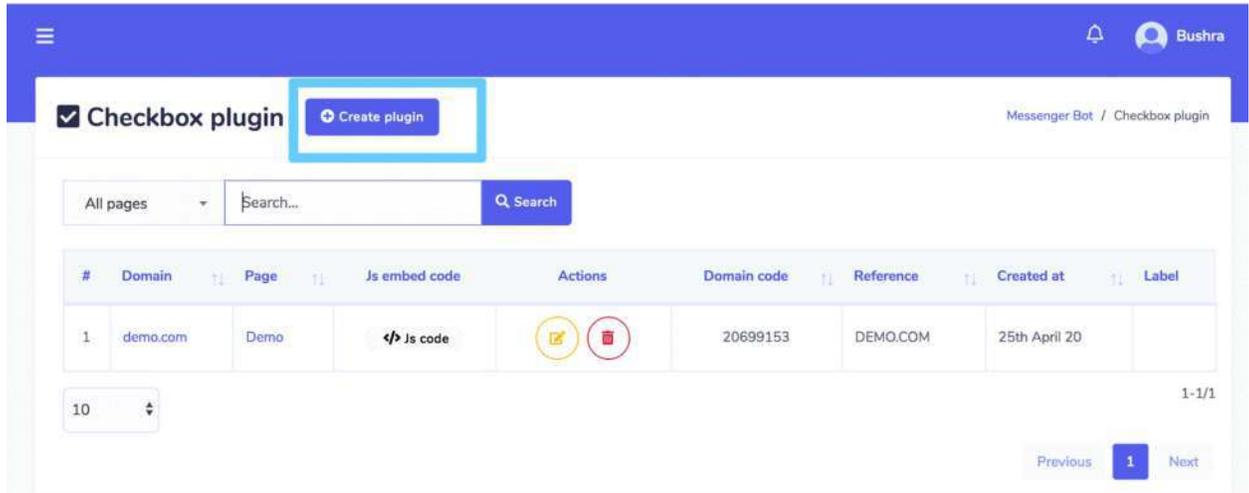


Create plugin

You can create a plugin by following the steps given below:

- 1) Select  from the top right of the screen.
- 2) Select the page for which you want to add the plugin.
- 3) Provide the status of **composer input**.
- 4) Provide **Menu title** and **web url**.
- 5) Select **Submit** to create your persistent menu.



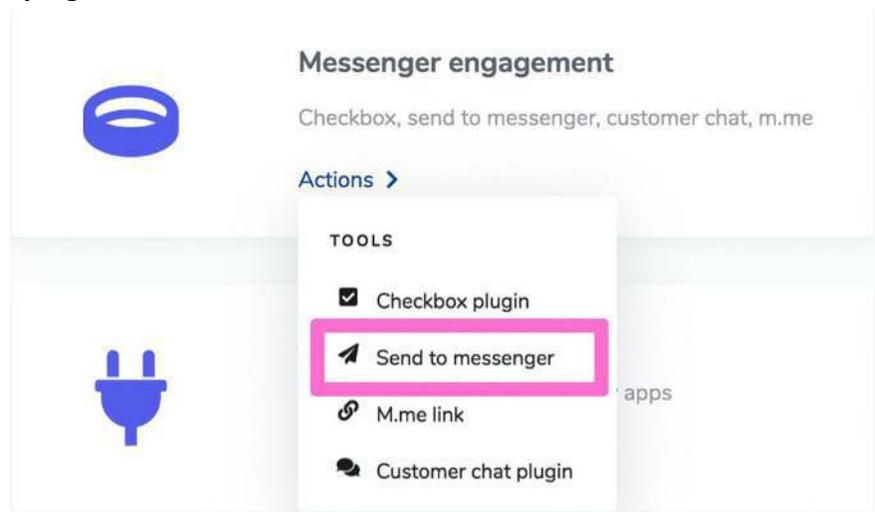


Send to messenger

Send to messenger plugin screen consists of a list of domains, you can search for a specific domain by using the **search bar**. You can adjust the number of domains to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

Following actions can be performed from the checkbox plugin view:

- **Edit the plugin:** Edit messenger plugin and select **Update plugin**.
- **Delete the plugin**

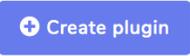


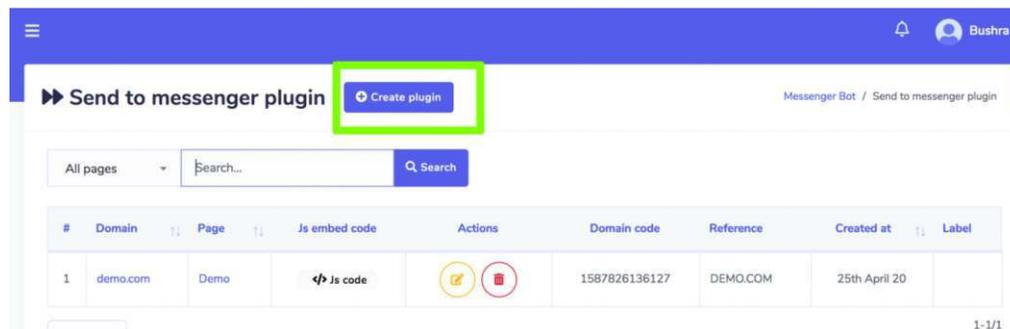
Create plugin

You can create a plugin by following the steps given below:





- 1) Select  from the top right of the screen.
- 2) Select the **page** for which you want to add the plugin.
- 3) Provide the **domain**.
- 4) Select the **language** and **cta button text option**.
- 5) Select the **Plugin skin**, turn it to either white or blue.
- 6) Select the **Plugin size**.
- 7) Select an **opt-in inbox confirmation message** template, **reference** and **label**.
- 8) Select **Generate embed code** option to create the send to messenger plugin.



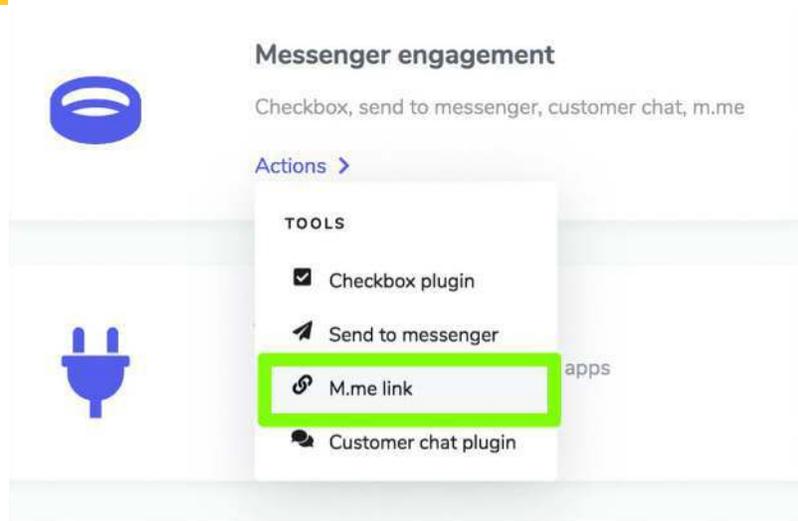
M.me link

M.me link screen consists of a list of pages you can search for a specific page by using the **search bar**. You can adjust the number of pages to be viewed per view. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

Following actions can be performed from the M.me link view:

- **Edit the plugin:** Edit M.me link and select **Update plugin**.
- **Delete the plugin**

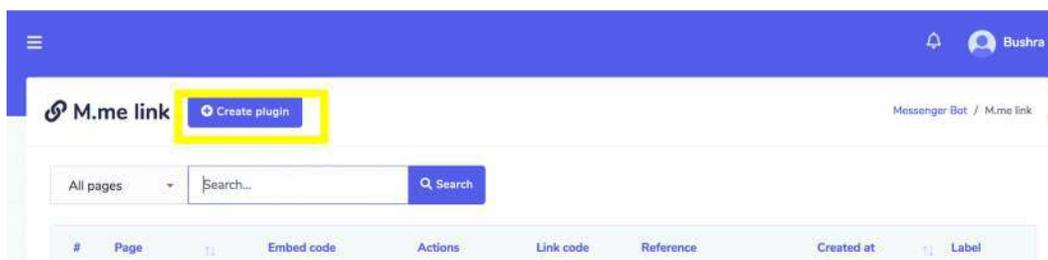




Create plugin

You can create a plugin by following the steps given below:

- 1) Select **Create plugin** from the top right of the screen.
- 2) Select the **page** for which you want to add the plugin.
- 3) Provide the **Button text**.
- 4) Provide the **Button** background, text color, hover over color.
- 5) Select the **Button size**.
- 6) Select an **opt-in inbox confirmation message** template, **reference** and **label**.
- 7) Select **Generate embed code** option to create the send to messenger plugin.



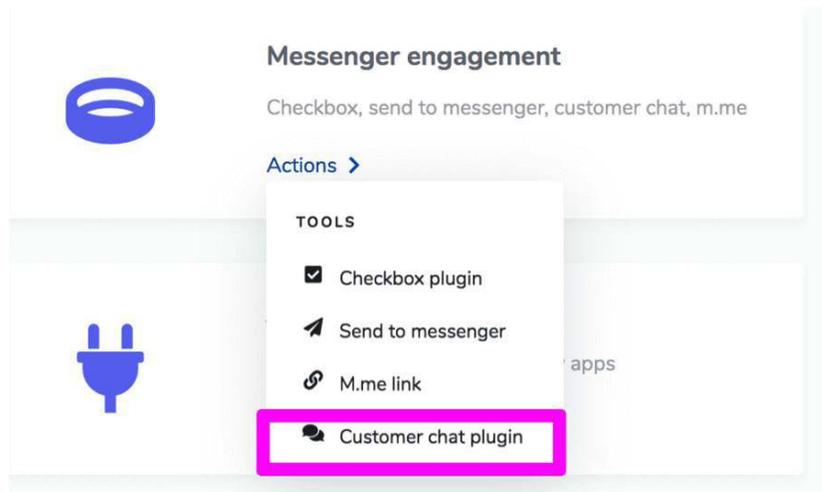


Customer chat plugin

Customer chat plugin screen consists of a list of domains, you can search for a specific domain by using the **search bar**. You can adjust the number of domains to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

Following actions can be performed from the Customer chat plugin view:

- **Edit the plugin:** Edit customer chat plugin and select **Update plugin**.
- **Download WordPress plugin:** Download the WordPress plugin by selecting 
- **Delete the plugin**

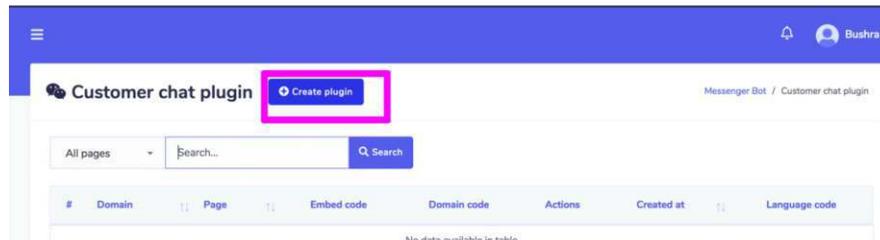


Create plugin

You can create a plugin by following the steps given below:

- 1) Select  from the top right of the screen.
- 2) Select the **page** for which you want to add the plugin.
- 3) Enter the domain to be added in **domain** field.
- 4) Select the **language** and **chat plugin loading** option.
- 5) Provide the **Delay**.
- 6) Provide the theme color.
- 7) Select an **opt-in inbox confirmation message** template, **reference** and **label**.
- 8) Select **Generate embed code** option to create the customer chat plugin.





Saved templates

To access the post-back manager settings section, select **Saved templates**, then select **Actions** from **Messenger Bot** screen.



Saved templates screen consists of a list of templates, you can search for a specific template by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header. Select the page filter to **narrow down** your search.

To perform different actions on the templates, select  option against the template you want to perform actions on. The following are the actions that can be performed:

- View the template by selecting 
- Download the template files by selecting 
- Edit the template
- Delete the template





JSON API Connector

To access the JSON API Connector section, select **JSON API Connector**, then select **Actions** from **Messenger Bot** screen.



JSON API Connector screen consists of a list of webhook urls, you can search for a specific url by using the **search bar**. You can adjust the number of urls to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header. Select the date filter to **narrow down** your search.

To perform different actions on the Webhook urls, select  option against the url you want to perform actions on. The following are the actions that can be performed:

- View report by selecting 
- Edit campaign
- Delete record





Create Connection

You can create a new connection by following the steps given below:

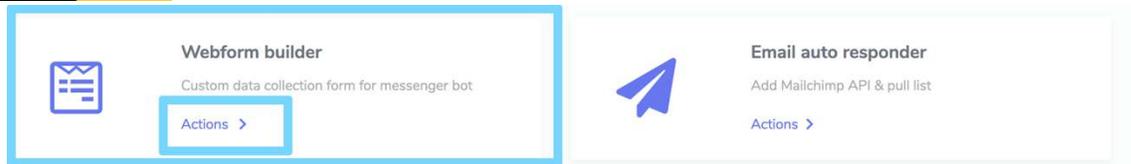
- 1) Select **New connection** from the top right of the screen.
- 2) Provide the **Name** and select the **page** for which you want to add the connection.
- 3) Enter the **webhook url** in the field.
- 4) Mark the checkboxes against the field for which you want to **change trigger webhook**.
- 5) Mark the checkboxes against the field for which you want to **send the data**.
- 6) Select **Save** to make a new connection.



Webform builder

To access the webform builder section, select **Webform builder**, then select **Actions** from **Messenger Bot** screen.

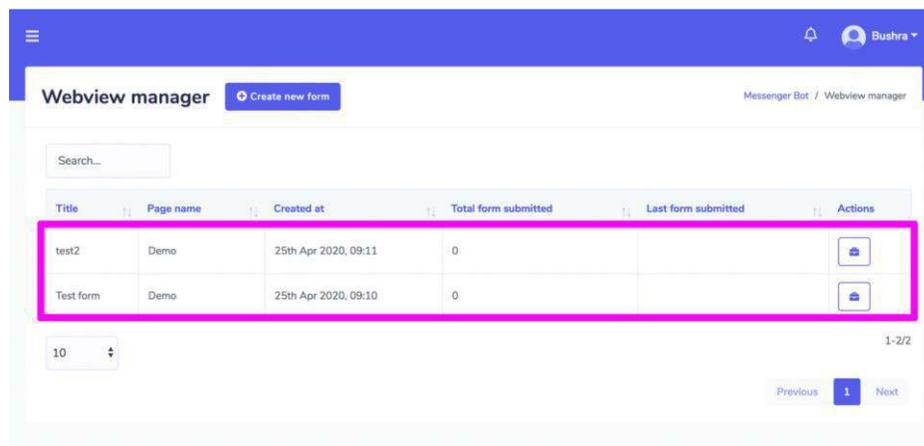




Webview manager screen consists of a list of pages, you can search for a specific page by using the **search bar**. You can adjust the number of pages to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

To perform different actions on the templates, select  option against the page you want to perform actions on. The following are the actions that can be performed:

- View the form by selecting 
- View the report by selecting 
- Export the data from the form by selecting 
- Edit the form
- Delete the form



Webform elements

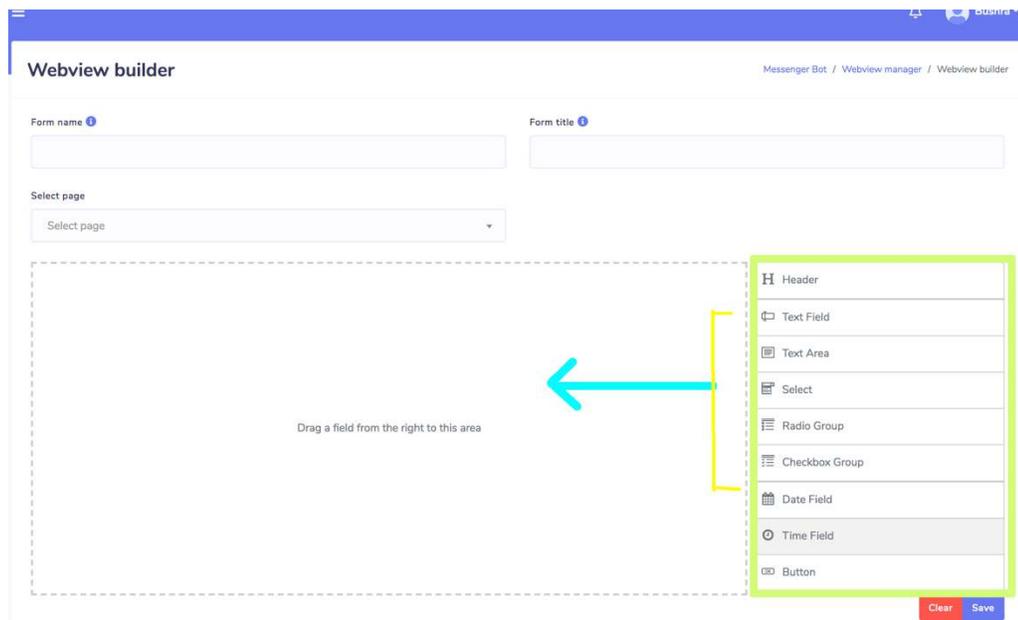
To create a webform by dragging and dropping the elements from right side to the canvas on the left side. You can add as many components as you want in the form. You can rename these components. For this purpose, you have following set of elements:

- **Header:** Here you can write the title/agenda of your form
- **Text field:** You can add and edit a text from this field.
- **Text area:** You can add and edit a text from this area.





- **Select:** You can add a dropdown menu using this select option. It will have many options. In the form user can choose one option.
- **Radio group:** It will have many radio buttons, in the form user can choose one.
- **Checkbox group:** It will have many checkboxes, in the form user can choose one.
- **Date field:** It will have the mm/dd/yy field.
- **Time field:** It will have --:-- -- field to make user enter the time.
- **Button:** It is a clickable box which works on an action.



Create new form

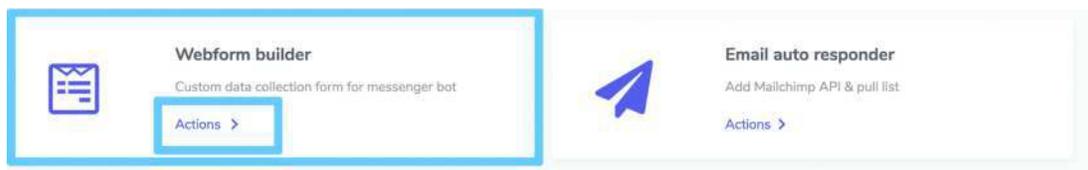
You can create a new form by following the steps given below:

- 1) Select  from the top right of the screen.
- 2) Provide the **Form name** and **Form title** for your new form.
- 3) Select the **page** for which you want to create your form.
- 4) Drag and drop the fields you want to drag in the form as described in [Webform elements](#).
- 5) Select **Save** to make a new form.



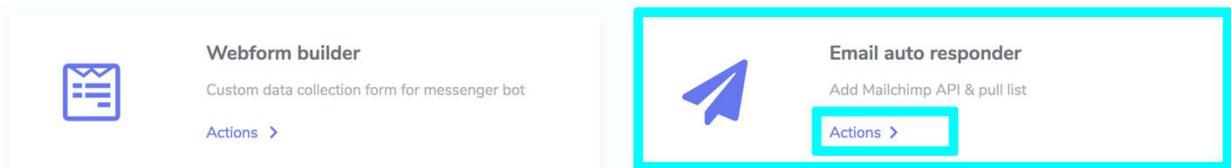
Note

- It is mandatory to choose the button field while creating a new form.



Email auto responder

To access the email auto responder section, select **Email auto responder**, then select **Actions** from **Messenger Bot** screen.



A dropdown menu containing three different options will appear on the screen.

- Mailchimp Integration
- Sendin Blue Intergration
- Activecampaign Intergration





Note

- It is mandatory to have accounts in all three options to make the integration possible.

Mailchimp integration

Mailchimp integration screen consists of API Keys, you can search for a specific tracking name by using the **search bar**. You can adjust the number of names to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

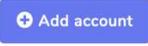
The following are the actions that can be performed:

- View the list by selecting 
- Refresh the list by selecting 
- Delete the account

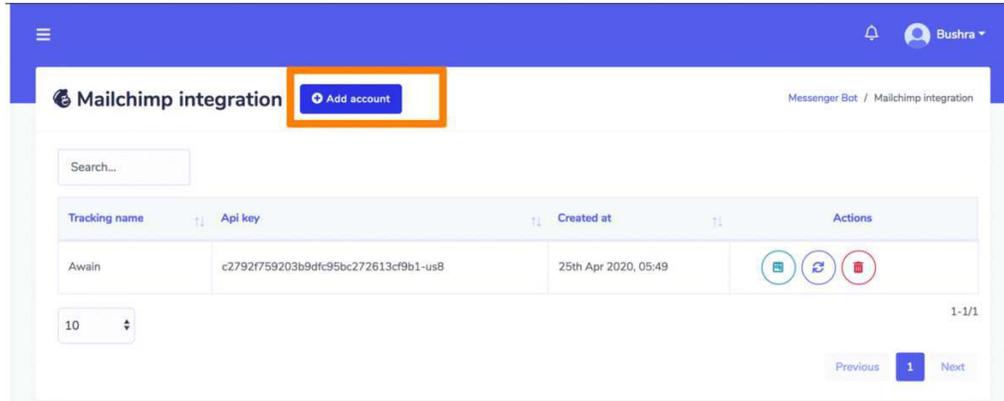


Add account

You can add an account by following the steps given below:

- 1) Select  from the top right of the screen.
- 2) Provide the **Tracking name** for your list.
- 3) Provide **API key** generated from Mailchimp account.
- 4) Select **Save** to add the new account.



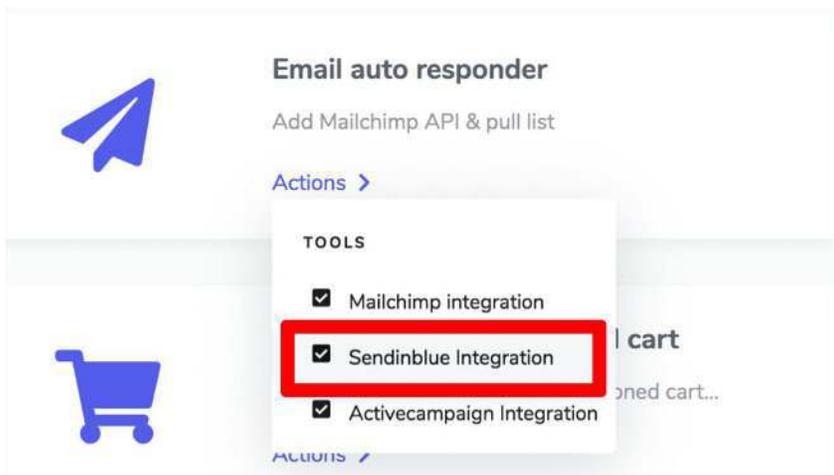


Sendin Blue integration

Sendinblue integration screen consists of API Keys, you can search for a specific tracking name by using the **search bar**. You can adjust the number of names to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

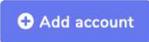
The following are the actions that can be performed:

- View the list by selecting 
- Refresh the list by selecting 
- Delete the account



Add account

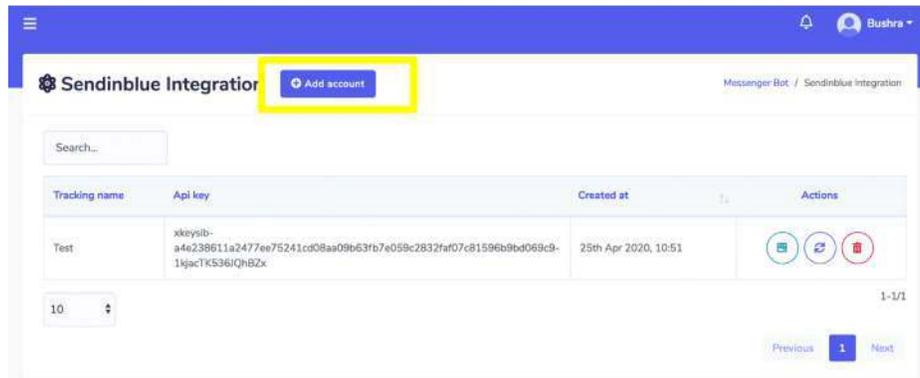
You can add an account by following the steps given below:

- 1) Select  from the top right of the screen.





- 2) Provide the **Tracking name** for your list.
- 3) Provide **API key** generated from Sendinblue account.
- 4) Select **Save** to add the new account.

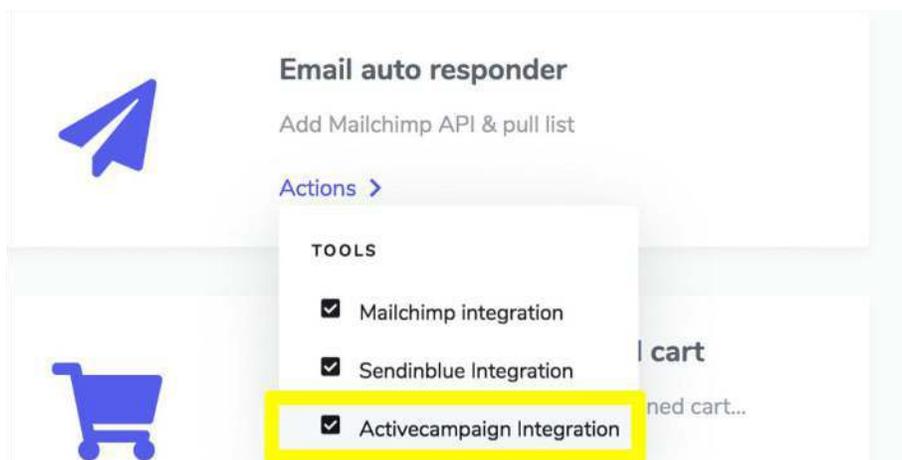


Activecampaign integration

Activecampaign integration screen consists of API Keys, you can search for a specific tracking name by using the **search bar**. You can adjust the number of names to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

The following are the actions that can be performed:

- View the list by selecting 
- Refresh the list by selecting 
- Delete the account

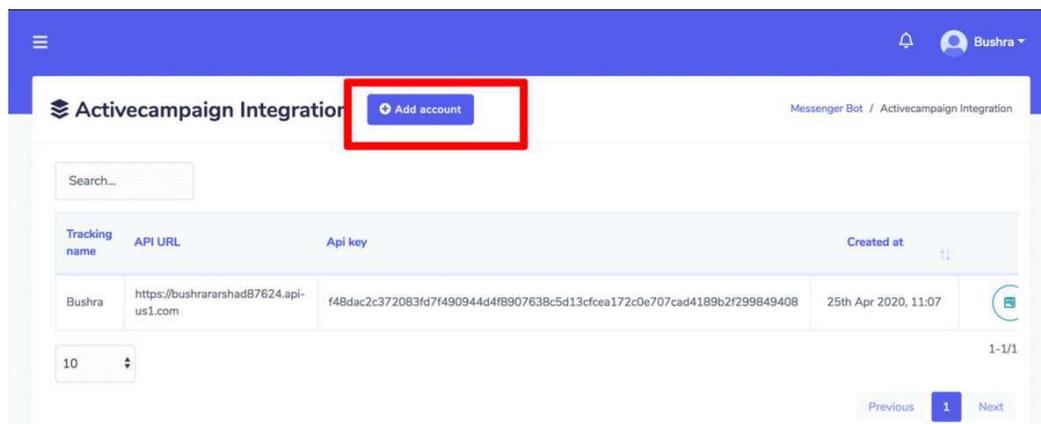




Add account

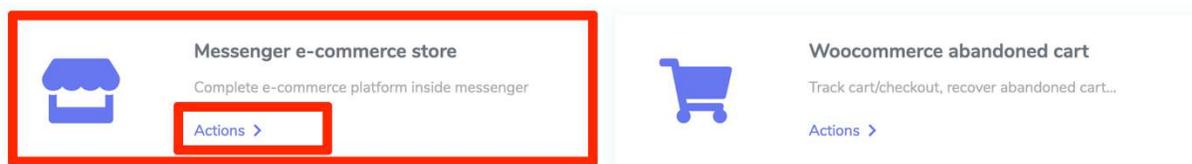
You can add an account by following the steps given below:

- 1) Select **Add account** from the top right of the screen.
- 2) Provide the **Tracking name** for your list.
- 3) Provide **API URL** generated from Activecampaign API account.
- 4) Provide **API key** generated from Activecampaign API account.
- 5) Select **Save** to add the new account.



Messenger e-commerce store

To access the messenger e-commerce store section, select **Messenger e-commerce store**, then select **Actions** from **Messenger Bot** screen.



A dropdown menu containing three different options will appear on the screen.

- Stores
- Payment Accounts

Stores

Stores section allows you to view the existing stores dashboard. View different products summary and see all orders.





- You can simply apply **date filters** to track down the narrowed search.
- You can perform actions from **Action** button.
- You can switch between the different stores you created and analyze the stats.

Create store

You can create a new store by following the steps given below:

- 1) Select  option from the top right of the screen.
- 2) Provide **store information**, select the **page name**.
- 3) Provide the **store name, email address, postal address**.
- 4) Provide the **payments settings**.
- 5) Set the **status** of the store.
- 6) Fill in the **confirmation message** section.
- 7) Select **Create store** to create the new store.



Actions

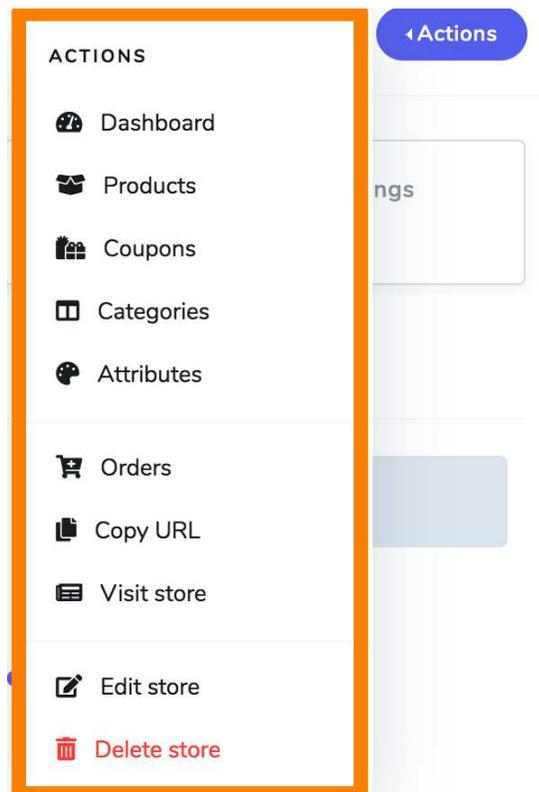
Select  option from **Ecommerce store** screen. A dropdown menu containing following options will appear:

- [Dashboard](#)
- [Products](#)
- [Coupons](#)





- [Categories](#)
- [Attributes](#)
- [Orders](#)
- [Copy URL](#)
- [Visit store](#)
- [Edit store](#)
- [Delete store](#)



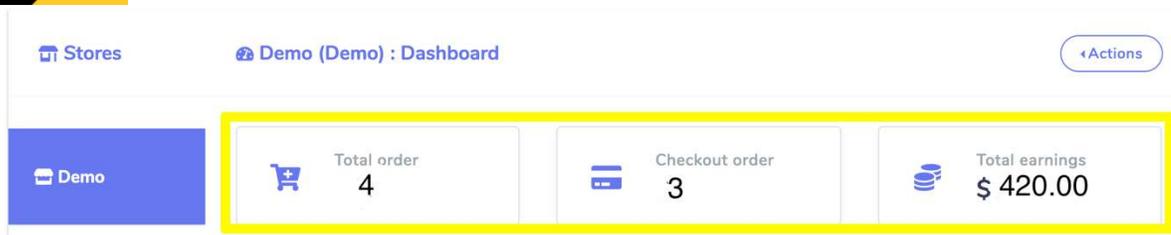
A description of each section is given below:

[Dashboard](#)

It displays a summary of the statistics will include:

- Total order: The number of items ordered on selected dates.
- Checked out order: The number of orders that have been processed.
- Total earnings: Total amount of earnings till selected date.





Products

The products option allows you to get access to all existing products. You can perform following actions:

- View product page by selecting 
- Edit the product
- Delete the product

You can also add a new product in the database by following the steps given below:

1. Select  from products screen.
2. You need to select a **store** in which you want to add this product.
3. Select a **category** of the product.
4. Provide **product name** and **attributes**.
5. Add the **original price** and **sell price**.
6. Add a **description**, you can also add a thumbnail.
7. Select the **status** and tell whether the product is taxable or not.
8. Hit **Save**.





The screenshot shows a web interface for managing products. On the left, there is a sidebar with 'Stores' and 'Demo' options. The main area is titled 'Demo (Demo) : Products' and features a search bar and an 'Add product' button. Below this is a table with the following data:

#	Thumb	Product	Price	Status	Actions
1		Test product	\$34.00	Active	

At the bottom of the table, there is a pagination control showing '10' items per page and '1-1/1' pages. Navigation buttons for 'Previous', '1', and 'Next' are also visible.

Coupons

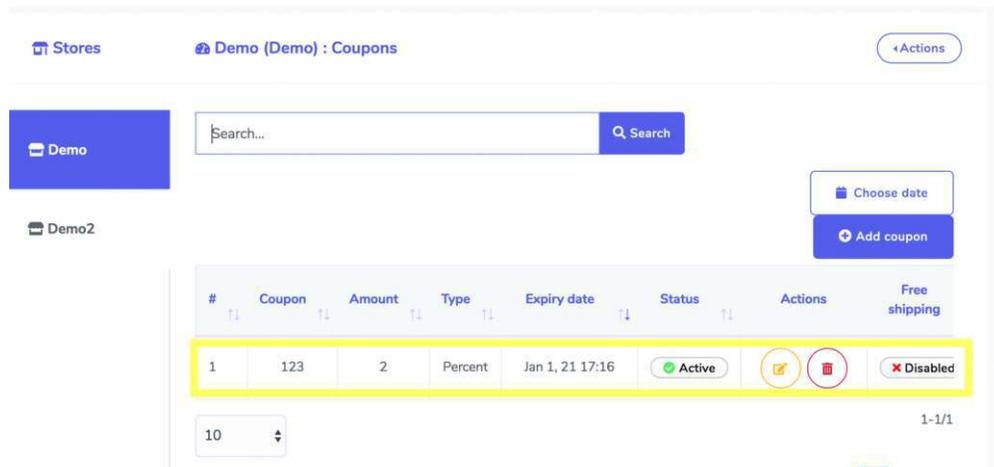
The products option allows you to get access to all existing coupons. You can perform following actions:

- Edit the coupon information
- Delete the coupon
- You can choose the date range for this view as well.

You can also add a new coupon in the database by following the steps given below:

1. Select  from products screen.
2. Select the **store** for which you want to add the coupon.
3. Choose the **product** for which you want to add the coupon.
4. Provide a **code** for your coupon.
5. Enter an **amount** for your coupon.
6. Provide an **Expiry date** and **maximum usage limit** for your coupon.
7. Select **Save**.





#	Coupon	Amount	Type	Expiry date	Status	Actions	Free shipping
1	123	2	Percent	Jan 1, 21 17:16	Active	 	Disabled

Categories

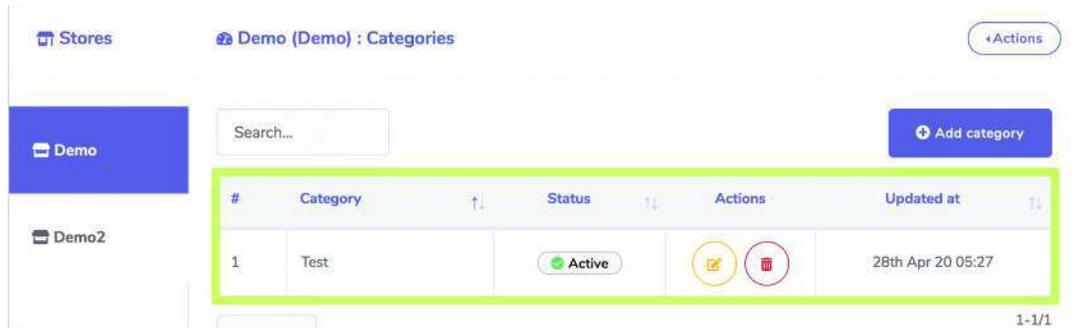
The categories for your stores appear in this section. You can perform following actions:

- Edit the category
- Delete the category

You can also add a new category in the database by following the steps given below:

- 7) Select  from top right of categories screen.
- 8) A new category window will appear.
- 9) Choose the **store** for which you want to create categories.
- 10) Choose the **name** for your category.
- 11) Select **Save**.



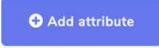


Attributes

The attributes for your stores appear in this section. You can perform the following actions:

- Edit an attribute
- Delete an attribute

You can also add a new attribute in the database by following the steps given below:

- 1) Select  from top right of attributes screen.
- 2) A new attribute window will appear.
- 3) Choose the **store** for which you want to create attributes.
- 4) Choose the **name** for your attributes.
- 5) Choose **attribute values** and separate them with commas.
- 6) Select **Save**.





Stores Demo (Demo) : Attributes Actions

Search... Add attribute

#	Attribute	Values	Status	Actions	Updated at
1	Attribute	One, Two	Active		28th Apr 20 05:30

Orders

You can view the details of all orders from this screen. You can search for a particular order using the search bar or sort them date wise for narrowed down search. You can arrange them in any order by selecting the arrows in the header.

Demo (Demo) : Orders Actions

Status Search... Search

Choose date

#	Subscriber id	Store	Status	Coupon	Amount	Method	Transaction ID	Invoice
---	---------------	-------	--------	--------	--------	--------	----------------	---------

Copy URL

You can copy your store page, order and product URL. Hover over the code, then select the Copy option that appears over the code line.





Visit Store

You can visit the store by selecting this option. It will redirect you to the store.

Edit store

You can edit the store information using this option.

Delete store

You can permanently delete the store from the database by selecting this option.

Payments

Payments section allows you to adjust the settings of all payment accounts. You need to follow the steps given below:

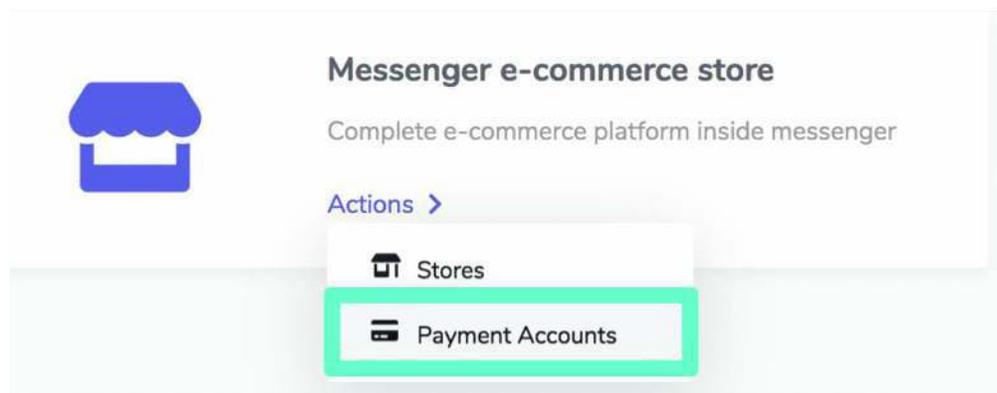
- 1) Provide the **PayPal email address**.





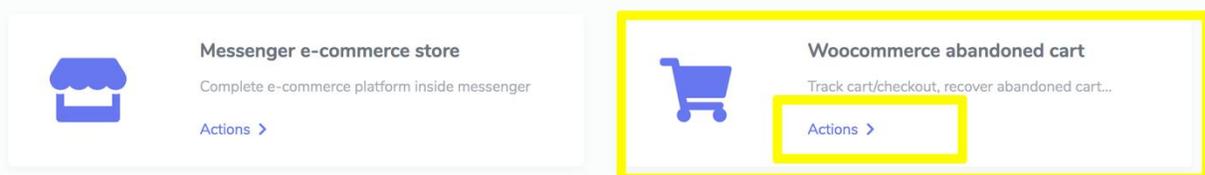
- 2) Enter a **stripe secret key**.
- 3) Enter a **stripe publishable key**.
- 4) Select the **currency**.
- 5) You can also provide **Manual payments instructions** in the field available.
- 6) Select **Save** to make changes.

Your data will be updated in the database.



Woocommerce abandoned cart

To access the Woocommerce abandoned cart section, select **Woocommerce abandoned cart**, then select **Actions** from **Messenger Bot** screen.



Woocommerce abandoned cart section allows you to view the existing carts dashboard. View different carts summary and see all available earnings.

- You can simply apply **date filters** to track down the narrowed search.
- You can perform actions from **Action** button like view **Reminder Report**, **Edit**, **Download** the report or **Delete** the report.





- Dashboard allows you to view **Total, Reminded** and **Recovered** carts.
- It allows you to view the earnings.

Create plugin

- 1) Select  from the top right of the screen.
- 2) In **Checkbox OPT-IN** section, select the **page** for which you want to add the plugin.
- 3) Enter the **site url**.
- 4) Select the **language**.
- 5) Provide size of the **plugin** and skin.
- 6) Provide the **Opt-in success message**.
- 7) Select a **label**.
- 8) Adjust all settings in **Reminder message** section based on your requirements.
- 9) Select **Generate plugin**.





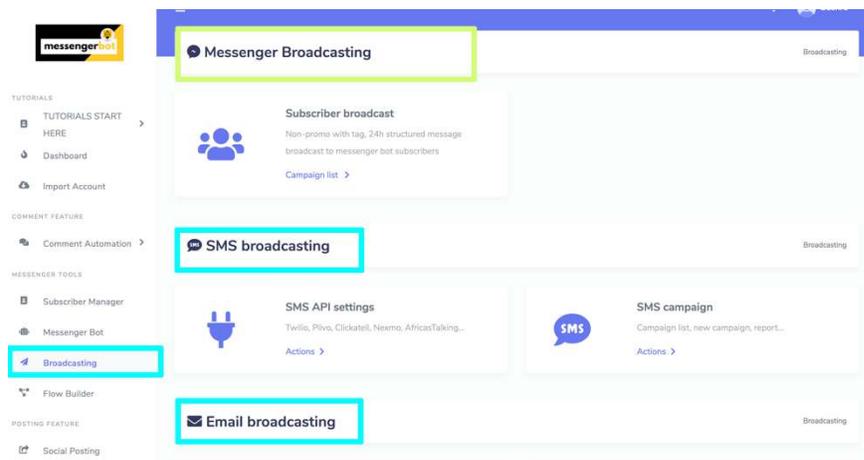
Broadcasting

Broadcastings feature allows you to send messages in bulk and helps you broadcast via SMS and emails. You can create subscribers' campaigns and compile a list. Broadcasting helps you send the promotional messages to targeted audience. You can send emails and SMS to the people using different platforms like Twilio discussed in [Twilio SMS campaign demo section](#) and [SMTP API](#) , [Mandrill API](#), in the respective sections.

To view this section, navigate to **Broadcasting** from the navigation menu located at the left under **Messenger Tools** section. Tab on **Broadcasting**.

A screen containing following three sections will appear:

- [Messenger broadcasting](#)
- [SMS broadcasting](#)
- [Email broadcasting](#)



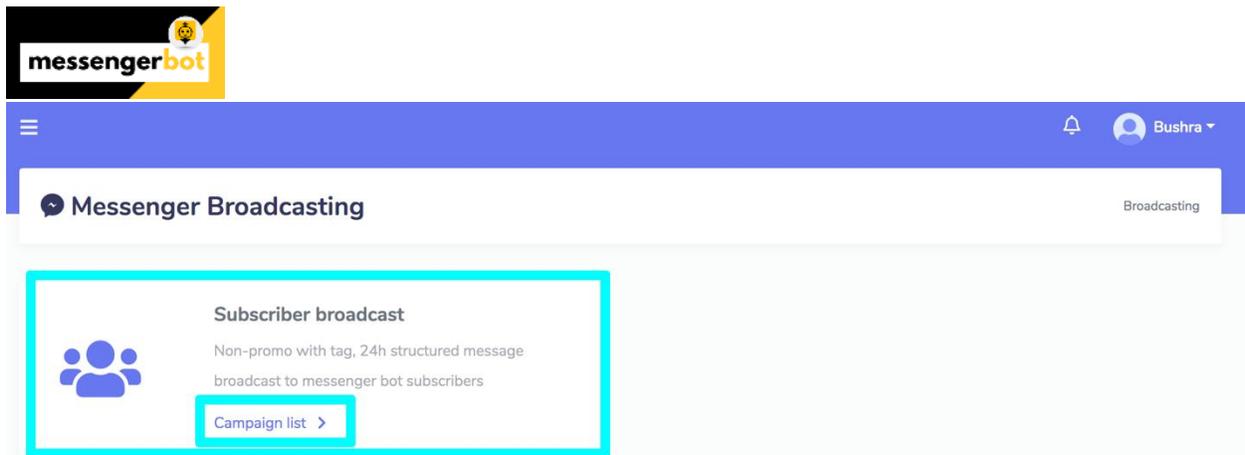
Messenger broadcasting

Messenger broadcasting is used to send the promo messages and target the real audience for you. This section has a Subscriber broadcast option. The details of this option are given below:

Subscriber broadcast

To access the subscriber broadcast, select the **Campaign list** option in **Subscriber broadcast** section of **Messenger broadcasting**.

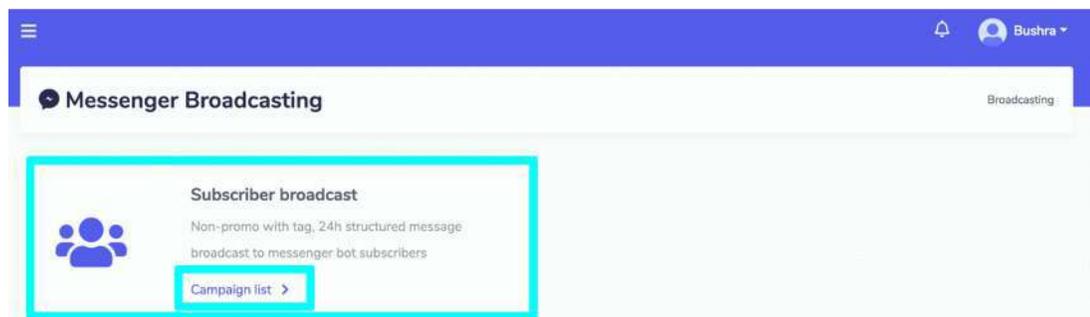




Subscriber broadcast screen consists of a list of page numbers, you can search for a specific page by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header. You can choose the date range for narrowed search. You can also sort them out based on their status.

To perform different actions on the templates, select  option against the template you want to perform actions on. The following are the actions that can be performed:

- View the campaign report by selecting 
- Edit the campaign
- Pause the campaign by selecting the 
- Delete the campaign



Create campaign

You can create a new subscriber broadcast campaign by following the steps given below:





A blue rectangular button with rounded corners, containing a white plus sign followed by the text "Create Campaign" in white, sans-serif font.

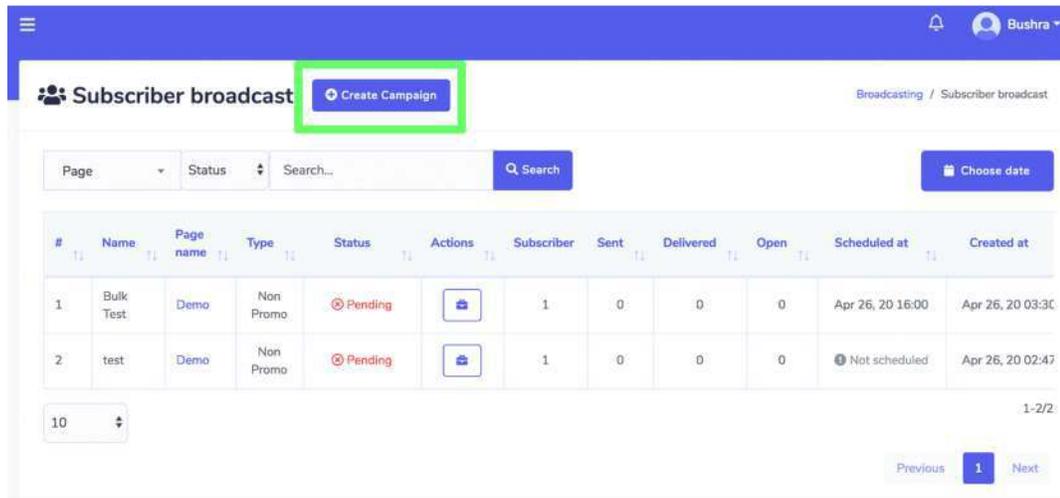
- 1) Select from the top of subscriber broadcast campaign.
- 2) An **add subscriber broadcast** screen will appear.
- 3) Provide the following campaign details:
 - a. Campaign name
 - b. Select the page for which you want to create the campaign
 - c. Select a broadcast type: It can either be non-promo or 24-hour promo
 - d. Select a message tag from the dropdown menu.
 - e. Choose the targeting options for better reach to your post, based on your gender, time zone and locale selection.
 - f. Choose message templates and sending time.
- 4) You can also see the subscriber numbers displaying on the right side of your screen in **Summary** section. Once you have provided all information, select **Create campaign**.

Note

- Use broadcasting with message tag carefully.
- Message must not contain any advertisement or promotional material.
- Use appropriate tag that`s is applicable for sending message to targeted people.
- Using message tag without proper reason may result in block your page`s messaging option by Facebook.

Once you have created a campaign, it will be executed from your Facebook page account and will broadcast to multiple targeted audience.





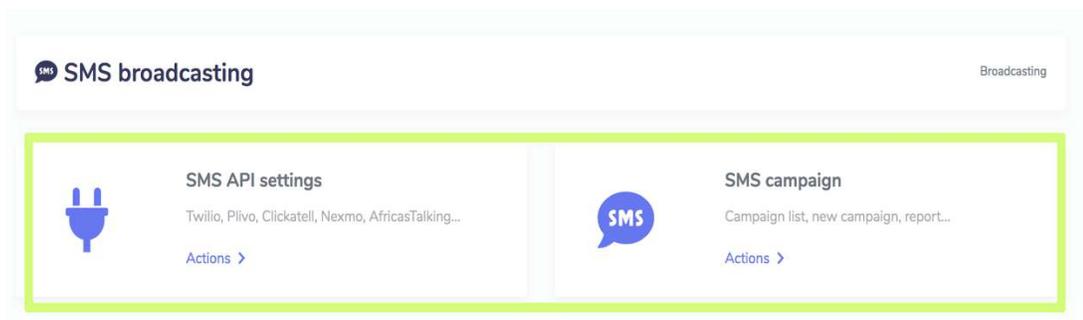
The screenshot shows the 'Subscriber broadcast' interface. At the top, there is a blue header with a 'Create Campaign' button highlighted in a green box. Below the header, there is a search bar and a 'Choose date' button. The main content is a table with columns: #, Name, Page name, Type, Status, Actions, Subscriber, Sent, Delivered, Open, Scheduled at, and Created at. The table contains two rows of data. The first row has a status of 'Pending' and the second row has a status of 'Not scheduled'. At the bottom right, there are pagination controls showing '1' of 2 pages.

#	Name	Page name	Type	Status	Actions	Subscriber	Sent	Delivered	Open	Scheduled at	Created at
1	Bulk Test	Demo	Non Promo	Pending		1	0	0	0	Apr 26, 20 16:00	Apr 26, 20 03:30
2	test	Demo	Non Promo	Pending		1	0	0	0	Not scheduled	Apr 26, 20 02:47

SMS Broadcasting

SMS broadcasting is used for sending SMS in bulk, helping in managing the SMS campaigns. This section consists of two options.

- SMS API settings
- SMS campaign

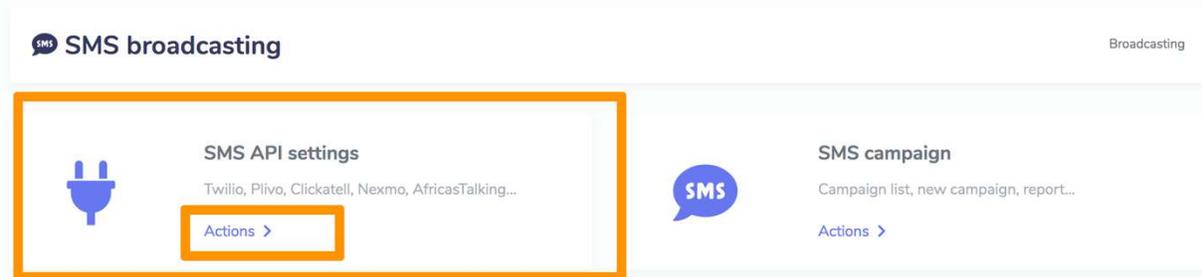


The details of these option are given below:

SMS API settings

To access the SMS API settings, select the **Actions** option in **SMS API settings** section of **SMS broadcasting**.



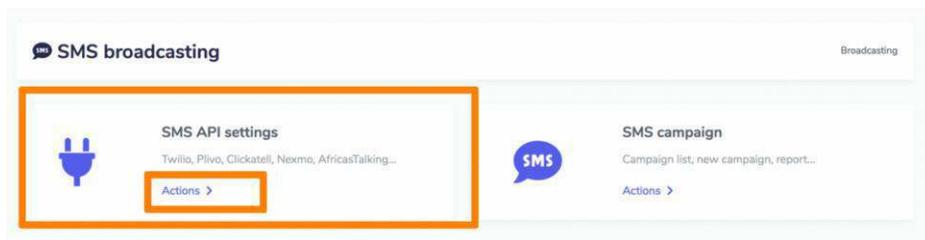


A list of gateways will appear on the SMS API screen. You can perform following actions from this view.

- Send SMS by selecting the  icon against a particular gateway
- View API information by selecting  icon against a particular gateway
- Edit the API you want to update
- Delete the API

Note

- If you delete an API, all campaigns created with that API will also be deleted



Create API

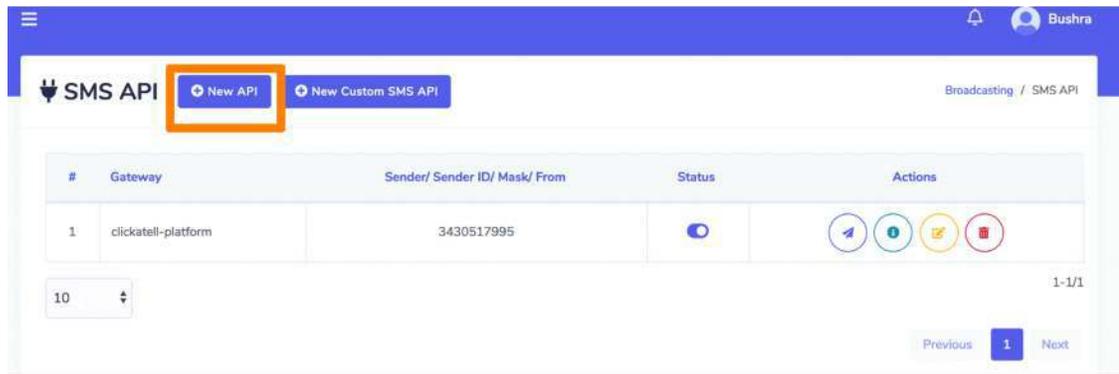
You can also create a new API from SMS API screen. Follow the steps given below:

- 1) Select  option from the **SMS API** screen.
- 2) Provide the **gateway name**.



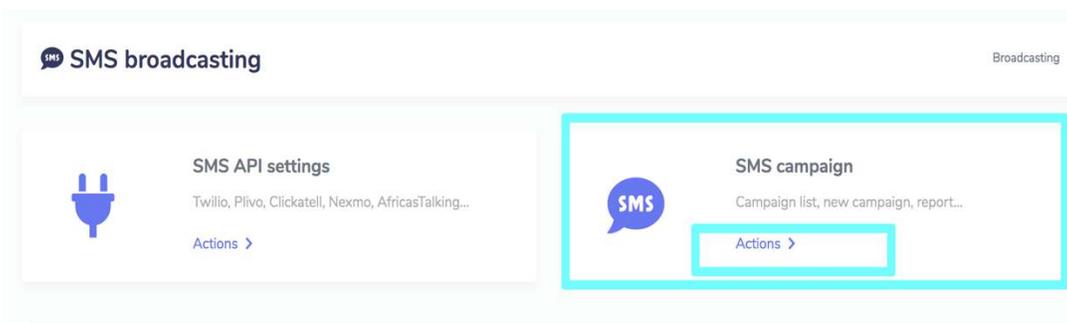


- 3) Provide the **Authentication key/ API Key**.
- 4) Enter your **secret password** you want to set.
- 5) Enter the **ID** of your API.
- 6) Provide the **Sender ID**.
- 7) Set the **status** of your API.
- 8) Once you have done all these settings, click on **Save**.



SMS campaign

To access the SMS campaign, select the **Actions** option in **SMS API settings** section of **SMS broadcasting**.



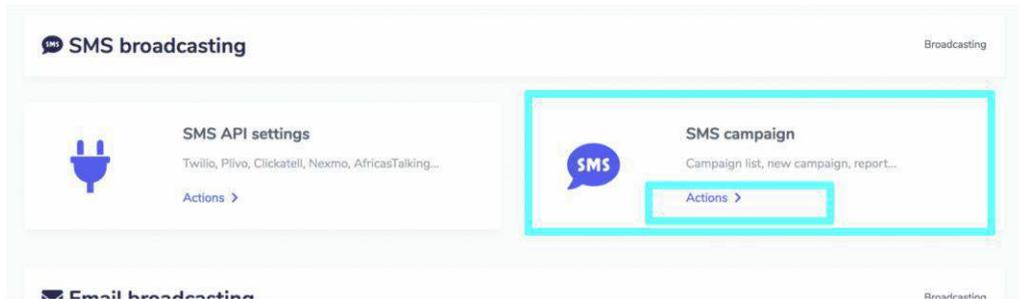
SMS campaign screen consists of a list of SMS API, you can search for a specific API by using the **search bar**. You can adjust the number of APIs to be viewed per page. You can choose the date range for narrowed search. You can also sort them out based on their status.

To perform different actions on the templates, select  option against the template you want to perform actions on. The following are the actions that can be performed:





- View the report by selecting 
- Edit the campaign
- Delete the campaign

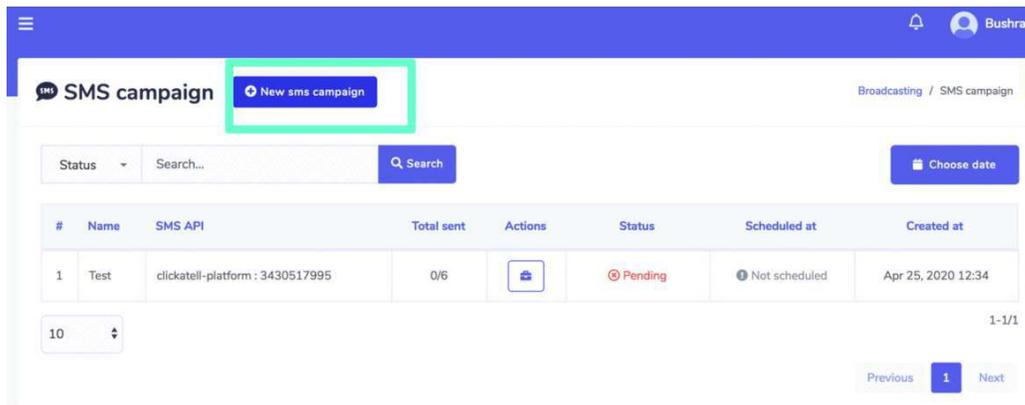


Create sms campaign

You can create a new sms campaign by following the steps given below:

- 1) Select  option from the top of the SMS campaign screen.
- 2) A **Create sms campaign** screen will appear. Provide the campaign details which include:
 - a. Campaign name
 - b. SMS API (to be selected from dropdown)
 - c. Message
- 3) Provide the information of **Messenger subscribers** and **SMS subscribers (external)**.
- 4) You can also choose the targeting options for a better reach.
- 5) You can choose a sending **time**.
- 6) Once all information is added, select **Create campaign**.





Twilio SMS campaign Demo

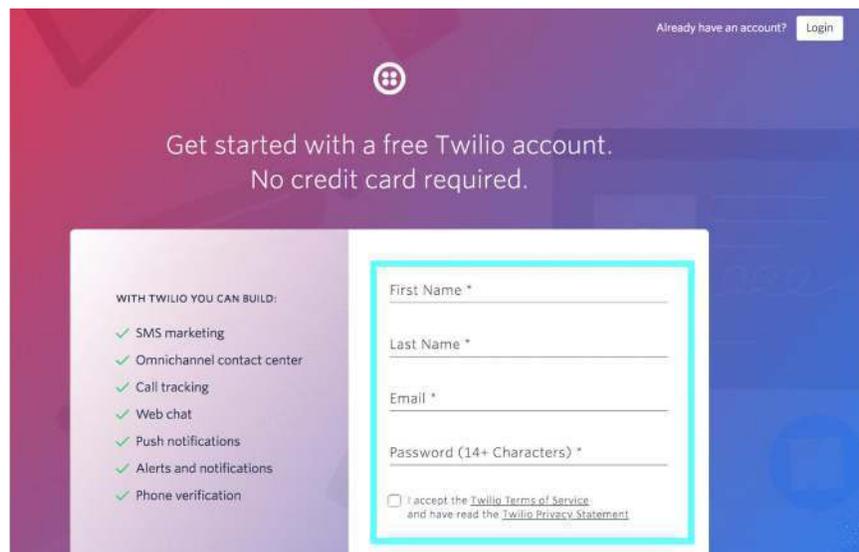
To start an SMS campaign, you need to get an API key for integration from Twilio. You can access Twilio from your web browser. Follow the steps given below:

1. Open the following link in your browser: <https://www.twilio.com/>
2. The Twilio **login screen** appears. You need to sign up for first time login.
3. You will also receive an **authentication email**. Follow the link, it will redirect to the dashboard.
4. Now you need to reach the **Settings** option from the left navigation menu.
5. A sub menu will appear, now select **API Keys** option. A list of API Keys will appear on the screen. You need to create a new key.
6. Select the  icon from the table header. You can provide a **friendly name** for your key and the **type** of your key.
7. Select **Create API Key**. A new API key will be generated, copy it to use.
8. Go to **Messenger Bot** application. Navigate to **Broadcasting** then go to **SMS API settings**.
9. Select **Actions**, a screen containing list of SMS APIs will appear, Select  from top of the screen.
10. A **New SMS API** modal will appear, select the gateway, provide the API Key in the field.





11. Provide the **authentication token, sender ID** and **user name**. Hit **Save**.
12. Now this **SMS API**, will help you make a **new SMS campaign**. Go to SMS campaign, then select Actions.
13. Select  from **SMS campaign** screen.
14. A **Create SMS campaign** view will appear. Provide the **campaign name** and **message**.
15. Now Select the SMS API from the dropdown menu which you created in **Step 12**.
16. Select the **page** for which you want to make this campaign. A number of subscribers will appear in the toll.
17. You can also choose the **targeting options**.
18. You can select the number for **Contact** field either manually or import the **CSV** file and add your country code.
19. Select a **sending time**, along with **time zone**.
20. Select **Create campaign**.



Already have an account? [Login](#)

Get started with a free Twilio account.
No credit card required.

WITH TWILIO YOU CAN BUILD:

- ✓ SMS marketing
- ✓ Omnichannel contact center
- ✓ Call tracking
- ✓ Web chat
- ✓ Push notifications
- ✓ Alerts and notifications
- ✓ Phone verification

First Name *

Last Name *

Email *

Password (14+ Characters) *

I accept the [Twilio Terms of Service](#) and have read the [Twilio Privacy Statement](#)

Once you have created a campaign, it will send SMS to all chosen people and broadcast the messages to them.

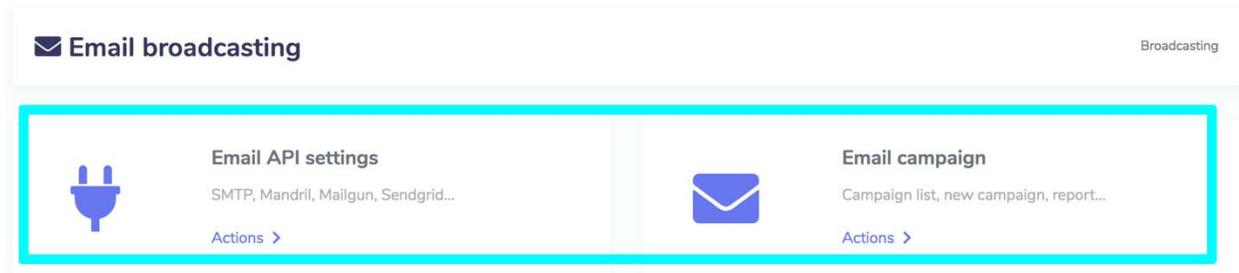




Email broadcasting

Email broadcasting is used for sending Email in bulk, helping in managing the Email campaigns. This section consists of two options.

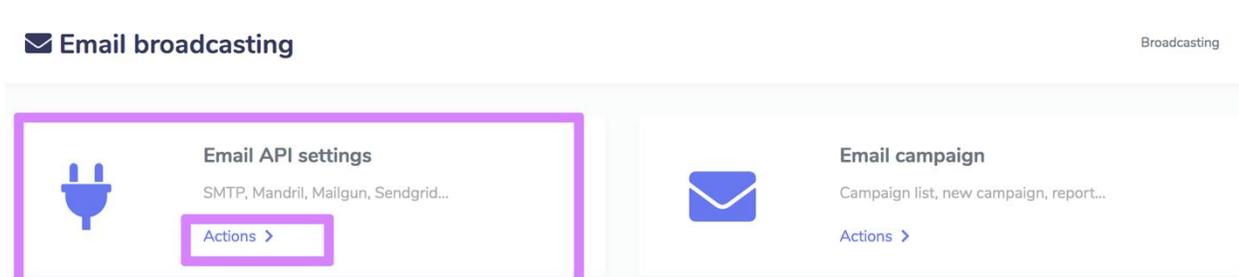
- Email API settings
- Email campaign



The details of these options are given below:

Email API settings

To access the Email API settings, select the **Actions** option in **Email API settings** section of **Email broadcasting**.



A list of four following options will appear:

- SMTP API
- Mandill API
- Sengrid API
- Mailgun API

Note

- It is mandatory to have accounts in all four options to make the integration possible.

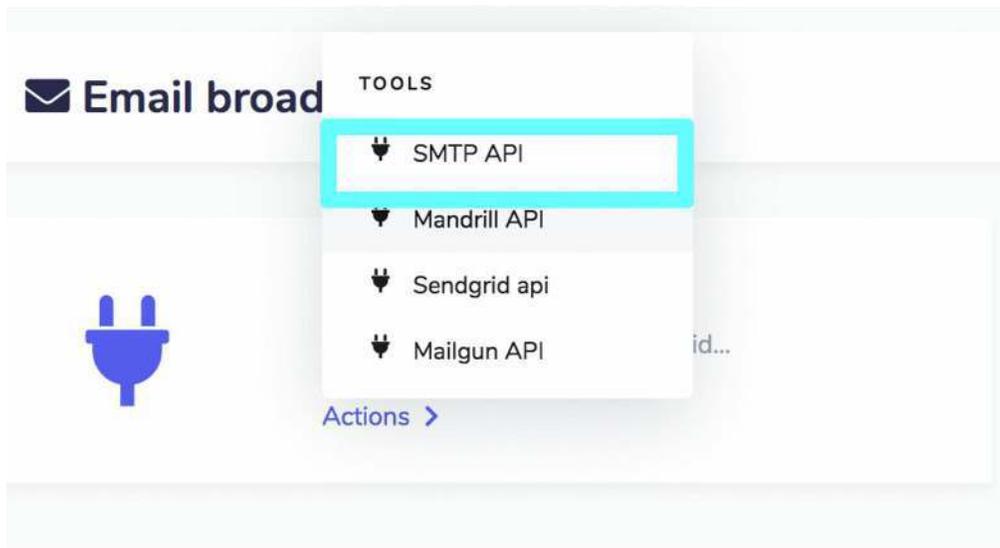




SMTP API

A list of gateways will appear on the SMTP API screen. You can search for a particular email address by using the **search bar**. You can perform following actions from this view.

- Send test email by selecting the  icon against a particular email address
- Edit the API you want to update
- Delete the API



Create SMTP API

You can create a new SMTP API by following the steps given below:

- 1) Select the  from **SMTP API** screen.
- 2) Provide the **New SMTP API** information. Enter the **Email address**.
- 3) Enter the **SMTP host** and **port information**.
- 4) Provide the **SMTP username** and **SMTP password**.
- 5) Select the **SMTP type** from the dropdown menu.
- 6) Provide the **sender name**.
- 7) Select the **status** of the SMTP API.
- 8) Select **Save** to create a new SMTP API.



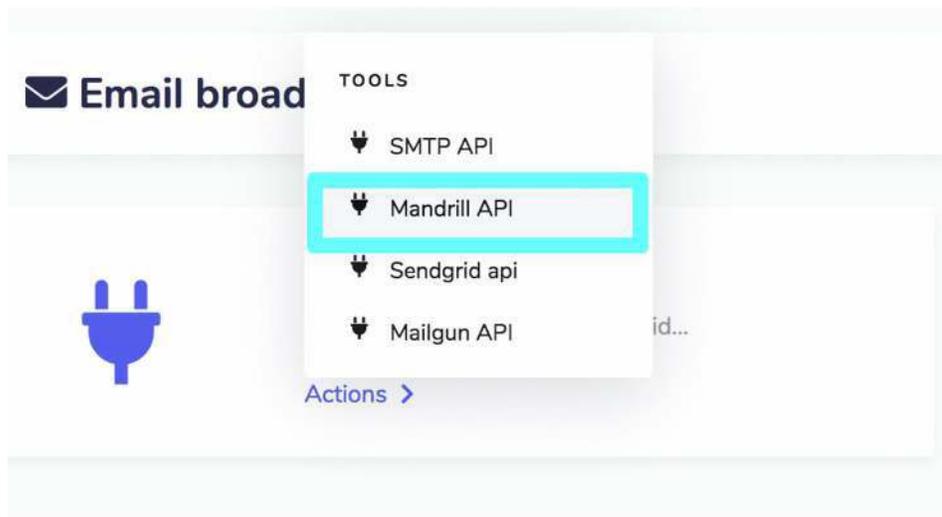


#	Email	SMTP host	SMTP username	SMTP password	SMTP port	SMTP type	Status	Actions
1	bushrararshad@gmail.com	test	Test	*****	69BN7fUnTNu2p1wZBTpYvQ	tis	On	
2	bushrararshad@gmail.com	bushra	Bush	123	1	Default	On	
3	bushra@messengerbot.com	Test	test	123	1	Default	On	

Mandrill API

A list of email addresses will appear on the Mandrill API screen. You can search for a particular email address by using the **search bar**. You can perform following actions from this view.

- Send test email by selecting the icon against a particular email address
- Edit the API you want to update
- Delete the API



Create Mandrill API

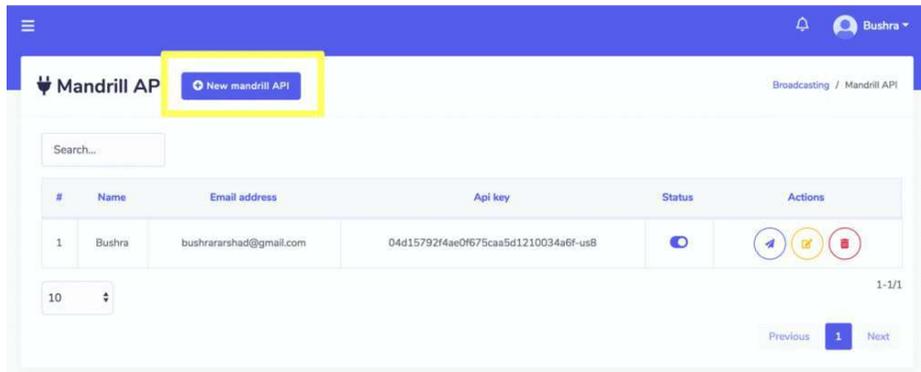
You can create a new mandrill API by following the steps given below:

- 1) Select the from **Mandrill API** screen.





- 2) Provide the **New Mandrill API** information. Enter your name.
- 3) Enter the **email address**.
- 4) Provide the **Mandrill API key** generated from your account.
- 5) Set the status of the API, then hit **Save**.

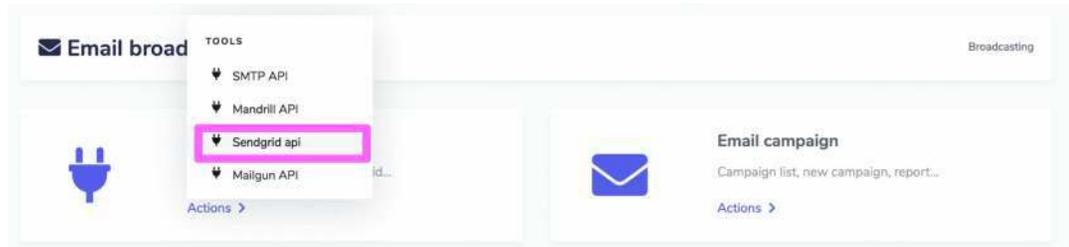


Sendgrid API

A list of email addresses will appear on the Mandrill API screen. You can search for a particular email address by using the **search bar**. You can perform following actions from this view.

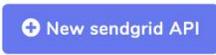
- Send test email by selecting the  icon against a particular email address
- Edit the API you want to update
- Delete the API



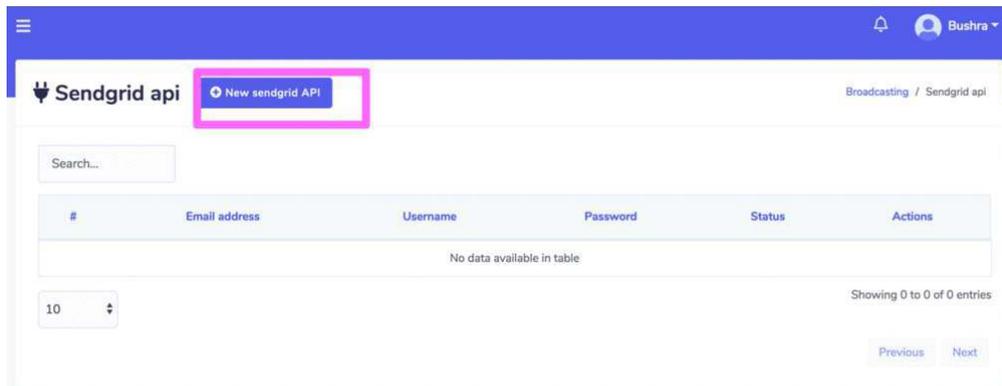


Create Sendgrid API

You can create a new sendgrid API by following the steps given below:

- 1) Select the  from **Sendgrid API** screen.
- 2) Provide the **New Sendgrid API** information.
- 3) Enter the **email address**.
- 4) Enter your **user name**.
- 5) Provide the **password**.
- 6) Set the status of the API, then hit **Save**.

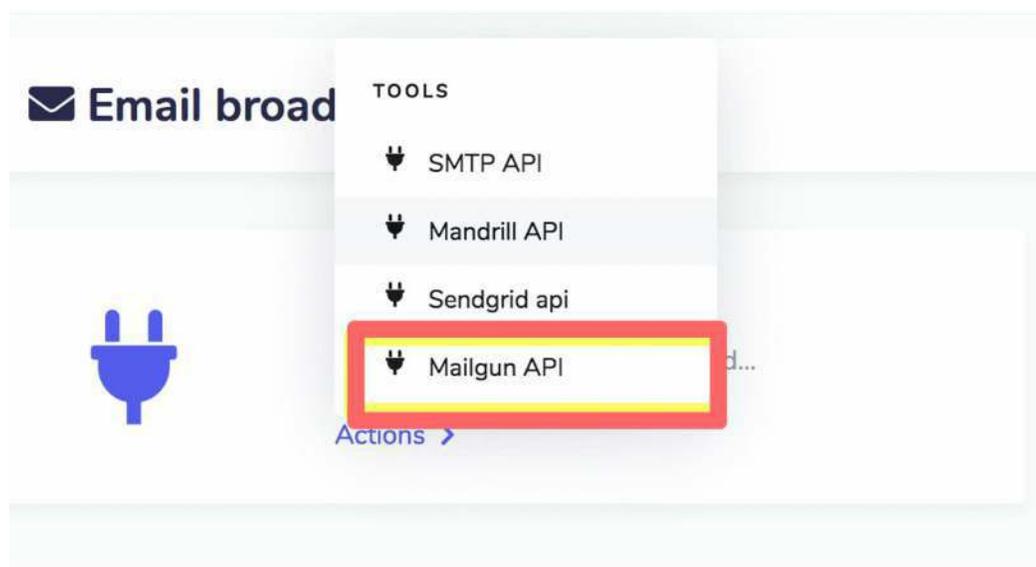




Mailgun API

A list of email addresses will appear on the Mandrill API screen. You can search for a particular email address by using the **search bar**. You can perform following actions from this view.

- Send test email by selecting the  icon against a particular email address
- Edit the API you want to update
- Delete the API

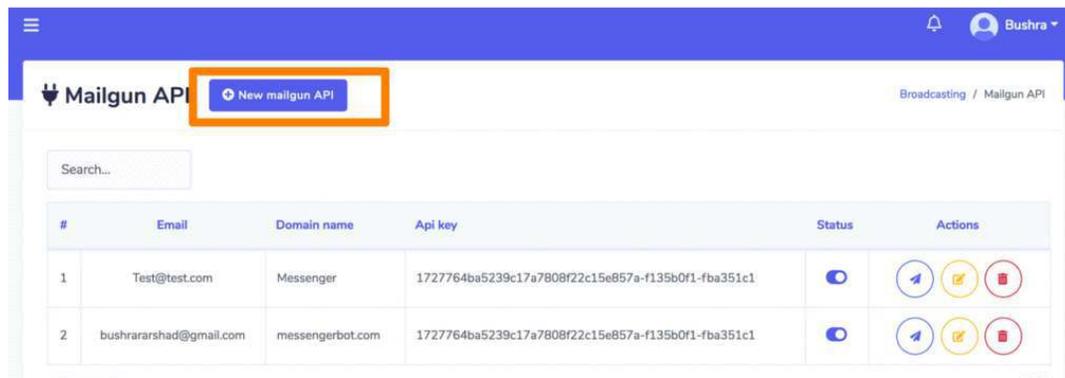




Create Mailgun API

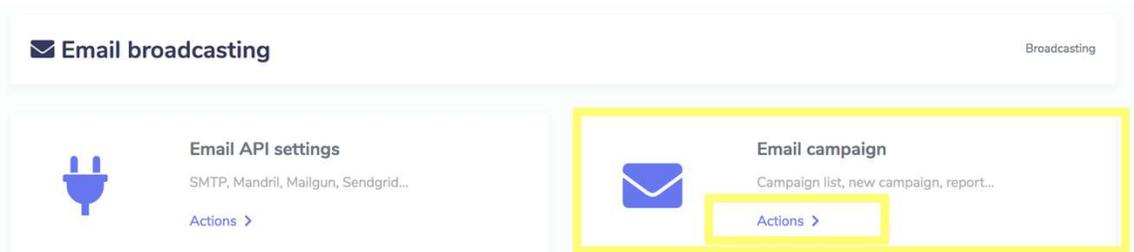
You can create a new mailgun API by following the steps given below:

- 1) Select the **New mailgun API** from **Mailgun API** screen.
- 2) Provide the **New Mailgun API** information.
- 3) Enter the **email address**.
- 4) Provide the **Domain** name.
- 5) Provide the **Mailgun API key** generated.
- 6) Set the status of the API, then hit **Save**.



Email campaign

To access the Email campaign, select the **Actions** option in **Email campaign** section of **Email broadcasting**.

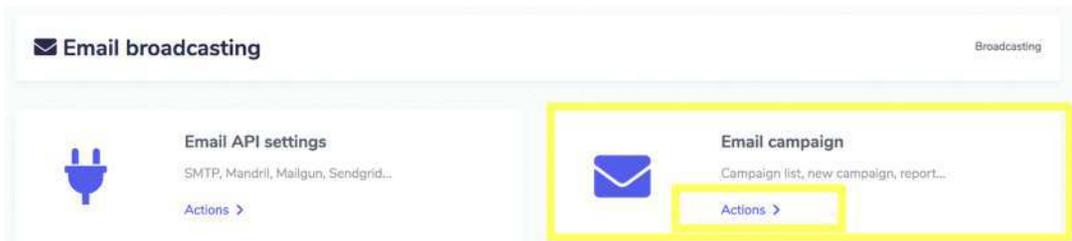




Email campaign screen consists of a name of campaigns you can search for a specific campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the date range for narrowed search. You can also sort them out based on their status. You can arrange them either in ascending or descending order by selecting the **arrows** from the header of the table.

To perform different actions on the templates, select  option against the template you want to perform actions on. The following are the actions that can be performed:

- View the report by selecting 
- Edit the campaign
- Delete the campaign



Create email campaign

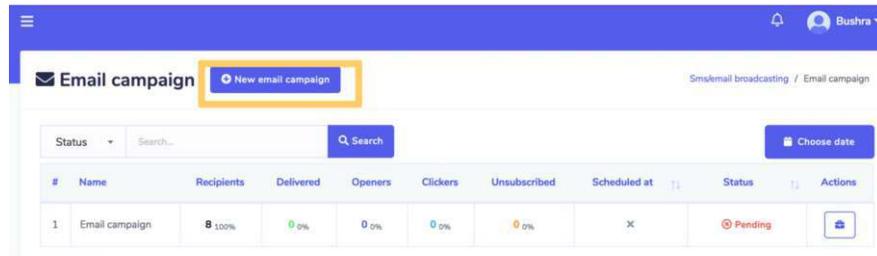
You can create a new email campaign by following the steps given below:

- 1) Select  option from the top of the **Email campaign** screen.
- 2) An **Email campaign** screen will appear. Provide the campaign details which include:
 - a. Campaign name
 - b. Email subject
 - c. Message
 - d. Email API (to be selected from dropdown)
 - e. Attachment
- 3) Provide the information of **Broadcasting subscribers** and **Message subscribers**.
- 4) You can also choose the targeting options for a better reach. The right side of the view displays **Email counter** i.e. targeted subscribers.





- 5) You can choose a sending **time**.
- 6) Once all information is added, select **Create campaign**.





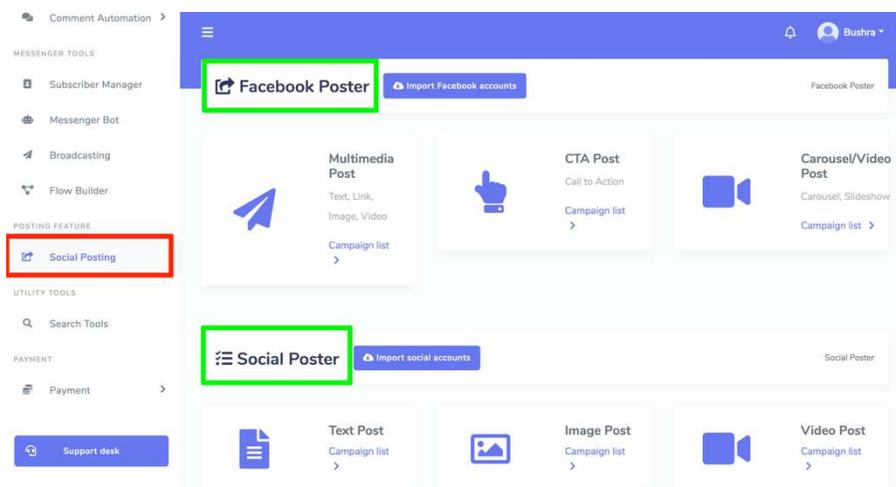
Social Posting

Social Posting feature allows you to manage all social media accounts via one platform. You can manage all Facebook posts, slideshows, videos via Facebook poster section. You can import multiple accounts and integrate them for different posts respectively in Social poster section.

To view this section, navigate to **Social Posting** from the navigation menu located at the left under **Posting Feature** section. Tab on **Social Posting**.

A screen containing following two sections will appear:

- [Facebook Poster](#)
- [Social Poster](#)



Facebook Poster

Facebook Poster manages all Facebook related activities and posts. This section further consists of following three parts:

- [Multimedia Post](#)
- [CTA Post](#)
- [Carousel/Video Post](#)

The details of these three is discussed in upcoming sections.

To access this section, you need to make sure that all your Facebook accounts have already been imported.

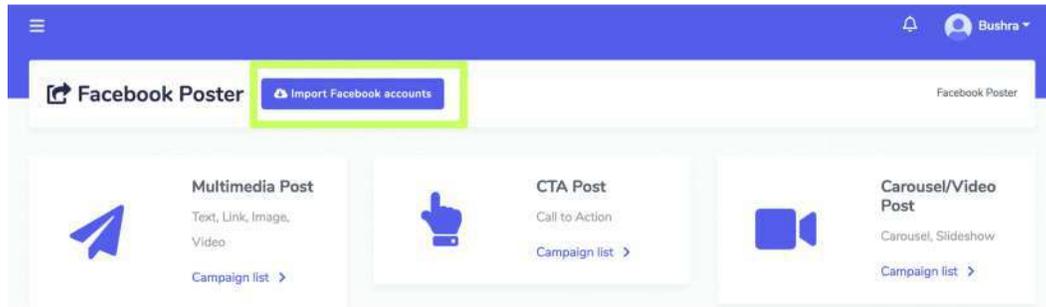
1. Select **Import Facebook accounts** from the top of your screen.
2. Select **Login with Facebook**.





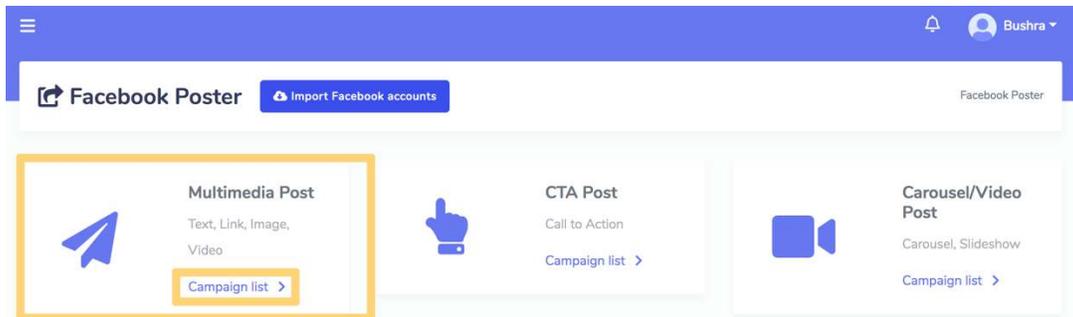
3. Your account will be imported successfully.

You can also see [Import Account](#) section for clarification.



Multimedia Post

To access the multimedia post section, select the **Campaign list** option from **Multimedia Post** section.



A **Text/Image/Link/Video Poster** screen will appear, it consists of a list of campaign types and names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table. You can narrow down your search by selecting the **Page name** and **Posts**.

To perform different actions on the campaigns, select  option against the campaign you want to perform actions on. The following are the actions that can be performed:

- View the post by selecting 
- View the campaign report by selecting 
- Fetch the JSON by selecting 

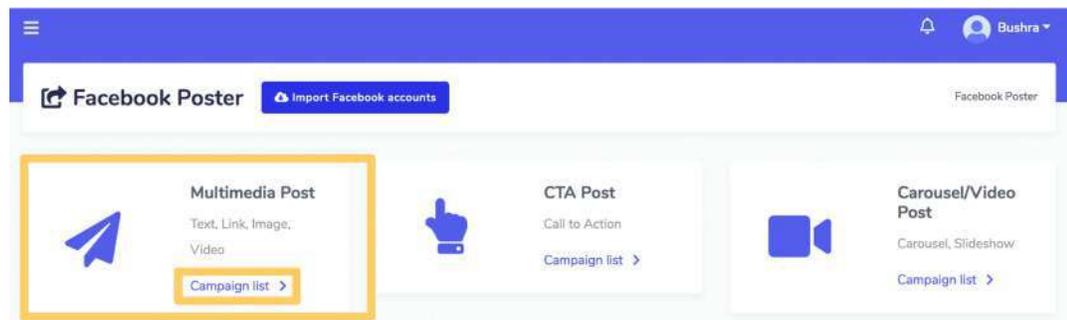




- Edit a campaign
- Delete a campaign

Note

- For the posts that are already published, you cannot fetch the JSON code nor edit them.
- If the parent campaign has been selected while creating the campaign then only parent campaign will display the report.



Create new Multimedia Post

To create a new multimedia post, follow the steps given below:

1. Select  from **Text/Image/Link/Video Poster** screen.
2. An **Add text/image/link/video post** screen will appear. User can either add one of the following
 - Text
 - Link
 - Image
 - Video
3. Provide a **Campaign name** and a **message, link, image or video** based on your selection from the step 2.

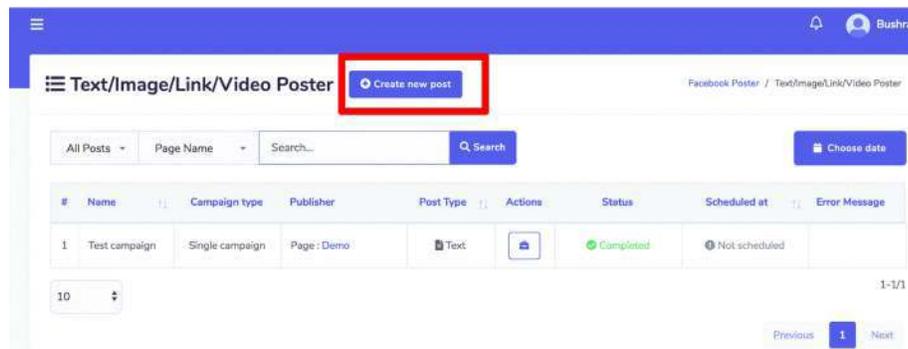




4. Select the **pages** to which this needs to be posted.
5. Select an **Auto reply template** as well.
6. Schedule a **Posting time**.
7. Once done, you need to select **Create campaign** option.

Note

- You can check the preview version that appears on the right side of the screen for better analysis of the way your post will appear.



CTA Post

To access the CTA post section, select the **Campaign list** option from **CTA Post** section.



A **CTA (Call to Action) Poster** screen will appear, it consists of a list of campaign types and names you can search for a campaign by using the **search bar**. You can adjust the number of





campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table. You can narrow down your search by selecting the **Page name**.

To perform different actions on the campaigns, select  option against the campaign you want to perform actions on. The following are the actions that can be performed:

- View the post by selecting 
- View the campaign report by selecting 
- Edit a campaign
- Delete a campaign

Note

- For the posts that are already published, you cannot edit them.
- If the parent campaign has been selected while creating the campaign then only parent campaign will display the report.



Create new CTA Post

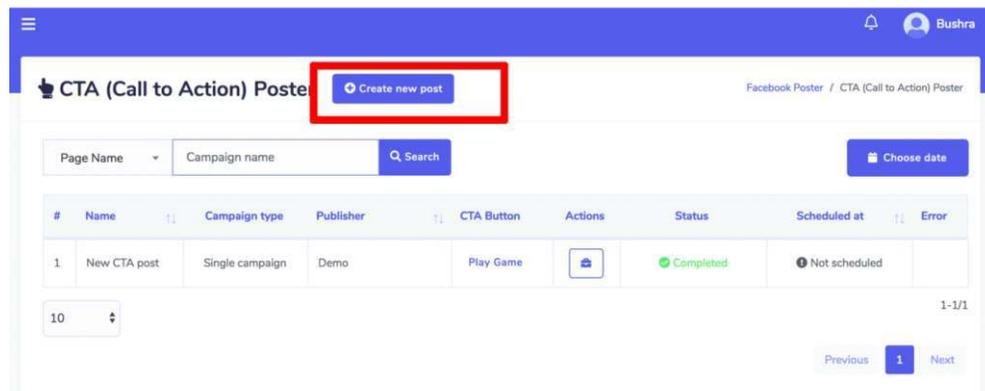
To create a new CTA post, follow the steps given below:

1. Select  from **CTA (Call to Action) Poster** screen.
2. Provide a **Campaign name** and a **message**.





3. Provide the **paste link** and **CTA button type**.
4. Select the **pages** to which this needs to be posted.
5. Select an **Auto reply template** as well.
6. Schedule a **Posting time**.
7. Once done, you need to select **Create campaign** option.



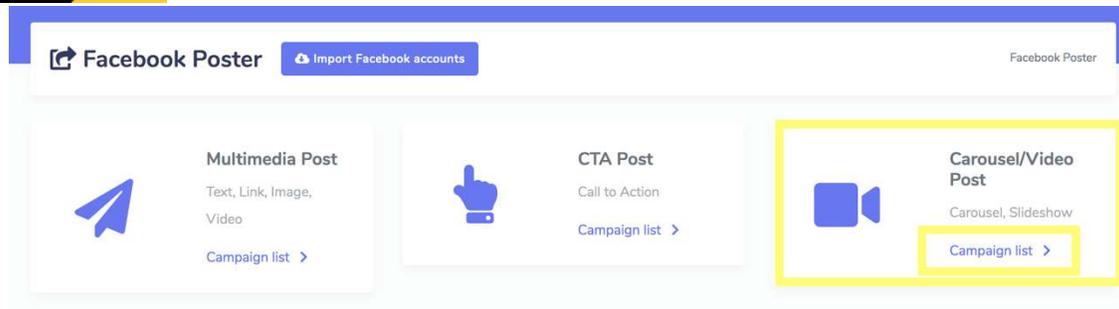
Note

- You can check the preview version that appears on the right side of the screen for better analysis of the way your post will appear.

Carousel/Video Post

To access the **Carousel/Video Post** section, select the **Campaign list** option from **Carousel/Video Post** section.





A **Carousel/Slider Poster** screen will appear, it consists of a list of campaign types and names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table. You can narrow down your search by selecting the **Page name**.

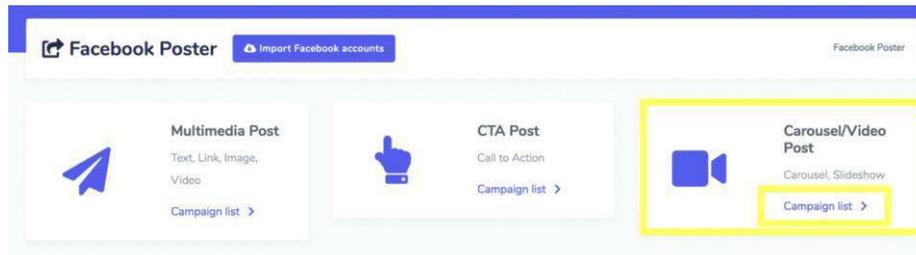
To perform different actions on the campaigns, select  option against the campaign you want to perform actions on. The following are the actions that can be performed:

- View the post by selecting 
- View the campaign report by selecting 
- Fetch the JSON by selecting 
- Edit a campaign
- Delete a campaign

Note

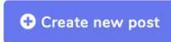
- For the posts that are already published, you cannot fetch the JSON code nor edit them.
- If the parent campaign has been selected while creating the campaign then only parent campaign will display the report.



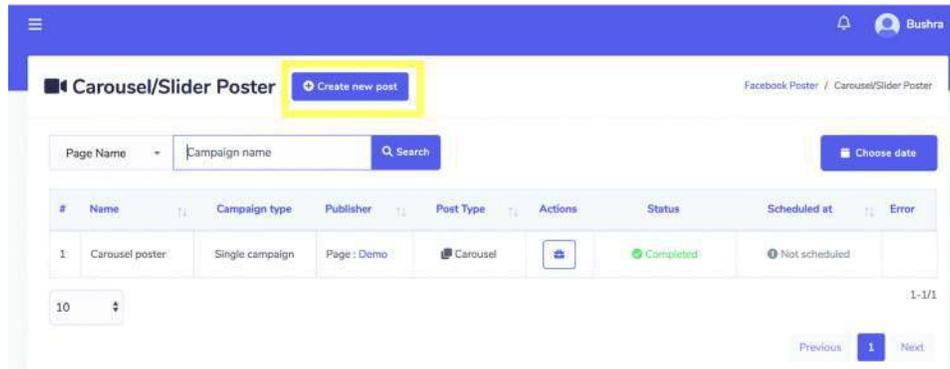


Create new Carousel/Video Post

To create a new Carousel/Video post, follow the steps given below:

1. Select  from **Carousel/Slider Poster** screen.
2. A **Carousel/Slider Poster** screen will appear. User can either add one of the following
 - Carousel
 - Video slide show
3. Provide a **Campaign name** and a **message, slider link** or **video-slide** based on your selection from the step 2.
4. Provide the **Slider Content 1**.
5. Select the **pages** to which this needs to be posted.
6. Schedule a **Posting time**.
7. Once done, you need to select **Create campaign** option.





Social Poster

Social poster is used to manage all activities from different account on one platform. This section further consists of following six parts:

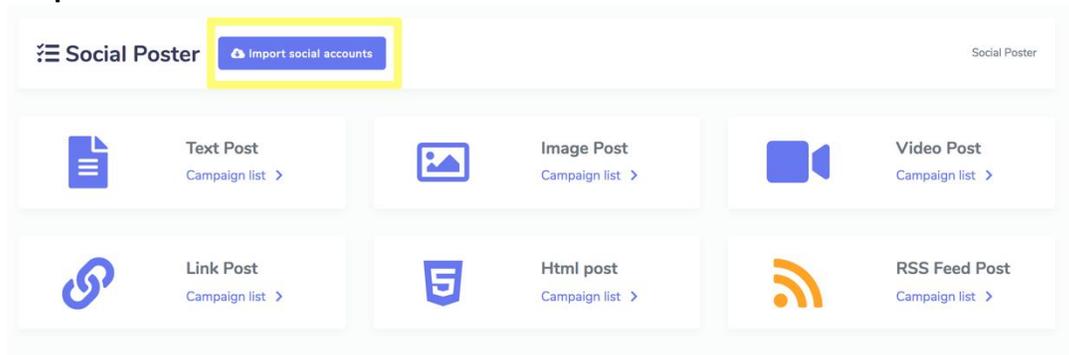
- Text Post
- Image Post
- Video Post
- Link Post
- Html Post
- RSS Feed Post

The details of these three is discussed in upcoming sections.

Import social accounts

To access this section, you need to make sure that all your social accounts have already been imported.

Tab on **Import social accounts**.



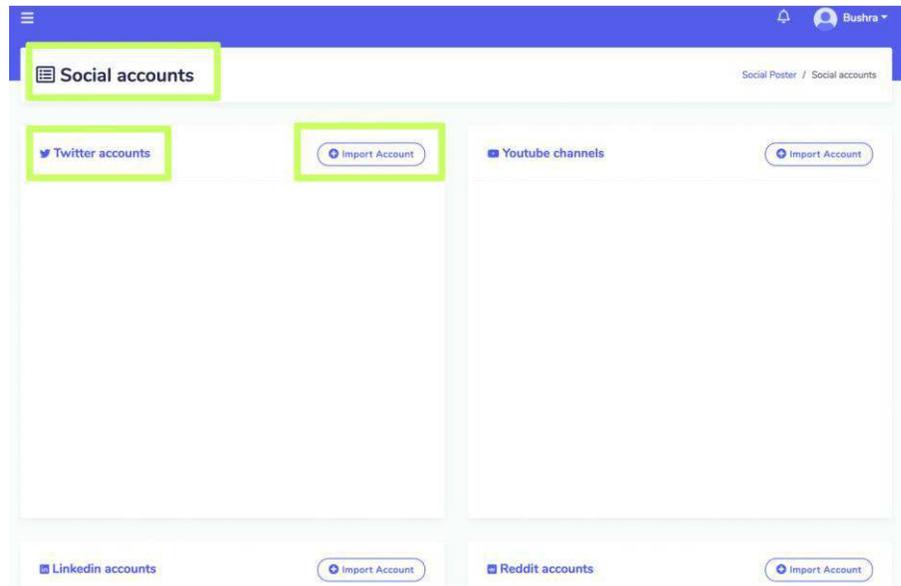


A **Social accounts** window will appear on the screen.

Twitter

To import your twitter account, follow the steps given below:

1. Select **Import Account** from the top left of the **Twitter accounts** screen.
2. You will be redirected to twitter's authorization page view.
3. Select **Authorize** option, once done you will be redirected back to the application.



YouTube channels

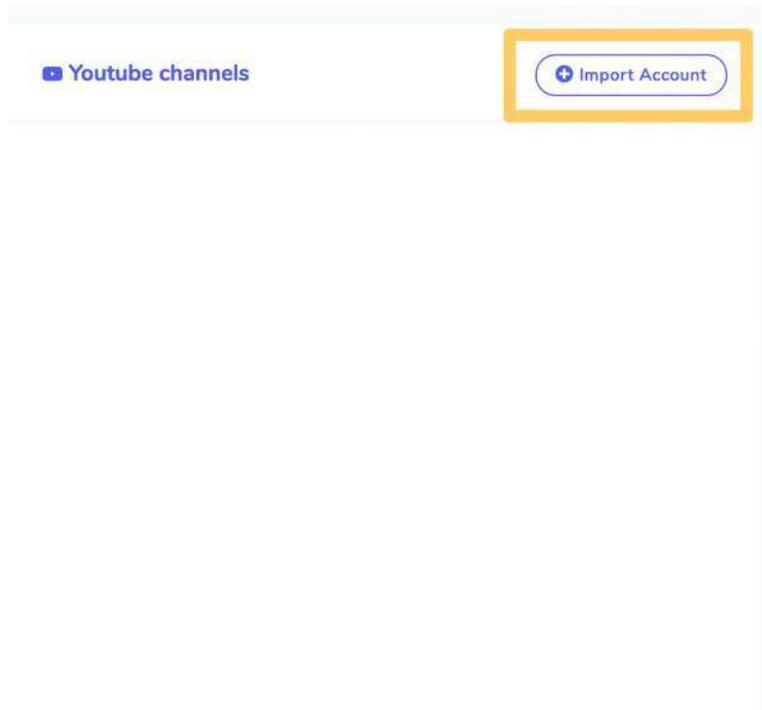
To import your YouTube account, follow the steps given below:

1. Select **Import Account** from the top left of the **YouTube accounts** screen.
2. You will be redirected to YouTube's authorization page view.
3. Select the account which you want to use.
4. Select **Allow** to all permissions. Once done you will be redirected back to the application.

Note

- If your default browser does not allow you to proceed, then go in Advanced settings to proceed.



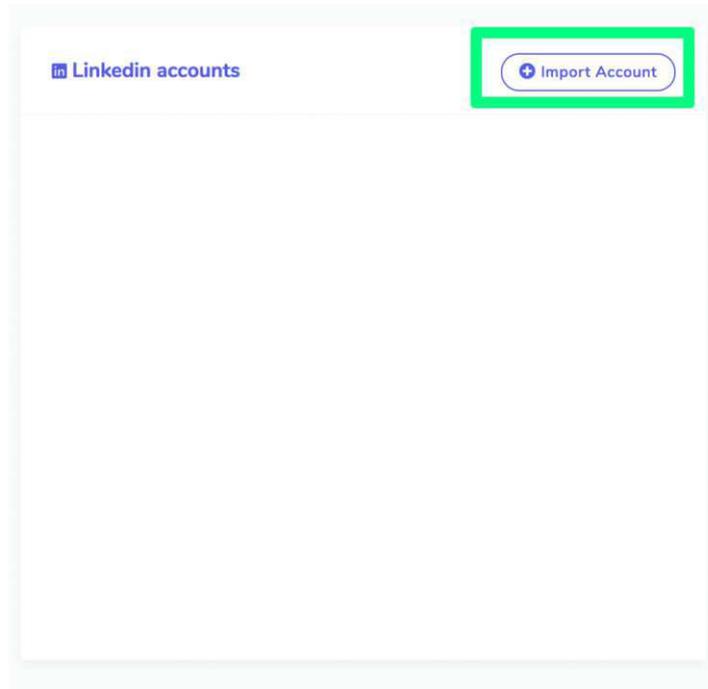


LinkedIn accounts

To import your LinkedIn account, follow the steps given below:

1. Select  from the top left of the **LinkedIn accounts** screen.
2. You will be redirected to LinkedIn authorization page view.
3. Select **Allow** to all permissions. Once done you will be redirected back to the application.

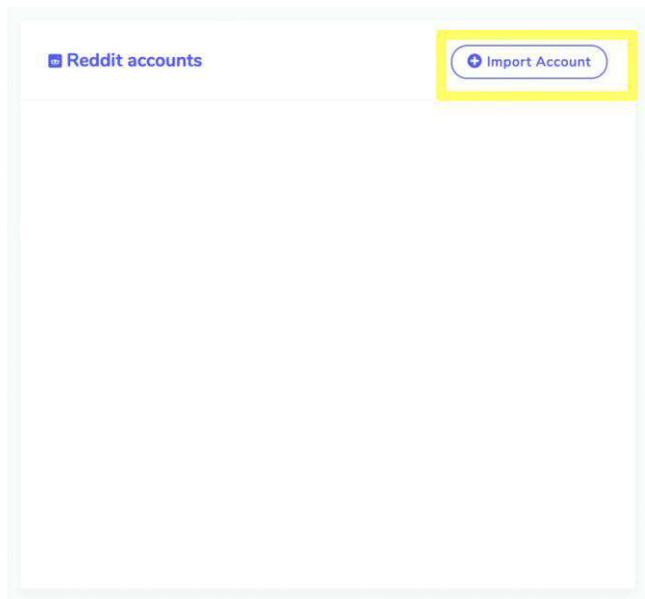




Reddit accounts

To import your Reddit account, follow the steps given below:

1. Select  from the top left of the **Reddit accounts** screen.
2. If already signed in, you will be redirected to Reddit authorization page view.
3. Select **Allow** to all permissions. Once done you will be redirected back to the application.

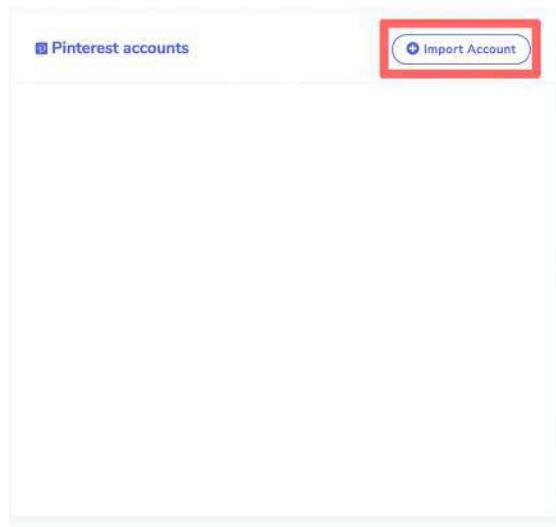




Pinterest accounts

To import your Pinterest account, follow the steps given below:

1. Select  from the top left of the **Pinterest accounts** screen.
2. **Pinterest App Settings** screen will appear.
3. You can add a new application by selecting the Add new app option.
4. Provide the **App details** (name, client ID secret ID), then select **Save**.
5. You can **Edit** app settings, change the **state** of the app, delete this app or **import** the account from **Pinterest App Settings** screen.

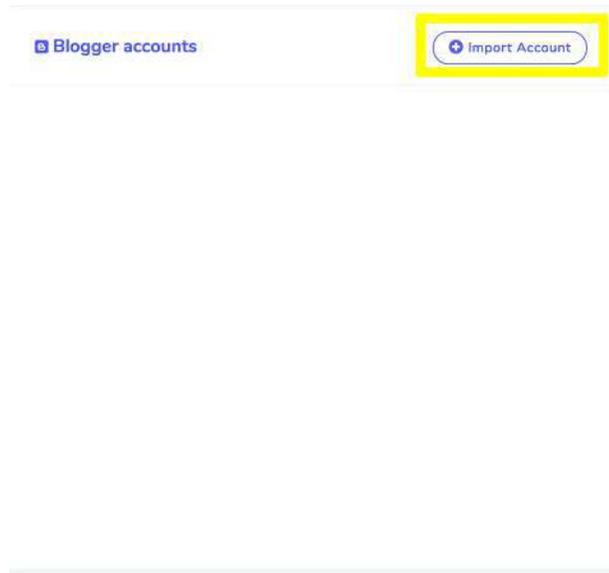


Blogger accounts

To import your Blogger account, follow the steps given below:

1. Select  from the top left of the **Blogger accounts** screen.
2. Select the account which you want to use.
3. Select **Allow** to all permissions. Once done you will be redirected back to the application.



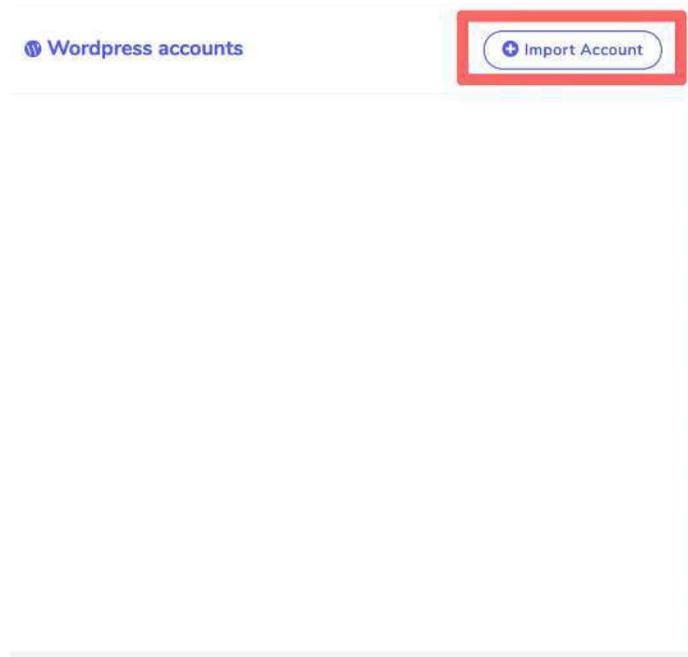


WordPress accounts

To import your WordPress account, follow the steps given below:

1. Select  from the top left of the **WordPress accounts** screen.
2. Select the account which you want to use.
3. Select **Allow** to all permissions. Once done you will be redirected back to the application.



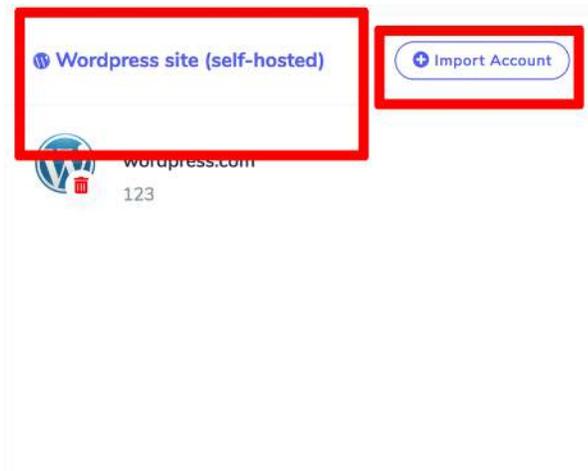


WordPress site (self-hosted)

To import your WordPress site (self-hosted), follow the steps given below:

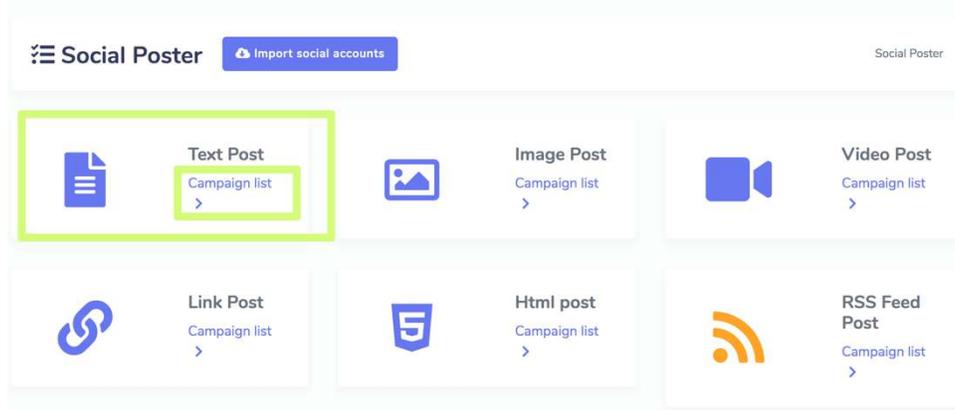
1. Select  from the top left of the **WordPress site (self-hosted)** screen.
2. You will be redirected to **WordPress site (self-hosted)** screen.
3. You can add new site by selecting the **Add new site** option.
4. Provide the **Domain name**, **User key** and **Authentication key**, then select **Save**.
5. You can also download the API plugin by selecting **Download API Plugin** from **WordPress site (self-hosted)** screen.
6. Once your account is imported you can edit and delete it from the table.





Text Post

To access the Text post section, select the **Campaign list** option from **Text Post** section.

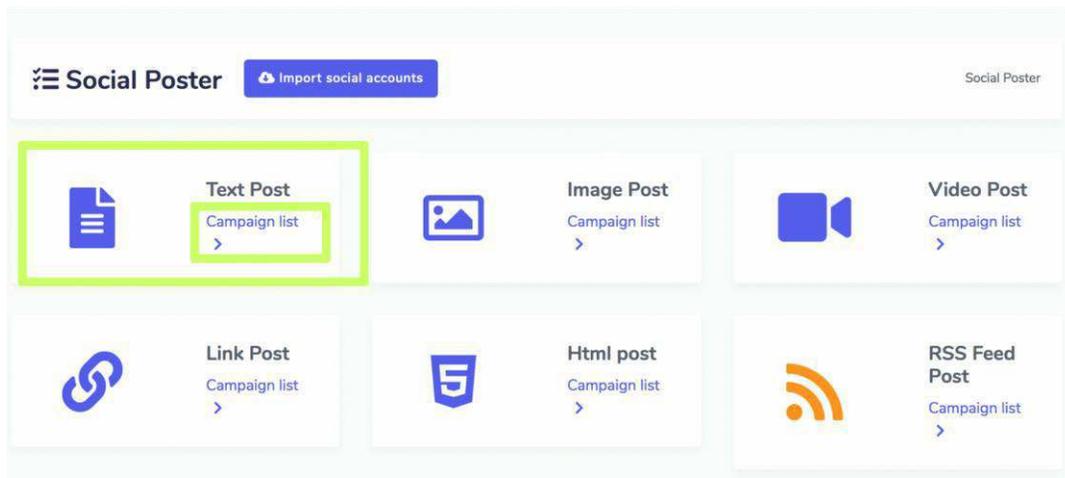


A **Text post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table.

The following are the actions that can be performed against the campaign you want to perform actions on:

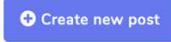
- Edit a campaign
- Clone the campaign by selecting 
- View the campaign report by selecting 
- Delete a campaign





Create new Text Post

To create a new Text post, follow the steps given below:

1. Select  from **Text post** screen.
2. Provide a **Campaign name** and a **message**.
3. Select a **Posting time** for the text post.
4. Select the **social accounts** from which this needs to be posted.
5. Once selected all required options, you need to select **Create campaign** option.

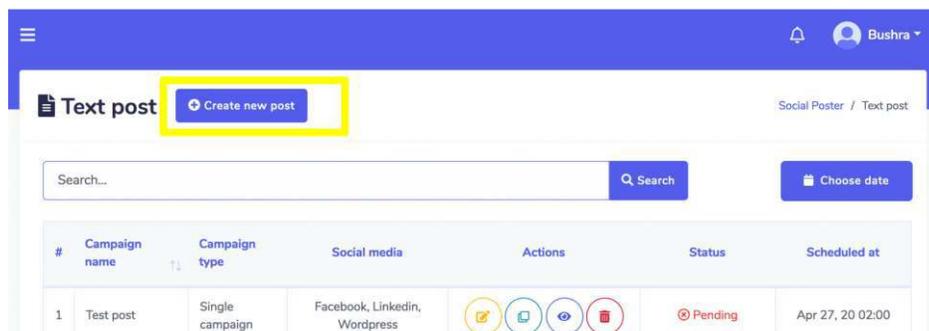
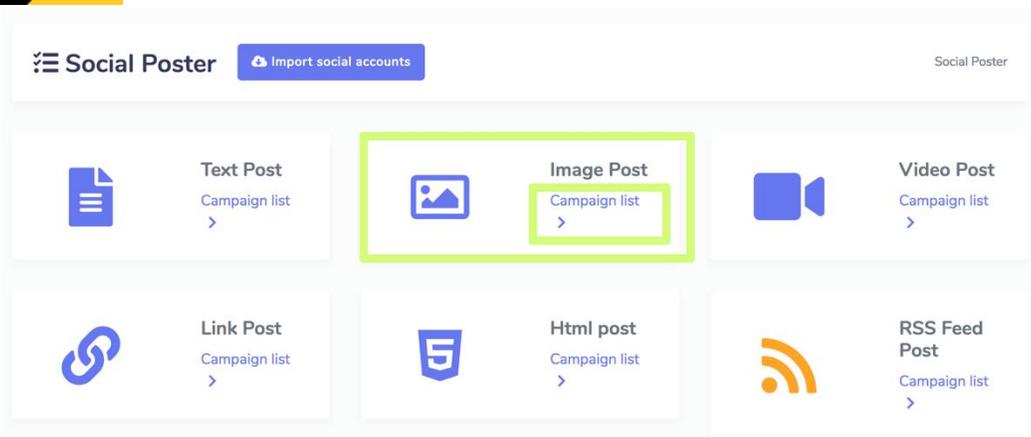


Image Post

To access the Image post section, select the **Campaign list** option from **Image Post** section.

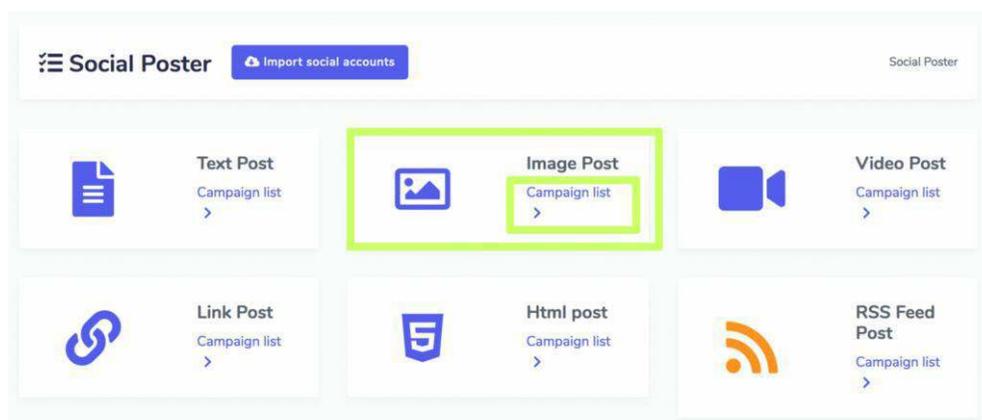




An **Image post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table.

The following are the actions that can be performed against the campaign you want to perform actions on:

- Edit a campaign
- Clone the campaign by selecting 
- View the campaign report by selecting 
- Delete a campaign



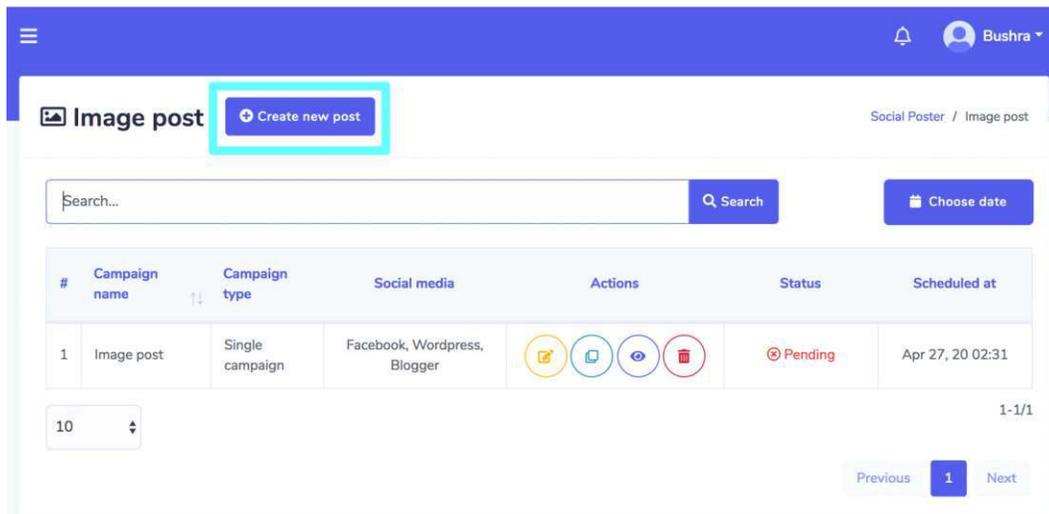
Create new Image Post

To create a new Image post, follow the steps given below:



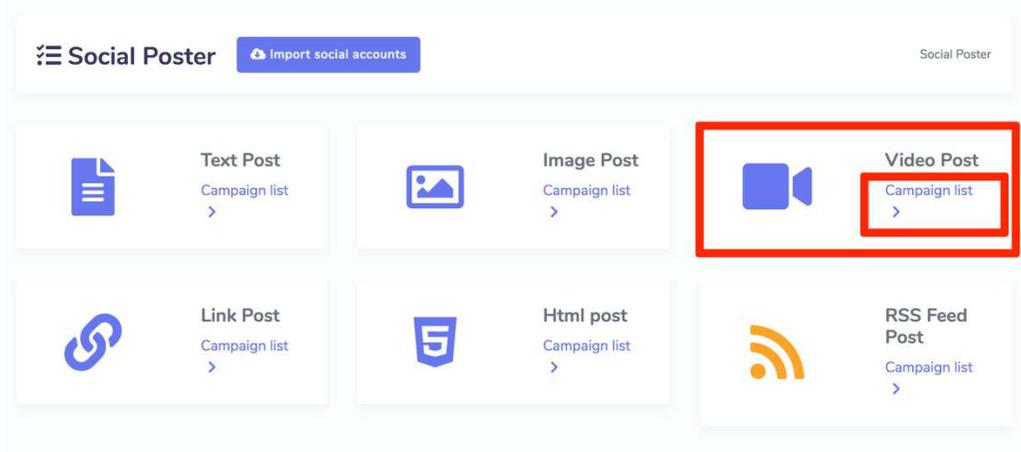


1. Select  from **Text post** screen.
2. Provide a **Campaign name, title** and a **message**.
3. Provide a **Link** for pinterest and **rich content**.
4. Select a **Posting time** for the text post.
5. Select the **social accounts** from which this needs to be posted.
6. Once selected all required options, you need to select **Create campaign** option.



Video Post

To access the Video post section, select the **Campaign list** option from **Video Post** section.

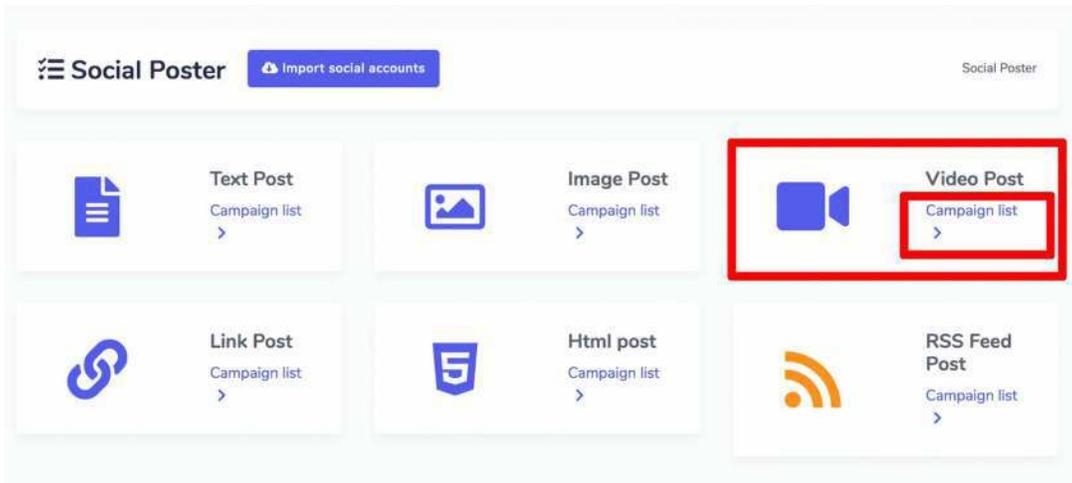




A **Video post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table.

The following are the actions that can be performed against the campaign you want to perform actions on:

- Edit a campaign
- Clone the campaign by selecting 
- View the campaign report by selecting 
- Delete a campaign



Create new Video Post

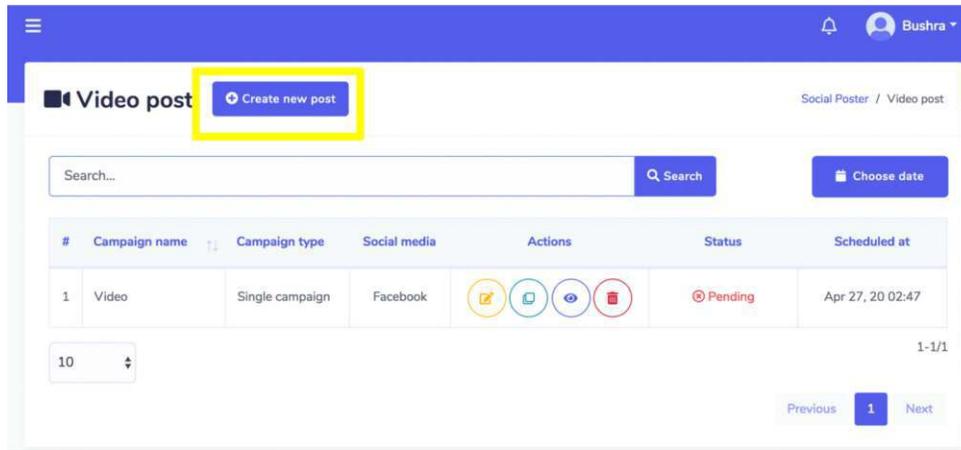
To create a new Video post, follow the steps given below:

1. Select  from **Video post** screen.
2. Provide a **Campaign name** and a **title**.
3. Select the type of the **privacy** from the dropdown menu for YouTube.
4. If needed, provide video **thumbnail URL** for Facebook platform.
5. Provide a message in **Message** field.
6. Select a **Posting time** for the text post.



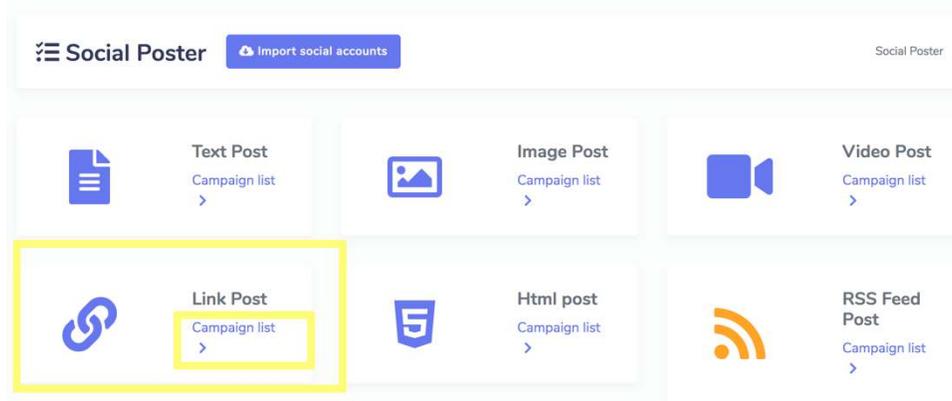


7. Select the **social accounts** from which this needs to be posted.
8. Once selected all required options, you need to select **Create campaign** option.



Link Post

To access the Link post section, select the **Campaign list** option from **Link Post** section.



A **Link post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table.

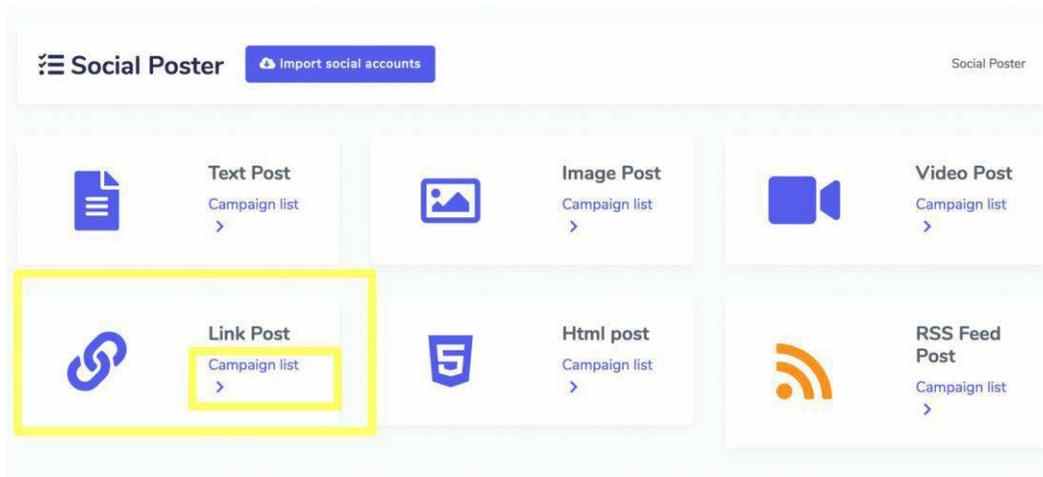
The following are the actions that can be performed against the campaign you want to perform actions on:

- Edit a campaign



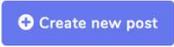


- Clone the campaign by selecting 
- View the campaign report by selecting 
- Delete a campaign

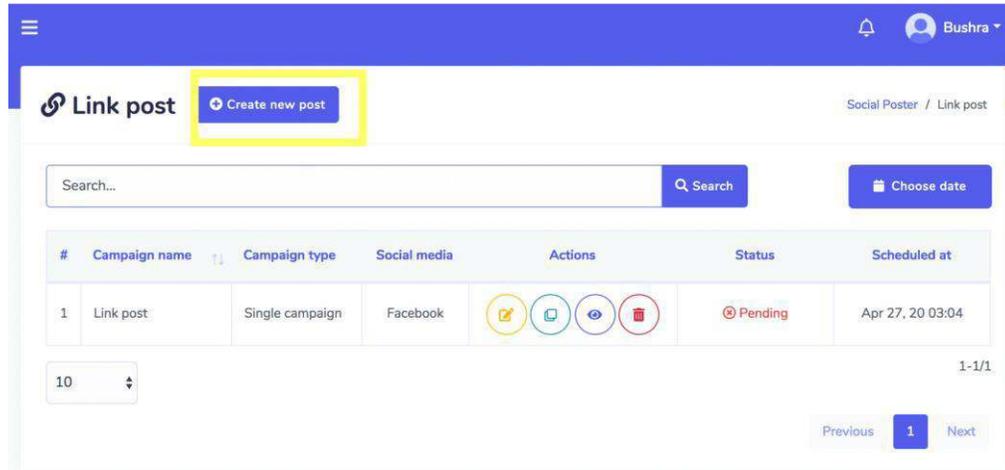


Create new Link Post

To create a new Link post, follow the steps given below:

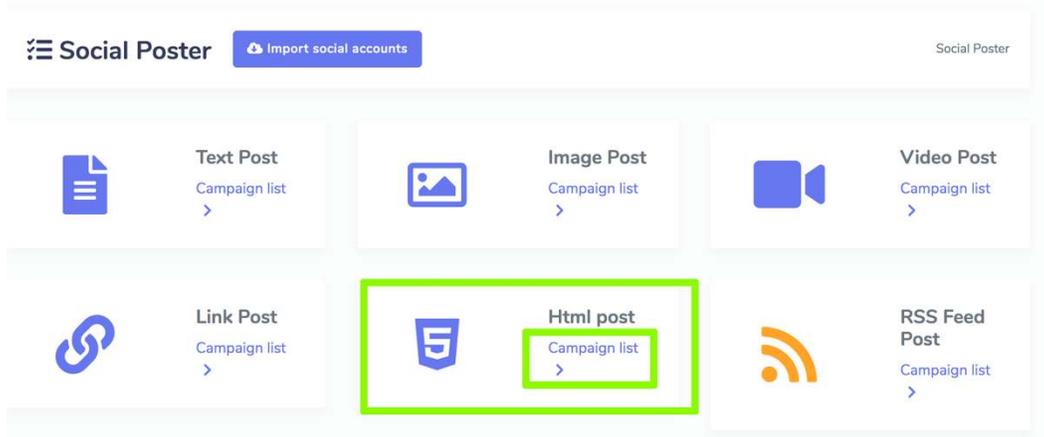
1. Select  from **Link post** screen.
2. Provide a **Campaign name, title**.
3. If needed, provide a **Link**.
4. Select a **Posting time** for the text post.
5. Upload a **thumbnail** by dragging and dropping the files.
6. Enter a **message** to be send via this post.
7. Select the **social accounts** from which this needs to be posted.
8. Once selected all required options, you need to select **Create campaign** option.





Html Post

To access the Html post section, select the **Campaign list** option from **Html Post** section.



A **Html post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table.

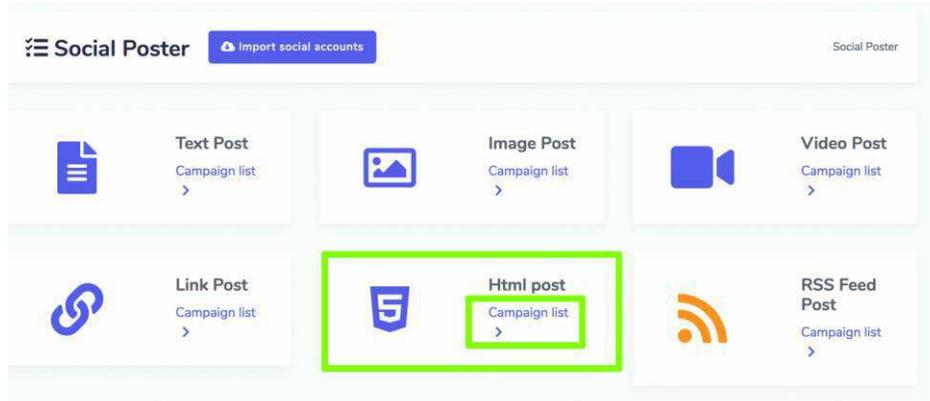
The following are the actions that can be performed against the campaign you want to perform actions on:

- Edit a campaign
- Clone the campaign by selecting 





- View the campaign report by selecting 
- Delete a campaign

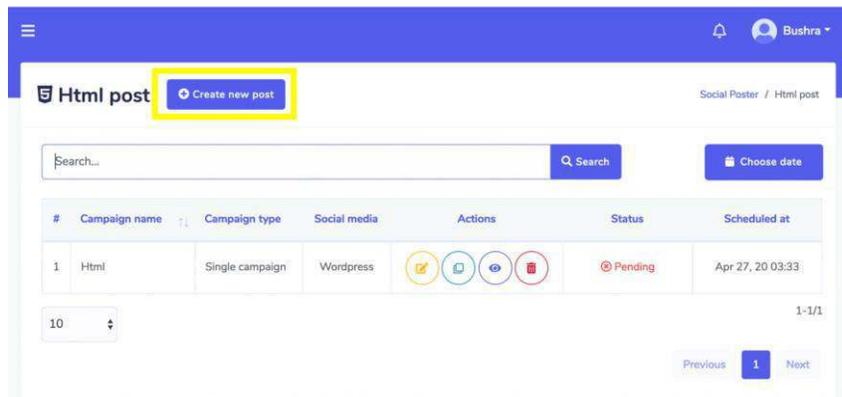


Create new Html Post

To create a new Html post, follow the steps given below:

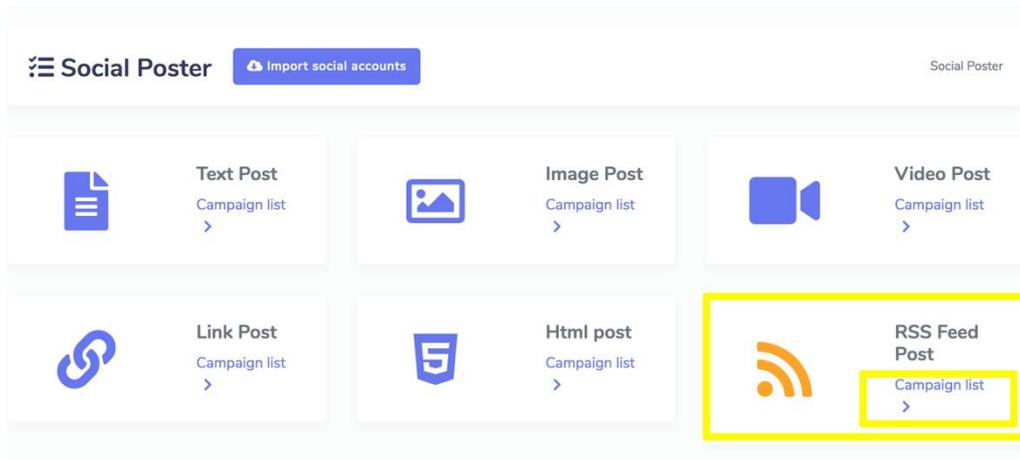
1. Select  from **Html post** screen.
2. Provide a **Campaign name, title**.
3. Select a **Posting time** for the text post.
4. Provide the rich content message in field provided.
5. Select the **social accounts** from which this needs to be posted.
6. Once selected all required options, you need to select **Create campaign** option.





RSS Feed Post

To access the RSS Feed Post section, select the **Campaign list** option from **RSS Feed Post** section.



Note

- RSS auto posting will be published as Link post. It will post once any new feed comes to RSS feed after setting it in the system. It will not post any existing feeds during setup the campaign.
- You need to add XMLs for this feature to be published.

An **RSS-auto posting** screen will appear, it consists of a list of Feed names you can search for a feed by using the **search bar**. You can adjust the number of feeds to be viewed per page. You

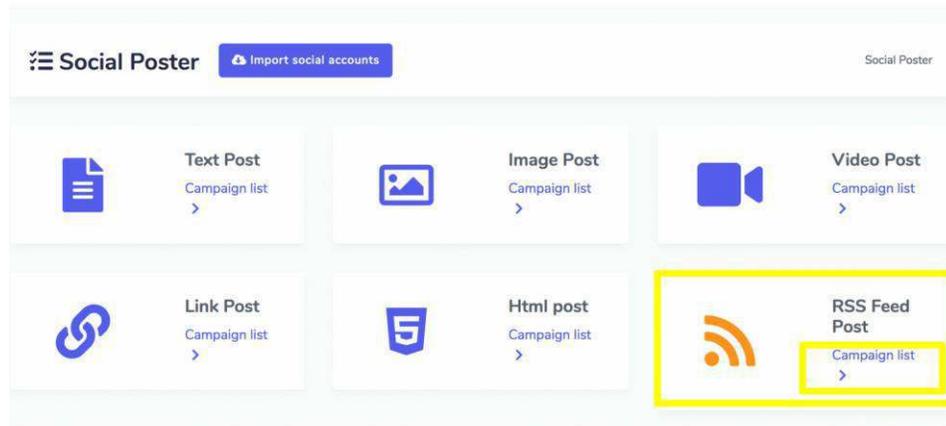




can choose the **date range** for narrowed search. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table.

To perform different actions on the feeds, select  option against the feed you want to perform actions on. The following are the actions that can be performed against the feed you want to perform actions on:

- Manage the settings of the campaign by selecting 
- Disable the feed by selecting 
- Delete the feed
- Track down the errors in XML by selecting 



Create new auto posting feed

To create a new Html post, follow the steps given below:

1. Select  from **RSS auto-posting** screen.
2. Provide a **Feed name**.
3. Provide an **RSS feed URL**, which is an XML, fetched by an RSS feed reader.
4. Select **Add feed** option.





Facebook Poster / Rss auto-posting

Rss auto-posting

[New auto posting feed](#)

RSS auto posting will be publised as Link post.It will post once any new feed comes to RSS feed after setting it in the system, It will not post any existing feeds during setup the campaign.

Search...

Sn	Feed name	Status	Actions	Last updated	Last feed	Post as pages
1	Xml	Active		27 Apr 03:55	19 Oct 16:09	

10

1-1/1

Previous 1 Next

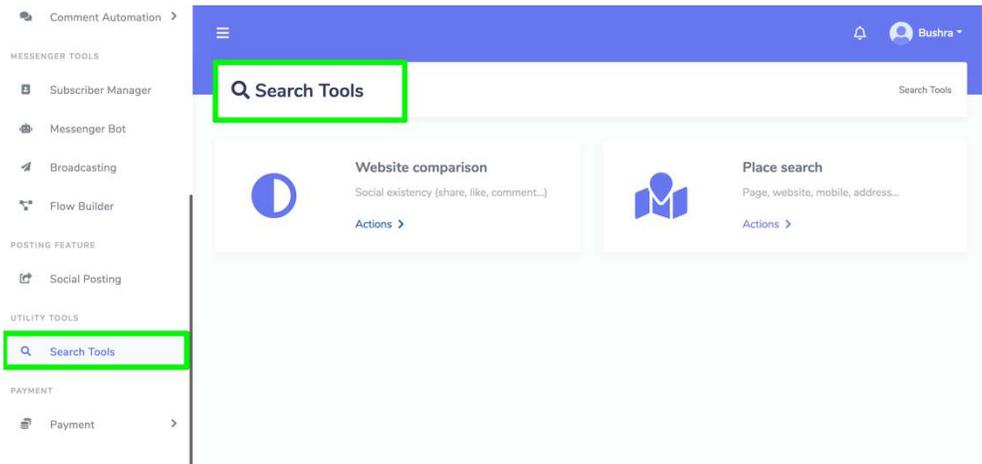




Search Tools

Search Tools feature allows you to manage all compare the website and help you search the places in a particular range based on your location.

To view this section, navigate to **Search Tools** from the navigation menu located at the left under **Utility Tools** section. Tab on **Search Tools**.

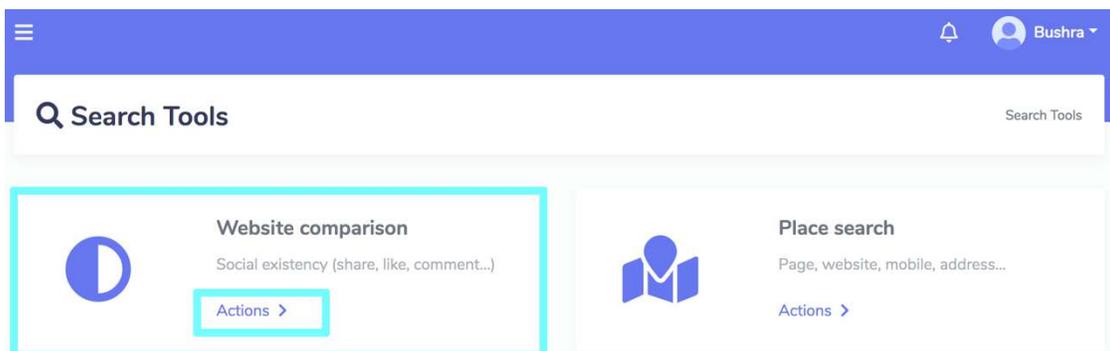


A screen containing following two sections will appear:

- [Website comparison](#)
- [Place search](#)

Website comparison

You can compare two websites by using this feature. To access the Website comparison section, select the **Actions** option from **Website comparison** section.



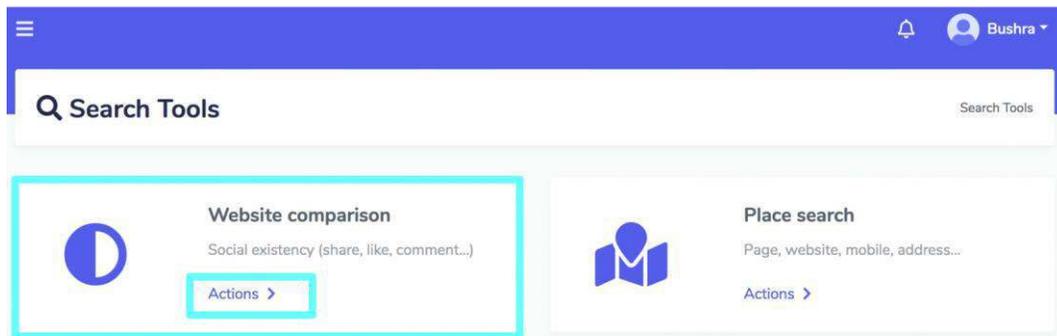
1. A **Website comparison** screen will appear.
2. Enter both the websites to be compared in **Website** and **Competitor website** field respectively.





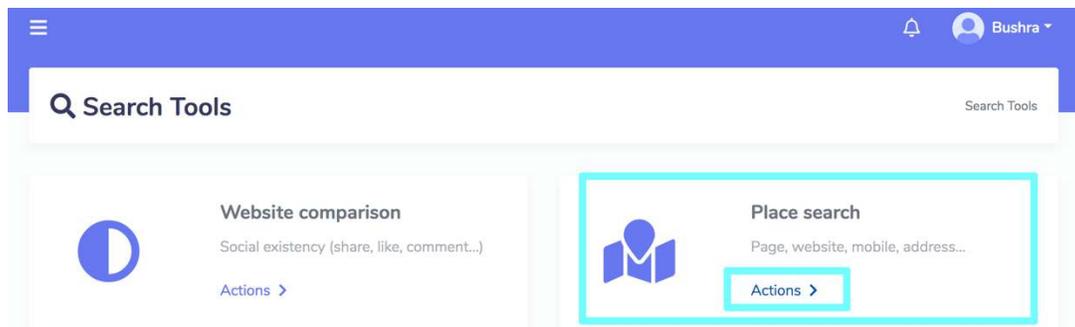
3. Hit Search.

A website comparison report will appear on the screen.



Place Search

You can search for places in a certain area by providing the dimensions. To access the Place search section, select the **Actions** option from **Place search** section.



- 7) A **Place search** screen will appear. Enter the things to be searched in **Keyword** field.
- 8) Provide the **longitude** and **latitude** in respective fields.
- 9) Select the **distance** to define your range.
- 10) Once you have provided all information select **Search**.

Your search results will appear on the right side of the screen.





Search Tools

Website comparison
Social existency (share, like, comment...)
Actions >

Place search
Page, website, mobile, address...
Actions >

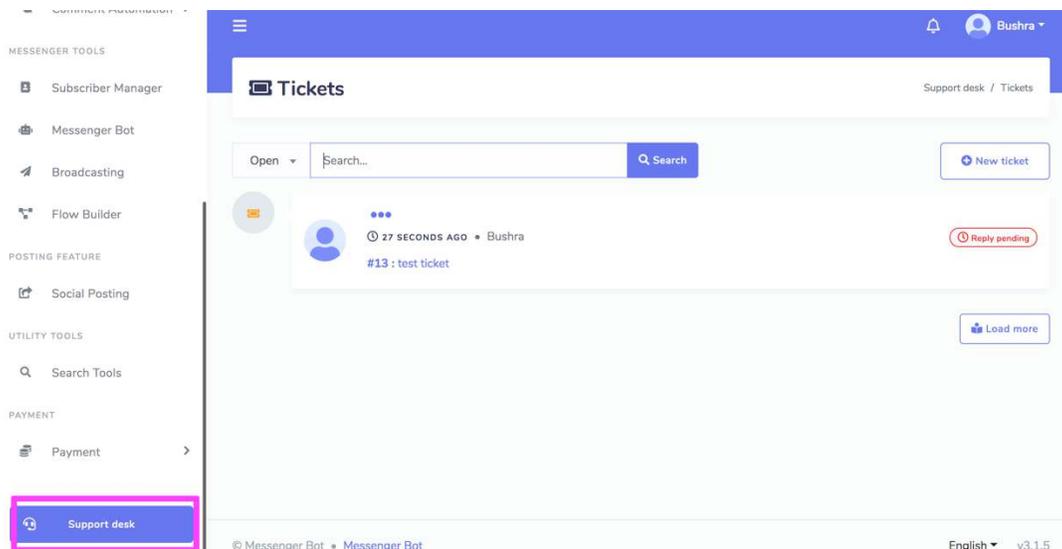




Support Desk

Search Tools feature allows you to manage all the complains related to billing, technical or any query related. You can create tickets for each issue and report them to the responsible personnel.

To view this section, navigate to **Support Desk** from the navigation menu located at the left. It is the last option in the navigation menu.



A tickets screen will appear. It displays the information about:

- The time when ticket was created
- The person who created the ticket
- The status of the ticket

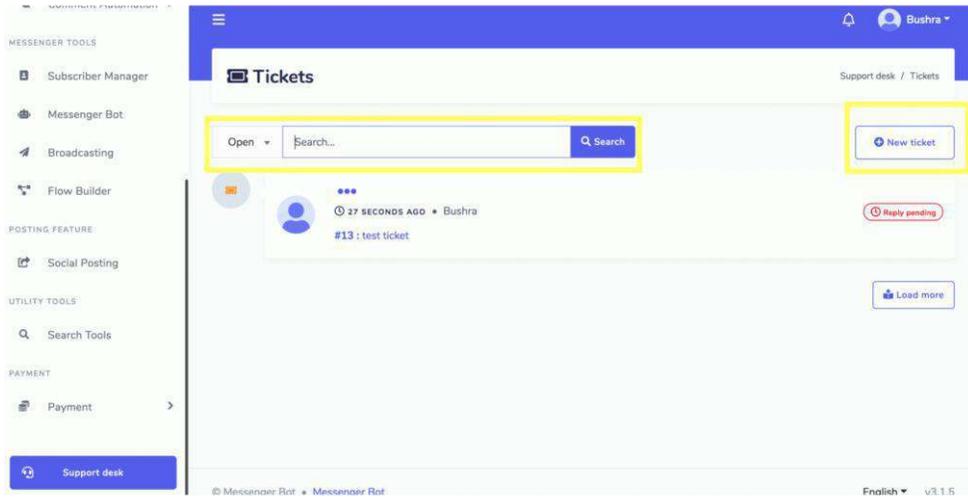
Create new ticket

To create the new ticket, follow the steps given below:

- 1) Select the **New ticket** option from **Tickets** screen.
- 2) An **Open Ticket** will appear, you need to provide the ticket title.
- 3) Select the **type** of the ticket from dropdown menu.
- 4) Provide a **description** for the ticket.
- 5) Select **Open ticket** option.

Your ticket will be created and respective personnel will be notified.





Logout

You can logout by selecting the currently logged in profile from the top right. A dropdown menu will appear on the screen. Select **Logout** option.

