



# 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](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.








→ Login

Email 

Password  [Forgot your password?](#)

 → Login

 Login with google  Login with Facebook

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

## Note

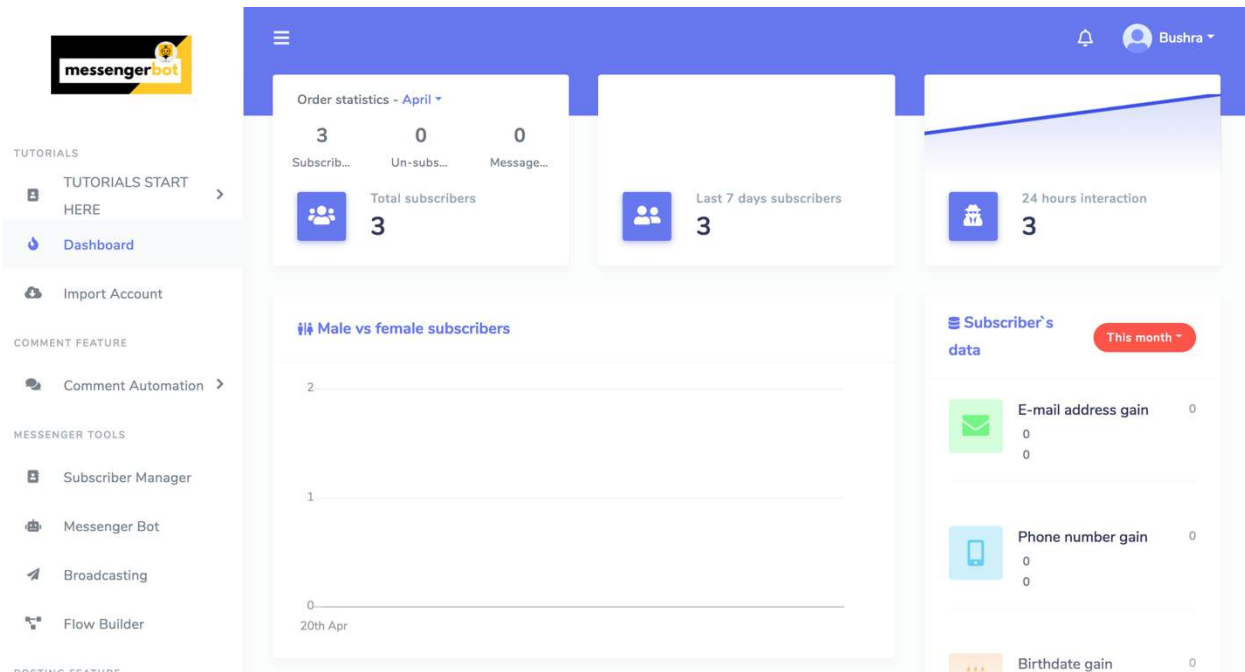
- If the account doesn't already exist, the user needs to enter required information after selecting **Create one** option from the login page.
- For login, user can also use **Login with google** or **Login with Facebook** options from the login page.

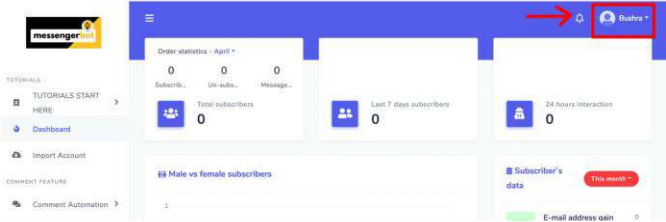




## UI Overview

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"> <li>• Profile: Change the profile settings</li> <li>• Activities: View your calendar</li> <li>• Change password</li> <li>• Logout</li> <li>• Short cut to Facebook profile</li> </ul> 

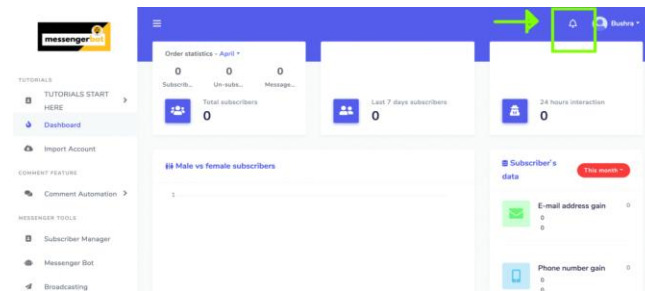







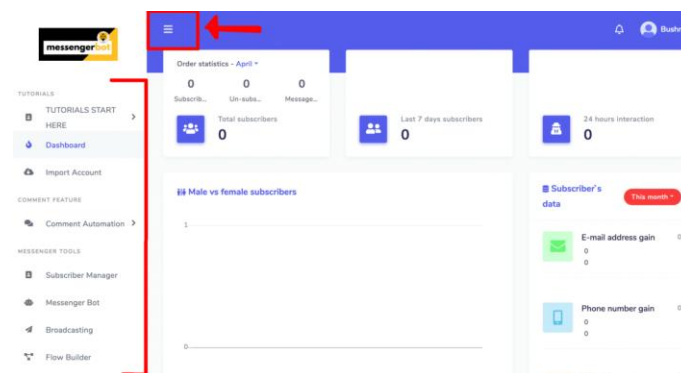
## Notifications

The alarm icon besides the active profile displays all latest notifications that are either new or unread by a user.



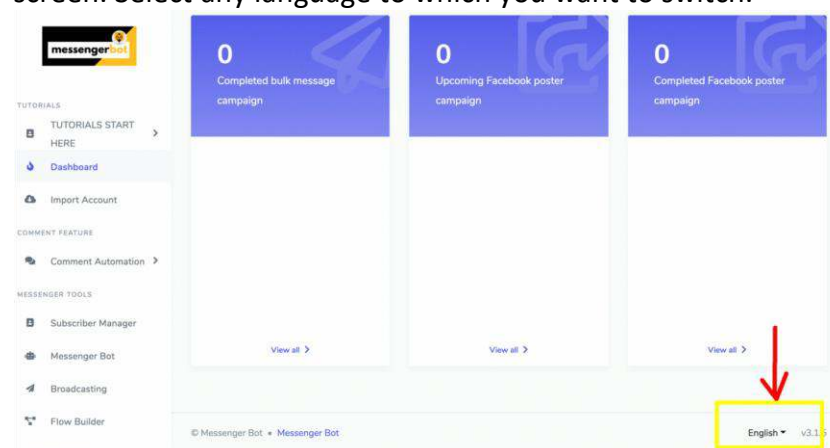
## Navigation Side Bar (Hamburger Menu)

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.



## Switch Language

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.



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](#)

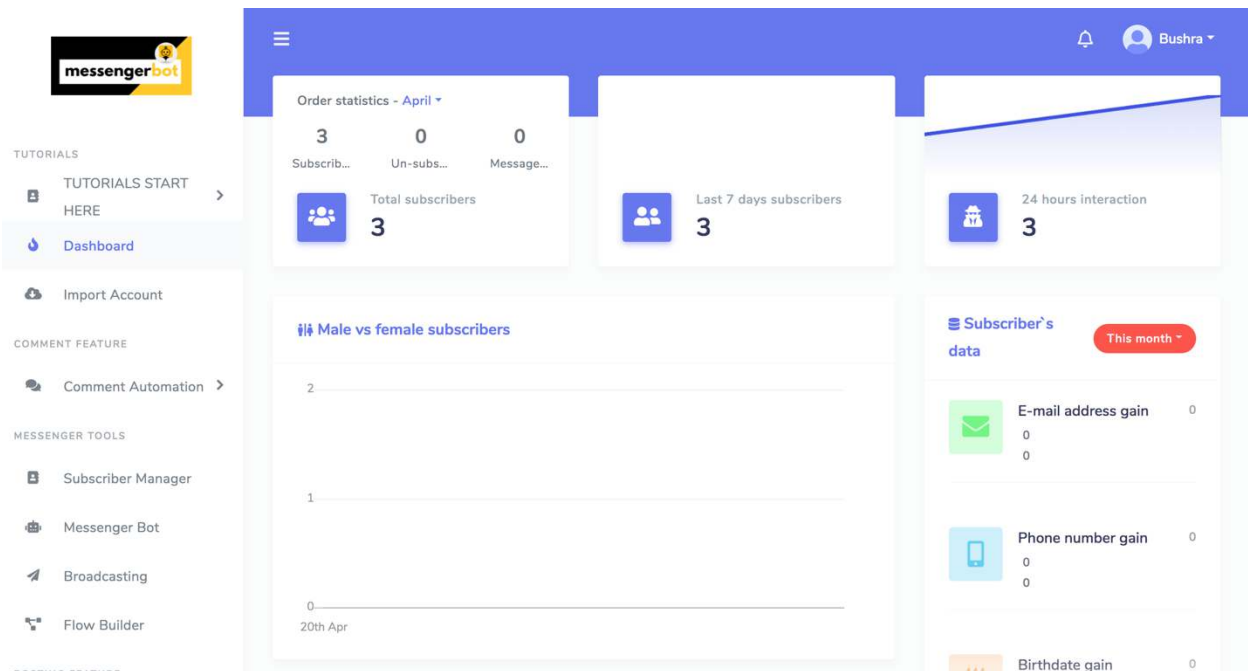




## Dashboard

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](#)





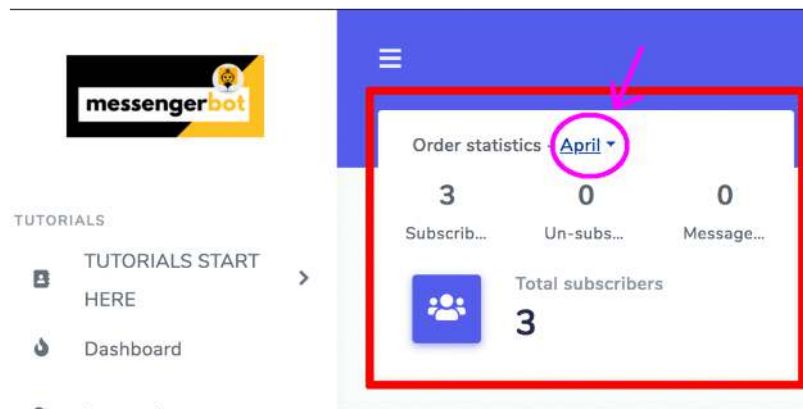
- [Completed Facebook poster campaign](#)

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.

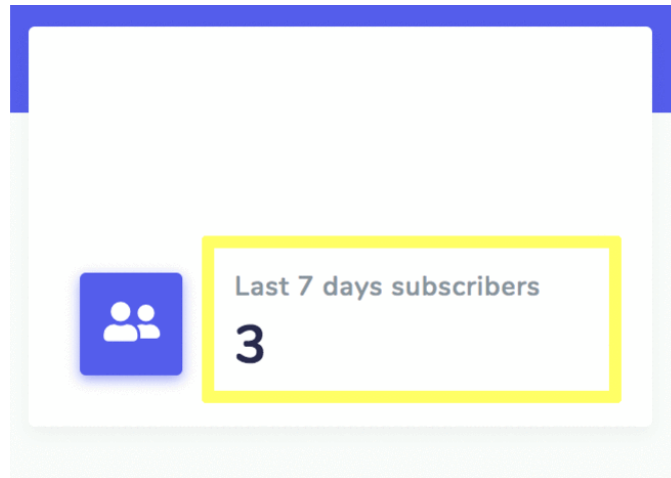


### Last 7 days subscribers

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.

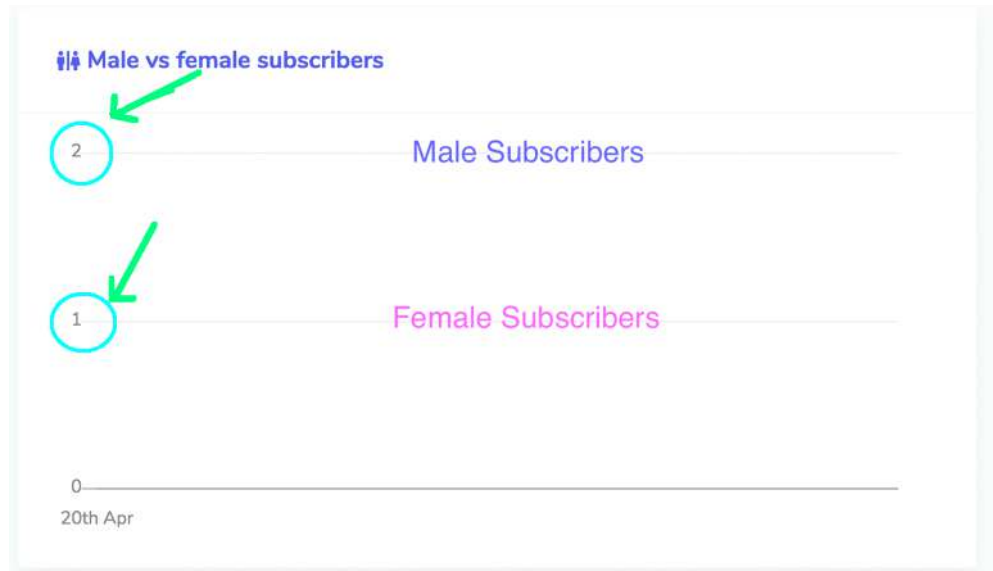
- Hover over on the graph to view the number of subscribers per hour.



### 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.





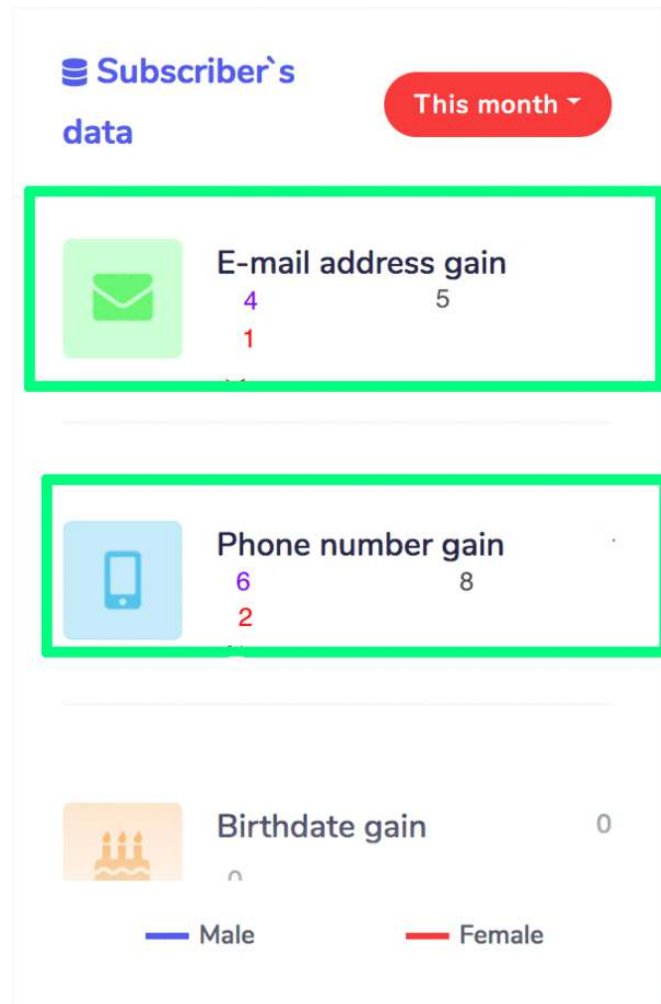
### Subscriber's Data

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.





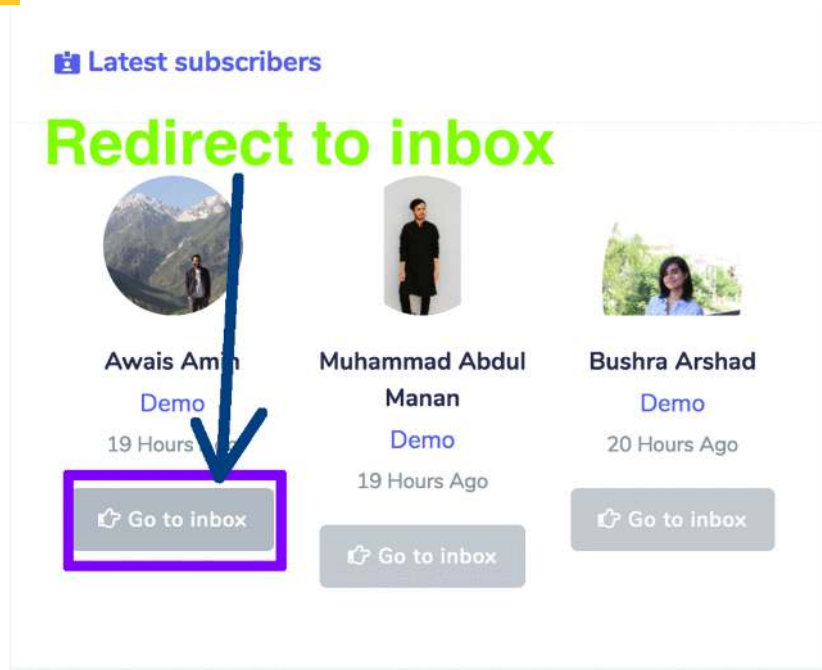
The widget classifies male data in purple color while female subscriber's data in red color.

[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:





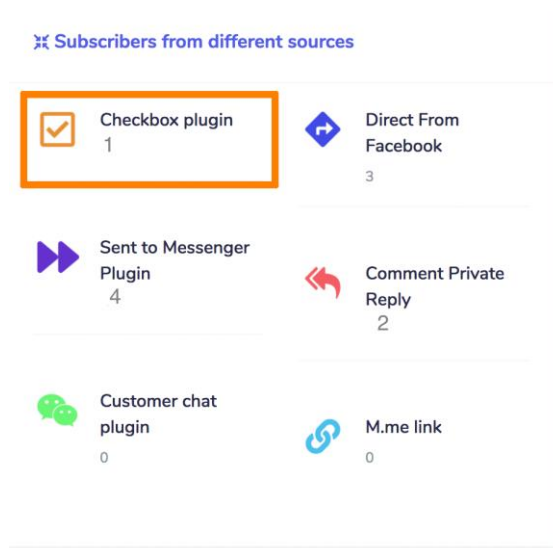
### Subscribers from different sources

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







### 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	<a href="#">102499361444844_102499448111502</a>	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.

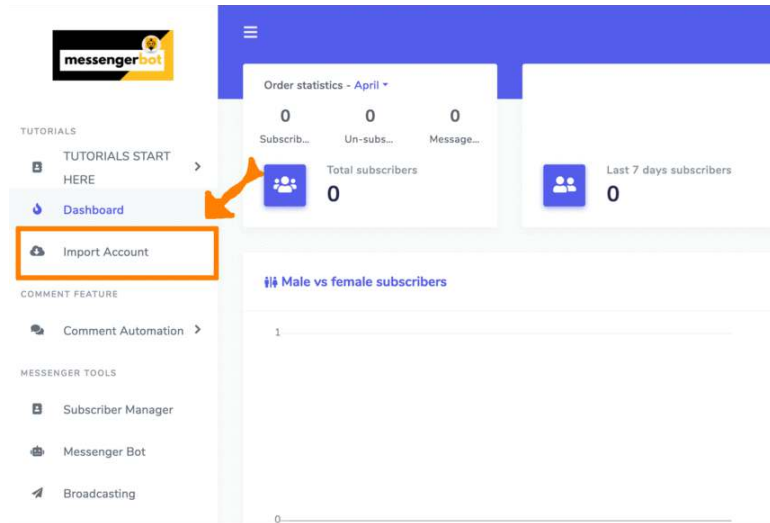
### Note

- 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.







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[Login](#)


---


Email

Password

[Forgot your password?](#)

[Login](#)

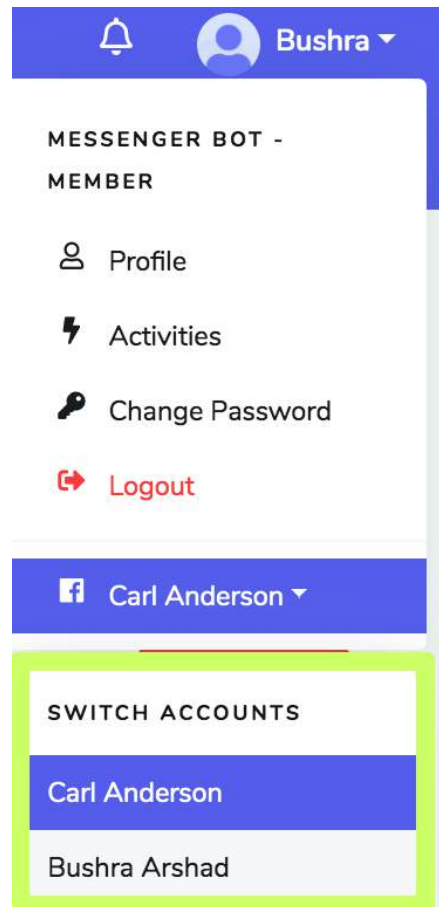
 Login with google

 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.





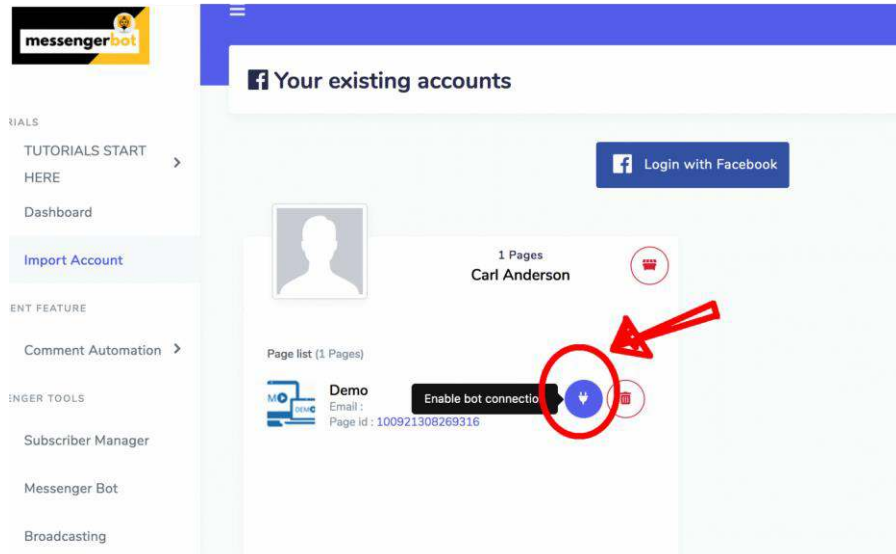
### Enable Messenger Bot

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.



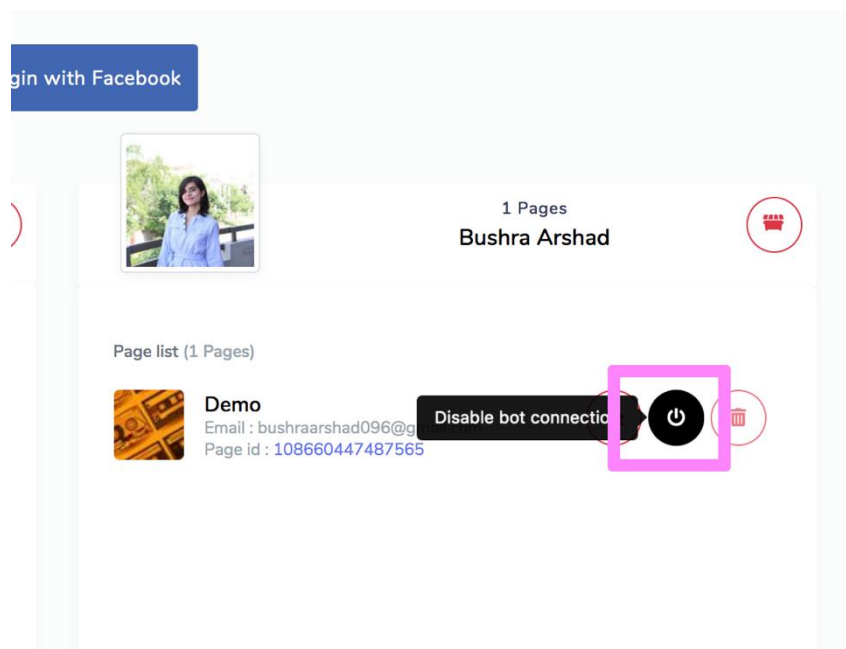




Bot connection will be enabled.

### Disable bot connection

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




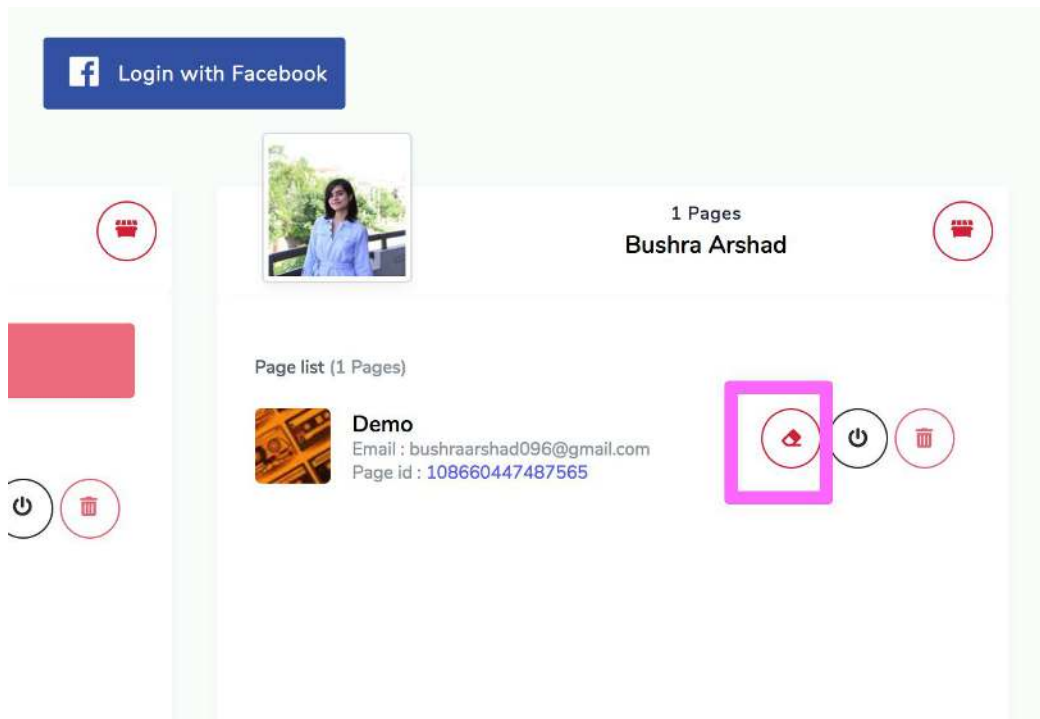
Bot connection will be disabled.






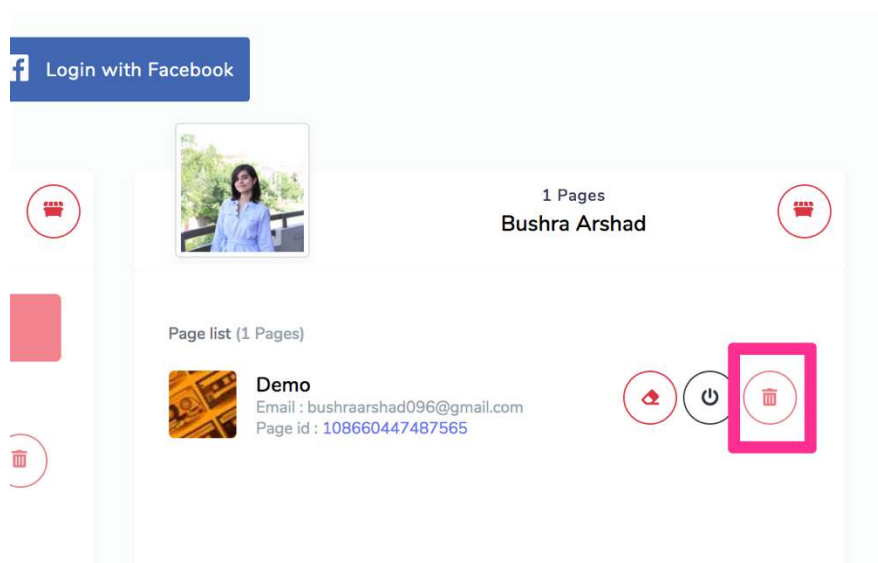
## Delete bot connection

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.

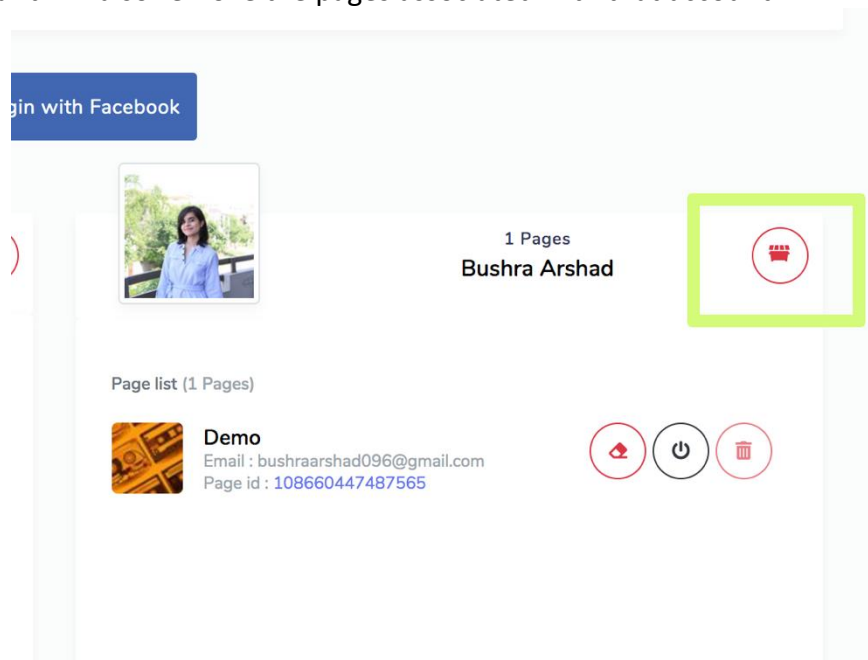


### Note

- 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

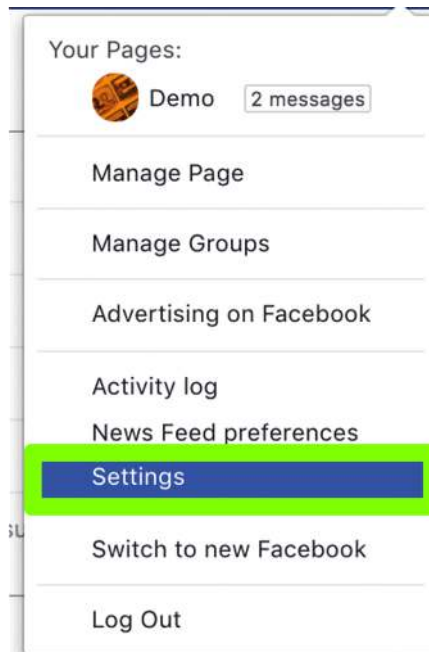
To integrate the Facebook account and manage Messenger Bot permissions from Facebook platform, follow the steps given below:

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

	<div>Messenger Bot</div> <div>Added on 19 Apr 2020</div>	<div>View and edit</div>	<div><input checked="" type="checkbox"/></div>
---	--	--------------------------	--





## 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. On the left sidebar, the 'Flow Builder' option is highlighted with a red box. The main content area is titled 'Flow Builder' and contains 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'.

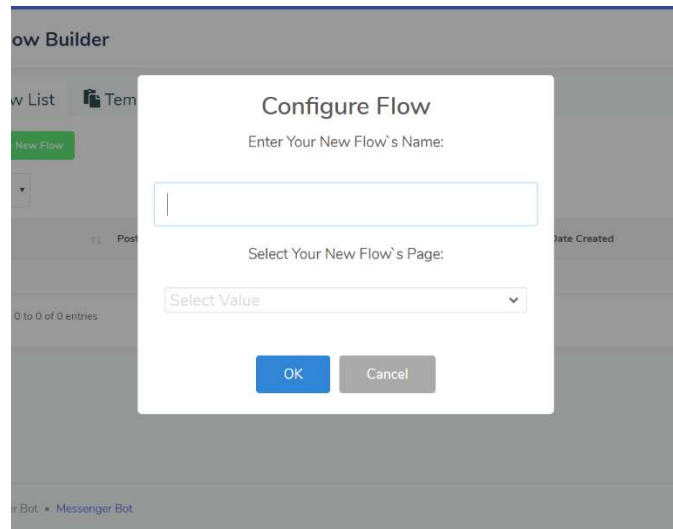
Let's get to know flow builder more and learn how to use it by clicking Create New Flow button

This screenshot is identical to the previous one, but with a red arrow pointing directly to the 'Create New Flow' button in the main content area.

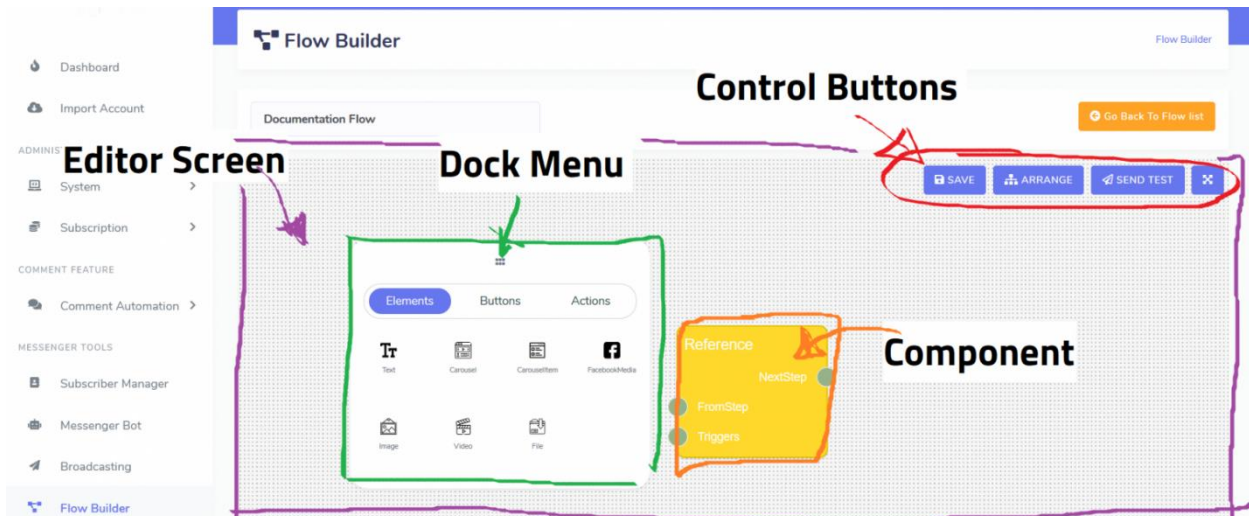




Enter the name of the flow you will create here as well as select your New Flow's Page, and click OK when done.



## PARTS OF FLOW BUILDER



The Flow Builder has four parts:

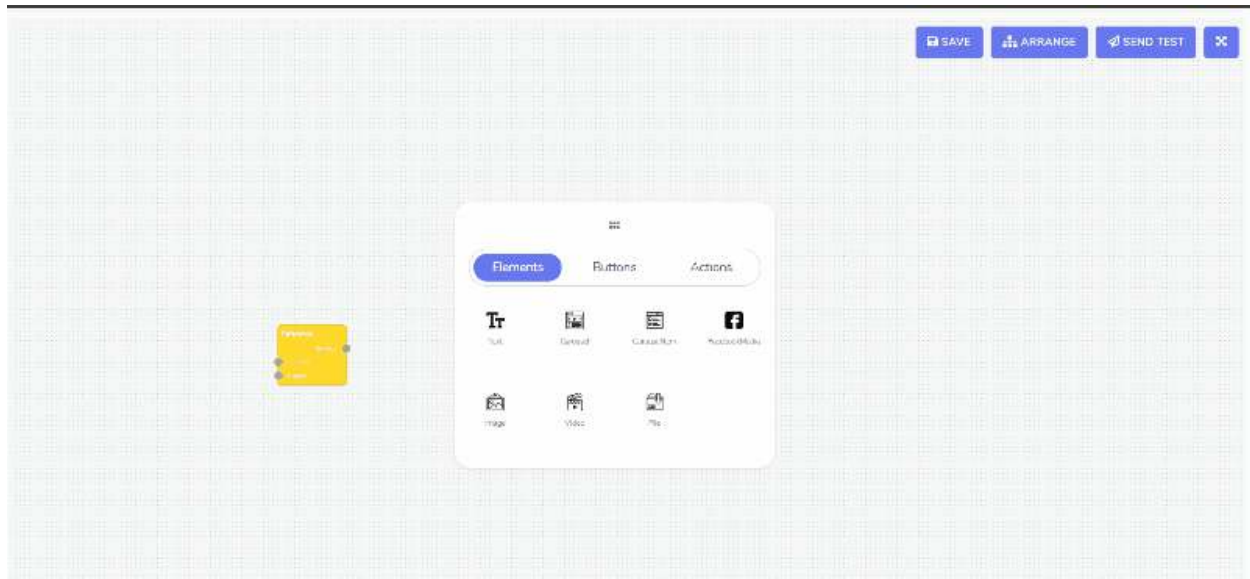
1. Editor Screen - This is where you will place your components and do your flow set-up.
2. Dock Menu - You can create components using the Dock Menu by dragging the component from the Dock menu and dropping it on the Editor Screen.
3. Components - This is the building block of your flow. Each component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





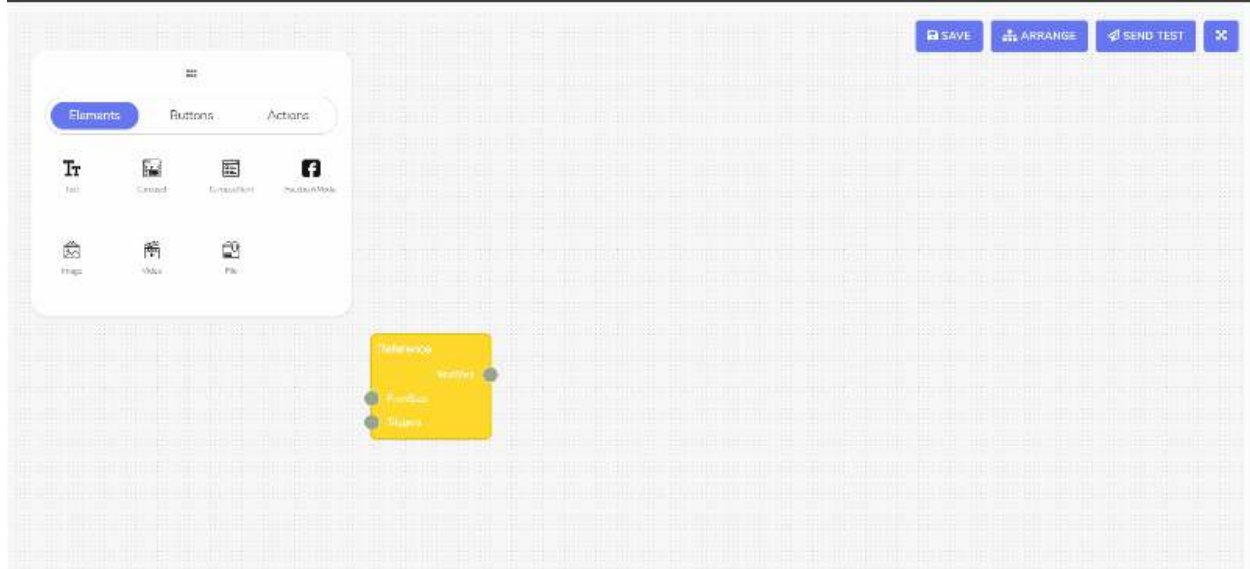
4. Control Buttons - This part contains 4 buttons for the primary operation of the flow builder. You can save, arrange, send a test and finally, you can maximize and minimize the editor screen window.

## THE DOCK MENU

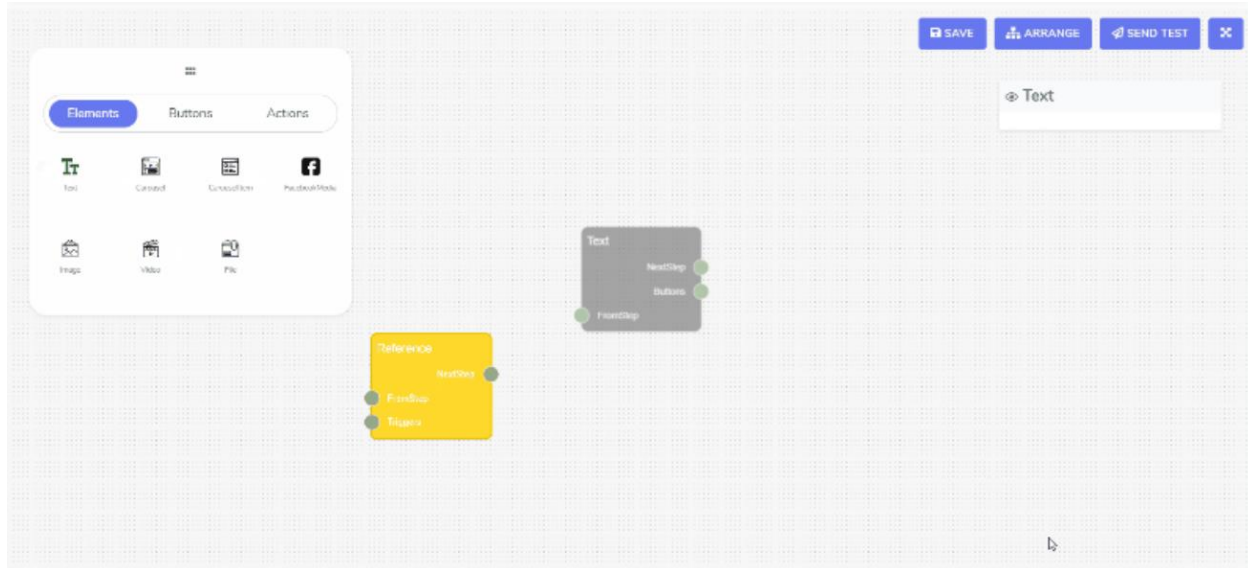


You can move around the dock menu by dragging it. You can also minimize and maximize it by double-clicking.

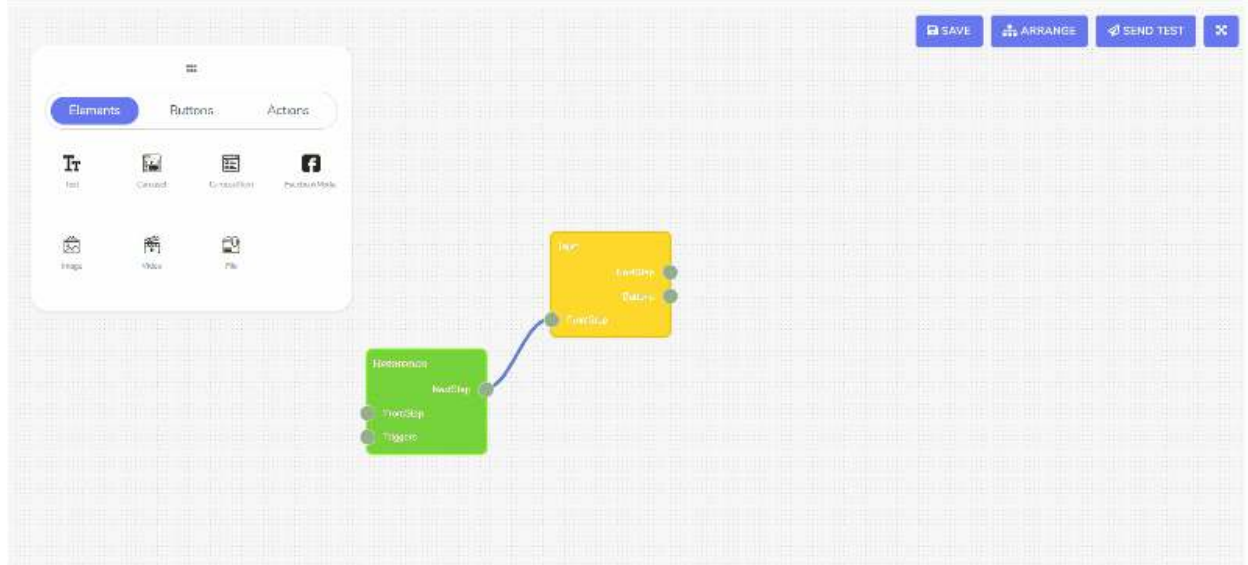
## CREATING A COMPONENT

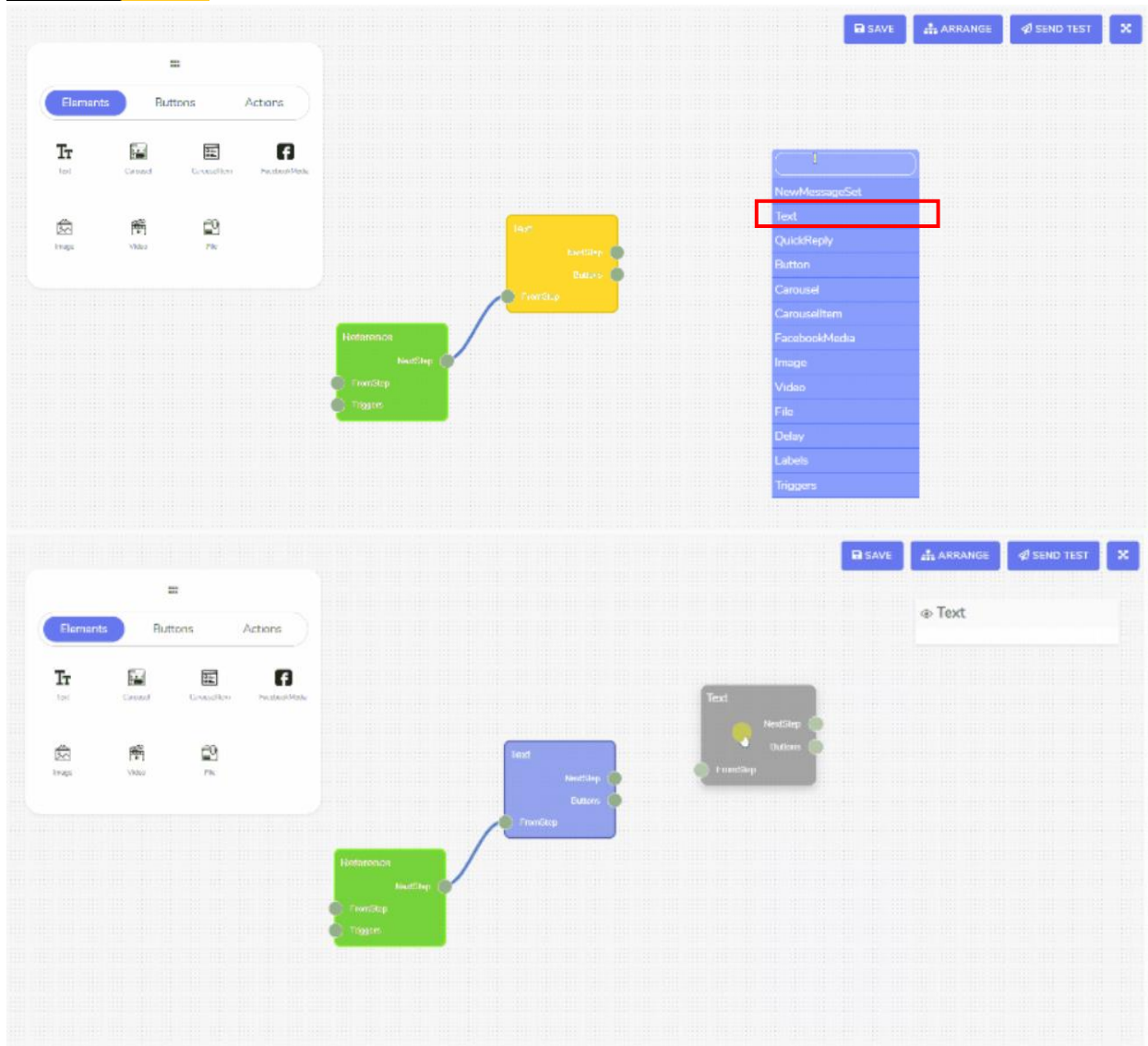






You can create a component using the Dock Menu by dragging your chosen component then dropping it on the editor screen.

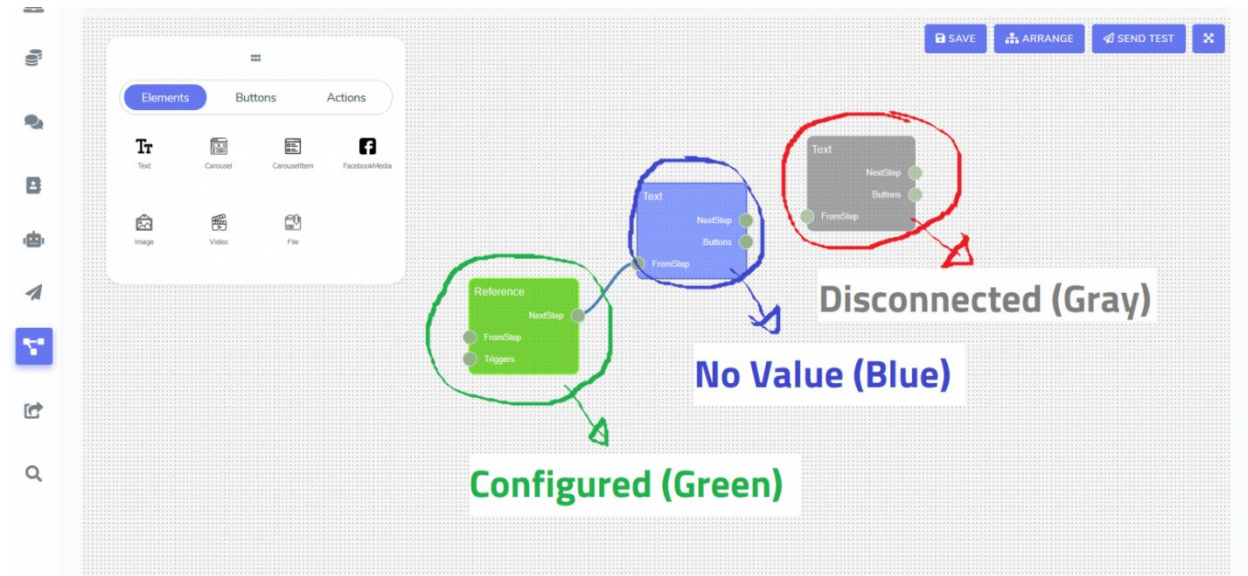




You can also create a component by RIGHT-CLICKING anywhere on the editor screen, then the Context Menu will show. Once the context menu appears, simply click on your chosen component and it will be created on the editor screen.



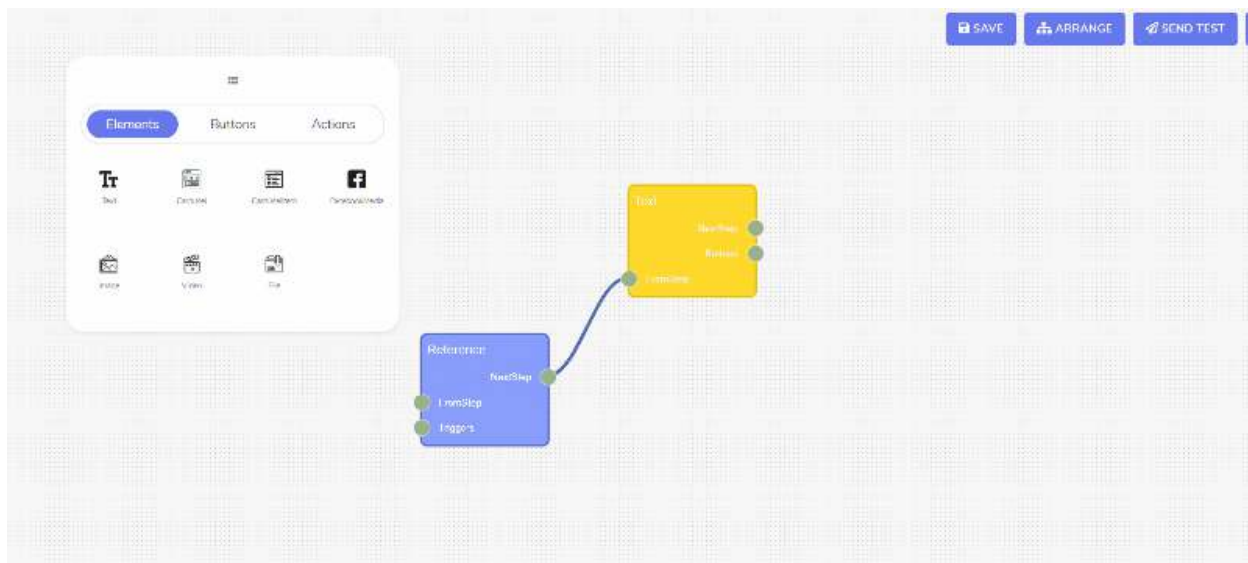
## COMPONENT STATUS TYPES



There are three statuses of Components:

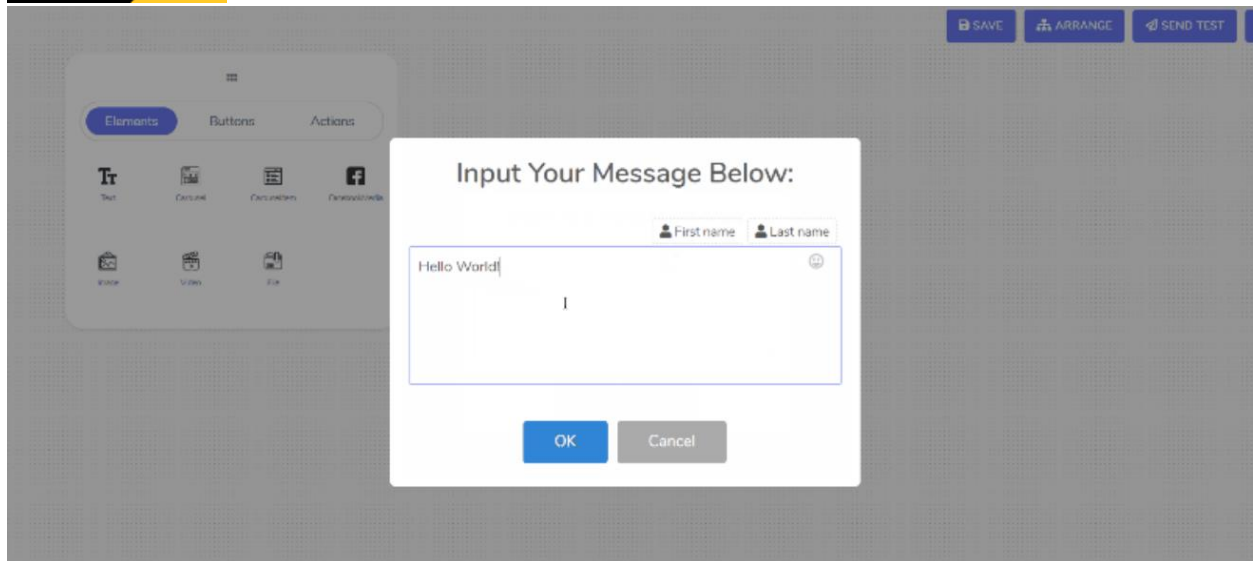
1. Configured - Means that the component has a value and is configured. (colored green)
2. No Value - Means that the component is disconnected from the Reference component link-tree, but it has no value. (colored blue)
3. Disconnected - This component may have or have not a value, but it is disconnected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

## CONFIGURING A COMPONENT

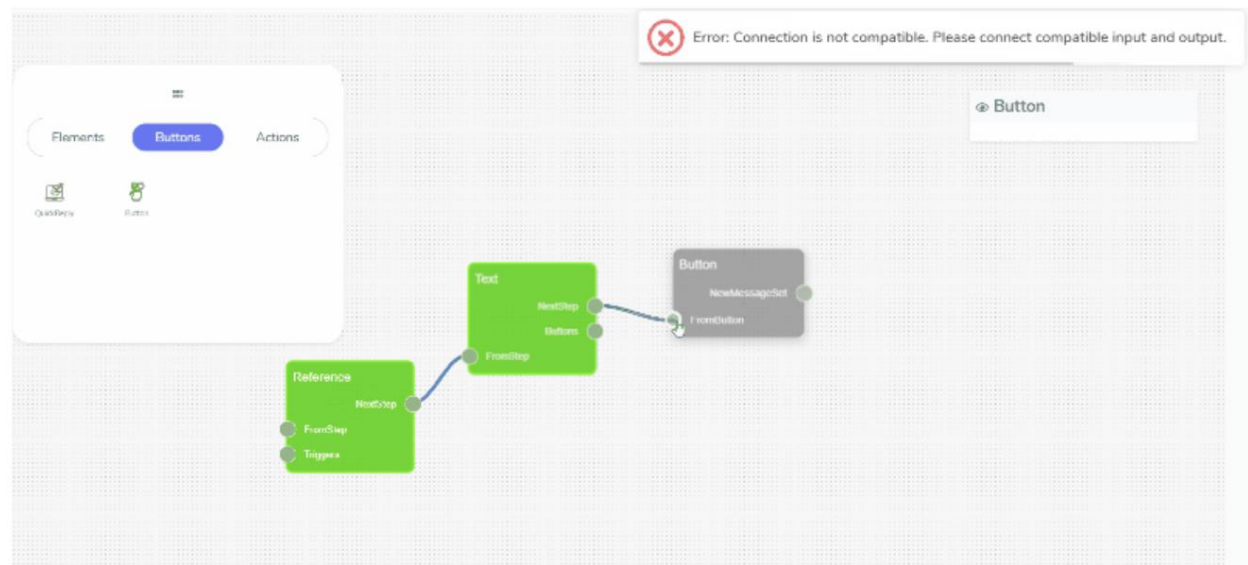


You can configure a component, all you have to do is to DOUBLE CLICK the component and a pop-up form will show up for the configuration.





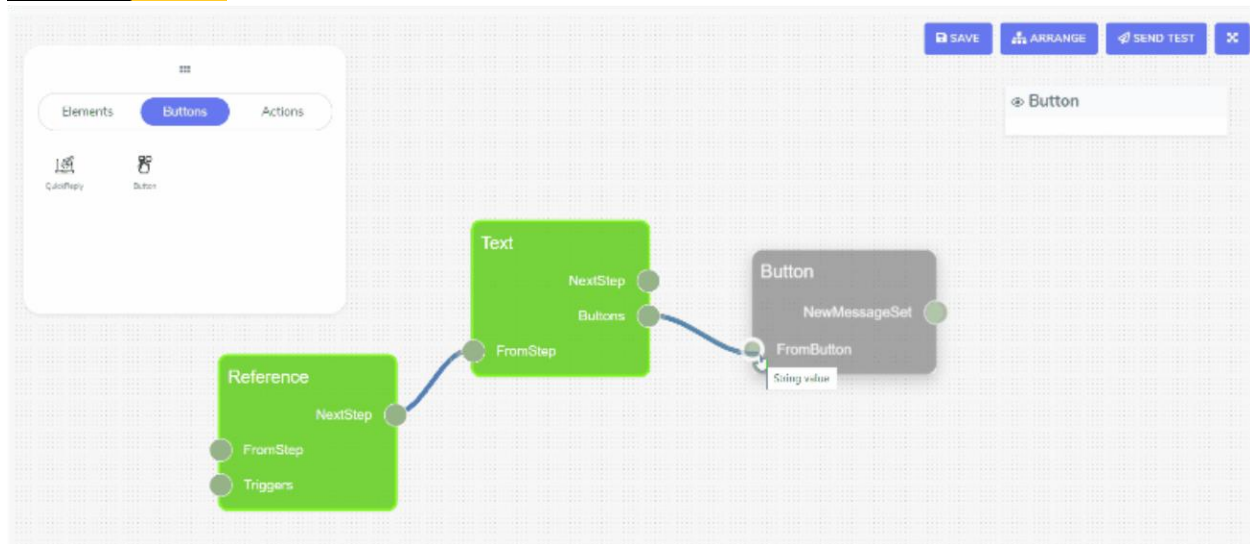
## COMPONENT CONNECTIONS



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





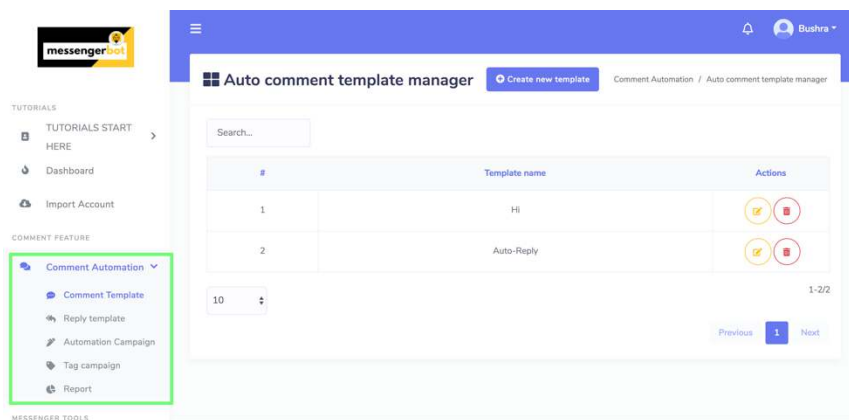
## Comment Automation

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.

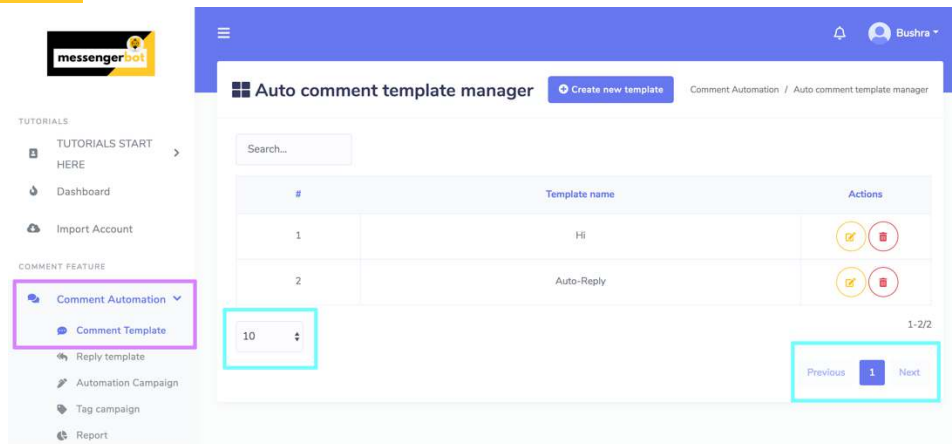
### Comment Template

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.



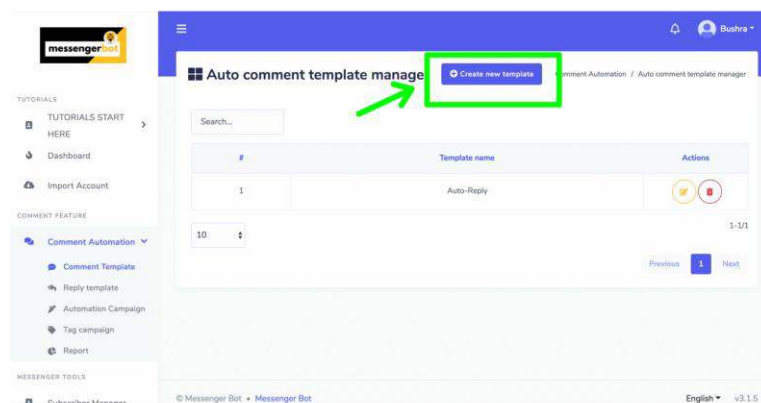




### Create new template


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:

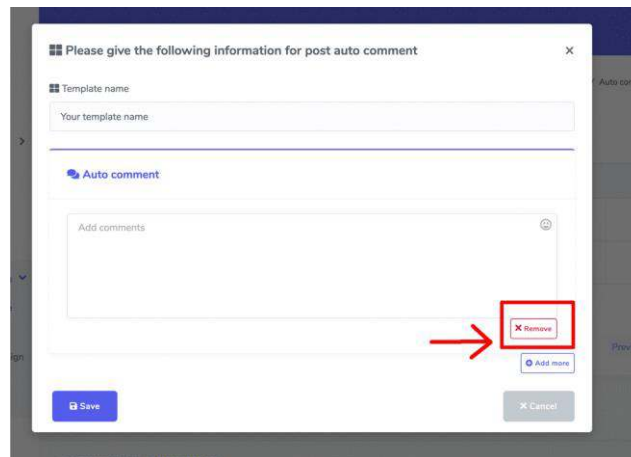
**Remove the comment:** You can remove the comment from the information providing screen by selecting  button at the bottom.

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





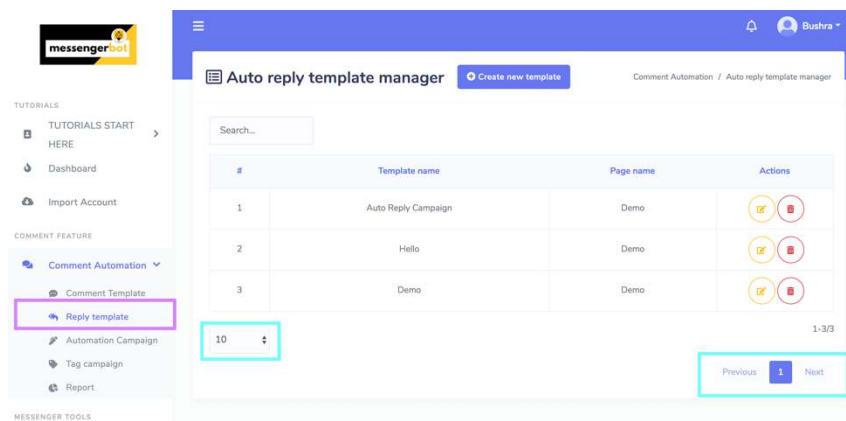
**Delete the template:** You can delete the template by selecting the  icon against the template to be deleted.









## 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.



#	Template name	Page name	Actions
1	Auto Reply Campaign	Demo	 
2	Hello	Demo	 
3	Demo	Demo	 

## Create new template

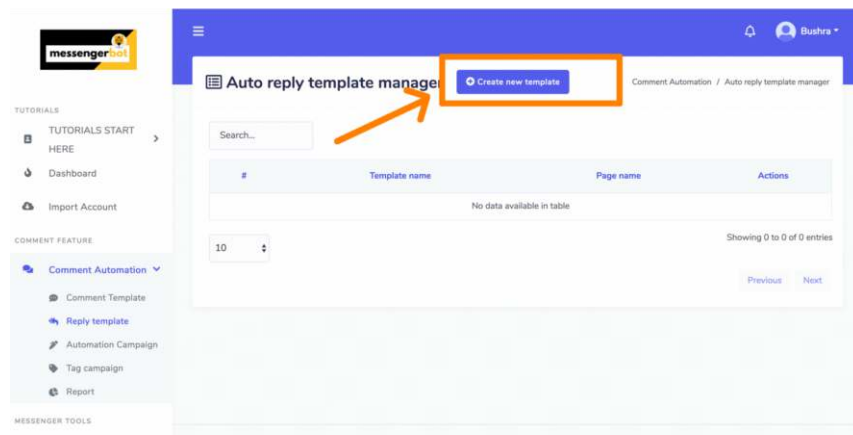
To create a new template, follow the steps given below:

- 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**.



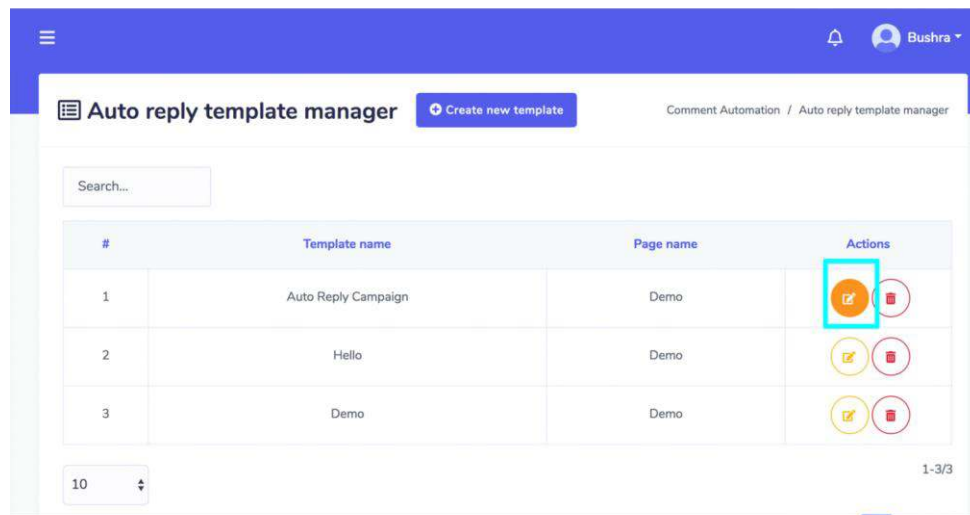
### Reply Template Options

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.



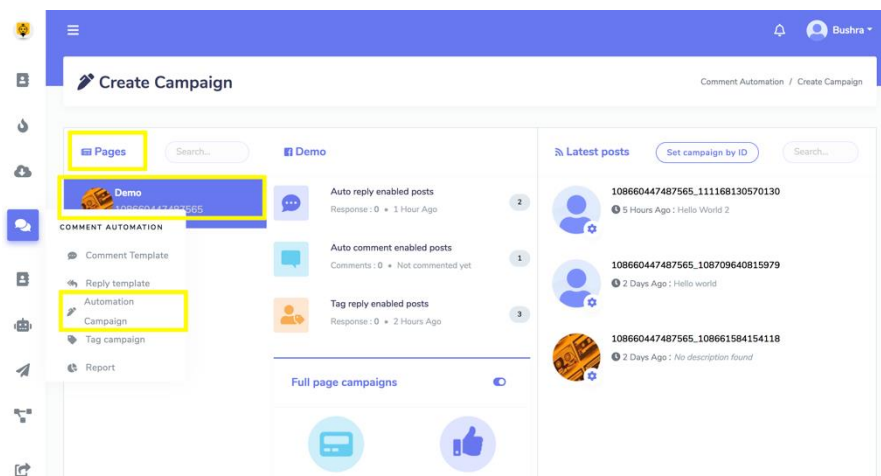


## Automation Campaign

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

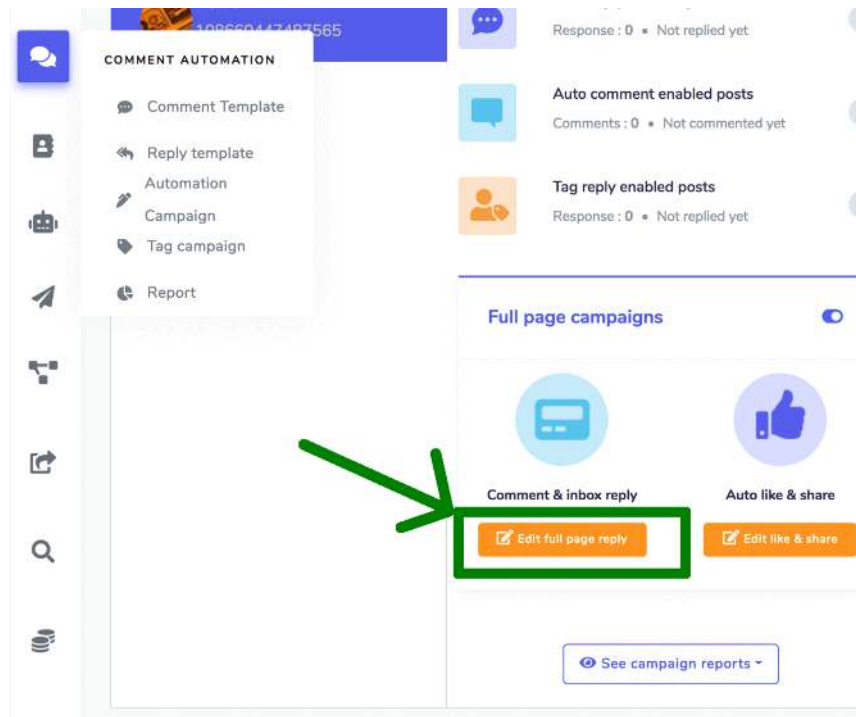
Campaigns can be set for Facebook pages. This helps a user to run an overall campaign for their page. The settings apply throughout the Facebook page and for all posts. To set a full page campaign, a user has two methods:

- 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.

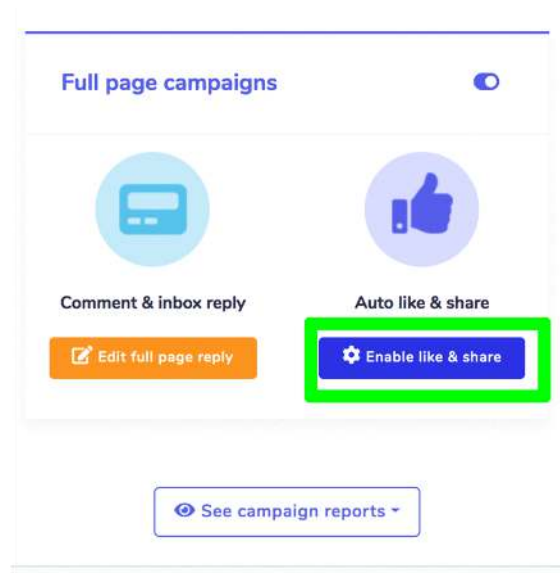


### *Auto like & share*

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.

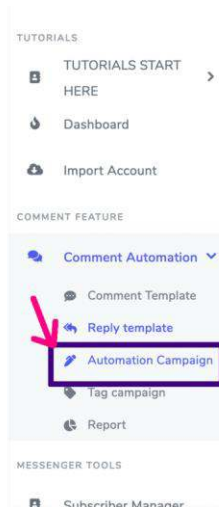
#### Set campaign by ID


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.

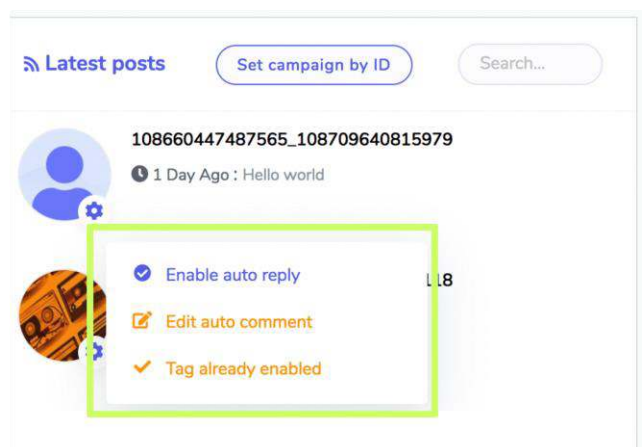





On selecting the  icon, users can perform following actions:

- **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.



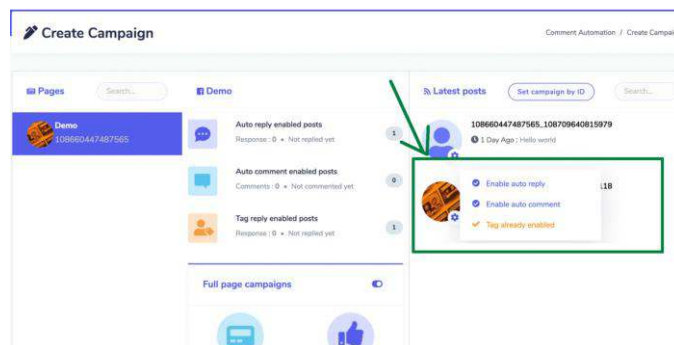



- **Enable auto comment:** You can enable the auto comment feature by selecting  icon.

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.

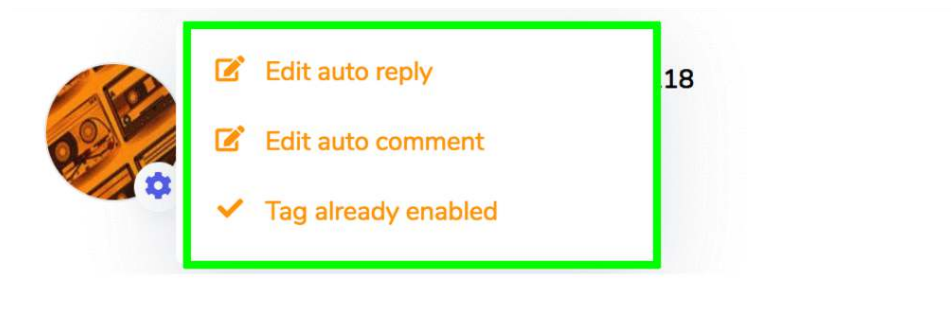






### Automation campaign output

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.

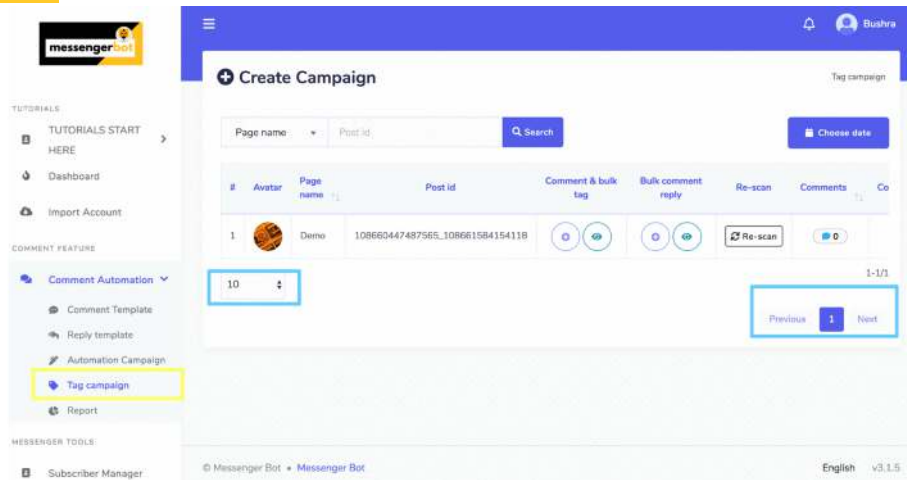


### Tag campaign

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.

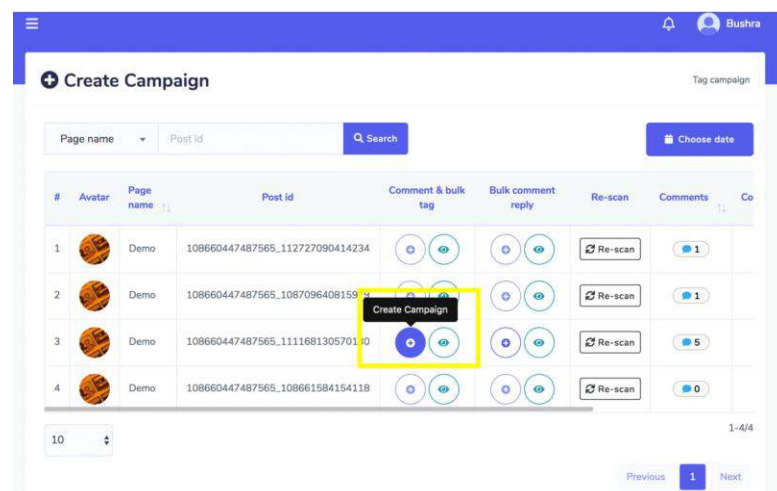






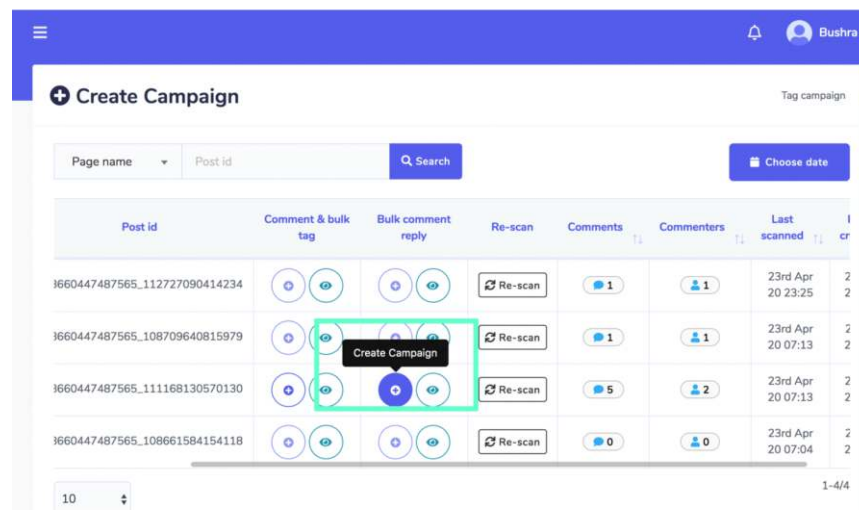
## Create Campaigns


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**.

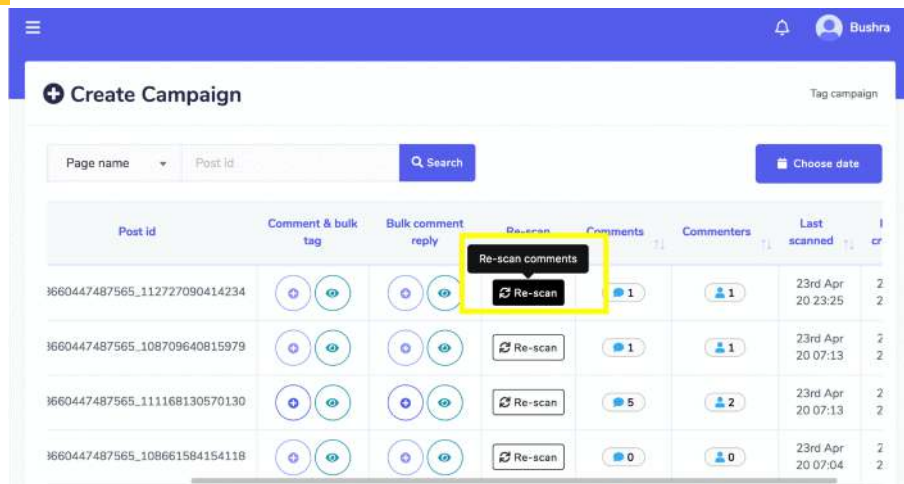


- **View report for comment & bulk tag:** By selecting the  icon against the ID for which the report is to be viewed as shown in [comment bulk tag report](#) section.
- **Create campaign for bulk comment reply:** For comment replies in a bulk, follow the steps given below:
  - Select the  icon against 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**.

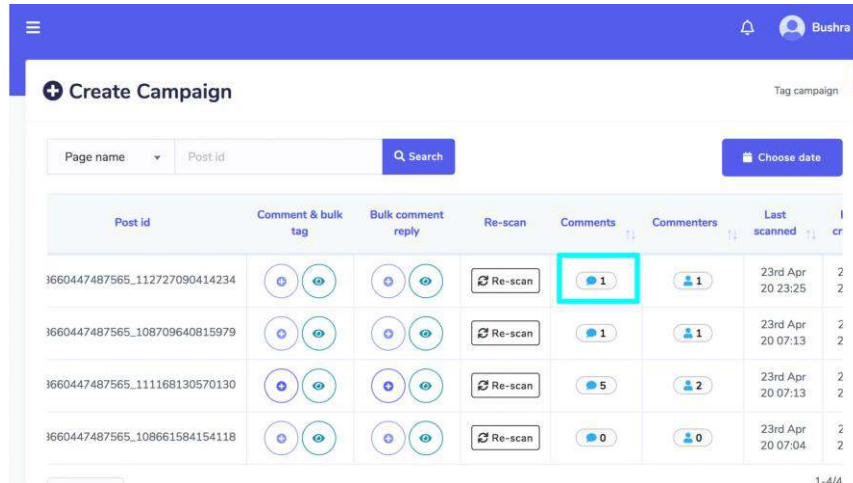


- **View report for bulk comment reply:** By selecting the  icon against the ID for which the report is to be viewed as shown in [bulk comment reply report](#) section.
- **Rescan the existing comments:** By selecting the **Rescan** option against the **Post ID** whose comments are needed to be scanned.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





- **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.



- **View the commenters:** 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.

The screenshot shows the 'Create Campaign' interface with a table of posts. The table has columns for Post id, Comment & bulk tag, Bulk comment reply, Re-scan, Comments, Commenters, Last scanned, and a final column with the number 2. The first row is highlighted with a green box around the 'Commenters' column, which shows a person icon and the number 1.

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

An overall demonstration of this section is given below:

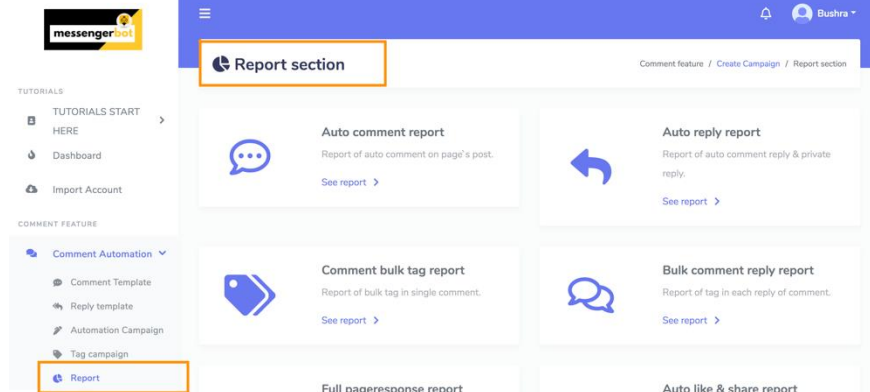
The screenshot shows the 'Create Campaign' interface with a sidebar menu on the left. The sidebar has a 'TUTORIALS' section with 'TUTORIALS START HERE', 'Dashboard', and 'Import Account'. Below that is a 'COMMENT FEATURE' section with 'Comment Automation', 'Comment Template', 'Reply template', 'Automation Campaign', 'Tag campaign' (highlighted with a yellow box), and 'Report'. The main content area shows a table of posts with columns for #, Avatar, Page name, Post id, Comment & bulk tag, Bulk comment reply, Re-scan, Comments, and Co. The first three rows are highlighted with a yellow box.

#	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:

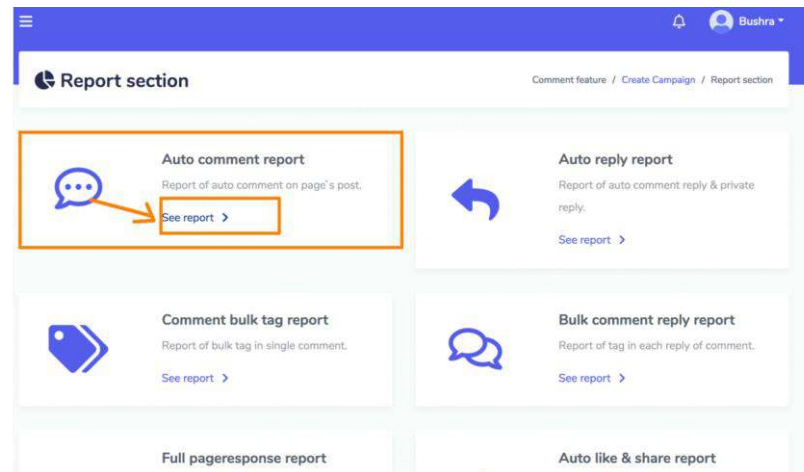
- Auto comment report
- Auto reply report
- Comment bulk tag report
- Bulk comment reply report
- Full page response report
- Auto like & share report

#### 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.



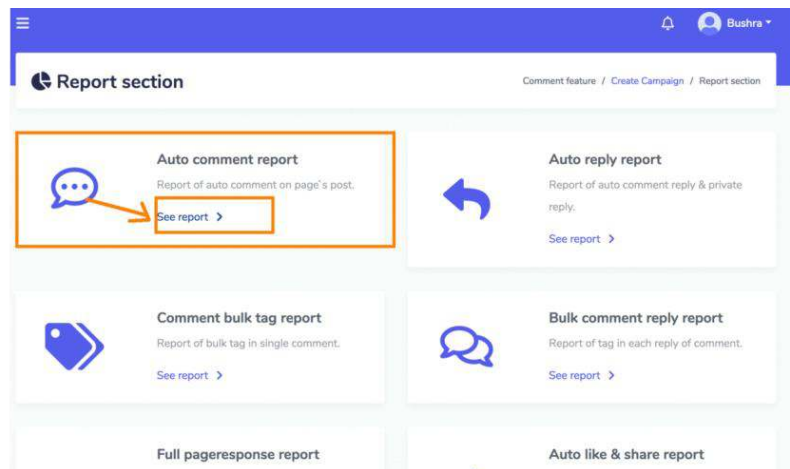


### Auto reply report

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:

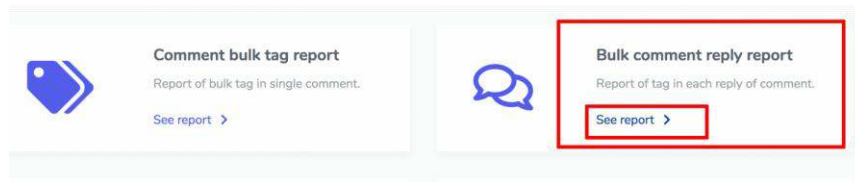
- 1) Select **See report** option from the **Bulk comment reply report** modal.









- 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.

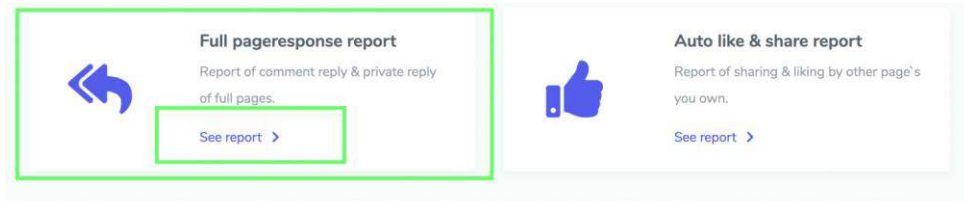


### Full page response report

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.

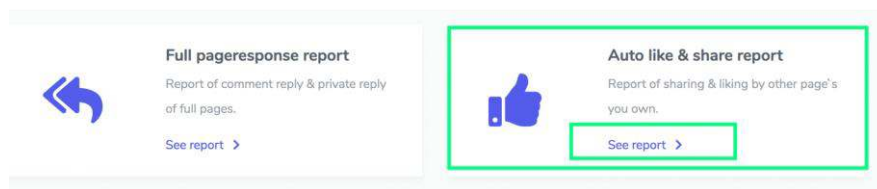




## Auto like & share report

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.





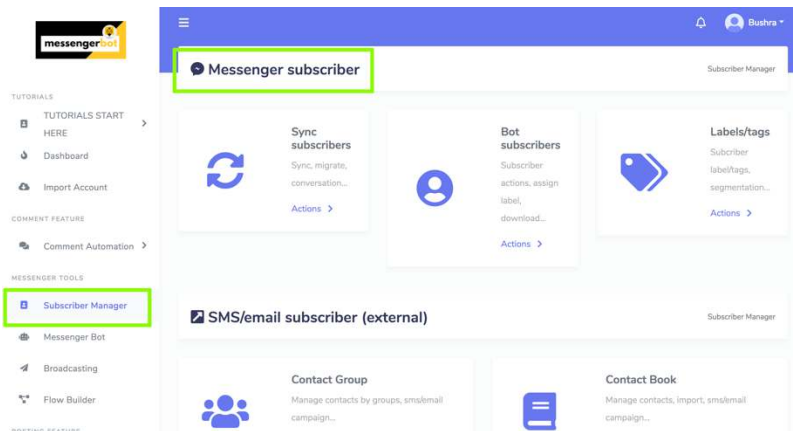
## Subscriber Manager

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

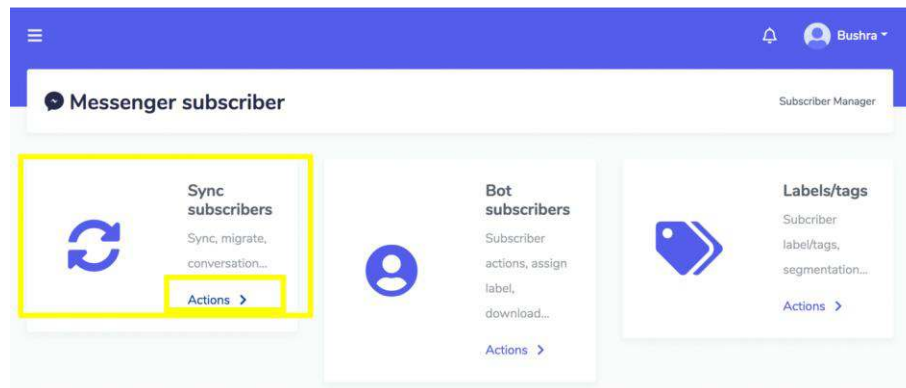
To access the sync subscribers section, select **Sync subscribers**, then select **Actions**, a dashboard will appear containing a number of each of the following subscribers:

- 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:

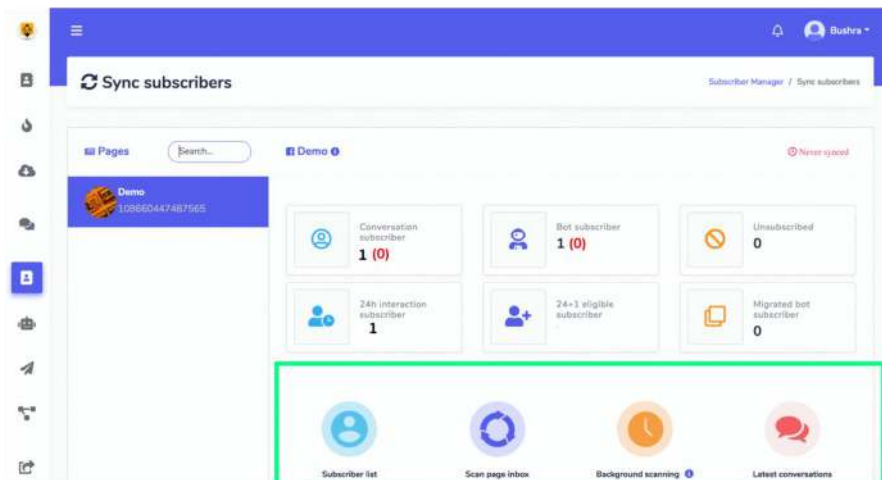
- 1) Select **See list** option from the **Subscriber List**.
- 2) A modal containing a list of all subscribers names and IDs will appear on the screen.  
User can search for a particular subscriber by using the **search bar**. User can also bulk select the subscribers to perform different actions like **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:

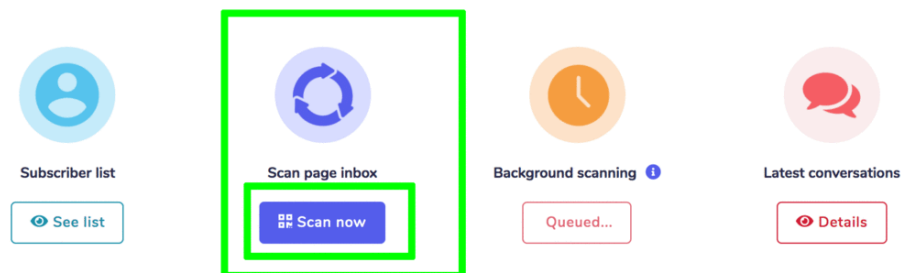
- 1) Select **Scan now** option from the **Scan page inbox**.





- 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.



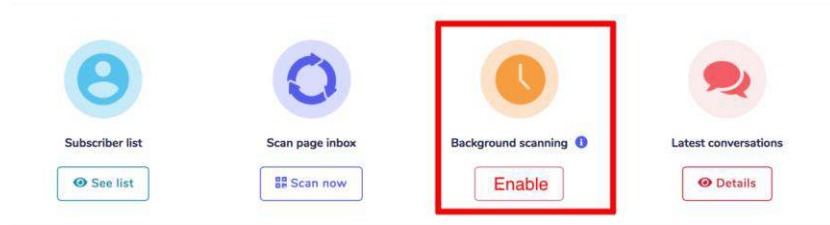
### *Background scanning*

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.

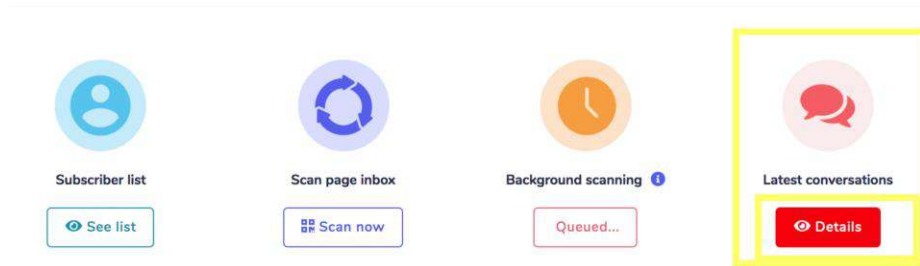




### *Latest Conversations*

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

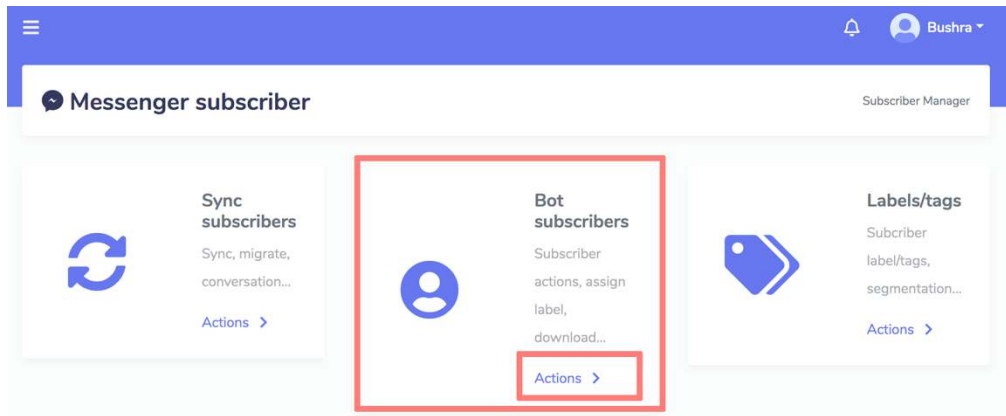
- 1) Select **Details** option from **Latest Conversations** section.
- 2) A modal will appear containing a list of messages from different subscribers. You can order the list by selecting the arrows in ascending or descending order. You can refresh the list by selecting  option. You can search for a 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.

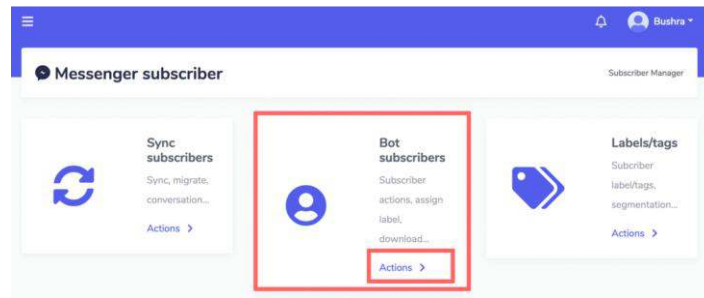
## Subscriber Actions

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

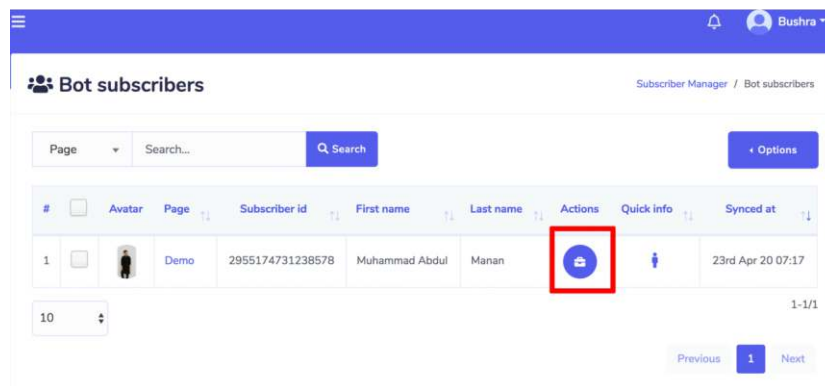
- 1) Click on  icon to perform different subscriber actions.
- 2) A subscribers actions window will appear. Enter the subscribers data in **Labels** field. You can also create a new label by selecting **create label**.
- 3) Choose a sequence for **Message sequence** field from the dropdown menu.
- 4) 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.





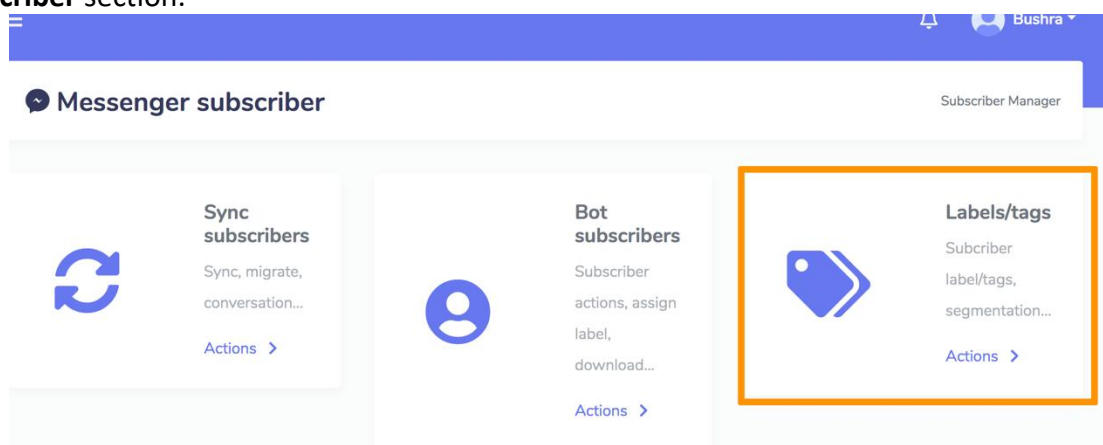


5) Select **Save changes** option to save your actions in **Subscriber data**.




### Labels/tags

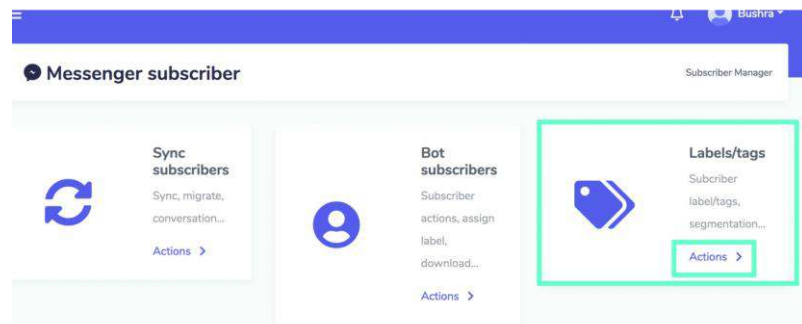
You can create new labels/tags and use them in your posts and comment. Each label has a specific ID. These labels can be used throughout multiple features of MessengerBot application. To access the labels/tags section, select **Labels/tags**, then select **Actions** in **Messenger Subscriber** section.





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.

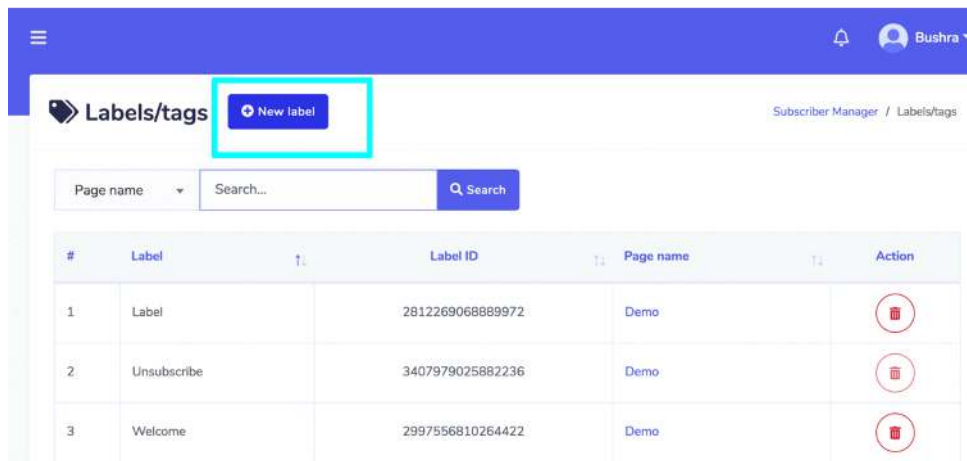


### *Create New Label*

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

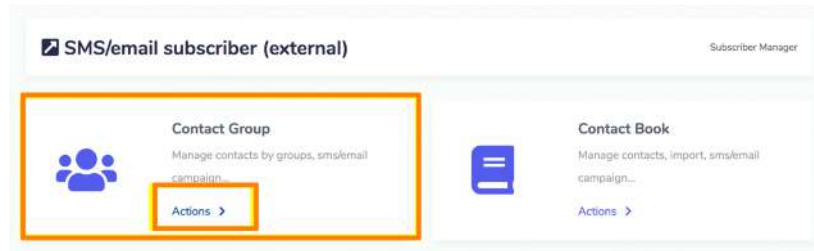
You can create a contact group to perform different bulk actions and manage the SMS/emails group wise. Each group will have multiple contacts.

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.

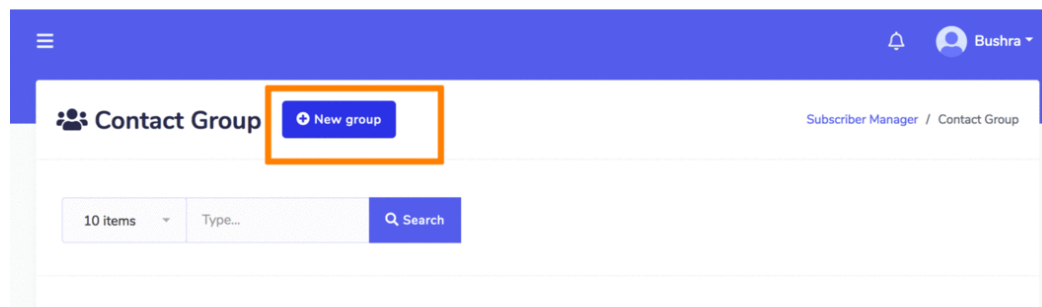




### Create New Group

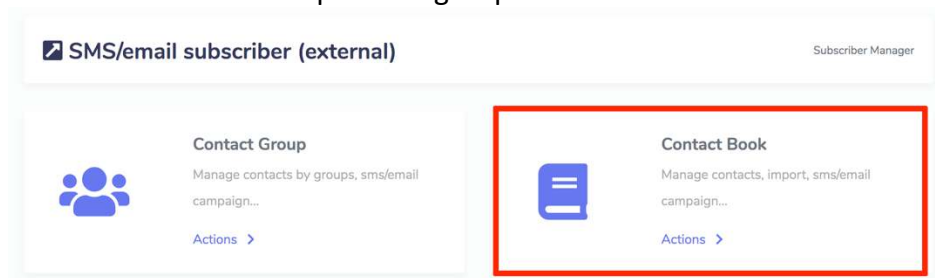
You can create a new group from the **Contact Group** screen. Just follow the steps given below:

- 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.

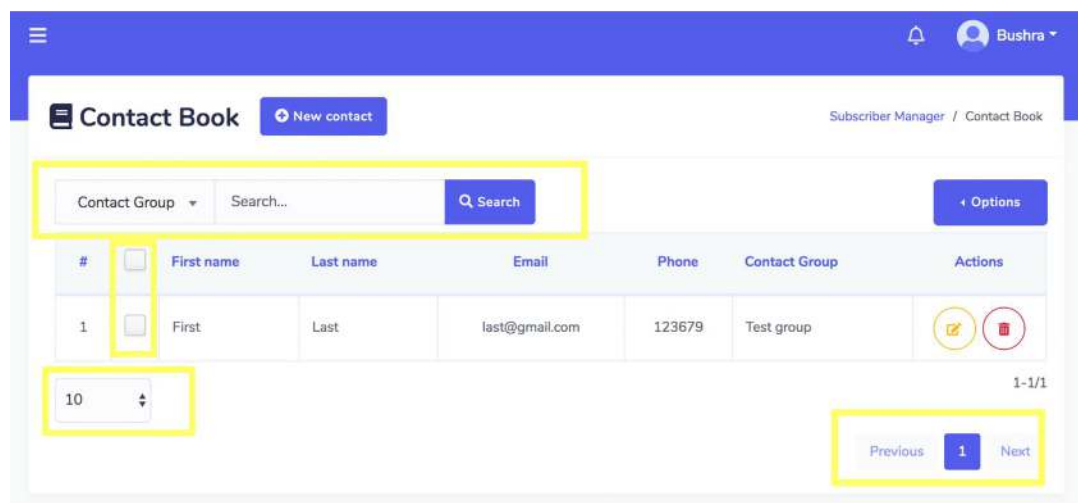


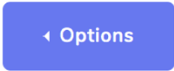


To access contact group section, select **Contact Book**, then select **Actions** in **SMS/email subscriber (external)** section.

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

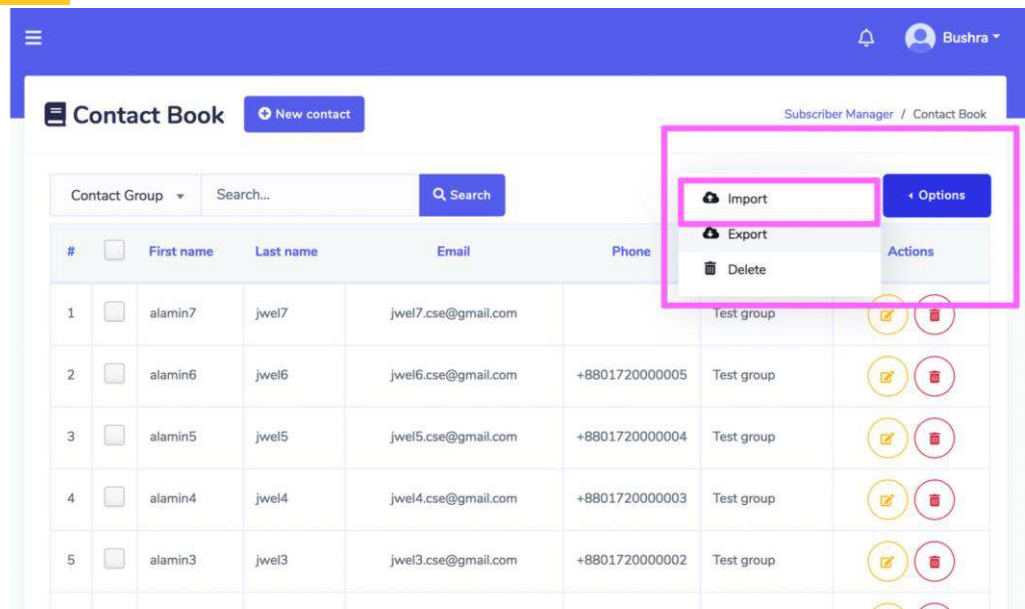
- You can adjust the number of contacts to be viewed at a time.
- You can edit the contacts by selecting the  icon for a particular contact.
- You can delete the contacts by selecting the  icon for a particular contact.
- You can search for a particular contact by using the search bar.



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.

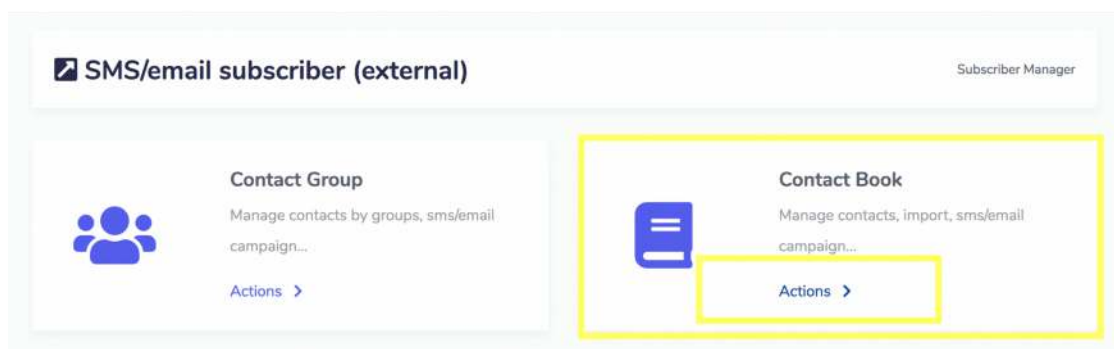




### Create New Contact

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

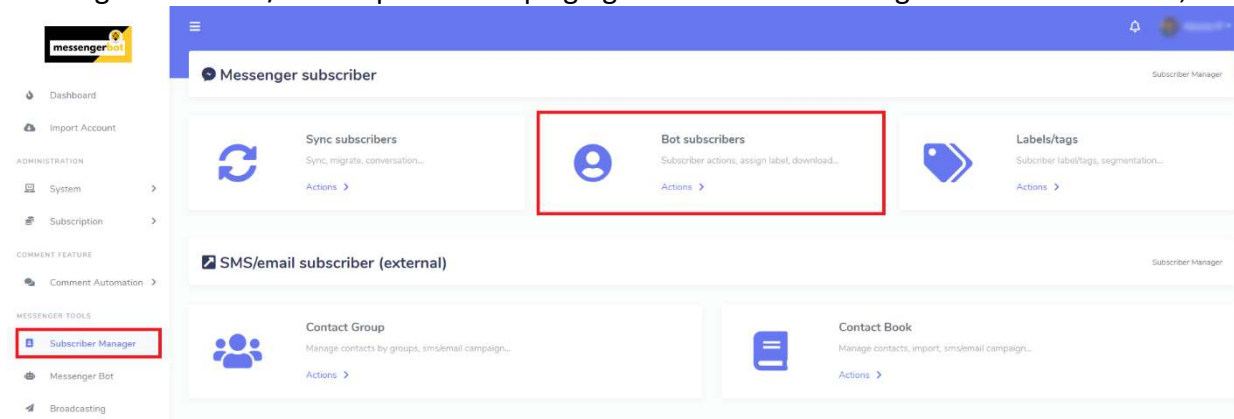
- 1) Select **New contact** from the top of the Labels/tags screen.
- 2) A modal Add label will appear on the screen. You need to provide in **Add contact group** screen:
  - **First name**
  - **Last name**
  - **Email**
  - **Phone number**
  - **Contact group:** to which the contact will be added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



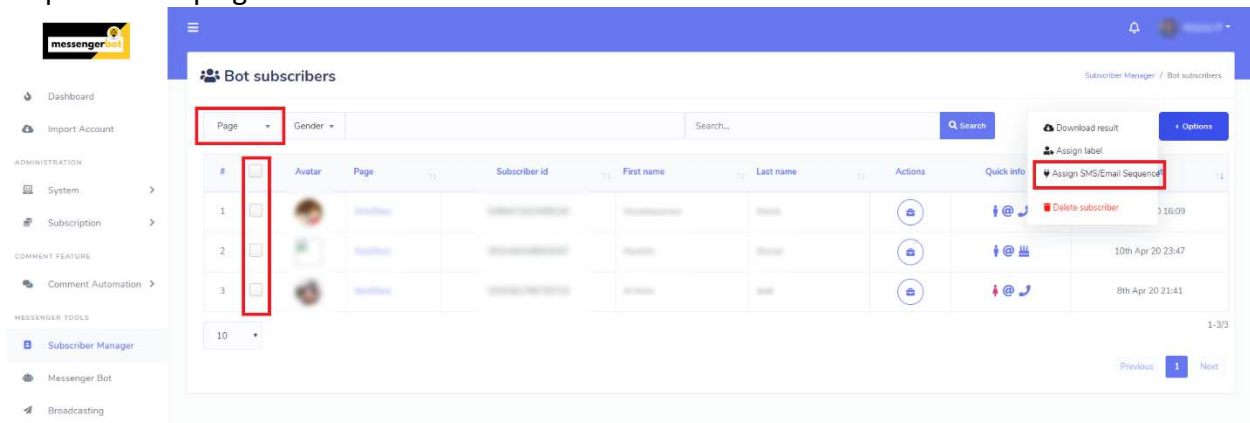


## Bulk Assign Email SMS Sequence Campaign

To assign bulk email/sms sequence campaign go to Subscriber Manager -> Bot Subscribers,



select page and subscribers and choose Assign Sequence from Option button and then select sequence campaigns and hit save button.



### ↑ Assign sms/email Sequence

Bulk sequence assign is available for Email & SMS campaign. For Messenger, bulk campaign isn't available due to safety & avoiding breaking 24 Hours policy.

Select Sequence Campaign

Assign Sequence

Close

See the assigned sequence on subscribers details modal by click on subscriber action button.





You can also assign sequence campaigns manually to subscribers by click on the individual Subscribers action button.

## How to Import External Email SMS contact in Messenger Bot.App:

You can add contact (Email , Phone Number) in Messenger Bot.App in two ways.

1. Manual Contact Add
2. Contact Import From CSV File Upload

For both, you must have contact group. So please, first of all, go to Subscriber Manager -> Contact Group menu and add your contact groups. Groups will be shown in the contact information form.







Contact Group

New group

Subscriber Manager / Contact Group

10 items Type... Search

Jan 15, 20

5F5F5F

Nov 5, 19

Boss

Nov 5, 19

dddd' fdfd











## Manual Contact Add:

To add email contact manually, go to **Subscriber Manage** -> **Contact Book** menu and click on the **New Contact** button add your contact by providing the required information.

Contact Book

New contact

Subscriber Manager / Contact Book

#	First name	Last name	Email	Phone	Contact Group	Actions
1	66			929	Group 2	 
2	fffd	fdiof	foffo@gmail.com		Group 2, Group 3	 
3	dkdd	sddef	dkdd@gmail.com	132	Group 3, Group 4	 
4	test	user	test@gmail.com		Group 2	 
5	stg	gs	gs@ff.com	eg	Group 2	 

+ Add contact group



Group name

Save

Close

## Contact Import From CSV File Upload:

You can upload a huge number of email contact by uploading CSV with Messenger Bot.App. First of all go to **Subscriber Manager** -> **Contact List** menu and click on option dropdown, select **Import**. A modal form will appear for CSV file upload. Messenger Bot.App has a format of csv





file. So you've to upload contact csv file with that format. Please download the sample csv file and create your csv file as the sample.

Contact Book

New contact

Subscriber Manager / Contact Book

Contact Group

Search...

Search

#

First name

Last name

Email

Phone

Contact Group

1

66

32.1

Group 2

Import

Export

Delete

Options

Import contact (csv)

Sample csv

Contact Group

Csv file

Upload

Message

If you used microsoft excel or any other spreadsheet program to fill up your contact csv then please make sure the values were saved properly by opening the file with notepad or any other text editor. See the below image please.

	A	B	C	D
1	first_name	last_name	phone_number	email
2	a	1	8801720000001	.cse@gmail.com
3	a	2	8801720000002	2.cse@gmail.com
4	a	3	8801720000001	3.cse@gmail.com
5	a	4	8801720000002	4.cse@gmail.com
6	a	5	8801720000011	5.cse@gmail.com
7	a	6	880172000002326	5.cse@gmail.com
8	a	7	88017200024237	7.cse@gmail.com

Import

Close





## 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 3<sup>rd</sup> 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.

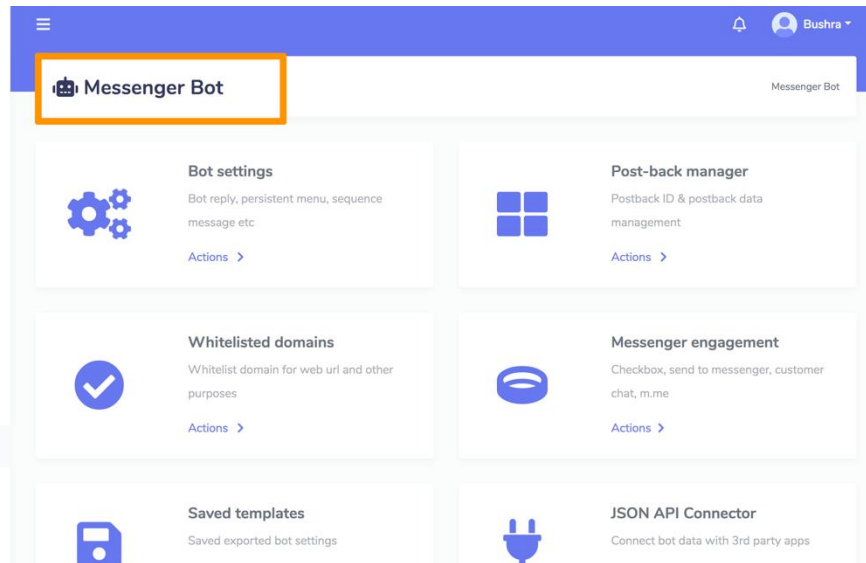
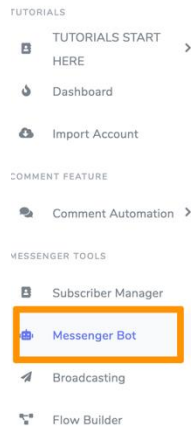
To view this section, navigate to **Messenger Bot** from the navigation menu located at the left under **Messenger Tools** section. Tab on **Messenger Bot**.

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](#)

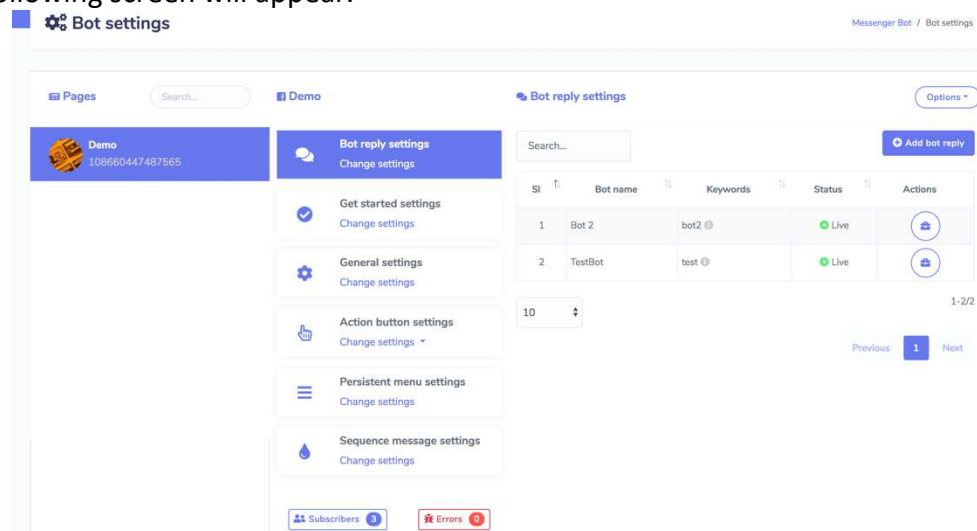
A brief description of these views is shared in their relevant sections, below.







## 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.

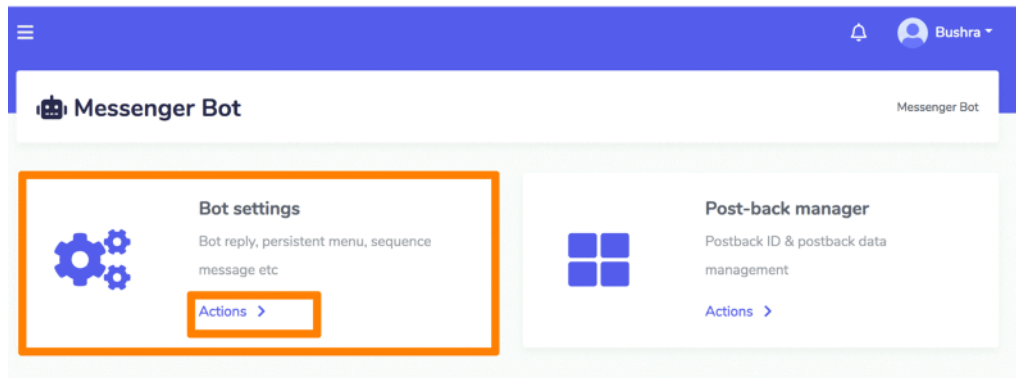
6) Select **Export bot settings** option, a modal will appear on your screen.

- 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

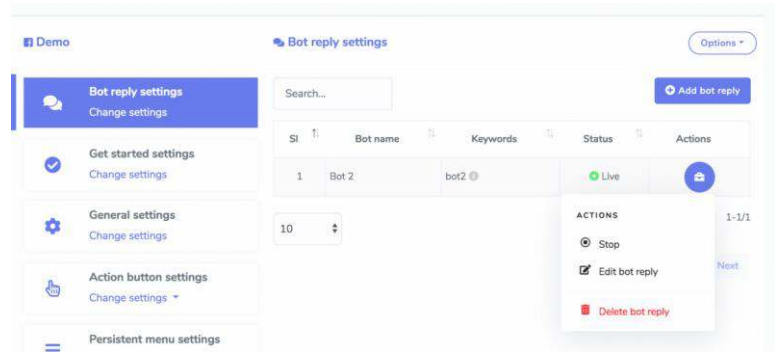
A detail of these settings can be found in next headings.

#### 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 your 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**.

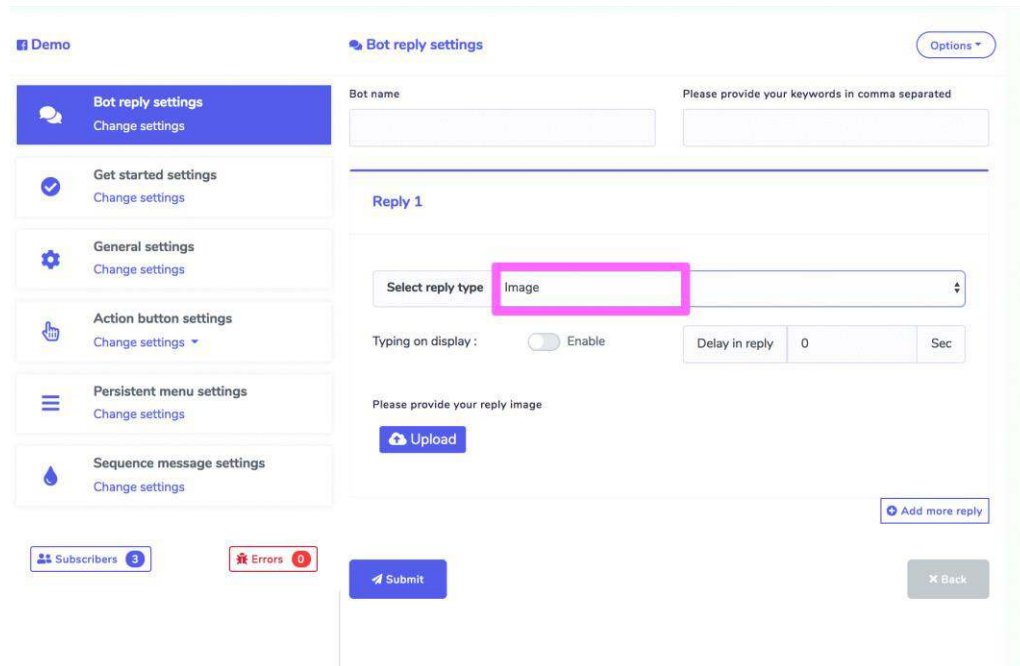
The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: 'Bot reply settings' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. Below these are 'Subscribers' (3) and 'Errors' (0) counts. The main area is titled 'Bot reply settings' and contains two input fields at the top for 'Bot name' and 'Please provide your keywords in comma separated'. Below these is a section for 'Reply 1' with a dropdown for 'Select reply type' set to 'Text'. There is a toggle for 'Typing on display' (disabled) and a 'Delay in reply' field set to '0' seconds. A large text area for 'Please provide your reply message' is highlighted with a yellow box. At the bottom right of the main area is an 'Add more reply' button. At the bottom of the sidebar is a 'Submit' button.

#### 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**.



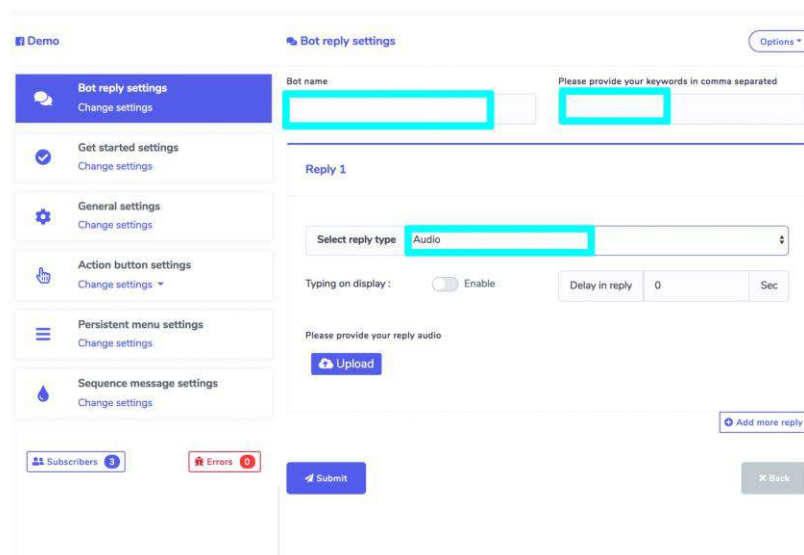


The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: 'Bot reply settings' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. Each option has a 'Change settings' link. Below the sidebar are 'Subscribers' (3) and 'Errors' (0) indicators. 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 is a 'Typing on display' toggle (disabled) and a 'Delay in reply' field set to 0 seconds. A 'Please provide your reply image' section includes an 'Upload' button. At the bottom right of the main area is an 'Add more reply' button. A 'Submit' button is at the bottom center, and a 'Back' button is at the bottom right.

## 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 shows the 'Bot reply settings' interface with the 'Select reply type' dropdown menu set to 'Audio'. The 'Bot name' and 'Please provide your keywords in comma separated' fields are highlighted with red boxes. The 'Typing on display' toggle is still disabled. The 'Delay in reply' field is set to 0 seconds. The 'Please provide your reply audio' section includes an 'Upload' button. The 'Add more reply' button is at the bottom right of the main area. The 'Submit' and 'Back' buttons are at the bottom of the interface.





## 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**.

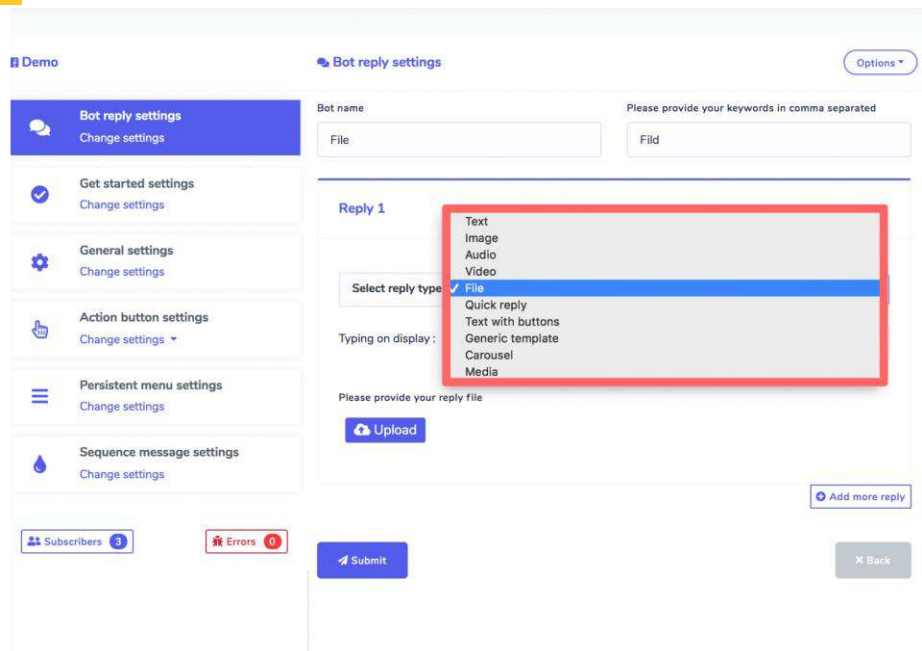
The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: 'Bot reply settings' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. The main area is titled 'Bot reply 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 a 'Typing on display' field and an 'Upload' button. At the bottom, there are 'Subscribers' (3), 'Errors' (0), a 'Submit' button, and a 'Back' button.

## 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**.





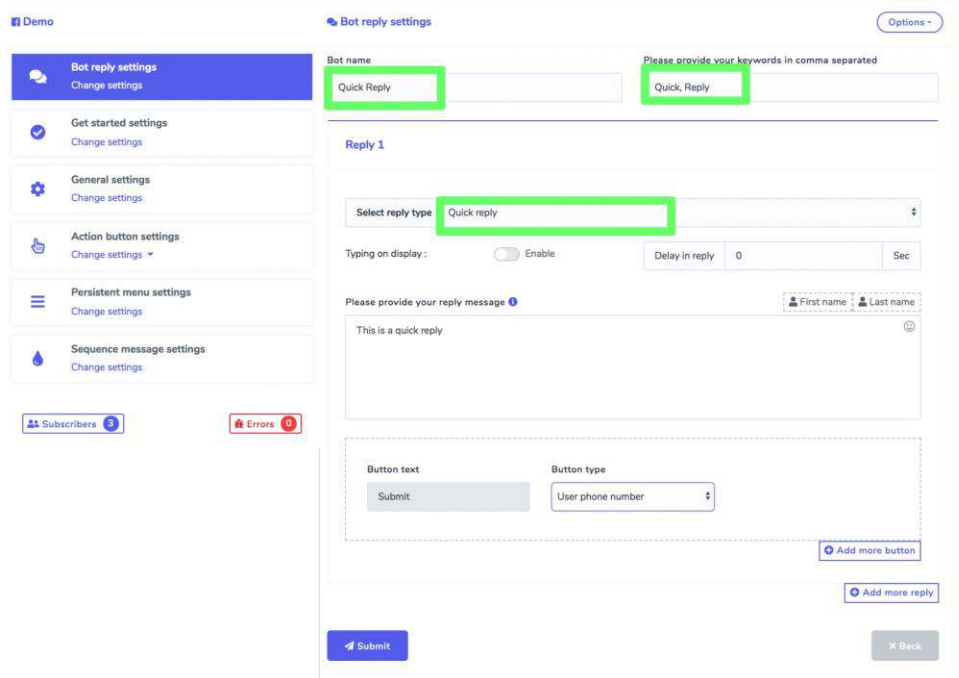
The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: 'Bot reply settings' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. The main area is titled 'Bot reply settings' and contains a 'Bot name' field, a 'Keywords' field (labeled 'Please provide your keywords in comma separated'), and a 'Reply 1' section. The 'Reply 1' section has a 'Select reply type' dropdown menu with options: Text, Image, Audio, Video, File (selected), Quick reply, Text with buttons, Generic template, Carousel, and Media. Below this is a 'Typing on display' field and an 'Upload' button (labeled 'Please provide your reply file'). At the bottom right is an 'Add more reply' button. At the bottom left are 'Subscribers' (3) and 'Errors' (0) indicators. A 'Submit' button is at the bottom center, and a 'Back' button is at the bottom right.

### 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' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. Below these are 'Subscribers' and 'Errors' sections. The main area is titled 'Bot reply settings' and contains the following fields: 'Bot name' (with 'Quick Reply' entered), 'Please provide your keywords in comma separated' (with 'Quick, Reply' entered), 'Reply 1' section with 'Select reply type' (set to 'Quick reply'), 'Typing on display' (toggle for 'Enable'), 'Delay in reply' (set to '0' seconds), 'Please provide your reply message' (with 'This is a quick reply' entered), and a section for 'Button text' (set to 'Submit') and 'Button type' (set to 'User phone number'). At the bottom are 'Add more button' and 'Add more reply' links, and a 'Submit' button.

### 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**.





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 0 Errors 0

Bot name Text with Buttons

Please provide your keywords in comma separated Button 1, 2

Reply 1

Select reply type Text with buttons

Typing on display: Enable Delay in reply 0 Sec

Please provide your reply message

First name Last name

Button text Button type Please select a 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**.





**Bot reply settings** Options ▾

**Bot name**  
Please provide your keywords in comma separated

Template

**Reply 1**

Select reply type

Typing on display : ☐ Enable Delay in reply  Sec

**Carousel template 1**

Please provide your reply image (Optional)

Image click destination link (Optional)

Subscribers **3** Errors **0**

## 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**.







**Bot reply settings** Options ▾

**Bot name** Please provide your keywords in comma separated

Template

---

**Reply 1**

Select reply type

Typing on display : ☐ Enable Delay in reply  Sec

Please provide your media url [?](#)

Button text

Button type

[Add more button](#)

[Add more reply](#)

### *Assign Email SMS Sequence Campaign during Opt-in*

After Creating SMS/Email Sequence campaign, now you need to know how you can assign sms/email sequence campaign for subscribers during collecting email or phone numbers inside messenger through quick reply and webview.

In Bot Reply Settings, set a bot reply to collect the user's email or phone number through quick reply.





## Bot reply settings

Options ▾

Bot name

Please provide your keywords in comma separated

### Reply 1

Select reply type

Quick reply ▾

Typing on display :



Enable

Delay in reply

0

Sec

Please provide your reply message ⓘ

First name

Last name

Button text

Button type

User e-mail address ▾

+ Add more button

+ Add more reply

Submit

Back

Now Go to General Settings of Bot settings section and you'll find SMS sequence integration ( Set SMS sequence campaign for users, who provide phone number address through quick reply or post-back button ) and Email Sequence integration ( Set email sequence campaign for users, who provide email address through quick reply or post-back button ).

Now, select SMS/Email API first. Then select SMS/Email Sequence campaign for the corresponding reply and hit save button. Now whenever your page gets subscriber's email or





phone number through quick reply, then those subscribers will automatically assign to your selected sequence campaigns.

Pages Friends Forever

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 17 Errors 0

**General settings** Options

Mark as seen status  
Disabled

Chat with human email

Reply if no match found

**Mailchimp integration** Add Mailchimp API  
Send collected email from quick reply to your Mailchimp account list. Page name will be added as tag name in your Mailchimp list.  
Select Mailchimp list  
Api log

**Sendinblue integration** Add Sendinblue API  
Select Sendinblue list where email will be sent when user signup.  
Select Sendinblue list  
Api log

**ActiveCampaign integration** Add ActiveCampaign API  
Select ActiveCampaign list where email will be sent when user signup.  
Select ActiveCampaign list  
Api log

**SMS integration** Add SMS API  
Send automated sms to users who provide phone number through quick reply.  
Select sms API  
Api log

SMS reply message First name Last name

**Email integration** Add email api  
Send automated email to users who provide email address through quick reply.  
Select email api  
Api log

Email reply message First name Last name

Email subject

**SMS Sequence Integration**  
Set SMS sequence campaign for users, who provide phone number address through quick reply or post-back button.  
Select sms API  
Select Sequence Campaign Refresh Lists

**Email Sequence Integration**  
Set email sequence campaign for users, who provide email address through quick reply or post-back button.  
Select email api  
Select Sequence Campaign Refresh Lists

Save

Check the result from Subscriber Manager -> Bot Subscribers -> Subscribers Action (see below image)





Subscriber actions

Subscriber data | Custom form data | Purchase history

Subscribed (Unsubscribe)

Male

English (US)

GMT +6

Labels

- Checkbox plugin Label
- Demo Video OTN Label
- Hello-Click
- OTN 1
- Send To Messenger Label

Message sequence

- SMS : Custom - sms [10th May, 20 01:52:22]
- Email Drip Test : Custom - email [10th May, 20 01:40:07]
- Custom sequence - 1 : Custom - messenger [8th Apr, 20 22:30:29]

Opt-in through DIRECT

Save changes Close

You can see the targeted subscribers of the sequence campaign also in the report at SMS/Email Settings section.

XeroDevs

Bot reply settings  
Change settings

Get started settings  
Change settings

General settings  
Change settings

Action button settings  
Change settings

Persistent menu settings  
Change settings Published

Sequence message settings  
Change settings

Messenger sequence settings

Sms/email sequence settings Errors 20

Sms/email sequence settings

Options

Campaign report

2	0	0
Targeted	Sent	Delivered (0%)

second Campaign		email	-
SMS	May 10, 2020 03:07	sms	-
Email Drip Test	May 10, 2020 03:07	email	-

10

Previous 1 Next

## Get started settings

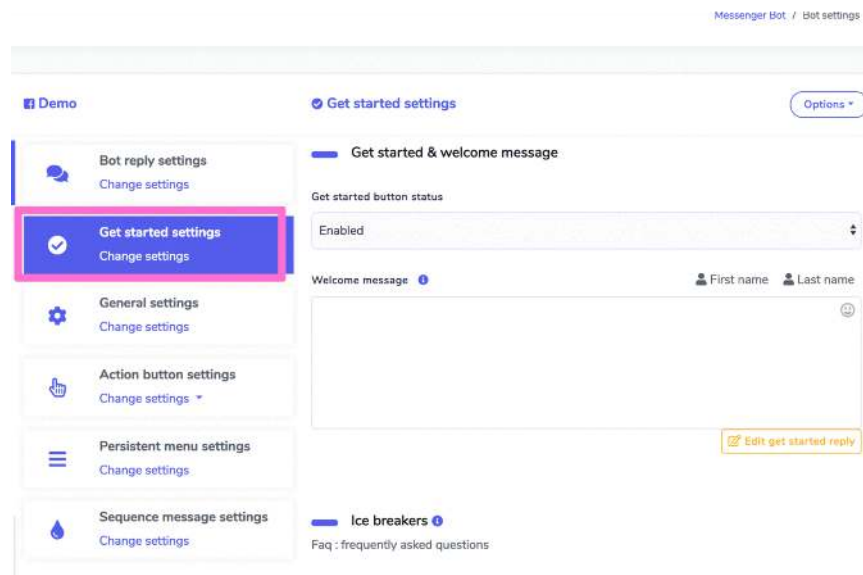
Select **Get started settings** option from the menu then select **change settings**. A Get started settings screen will appear, you can perform following steps to enable your settings:

- 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.

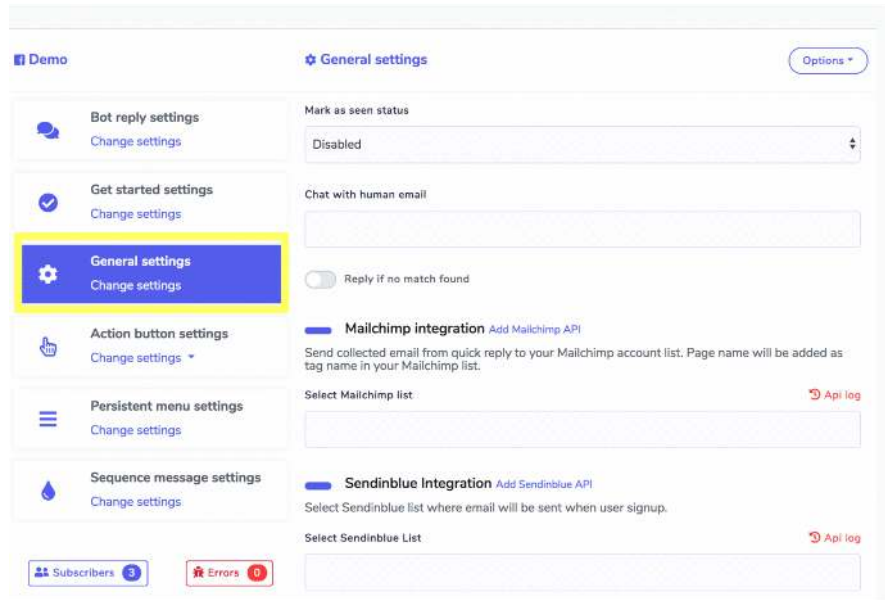


### General settings

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.



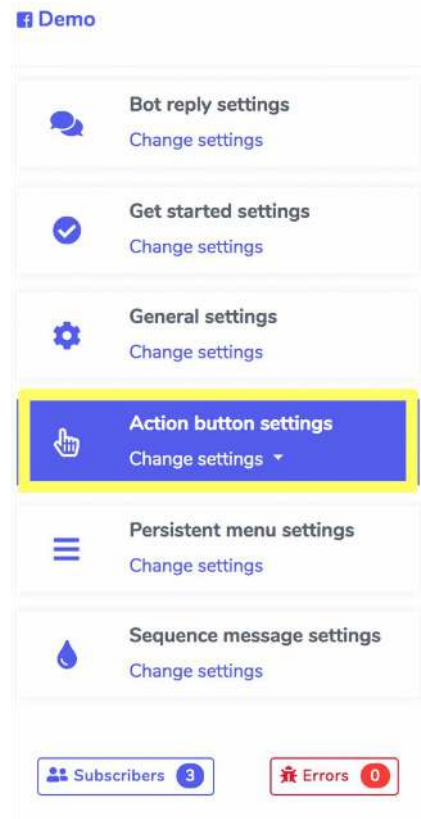


### Action button settings


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.



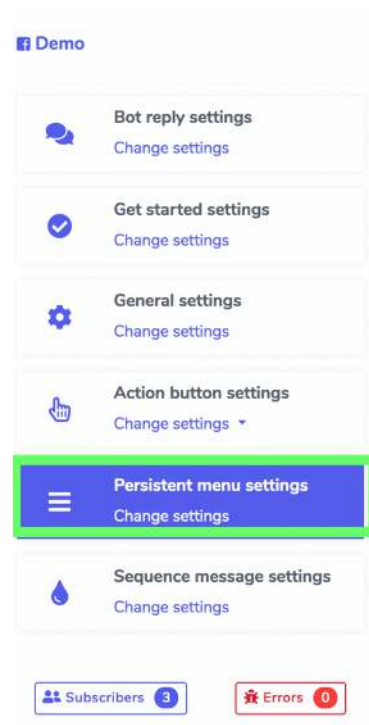


### Persistent menu settings

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**





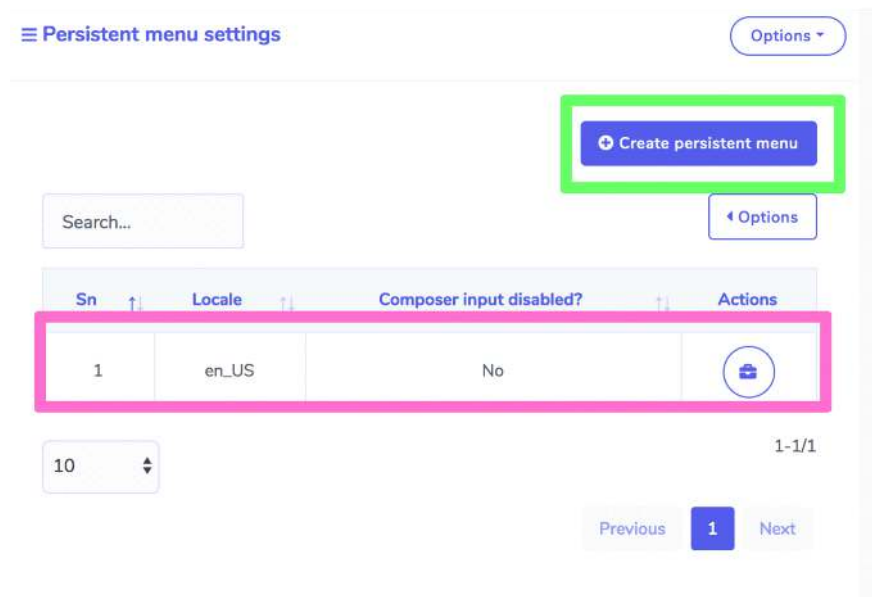
### *Create persistent menu*

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.








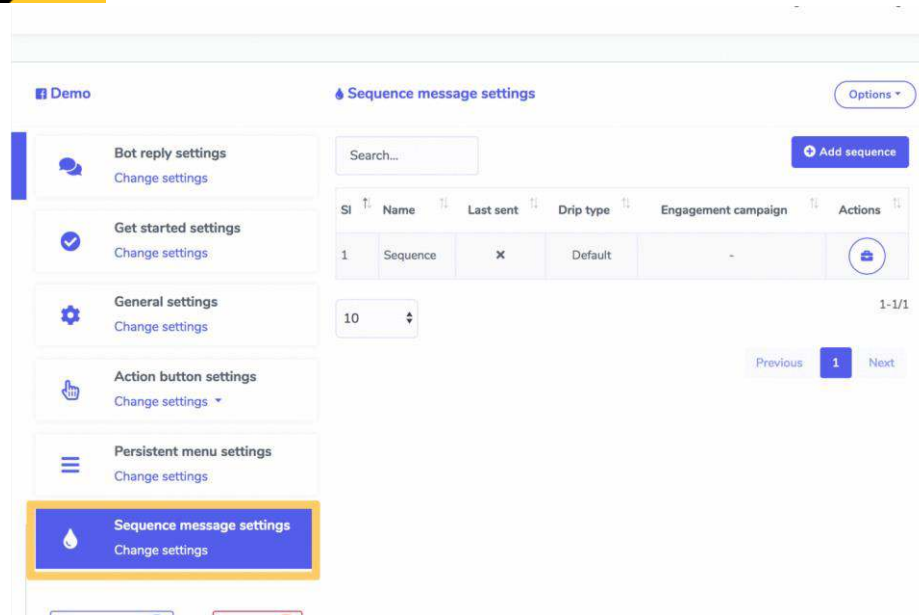
### Sequence message settings

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:

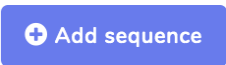
- **24h promo report:** A report on targeted, sent and delivered messages.
- **Edit sequence:** You can edit and update the sequence message.
- **Delete sequence**



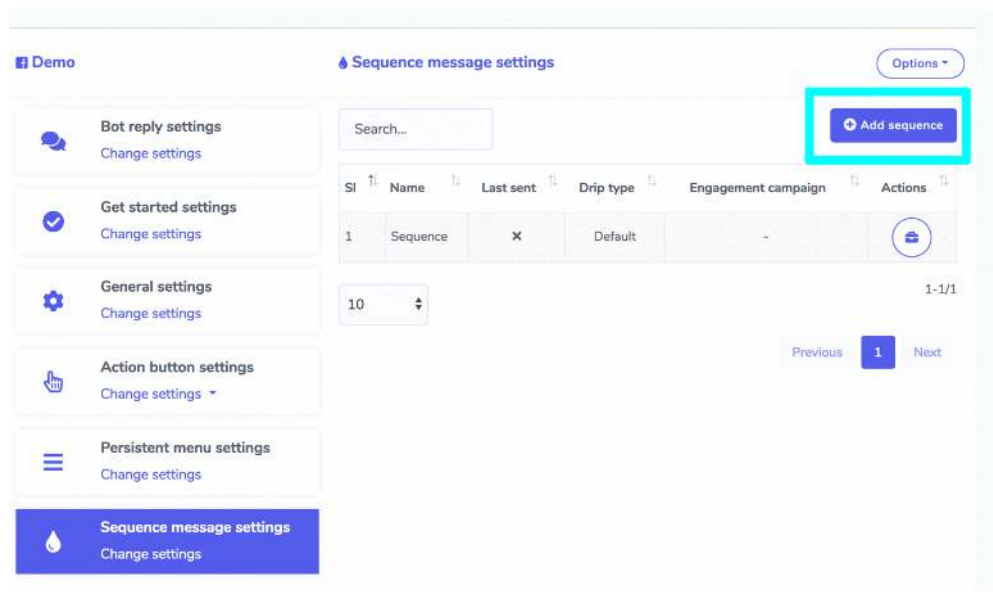


### *Add sequence*

You can add sequence by following the steps given below:

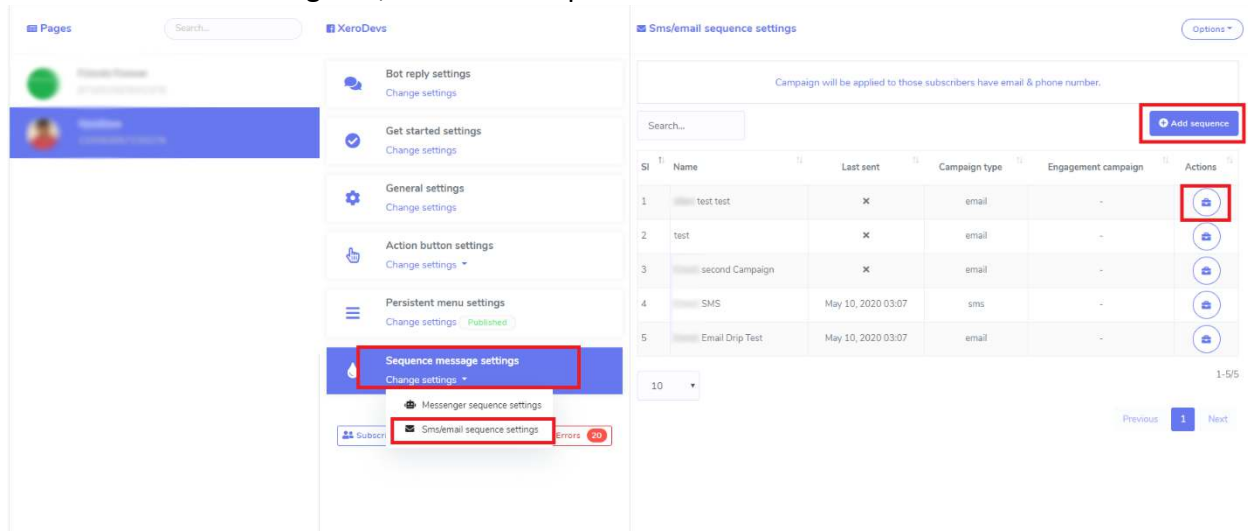
- 1) Select  from the top right of the screen.
- 2) Provide **Campaign name** and **sequence type**.
- 3) Select the timer settings.
- 4) Select the pages for which you want to apply sequence settings.
- 5) Select **Create campaign**.





### Create Email & SMS Sequence Campaign

Go to SMS/Email Sequence Settings from the dropdown menu. You'll find existing campaigns on the table. The list will also show briefcase icon beside every sequence settings that will expand action buttons including edit, delete and reports.



Now Click on the Add Sequence button to add a new sequence. In the form, you can choose SMS or Email Sequence type. You can set 24H hourly and Daily SMS or Email Sequence campaigns by selecting templates. You can add SMS/Email Templates by click on icon at the bottom right corner and then click on icon to get the added template. You can also add or remove more hour or days by click on Add more / remove last button.





Sms/email sequence settings

Options

Campaign name

Sequence type

Email

Sms

### Sequence time

24 Hour Daily

30 mins	--- Do not send message ---	
1 Hour	--- Do not send message ---	
2 Hour	--- Do not send message ---	
3 Hour	--- Do not send message ---	
<a href="#">+ Add more hour</a>		<a href="#">✖ Remove last hour</a>

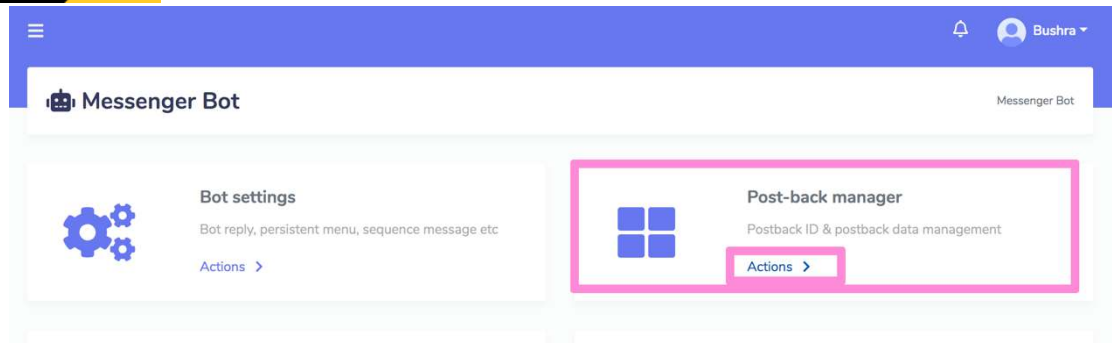
Create Campaign

Back

## Post-back manager



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

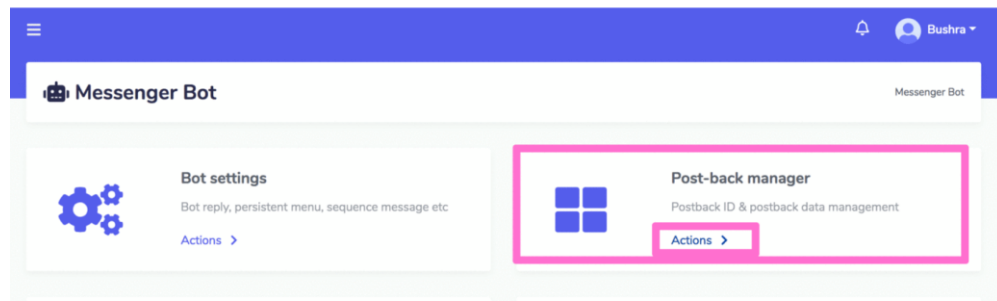




Post-back manager screen consists of a list of templates, you can search for a specific template by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

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**



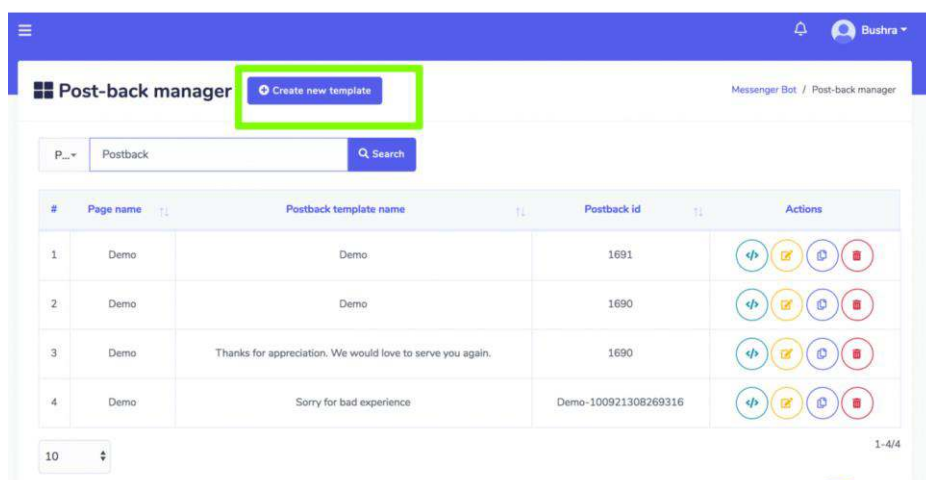
### Create new template

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



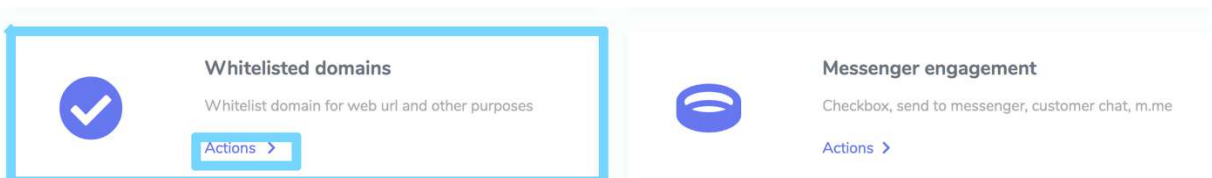


- 1) Select **Create new template** from the top right of the screen.
- 2) Provide **Template name**.
- 3) Select a page for which you want to create a template.
- 4) Select the type of postback, and turn on the toggle button for that option.
- 5) Provide a **Postback id**.
- 6) Select a **reply type**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




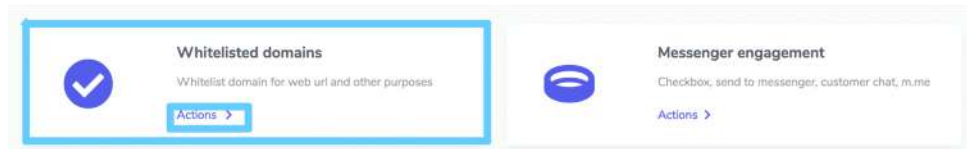
Whitelisted domain screen consists of a list of domains that are added in the white list, you can search for a specific domain by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the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

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



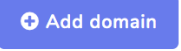


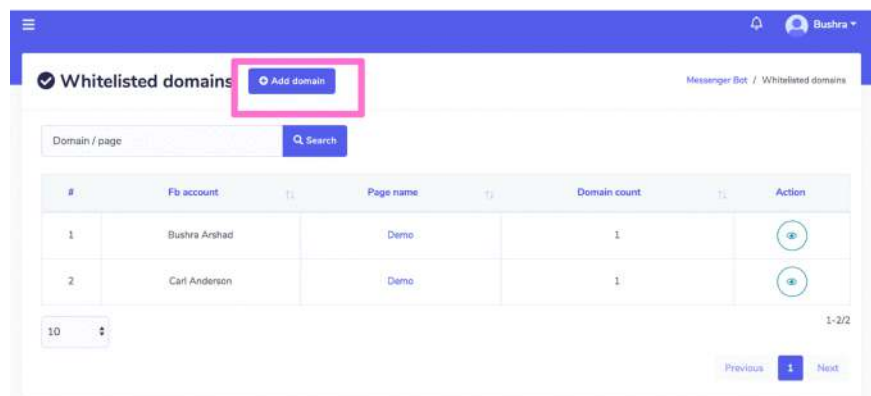
A modal will appear containing the domain list. This displays the time at which the domain was added and the domain name. You can delete the domain by selecting the  icon.



### Add domain

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

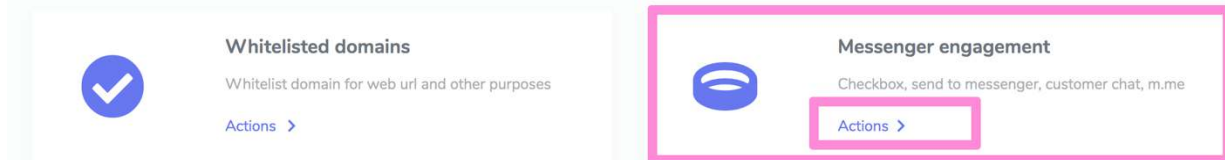
- 1) Select  from the top of the whitelisted domain screen.
- 2) A modal will appear. Select the **page** for which you want to add a new domain.
- 3) Provide the **domain** which is to be added in whitelisted list.
- 4) Select **Save** to make changes.



### 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

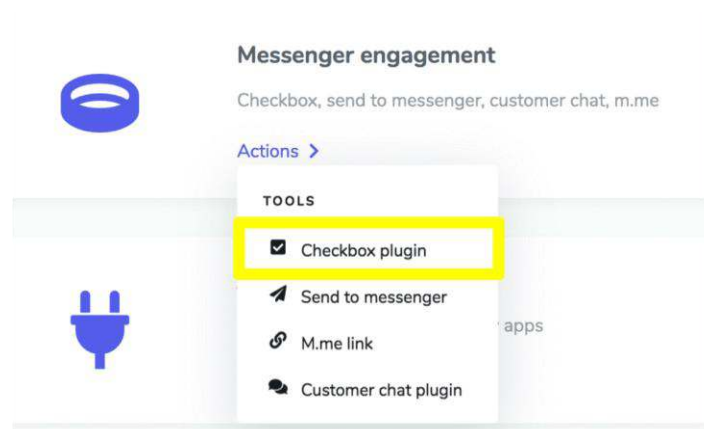
A detail of these settings can be found in next headings.

#### 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.

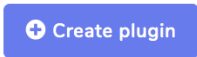
Following actions can be performed from the checkbox plugin view:

- **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:

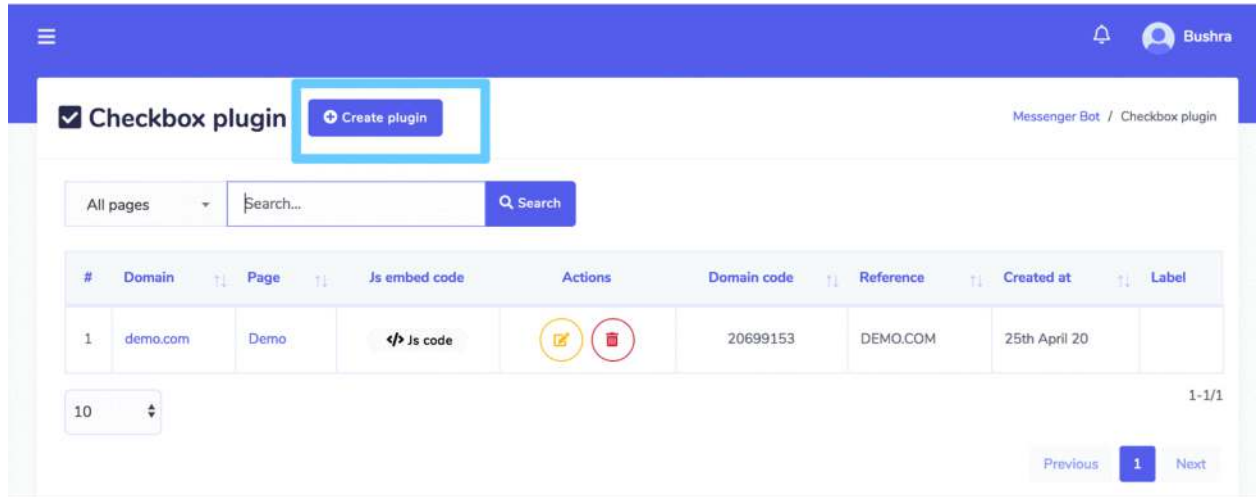
- 1) Select  from the top right of the screen.
- 2) Select the page for which you want to add the plugin.
- 3) Provide the status of **composer input**.







- 4) Provide **Menu title** and **web url**.
- 5) Select **Submit** to create your persistent menu.

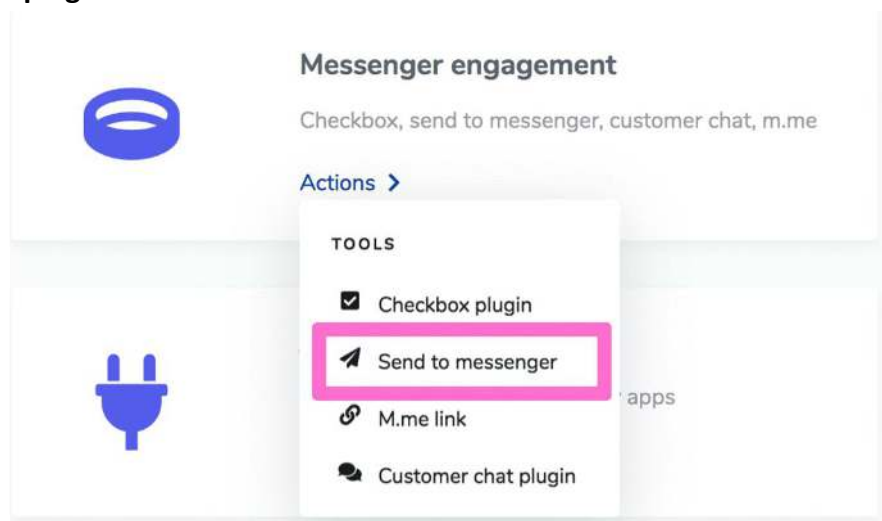


#### Send to messenger

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**

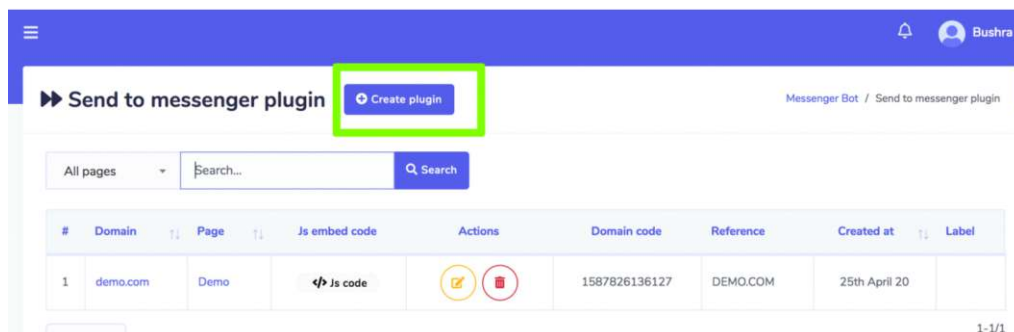




### Create plugin

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.



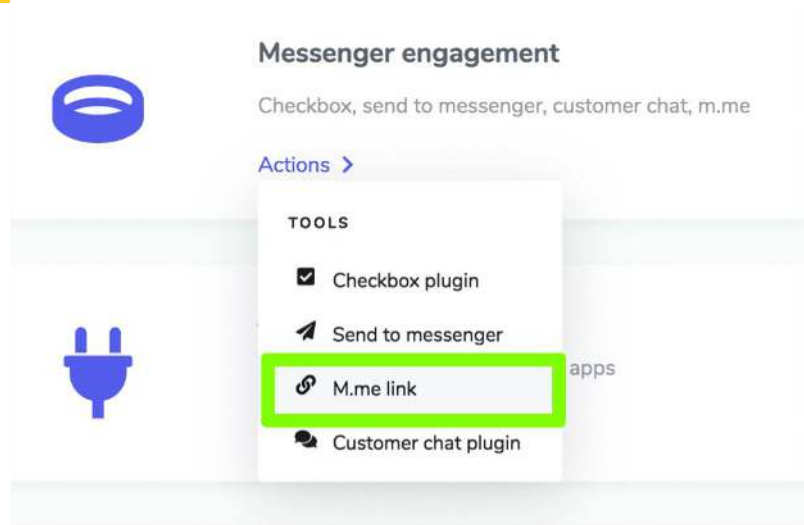
### M.me link

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:

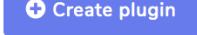
- **Edit the plugin:** Edit M.me link and select **Update plugin**.
- **Delete the plugin**

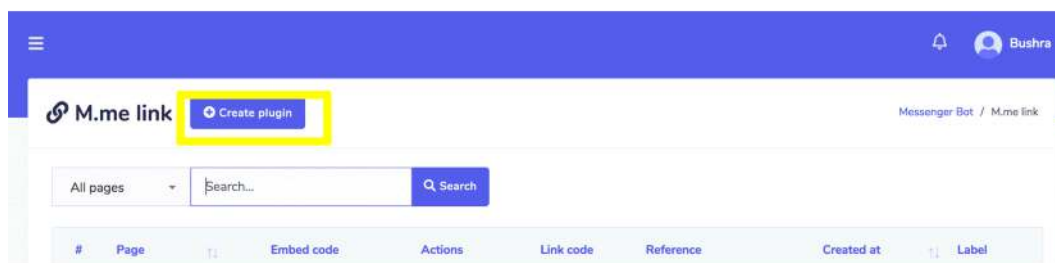




### Create plugin

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

- 1) Select  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.




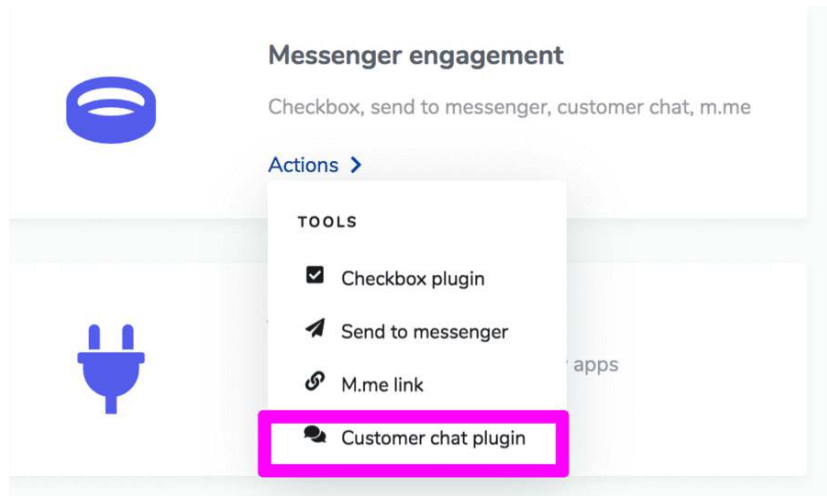


### Customer chat plugin

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**

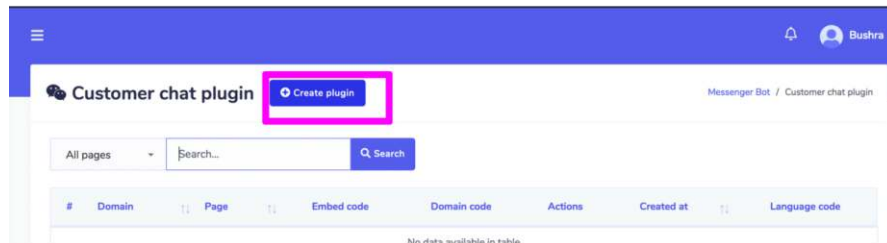


### Create plugin

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:

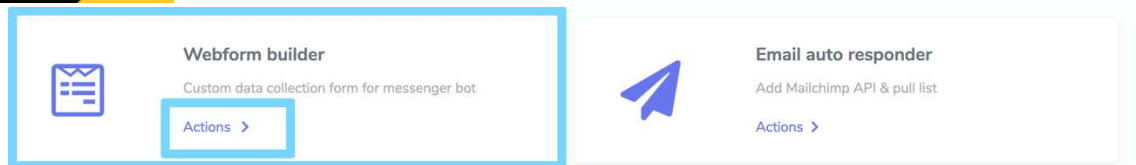
- 1) Select  from the top right of the screen.
- 2) Provide the **Name** and select the **page** for which you want to add the connection.
- 3) Enter the **webhook url** in the field.
- 4) Mark the checkboxes against the field for which you want to **change trigger webhook**.
- 5) Mark the checkboxes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

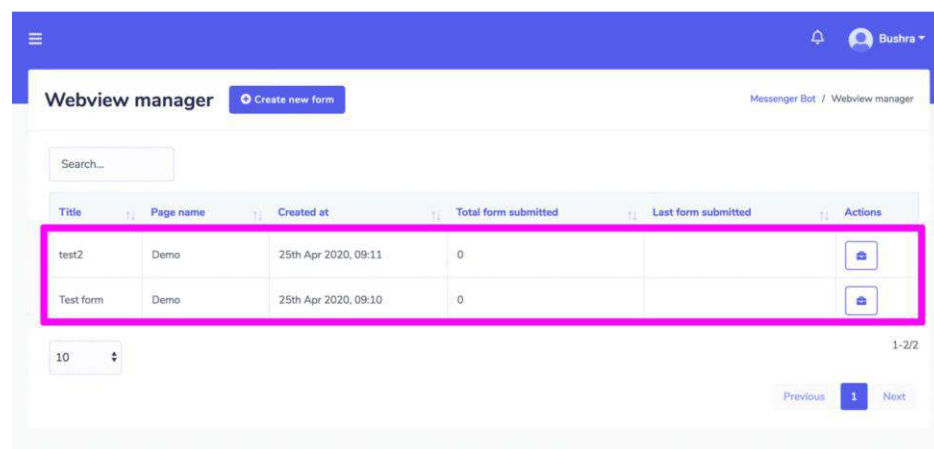




Webview manager screen consists of a list of pages, you can search for a specific page by using the **search bar**. You can adjust the number of pages to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

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

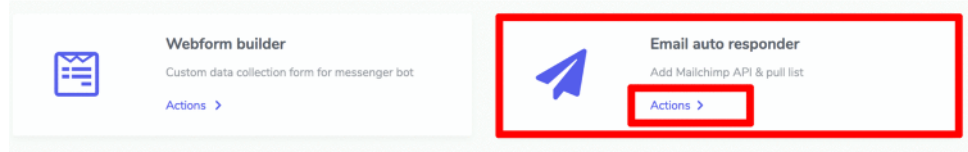
- It is mandatory to have accounts in all three options to make the integration possible.

### 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.

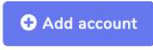
The following are the actions that can be performed:

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

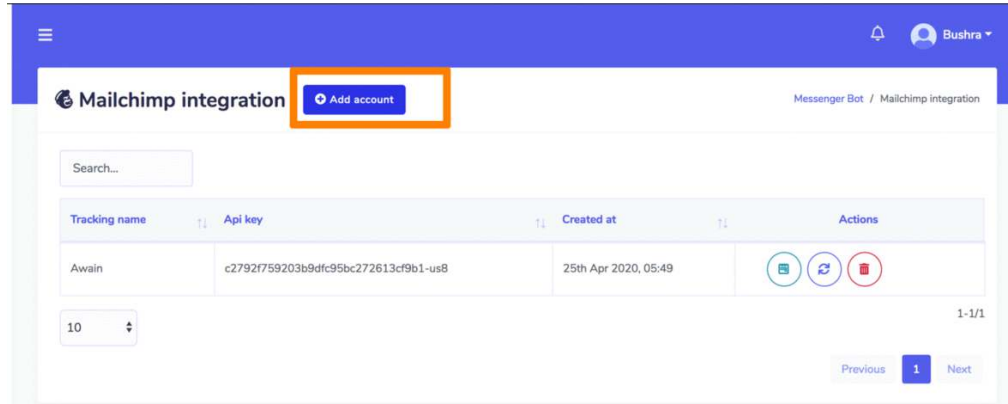


### Add account

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.





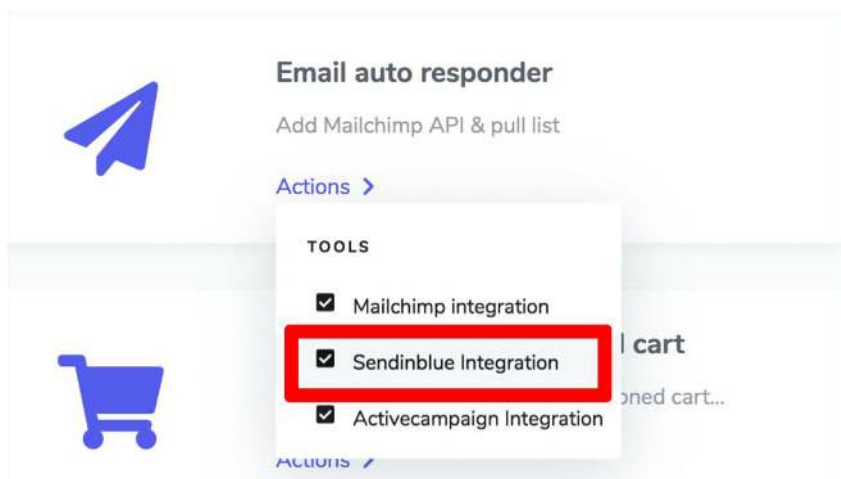


### Sendin Blue integration

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

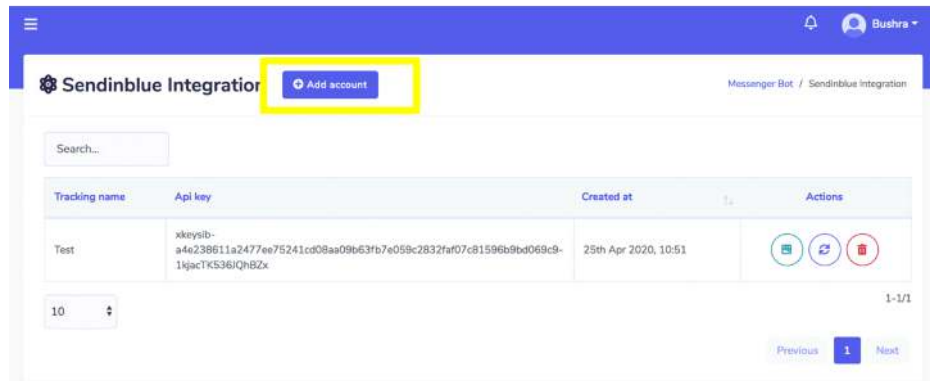
You can add an account by following the steps given below:

- 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.

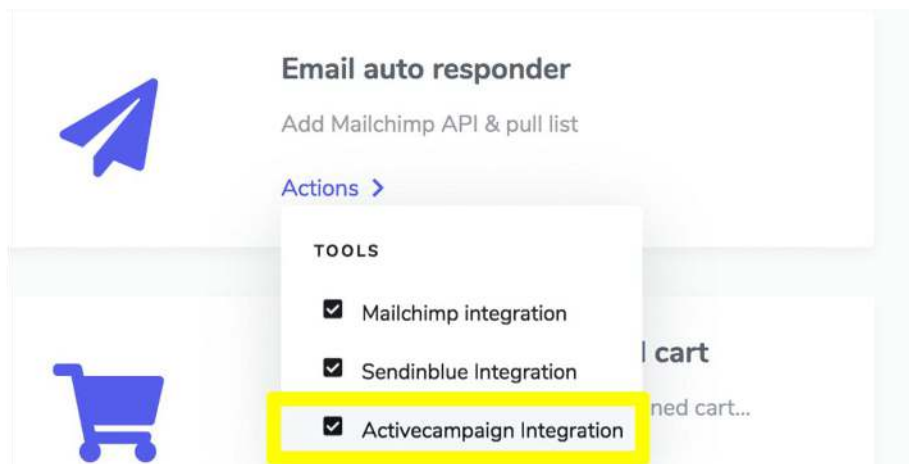


### Activecampaign integration

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

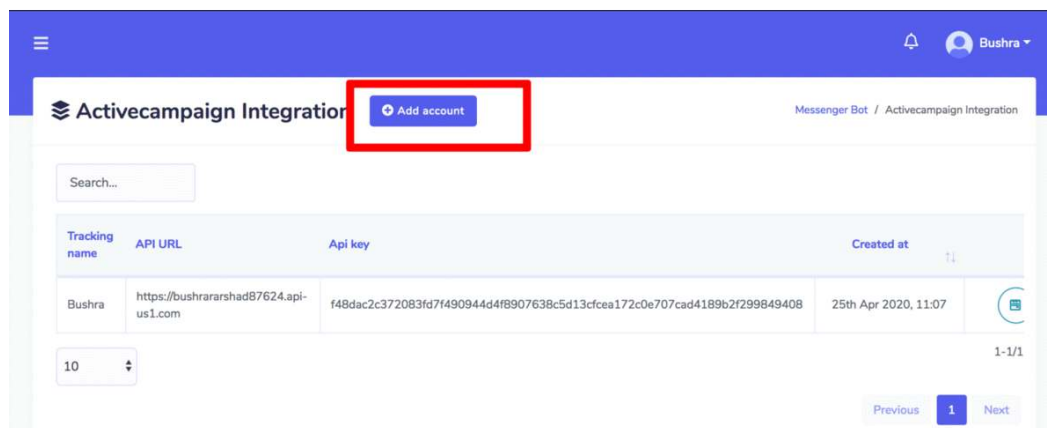




### Add account

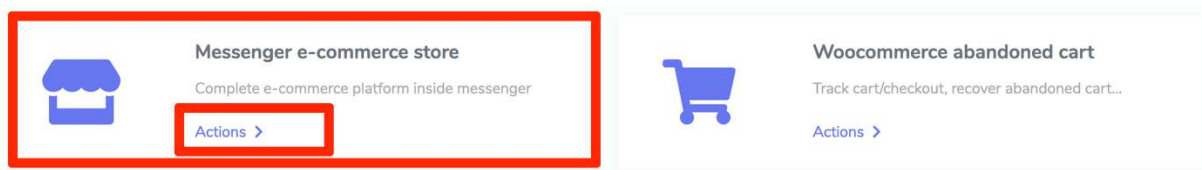
You can add an account by following the steps given below:

- 1) Select  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 two 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.

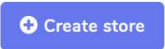




- You can simply apply **date filters** to track down the narrowed search.
- You can perform actions from **Action** button.
- You can switch between the different stores you created and analyze the stats.


### 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

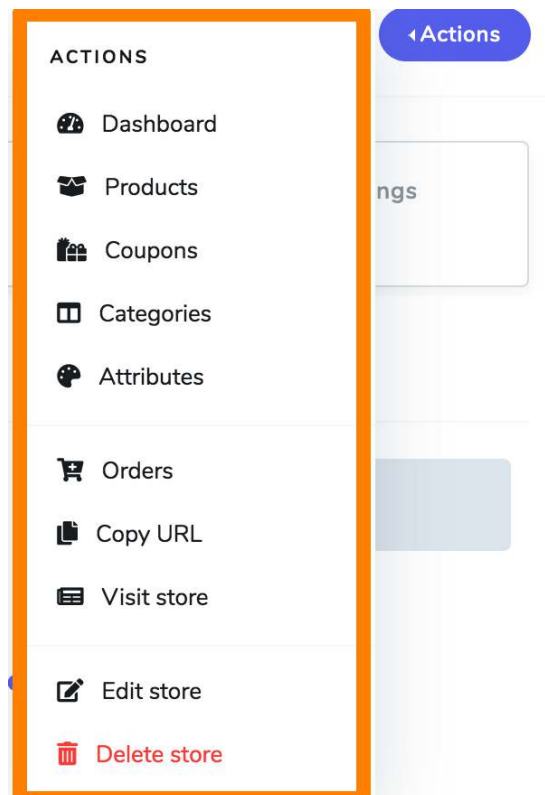
Select  option from **Ecommerce store** screen. A dropdown menu containing following options will appear:

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





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



A description of each section is given below:

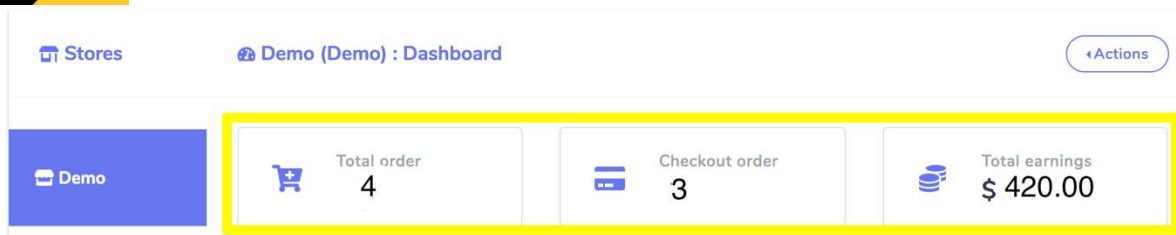
#### [Dashboard](#)

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

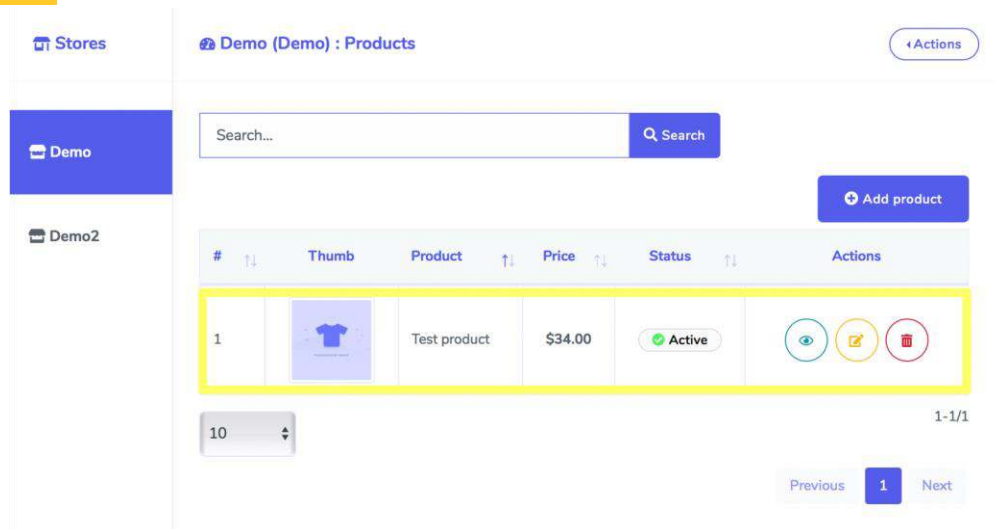
The products option allows you to get access to all existing products. You can perform following actions:

- 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**.






## Coupons

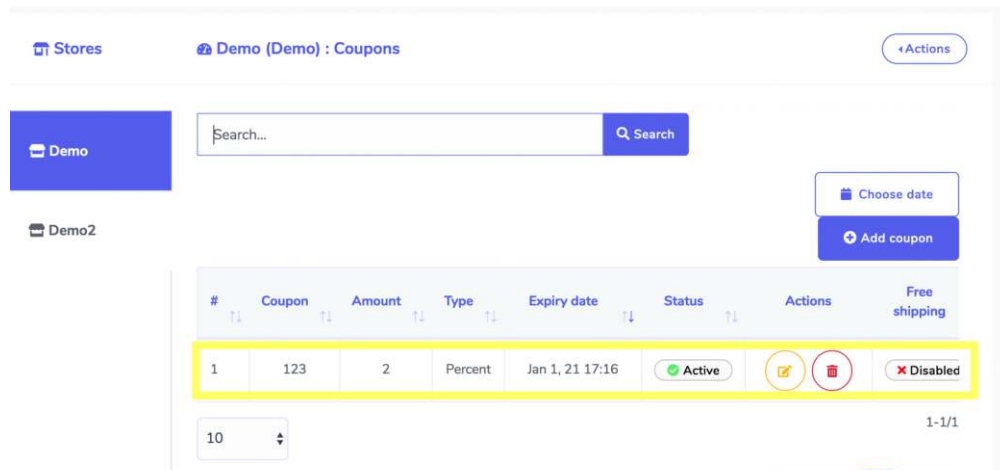
The products option allows you to get access to all existing coupons. You can perform following actions:

- 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		X Disabled

## Categories

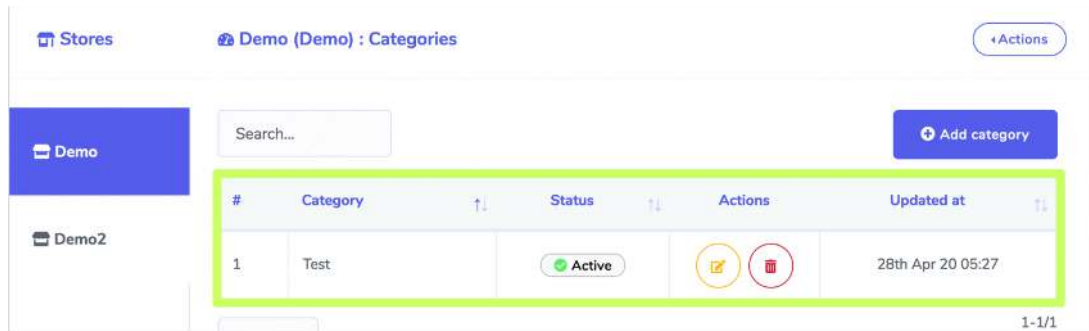
The categories for your stores appear in this section. You can perform following actions:



- 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**.






#	Category	Status	Actions	Updated at
1	Test	Active	 	28th Apr 20 05:27

### Attributes

The attributes for your stores appear in this section. You can perform 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

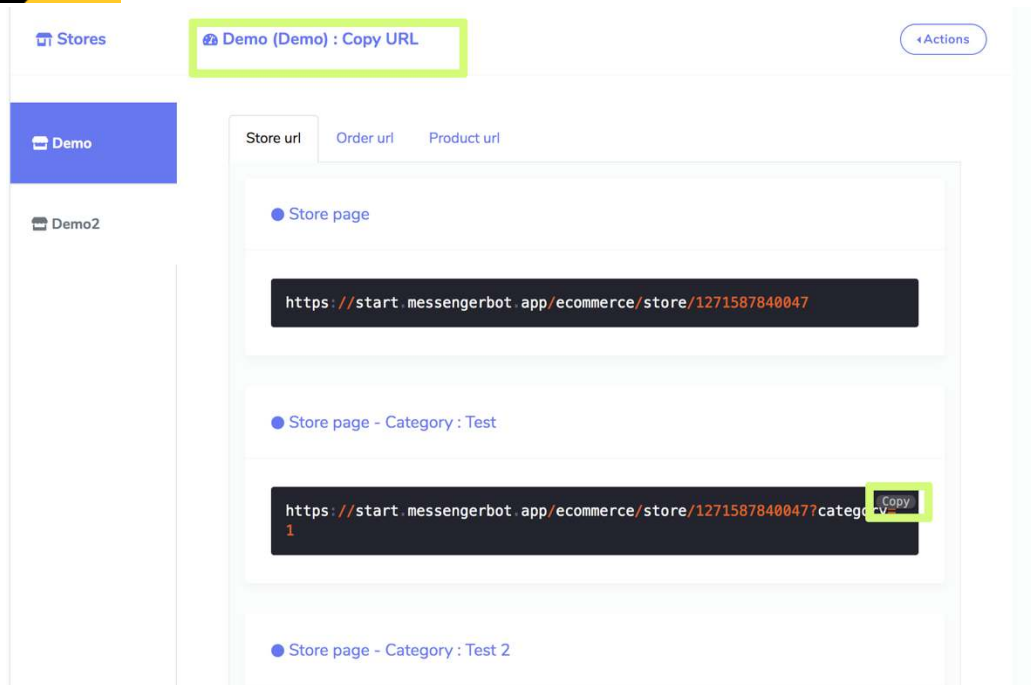
Choose date

#	Subscriber id	Store	Status	Coupon	Amount	Method	Transaction ID	Invoice
No data available in table								

## Copy URL

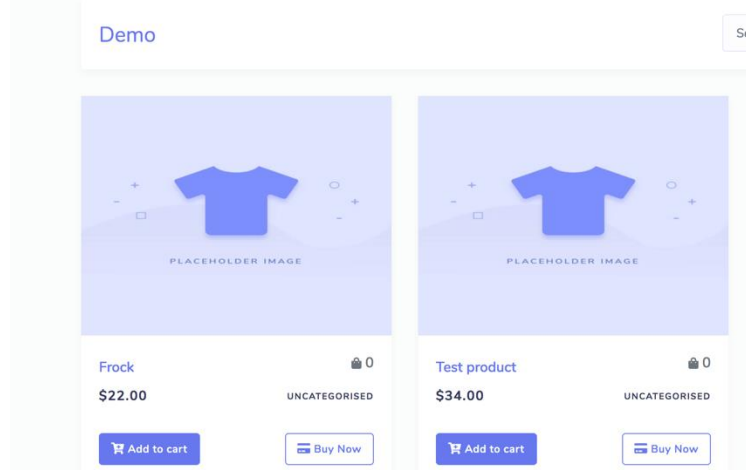
You can copy your store page, order and product URL. Hover over the code, then select the Copy option that appears over the code line.





#### 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:

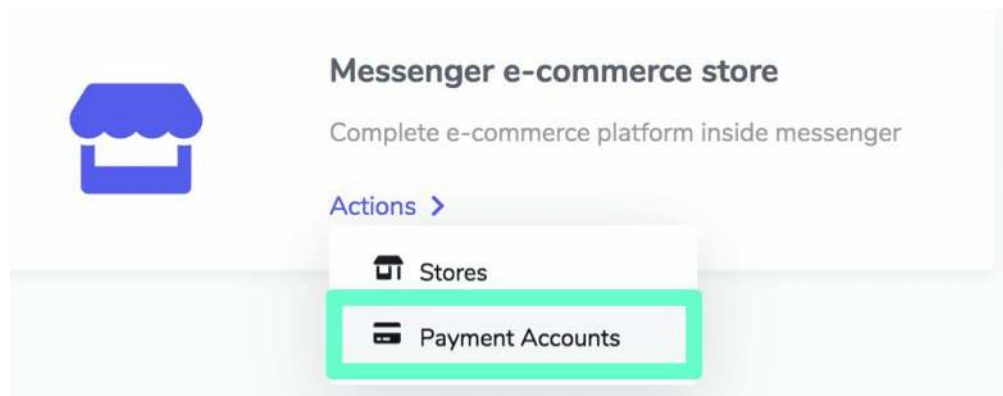
- 1) Provide the **PayPal email address**.





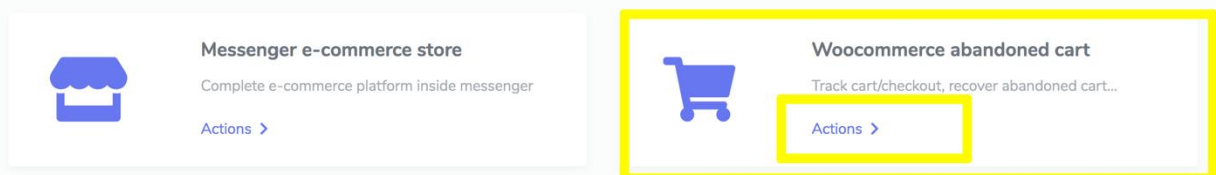
- 2) Enter a **stripe secret key**.
- 3) Enter a **stripe publishable key**.
- 4) Select the **currency**.
- 5) You can also provide **Manual payments instructions** in the field available.
- 6) Select **Save** to make changes.

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**.





### Assign Email SMS Sequence Campaign with Postback Click

To assign email/sms sequence campaign with postback click, go to Messenger Bot -> Postback Manager, click on Add new template and create Postback template with sequence campaigns.










**Messenger Bot**


Messenger Bot




**Bot settings**  
 Bot reply, persistent menu, sequence message etc.  
[Actions >](#)




**Post-back manager**  
 Postback ID & postback data management  
[Actions >](#)



**OTN post-back manager**  
 OTN postback id & postback data management  
[Actions >](#)



**Whitelisted domains**  
 Whitelist domain for web: url and other purposes  
[Actions >](#)


**Post-back manager**









[Create new template](#)


Messenger Bot / Post-back manager

Page

Postback

Search

#	Page name	Postback template name	Postback id	Actions
1.		carousel check	carousel-check	   
2.		Demo Video OTN Reply	demo-video-otn-reply	   


**Add a postback template**

Messenger Bot / Post-back manager / Create new template

Template name

Postback type

☒ Parent
 ☐ Child

Choose labels

Choose a page

Friends Forever [Al Amin Jewel]

Postback id

Choose sequence campaigns

Select

Reply 1

Select reply type

Text

Typing on display

☐ Enable
 

Delay in reply

0

Sec

Please provide your reply message

First name

Last name

Add more reply

Submit

Save

Page Name

This is test post


 Hi,  
 How are you ??? Hope  
 you fine. How we can  
 assist you by providing  
 information?

Menu

Support

Settings

Help

Now go to Messenger Bot -> Bot Settings -> Bot Reply Settings and click on Add bot reply button. Set a Bot reply with postback Id which created with Sequence campaigns ( you can also add postback template from here by click on add link in bot reply settings form ). Now whenever your subscribers click on this postback button inside messenger, he will assign to the sequence automatically.





## Bot reply settings

Options ▾

Bot name

Please provide your keywords in comma separated

### Reply 1

Select reply type

Text with buttons ▾

Typing on display :



Enable

Delay in reply

0

Sec

Please provide your reply message ⓘ

First name

Last name

Button text

Postback sequence

Button type

Post back ▾

Postback id

Select ▾

Add

Refresh

Add more button

After this you can check this at Subscriber Manager -> Bot Subscribers -> Subscribers Action section modal.





Subscriber actions

Subscriber data Custom form data Purchase history

Subscribed (Unsubscribe)

Male

English (US)

GMT +6

Labels

Create label

Checkbox plugin Label Demo Video OTN Label Hello-Click OTN 1 Send To Messenger Label

Message sequence

SMS : Custom - sms [10th May, 20 01:52:22]

Email Drip Test : Custom - email [10th May, 20 01:40:07]

Custom sequence - 1 : Custom - messenger [8th Apr, 20 22:30:29]

Opt-in through DIRECT

Save changes Close

## Send Promotional Message Using One Time Notifications For Facebook Messenger

### What is One Time Notification (OTN)?

As you know Facebook Messenger Platform doesn't allow to send message after 24 hours of last interaction by any subscriber.

Once any subscriber interacts with your Messenger, you have 24 hour time to send promotional message as many as you want (Don't spam).

After 24 hours, you are not allowed to send any message (Except using some specific tag only for non promotional message.)

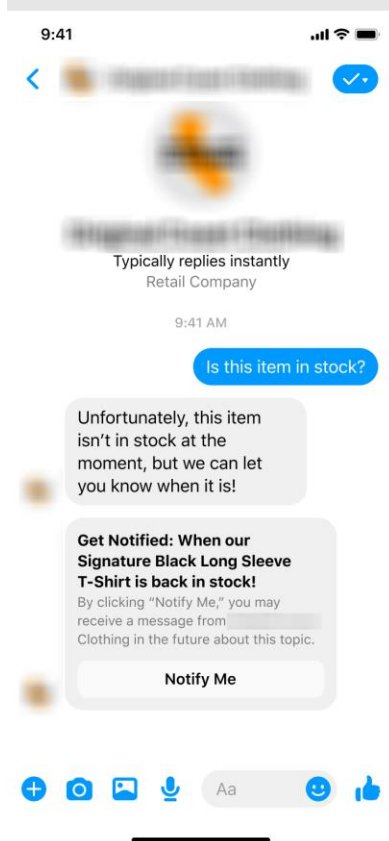
Here One Time Notification API is provided by Facebook to send promotional message after 24 hours window.



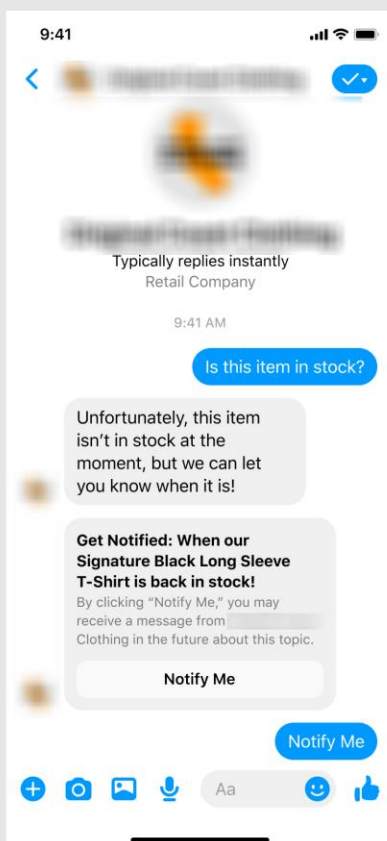
Source : <https://developers.facebook.com/docs/messenger-platform/send-messages/one-time-notification>

The Messenger Platform's One-Time Notification API (Beta) allows a page to request a user to send one follow-up message after 24-hour messaging window have ended. The user will be offered to receive a future notification. Once the user asks to be notified, the page will receive a token which is an equivalent to a permission to send a single message to the user. The token can only be used once and will expire within 1 year of creation

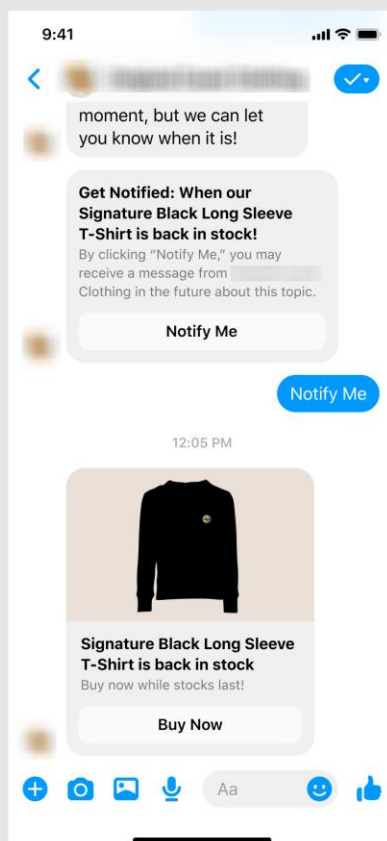
**1. Page sends the one-time notification template to user**



**2. User asks to be notified in the future**



**3. Page uses the token received in step 2 and sends the reminder message**



## Why it's so important ?

After deprecated sending message after 24 hours, OTN is the only option to send promotional message now.

OTN message sending is happened in two steps. First you will need to set bot that asked for permission to send future promo message regarding any specific offer.





Later, you will be able to broadcast message to those people, have given permission for sending message.

So, asking this permission & Opt-in by subscribers are super easy. Users just need a click to get subscribed for it.

And that's guaranteed & fully proved that Messenger has almost 95%+ open rate. So it's hundred times better than sending email broadcast.

Just imagine, if you have 500 users subscribed for Black Friday offer or any other promotional campaign, once you broadcast them, almost 450+ people will open it.

### **How to use One Time Notification Features in Messenger Bot.App?**

First, you will need to apply for One Time Notification Access from Facebook Pages. It's just a click easy.





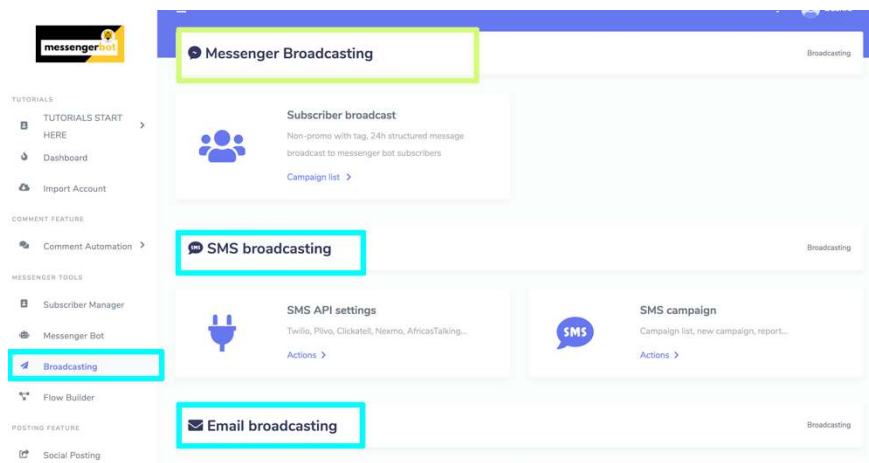
## Broadcasting

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](#)
- SMS/Email Templates:



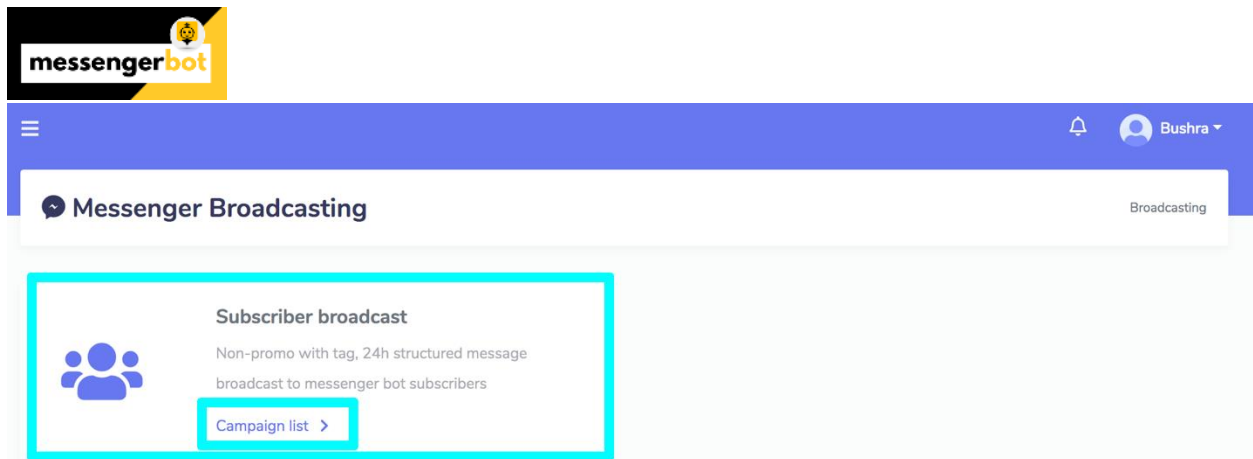
### Messenger broadcasting

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**.

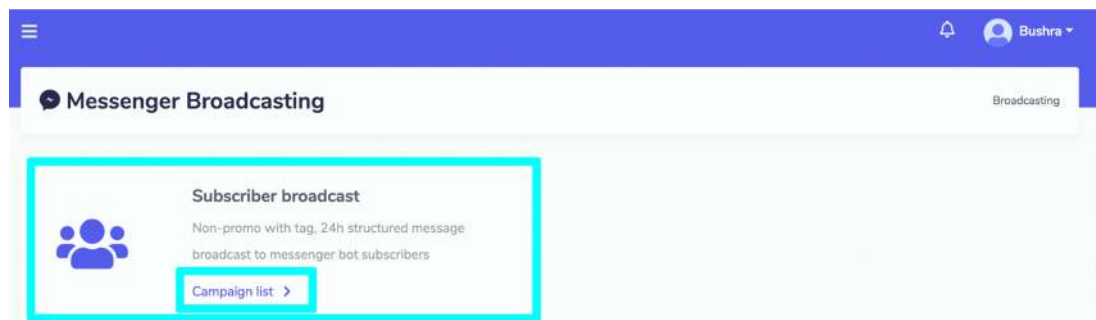




Subscriber broadcast screen consists of a list of page numbers, you can search for a specific page by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.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





+ Create Campaign

- 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.





Subscriber broadcast [Create Campaign](#) Broadcasting / Subscriber broadcast

Page Status Search... [Search](#) [Choose date](#)

#	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

10 1-2/2


[Previous](#) [1](#) [Next](#)

## 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


SMS broadcasting Broadcasting



### SMS API settings

Twilio, Plivo, Clickatell, Nexmo, AfricasTalking...

[Actions >](#)



### SMS campaign

Campaign list, new campaign, report...

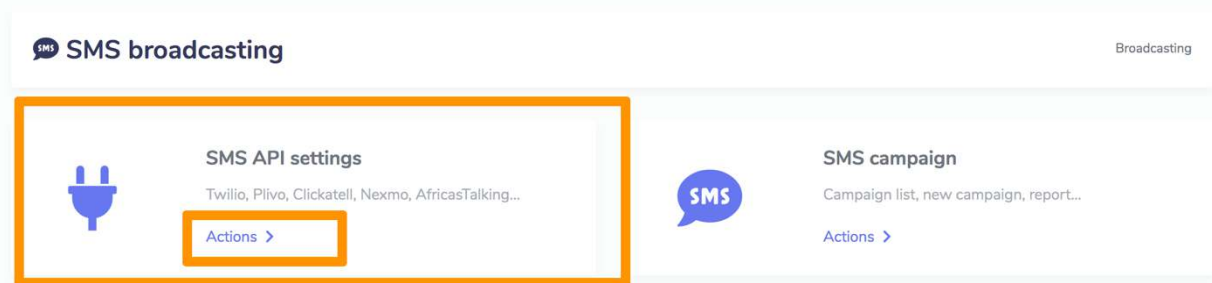
[Actions >](#)

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**.



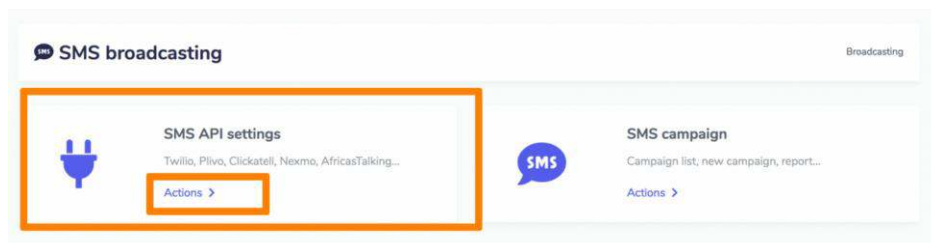


A list of gateways will appear on the SMS API screen. You can perform following actions from this view.

- 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

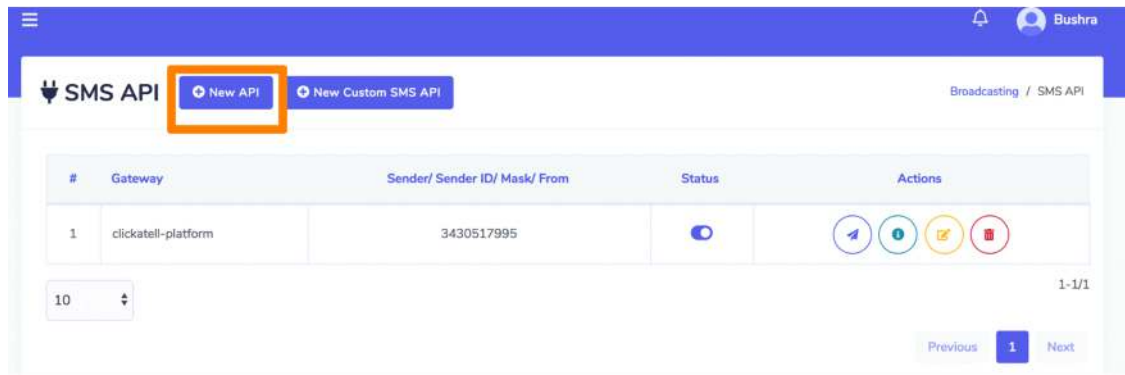
You can also create a new API from SMS API screen. Follow the steps given below:

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



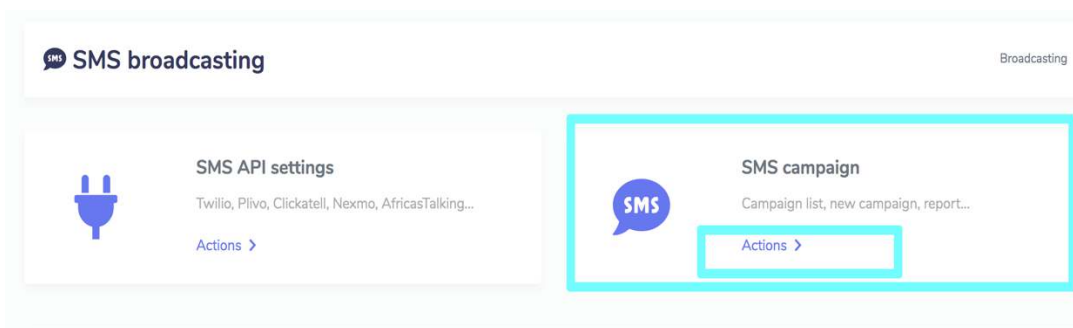


- 3) Provide the **Authentication key/ API Key**.
- 4) Enter your **secret password** you want to set.
- 5) Enter the **ID** of your API.
- 6) Provide the **Sender ID**.
- 7) Set the **status** of your API.
- 8) Once you have done all these settings, click on **Save**.




### SMS campaign

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




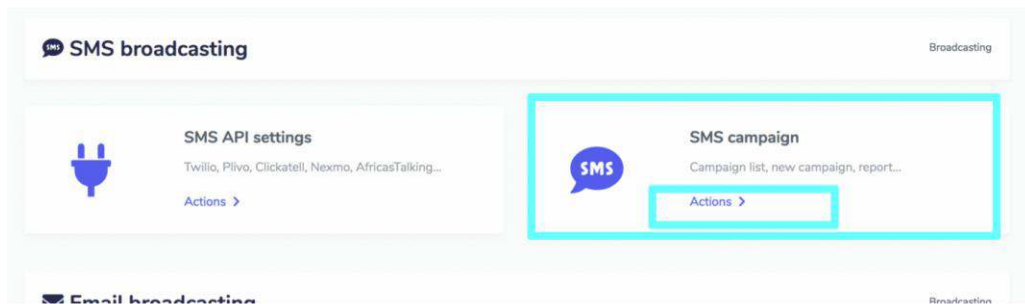
SMS campaign screen consists of a list of SMS API, you can search for a specific API by using the **search bar**. You can adjust the number of APIs to be viewed per page. You can choose the date range for narrowed search. You can also sort them out based on their status.

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:



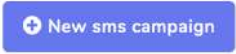


- View the report by selecting 
- Edit the campaign
- Delete the campaign

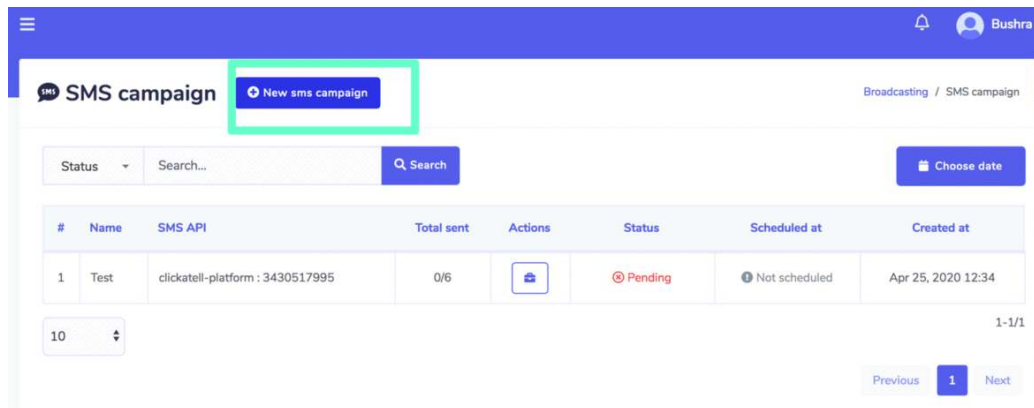


### Create sms campaign

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**.





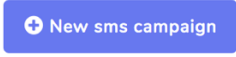
### Twilio SMS campaign Demo

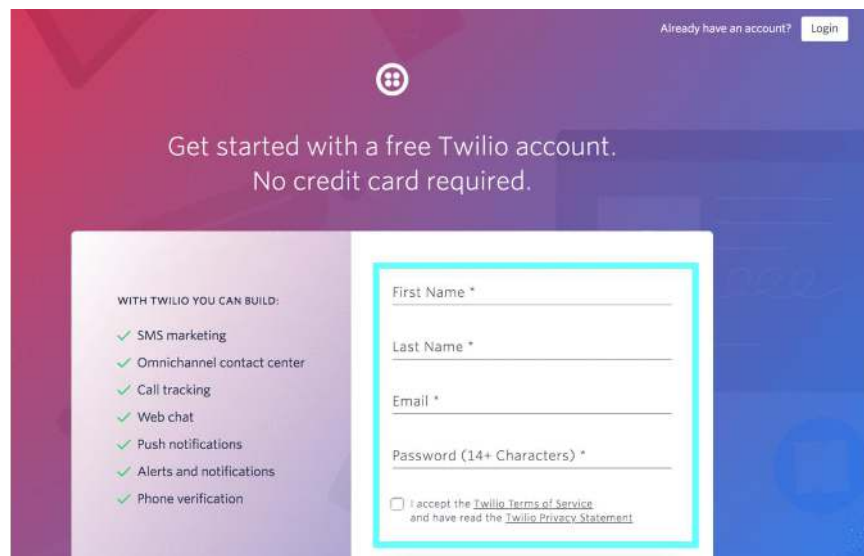
To start an SMS campaign, you need to get an API key for integration from Twilio. You can access Twilio from your web browser. Follow the steps given below:

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.

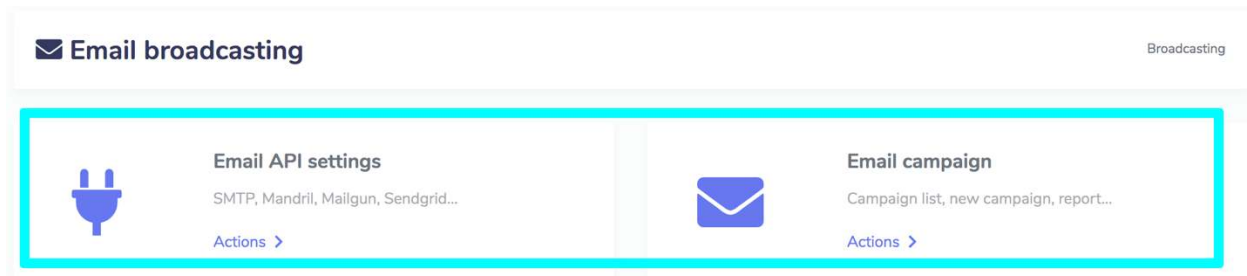




## Email broadcasting

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

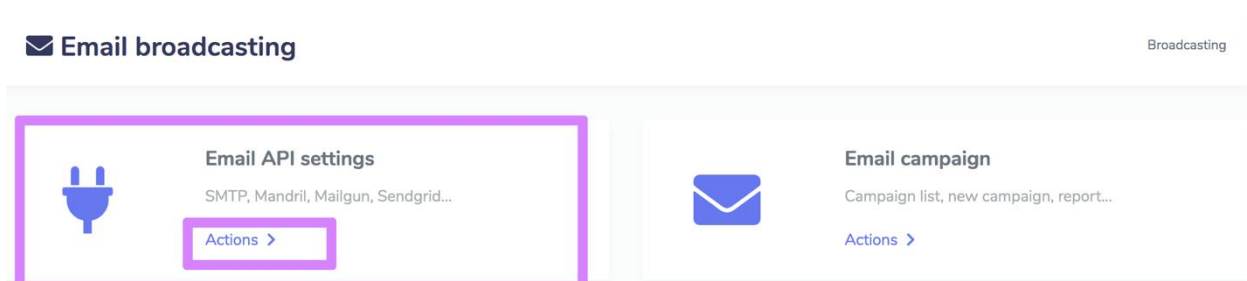
- Email API settings
- Email campaign



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.

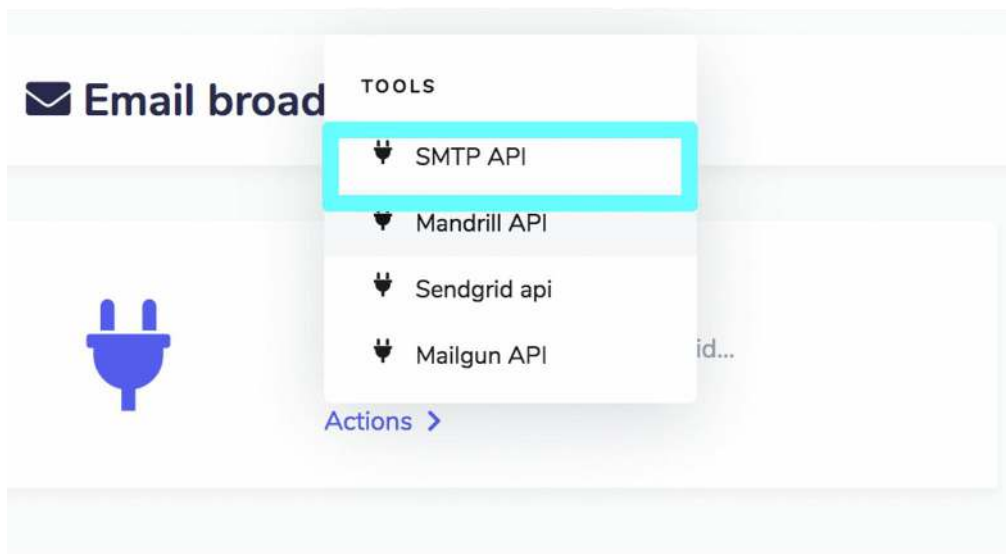




### SMTP API


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



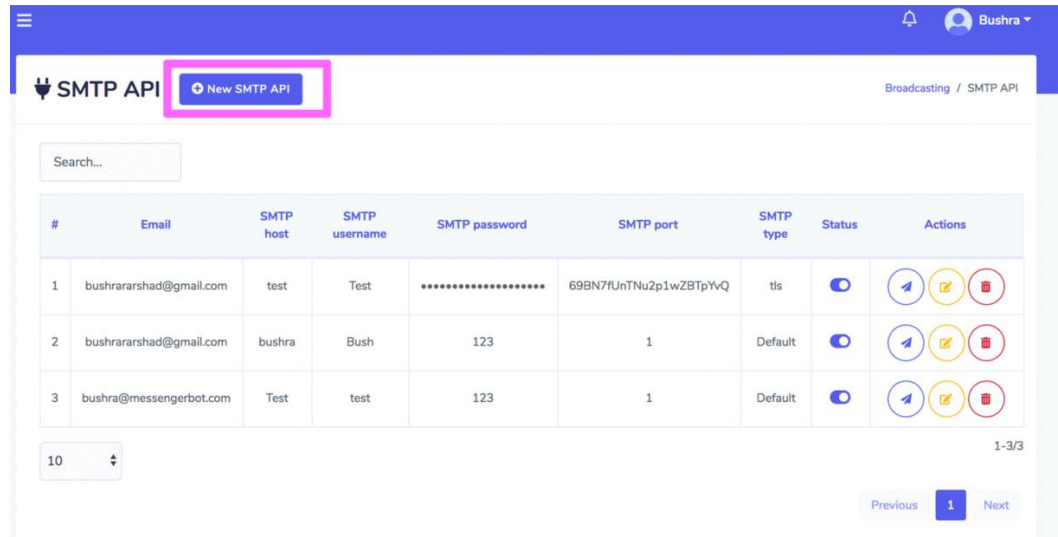
### Create SMTP API

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.






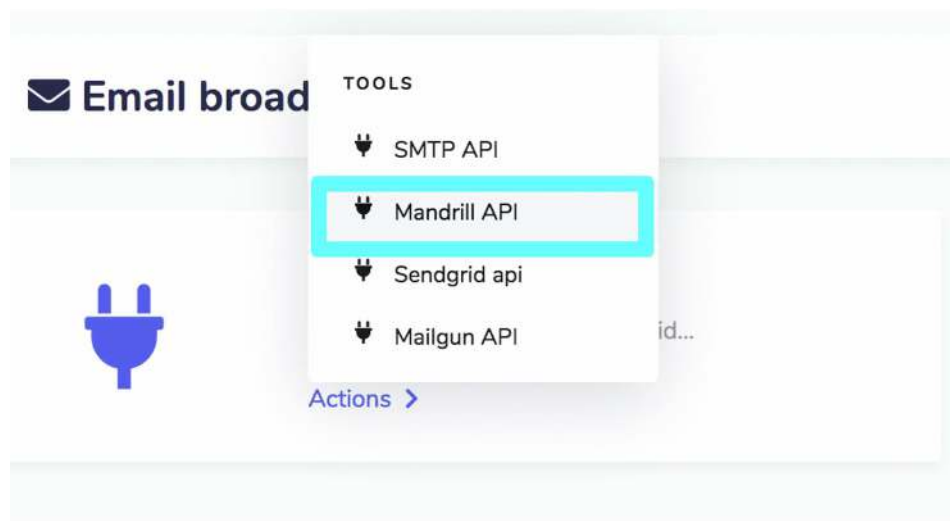


#	Email	SMTP host	SMTP username	SMTP password	SMTP port	SMTP type	Status	Actions
1	bushrararshad@gmail.com	test	Test	*****	69BN7fUnTNu2p1wZBTpYvQ	tls		
2	bushrararshad@gmail.com	bushra	Bush	123	1	Default		
3	bushra@messengerbot.com	Test	test	123	1	Default		

### 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

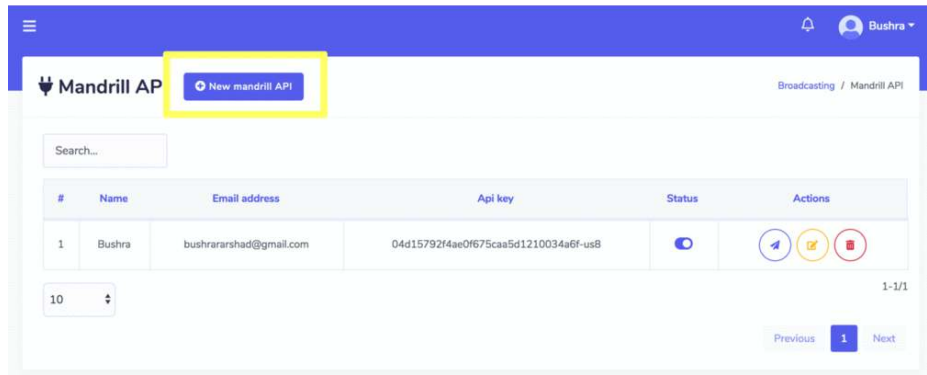
You can create a new mandrill API by following the steps given below:

- 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**.

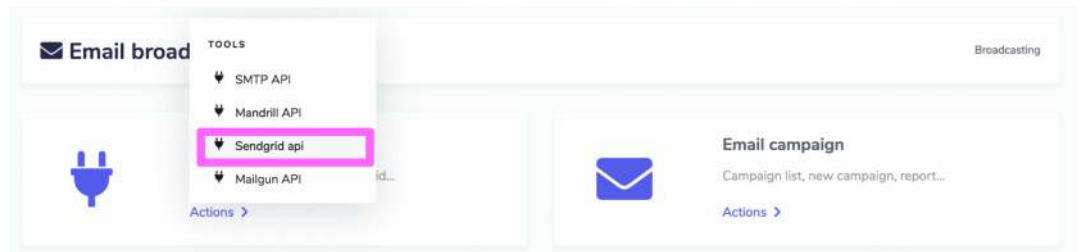


### Sendgrid API

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.

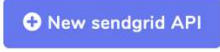
- Send test email by selecting the  icon against a particular email address
- Edit the API you want to update
- Delete the API



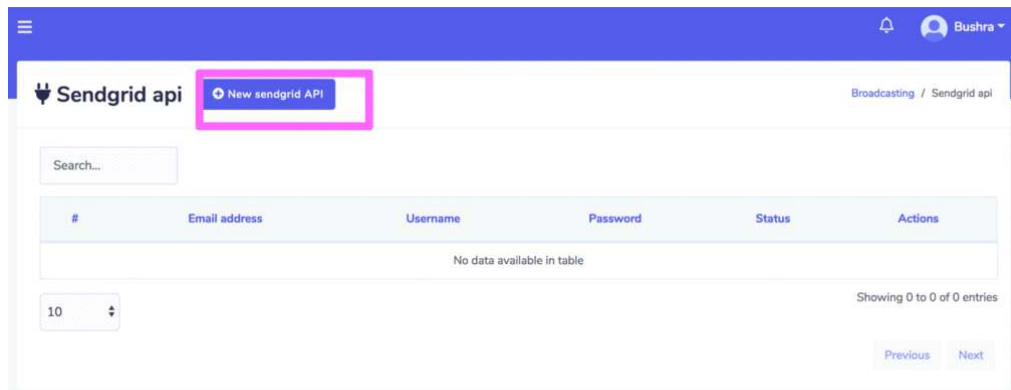


### Create Sendgrid API

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**.

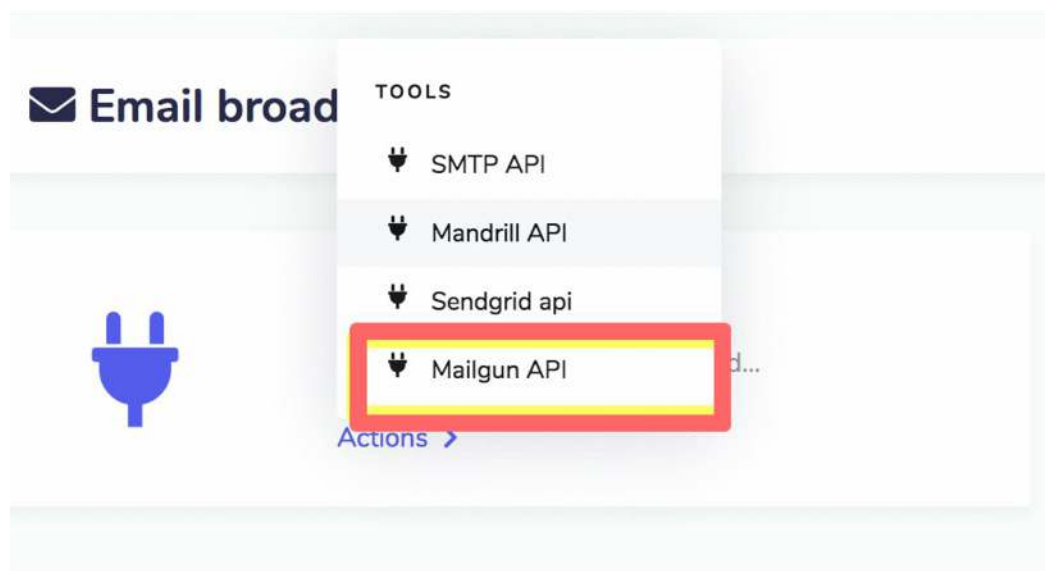




### *Mailgun API*

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

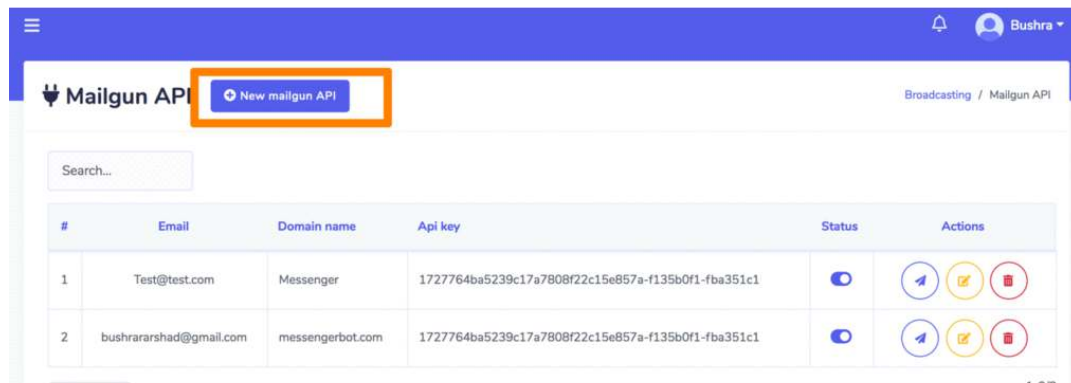




## Create Mailgun API

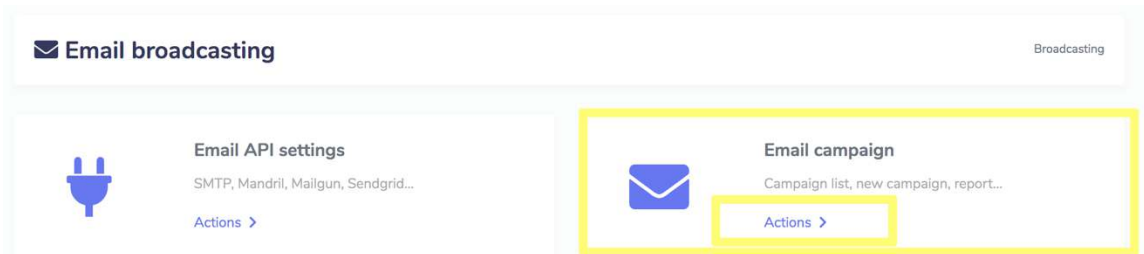
You can create a new mailgun API by following the steps given below:

- 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**.

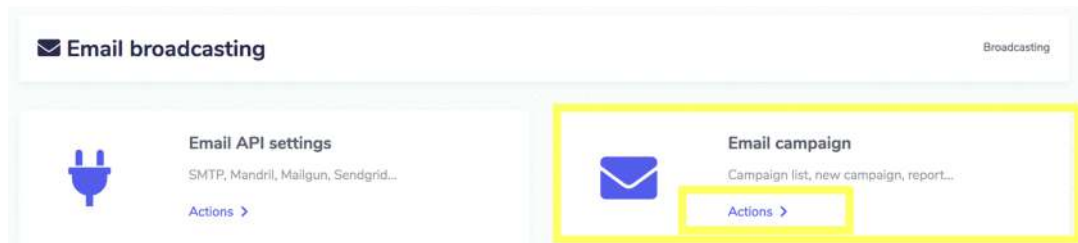




Email campaign screen consists of a name of campaigns you can search for a specific campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the date range for narrowed search. You can also sort them out based on their status. You can arrange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

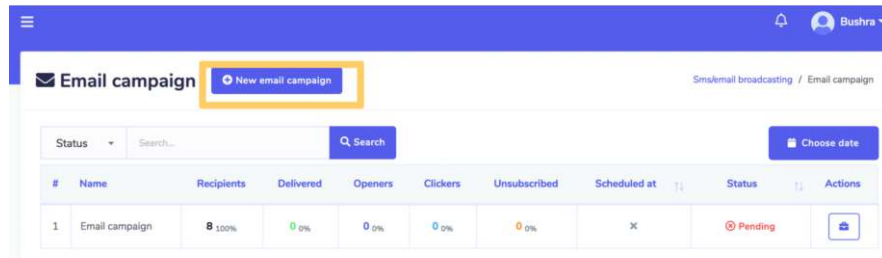
You can create a new email campaign by following the steps given below:

- 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.



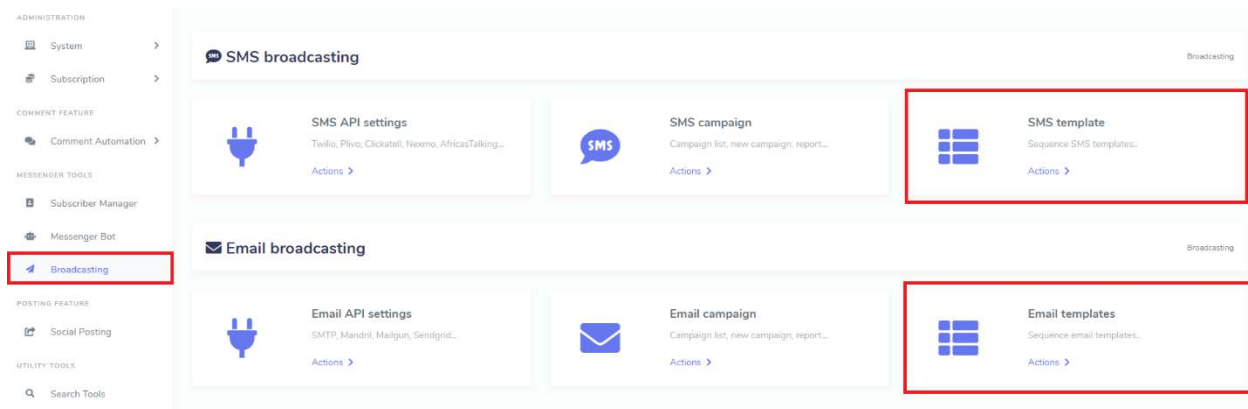


- 5) You can choose a sending **time**.
- 6) Once all information is added, select **Create campaign**.



## SMS/Email Templates

To get started with SMS/Email sequence, you've to create SMS & Email Templates to create SMS & Email Sequence campaigns. Go to the Broadcasting menu and you will find two blocks named SMS Template and Email Template.



Go to SMS or Email template section and click on the New Template button, a form will appear in modal. Create SMS or Email Templates by providing information.





Previous 1 Next

×

**X Cancel**

[Broadcasting](#) / [Email Template](#)





## How to Create & Assign Sequence Campaign for External Subscribers:

Beside assigning automatically SMS/Email Sequence to Messenger Subscribers, now you can also create SMS/Email Sequence Campaign for your external subscribers and assign them manually with **Email SMS Sequence Campaigner Add-on**. So, let's get started.

### Create Sequence for external Subscribers:

Go to Broadcasting -> Sequence Campaign -> Actions and click on Add sequence button to create sequence campaign with the necessary information for External Subscribers.

The screenshot shows the Messengerbot dashboard. On the left sidebar, the 'Broadcasting' menu item is highlighted with a red box. The main content area shows the 'Email broadcasting' section. Under 'SMS/Email Sequence Campaigner (External Contacts)', the 'Sequence Campaign' card is highlighted with a red box. The card contains an envelope icon, the text 'Sequence Campaign', 'Sequence Campaign for external Contacts...', and an 'Actions >' link.

### Sequence Campaign

[Add sequence](#)

Broadcasting / Sequence Campaign

Search...

#	Name	Last sent	Campaign type	Actions
1		Jun 13, 2020 16:41	SMS	<a href="#">Add</a>
2		Jun 13, 2020 16:41	Email	<a href="#">Add</a>

10

1-2/2

Previous1Next





## + Add sequence

[Broadcasting](#) / [Campaign list](#) / [Add sequence](#)

Campaign name

Sequence type

Email

Sms

Select email api

Select API

### ⌚ Sequence time

24 hour Daily

⌚ 30 mins

--- Do not send message ---



⌚ 1 Hour

--- Do not send message ---



⌚ 2 Hour

--- Do not send message ---



⌚ 3 Hour

--- Do not send message ---



+ Add more hour

✖ Remove last hour

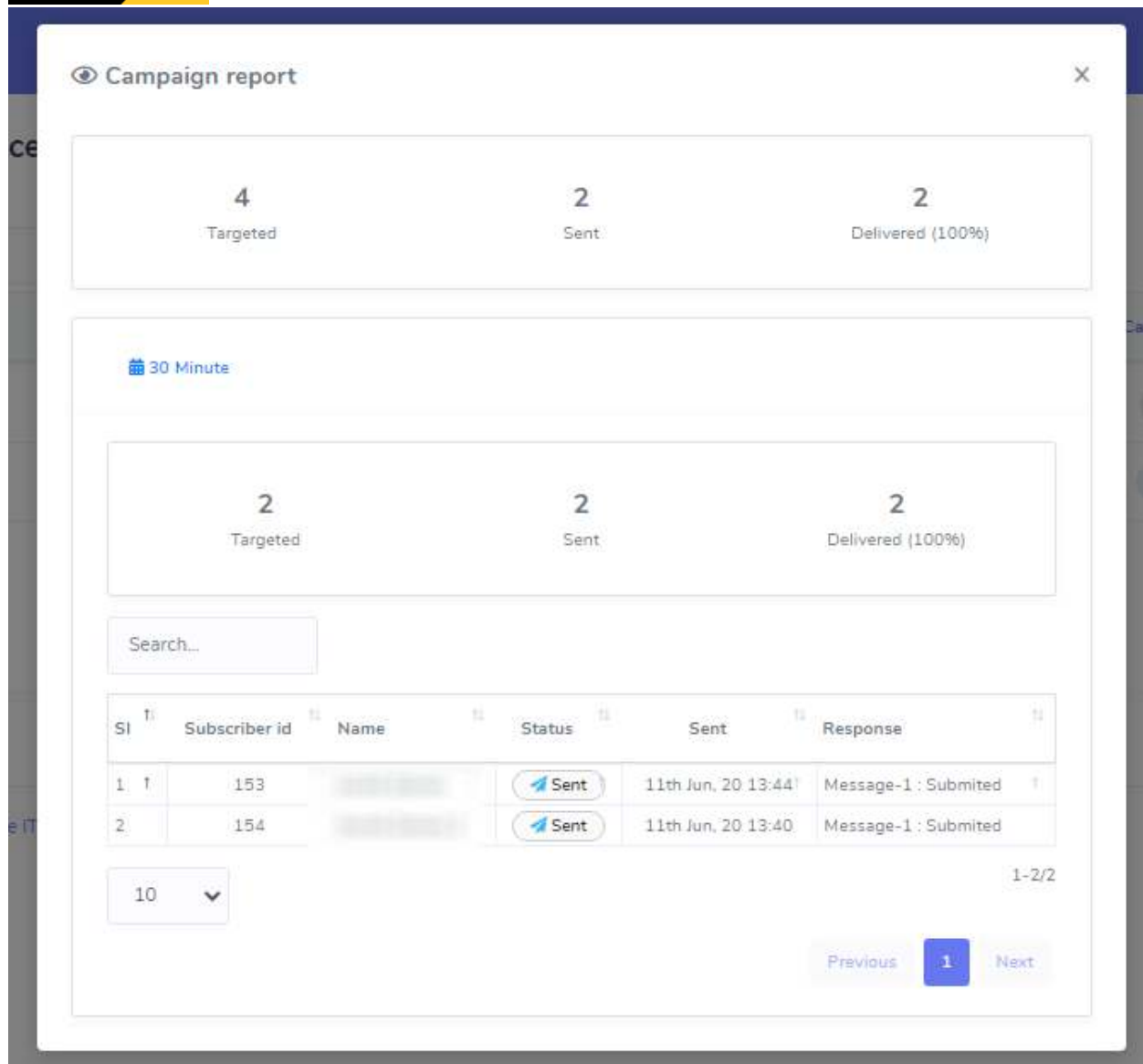


➤ Create Campaign

✕ Back

You can see campaign report 24H or Daily report from the campaign table by click on Corresponding Report icon.





### Assign Sequence To External Subscribers:

Go to Subscriber Manager -> Contact Book section, select your contact and click on Options -> Assign Sequence. Select your Sequence campaign from the dropdown and hit the save button.





[Dashboard](#)

[Import Account](#)

ADMINISTRATION

[System](#)

[Subscription](#)

COMMENT FEATURE

[Comment Automation](#)

MESSENGER TOOLS

[Subscriber Manager](#)

[Messenger Bot](#)

[Broadcasting](#)

subscribers  
Sync, migrate, conversation...  
[Actions >](#)

subscribers  
Subscriber actions, assign label, download...  
[Actions >](#)

Subscriber label/tags, segmentation...  
[Actions >](#)

SMS/email subscriber (external)  
Subscriber Manager

Contact Group  
Manage contacts by groups, sms/email campaign...  
[Actions >](#)

Contact Book  
Manage contacts, import, sms/email campaign...  
[Actions >](#)

English

Contact Book

[+ New contact](#)

Subscriber Manager / Contact Book

Contact Group

Search...

Search

#	<input type="checkbox"/>	First name	Last name	Email	Phone	Contact Group	<div><div>Import</div><div>Export</div><div>Assign sequence</div><div>Delete</div></div>	Options
1	<input type="checkbox"/>			@yahoo.com	8801925121523	Group 1, Group 2 Group 6, Group 7	<div><div></div><div></div><div></div></div>	
2	<input type="checkbox"/>			@gmail.com	8801722977459	Group 1	<div><div></div><div></div><div></div></div>	
3	<input type="checkbox"/>			@gmail.com	1717293722	Group 1	<div><div></div><div></div><div></div></div>	
4	<input type="checkbox"/>			@gmail.com	1718839535	Group 1	<div><div></div><div></div><div></div></div>	
5	<input type="checkbox"/>			@gmail.com	1683909417	dddd'fdfd	<div><div></div><div></div><div></div></div>	

### Assign sms/email sequence

Bulk sequence assign is available for Email & SMS campaign.

Select sequence campaign

Assign sequence

Close

You can also assign manually to individual Subscribers by click on the Contact Details icon from the table.

Contact Book

New contact

Subscriber Manager / Contact Book

Contact Group

Search...

Search

Options

#		First name	Last name	Email	Phone	Contact Group	Actions
1	<input type="checkbox"/>	Test 4	User 4	testuser4@gmail.com	0123456781	test, test 1, test 2, test 3	<div> <div></div> <div></div> <div></div> </div>
2	<input type="checkbox"/>	Test 2	User 2	testuser2@gmail.com	0123456789	test, test 1, test 3	<div> <div></div> <div></div> <div></div> </div>
3	<input type="checkbox"/>	Test 1	User 1	testuser1@gmail.com	012345678	test, test 1, test 3	<div> <div></div> <div></div> <div></div> </div>
4	<input type="checkbox"/>	Test	User	testuser@gmail.com	12345678	test, test 1	<div> <div></div> <div></div> <div></div> </div>

10

1-4/4

Previous

1

Next







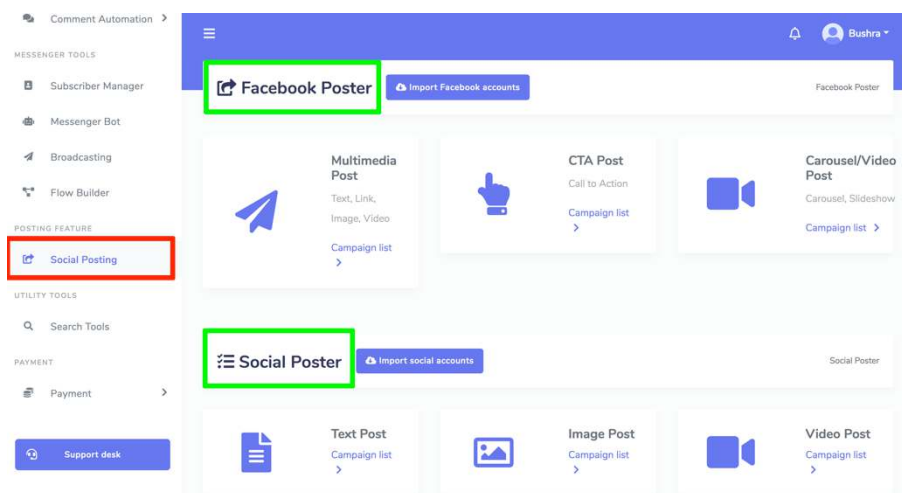
## Social Posting

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.

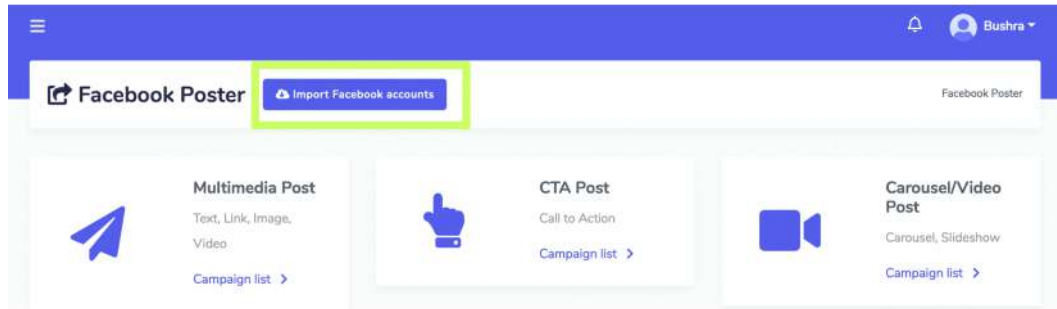
1. Select **Import Facebook accounts** from the top of your screen.
2. Select **Login with Facebook**.





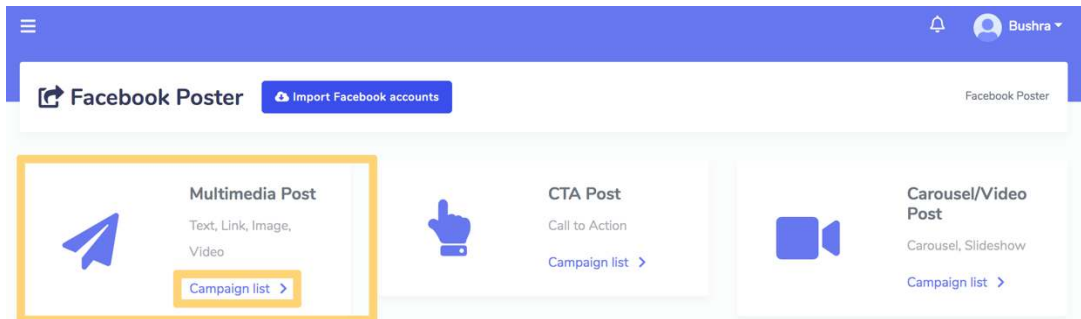
3. Your account will be imported successfully.

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 



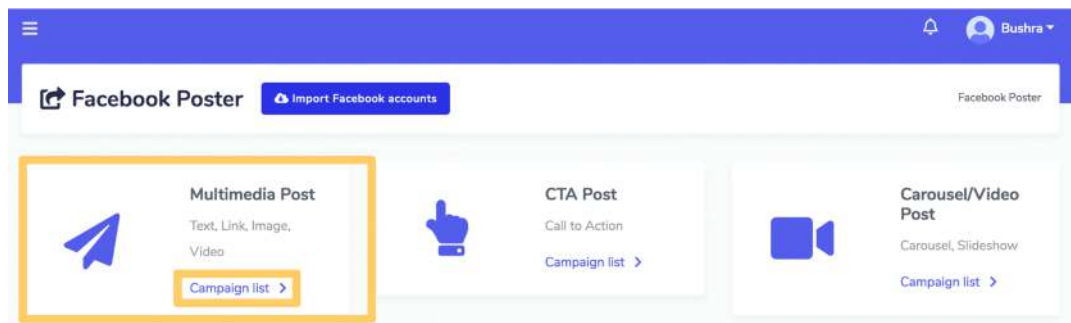




- Edit a campaign
- Delete a campaign


#### 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.

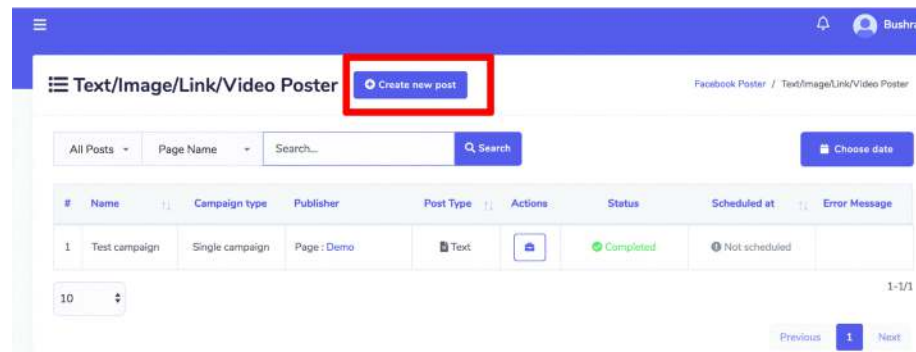




4. Select the **pages** to which this needs to be posted.
5. Select an **Auto reply template** as well.
6. Schedule a **Posting time**.
7. Once done, you need to select **Create campaign** option.

#### 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

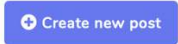
#### Note

- 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

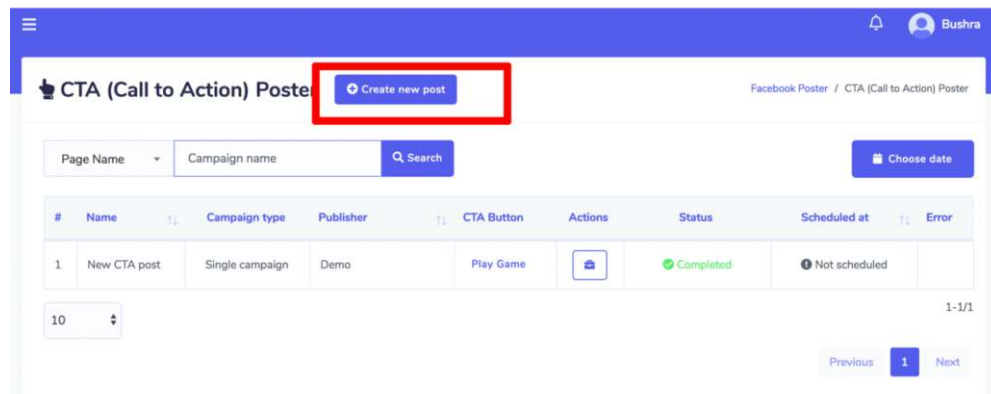
To create a new CTA post, follow the steps given below:

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.



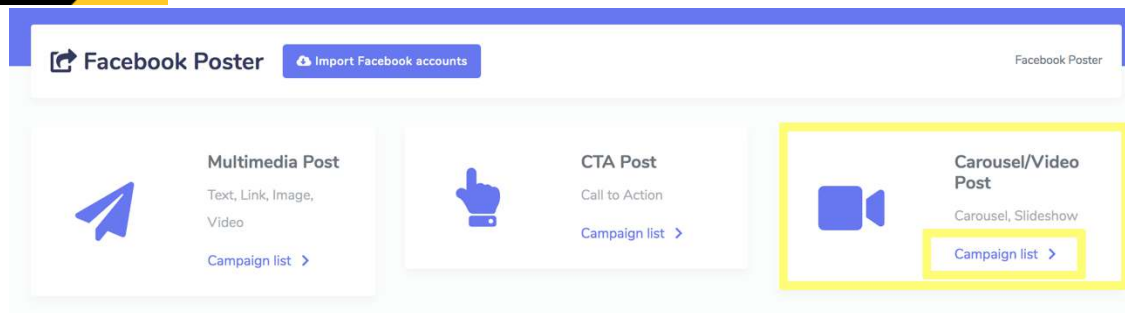
#### Note

- 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**.

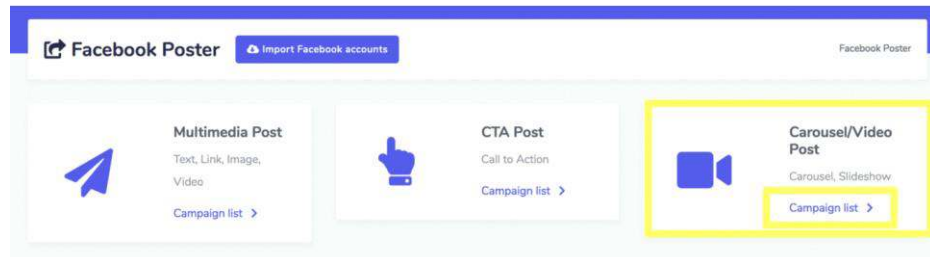
To perform different actions on the campaigns, select  option against the campaign you want to perform actions on. The following are the actions that can be performed:

- 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.



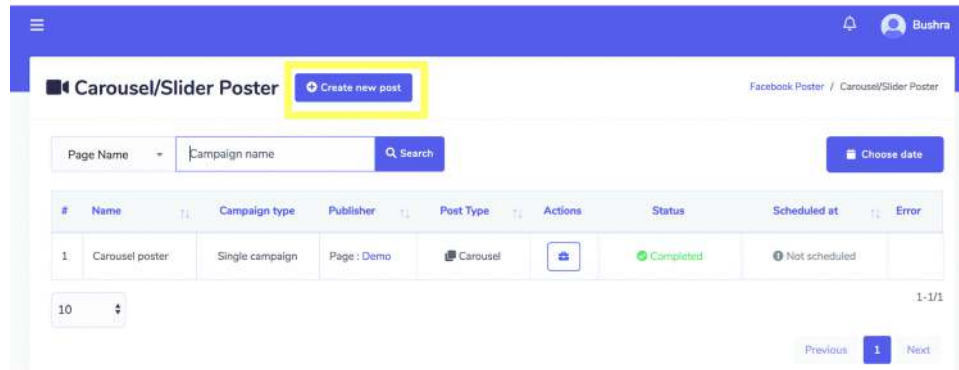


### *Create new Carousel/Video Post*

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:

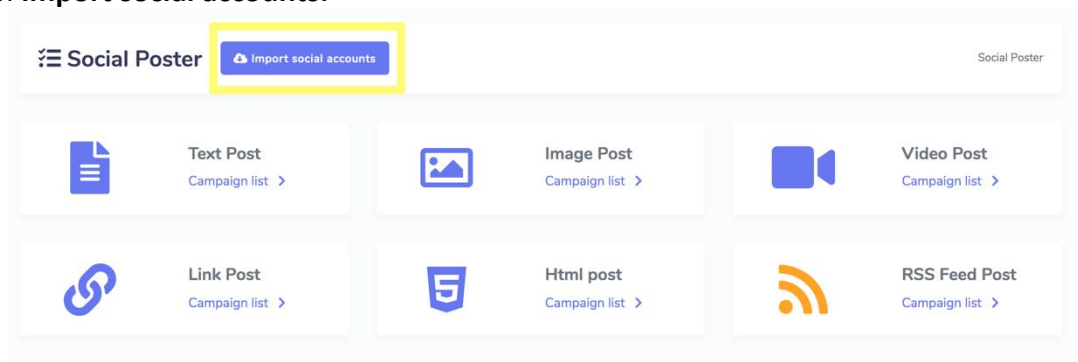
- Text Post
- Image Post
- Video Post
- Link Post
- Html Post
- RSS Feed Post

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**.



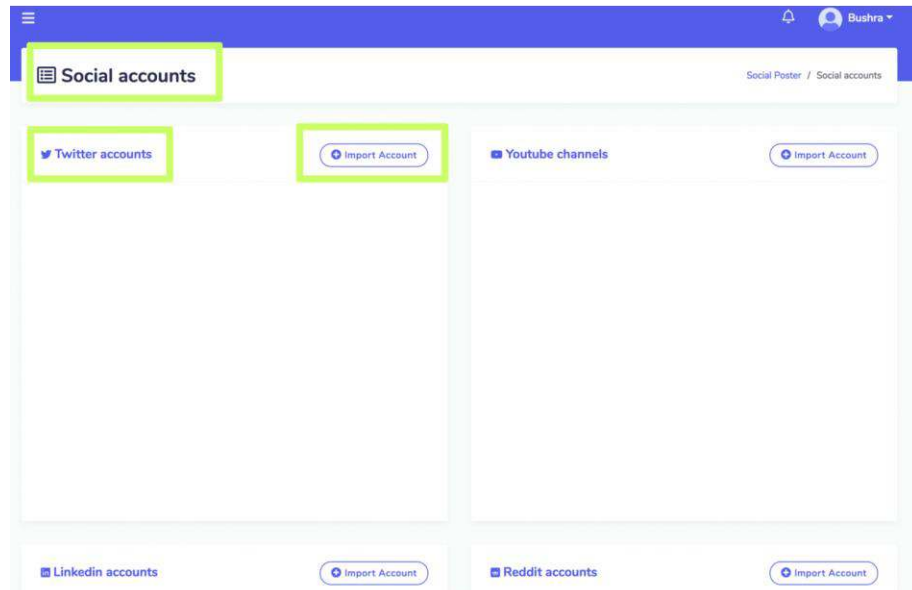


A **Social accounts** window will appear on the screen.

#### *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:

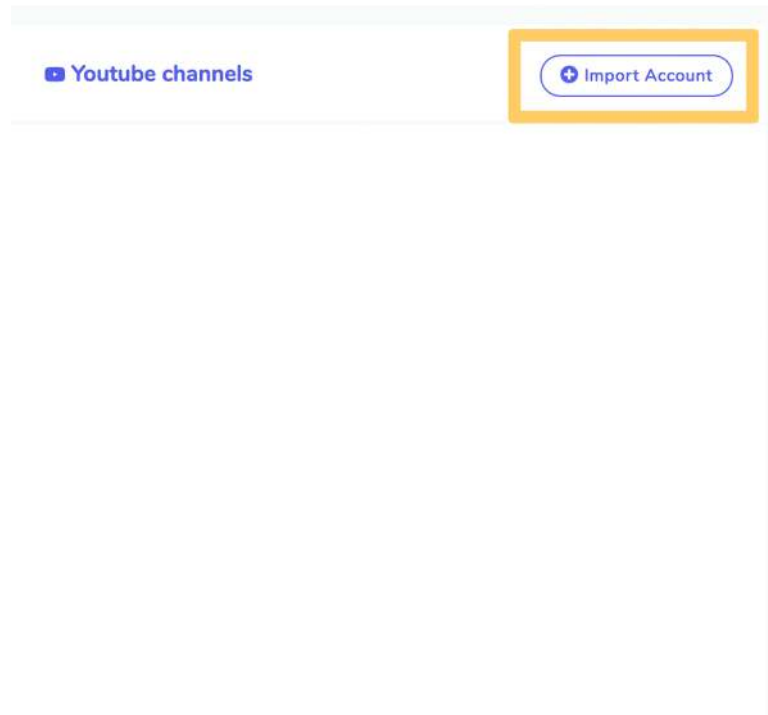
1. Select **+ Import Account** from the top left of the **YouTube accounts** screen.
2. You will be redirected to YouTube's authorization page view.
3. Select the account which you want to use.
4. Select **Allow** to all permissions. Once done you will be redirected back to the application.

#### Note

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






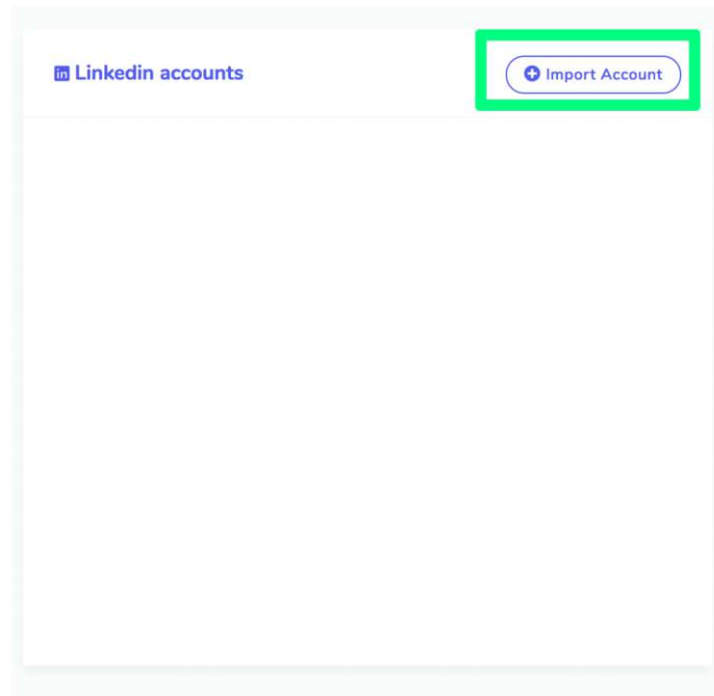


#### *LinkedIn accounts*

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.

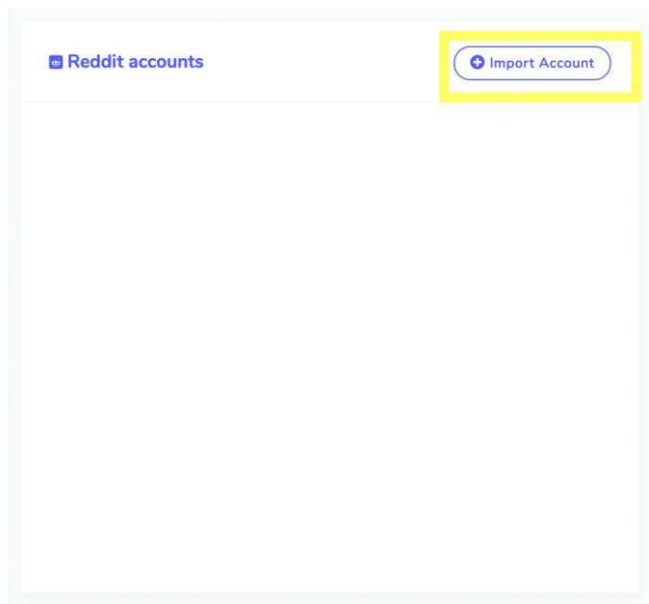




### *Reddit accounts*

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.

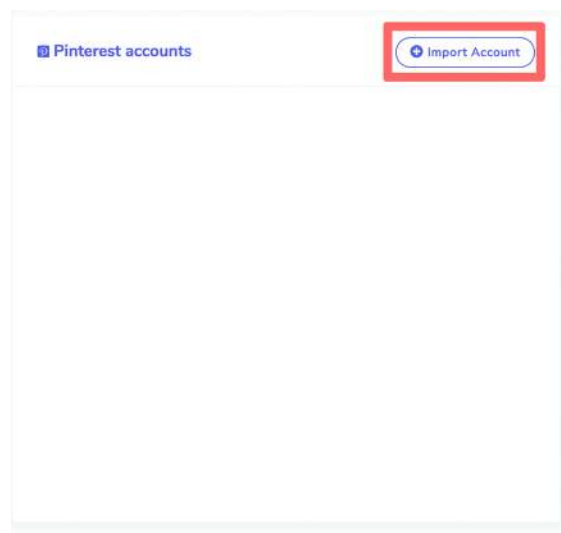




### *Pinterest accounts*


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.

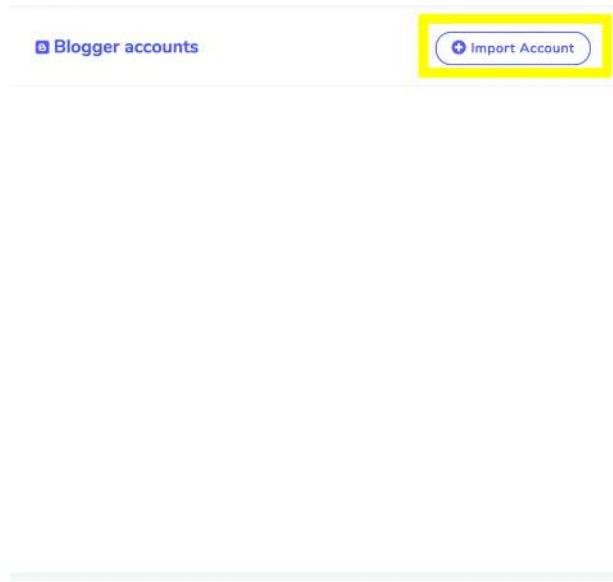


### *Blogger accounts*

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.



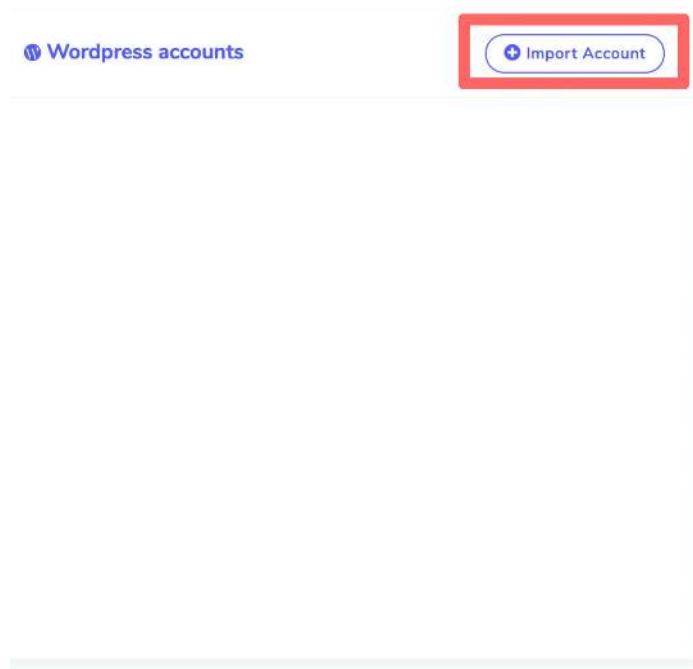


#### *WordPress accounts*

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.



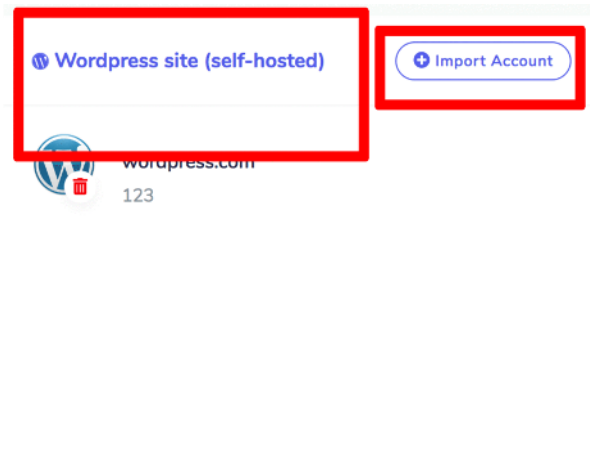


#### *WordPress site (self-hosted)*

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

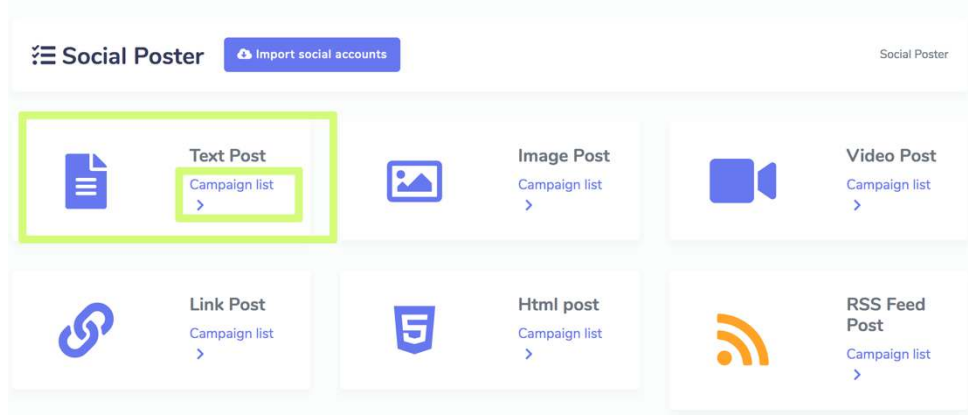
1. Select  from the top left of the **WordPress site (self-hosted)** screen.
2. You will be redirected to **WordPress site (self-hosted)** screen.
3. You can add new site by selecting the **Add new site** option.
4. Provide the **Domain name**, **User key** and **Authentication key**, then select **Save**.
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.

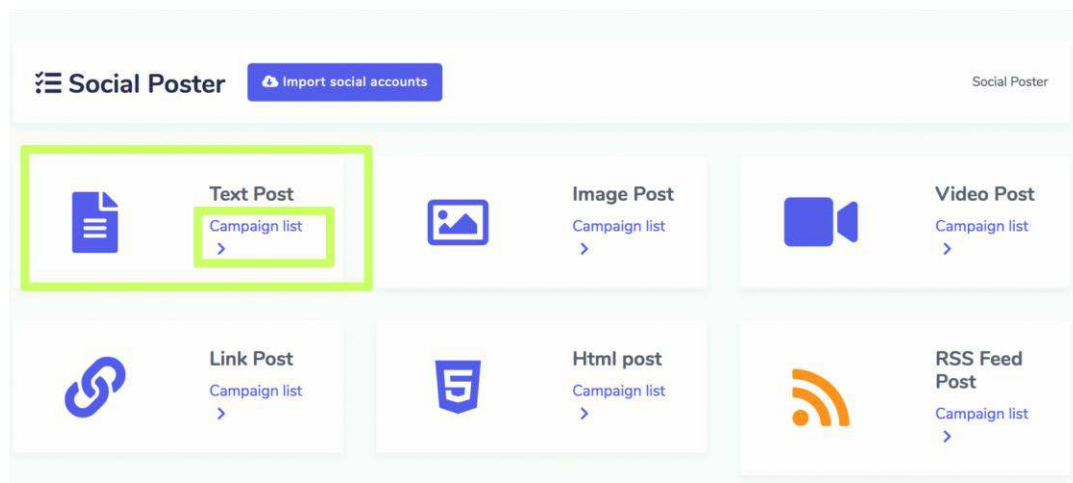


A **Text post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based 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:

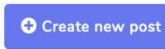
- Edit a campaign
- Clone the campaign by selecting 
- View the campaign report by selecting 
- Delete a campaign

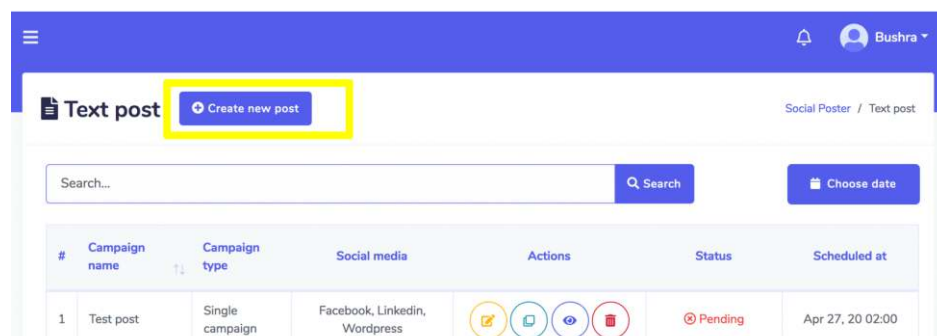




### Create new Text Post

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

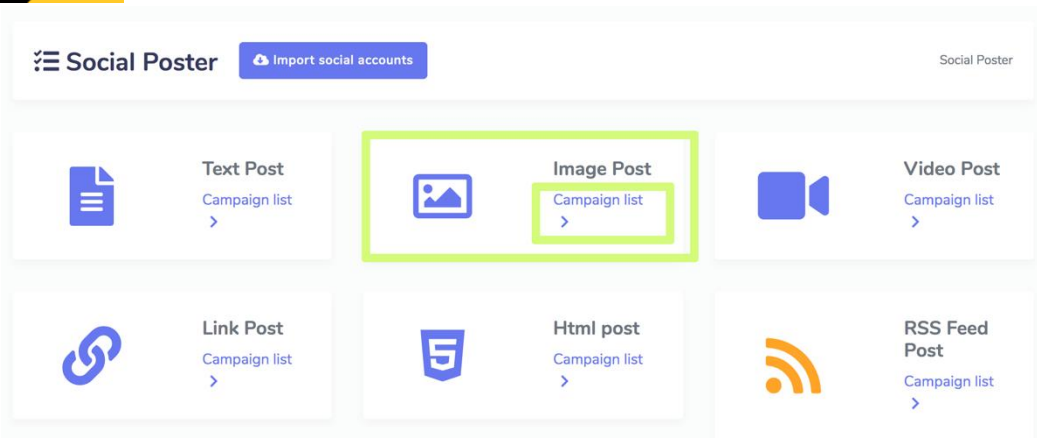
1. Select  from **Text post** screen.
2. Provide a **Campaign name** and a **message**.
3. Select a **Posting time** for the text post.
4. Select the **social accounts** from which this needs to be posted.
5. Once selected all required options, you need to select **Create campaign** option.



### Image Post



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

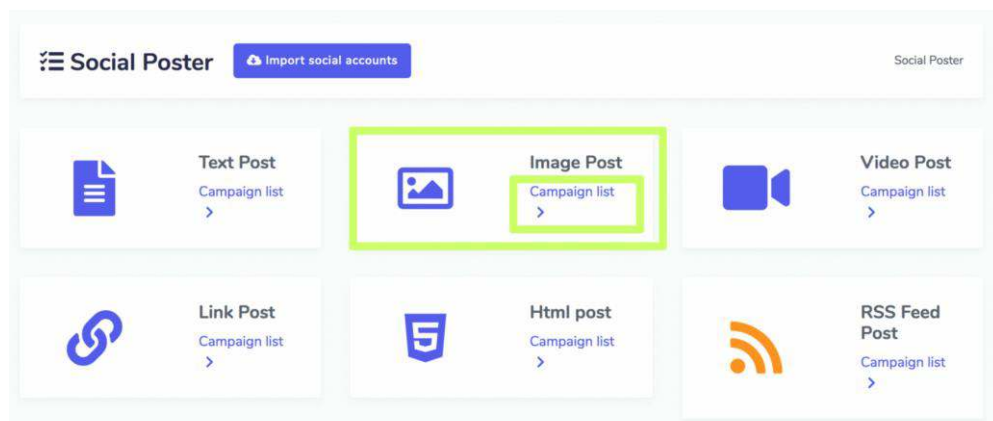




An **Image post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based 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

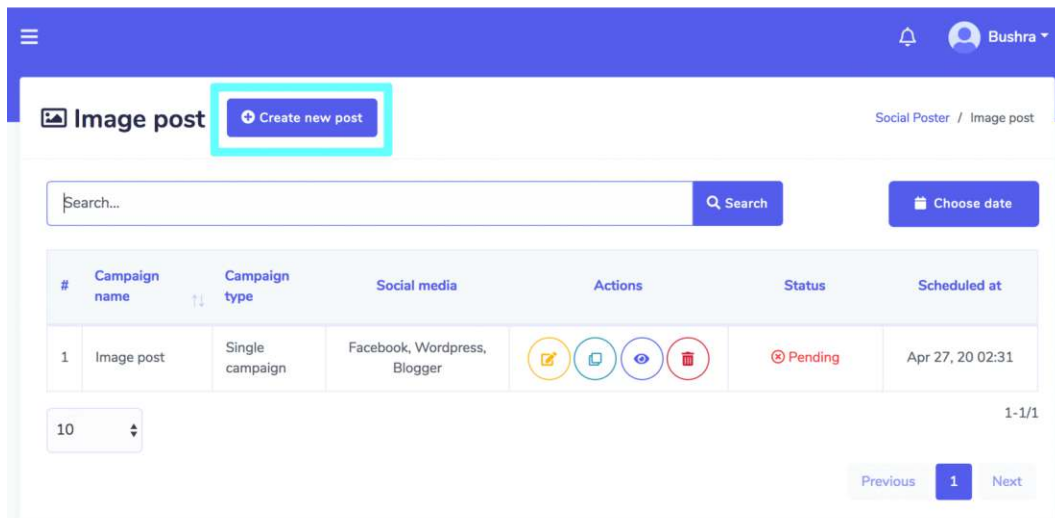
To create a new Image post, follow the steps given below:





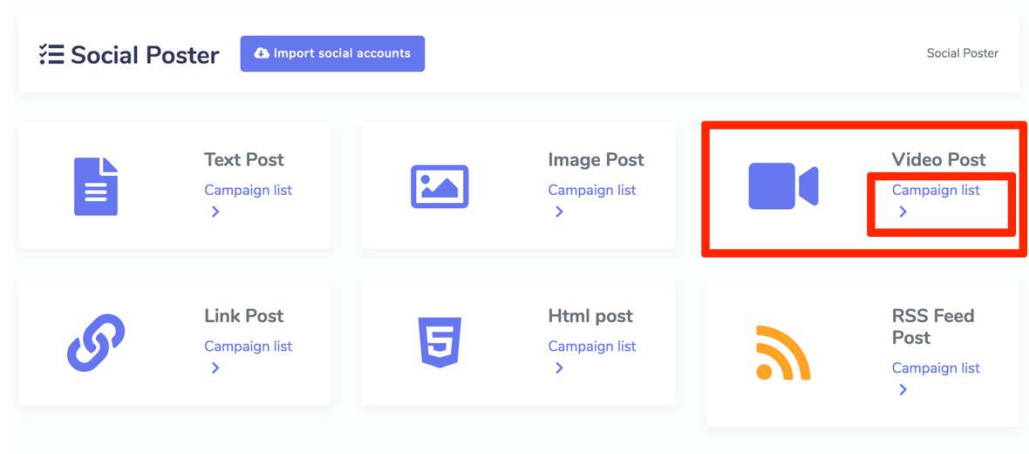


1. Select **Create new post** from **Text post** screen.
2. Provide a **Campaign name, title** and a **message**.
3. Provide a **Link** for pinterest and **rich content**.
4. Select a **Posting time** for the text post.
5. Select the **social accounts** from which this needs to be posted.
6. Once selected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

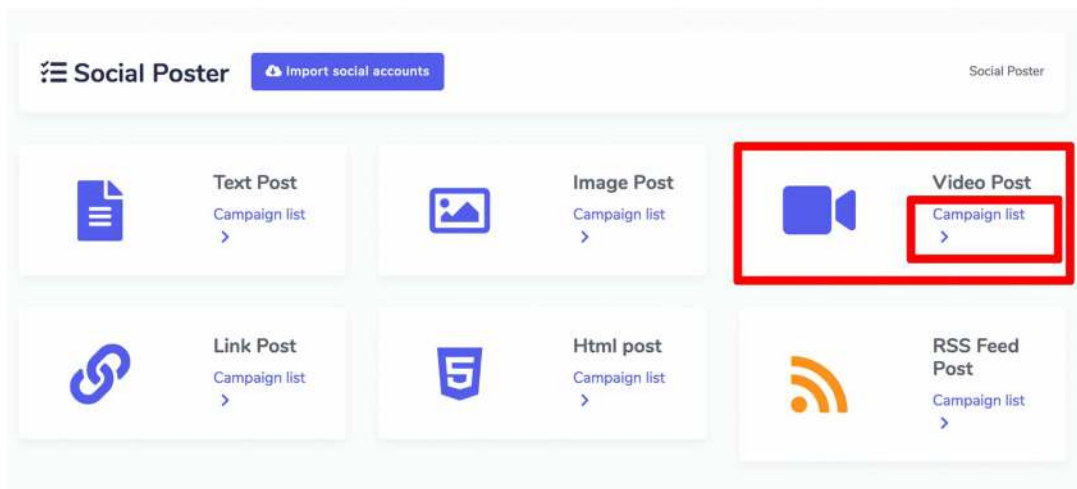




A **Video post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based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

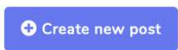
The following are the actions that can be performed against the campaign you want to perform actions on:

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



### Create new Video Post

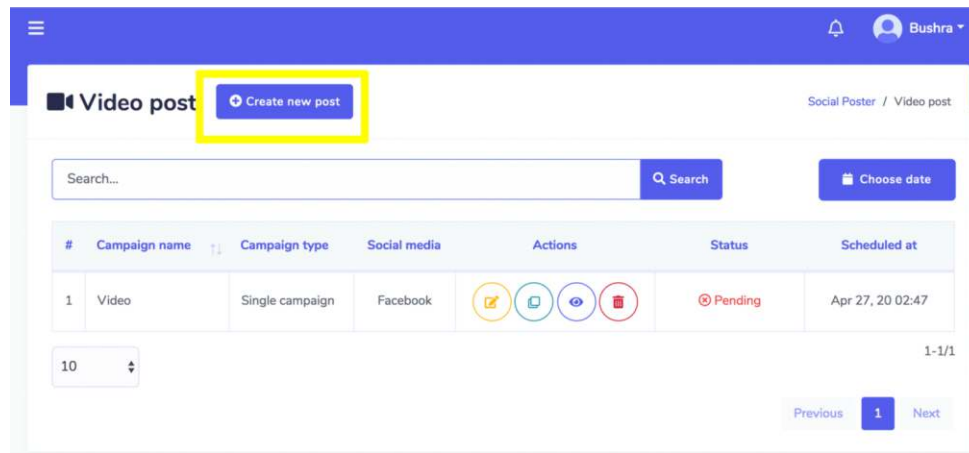
To create a new Video post, follow the steps given below:

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.



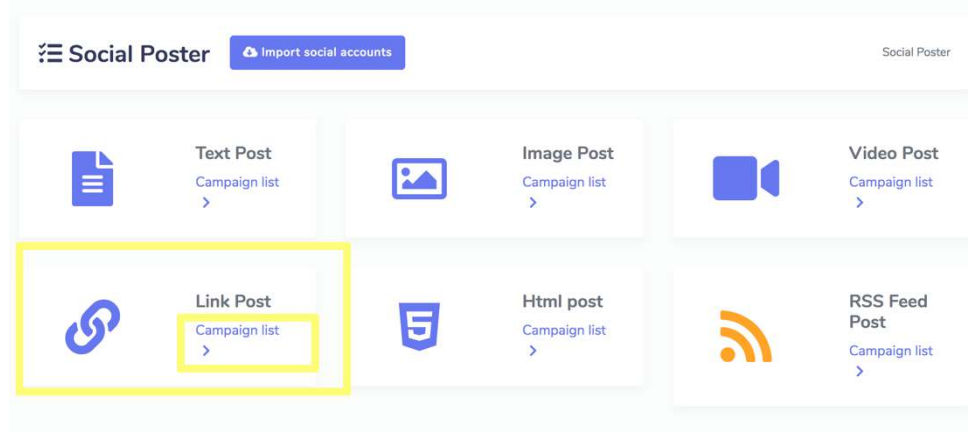


7. Select the **social accounts** from which this needs to be posted.
8. Once selected all required options, you need to select **Create campaign** option.



## 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.

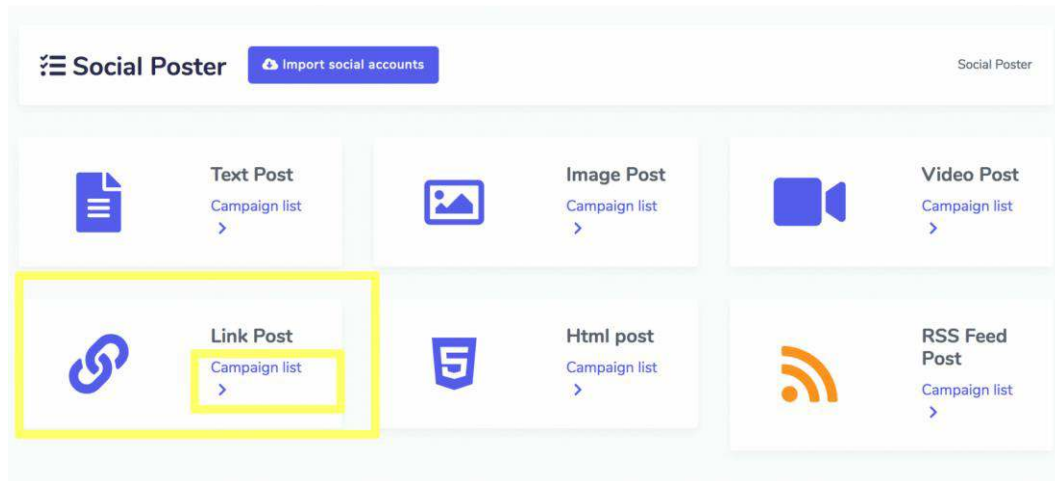
The following are the actions that can be performed against the campaign you want to perform actions on:

- Edit a campaign



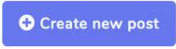


- Clone the campaign by selecting 
- View the campaign report by selecting 
- Delete a campaign

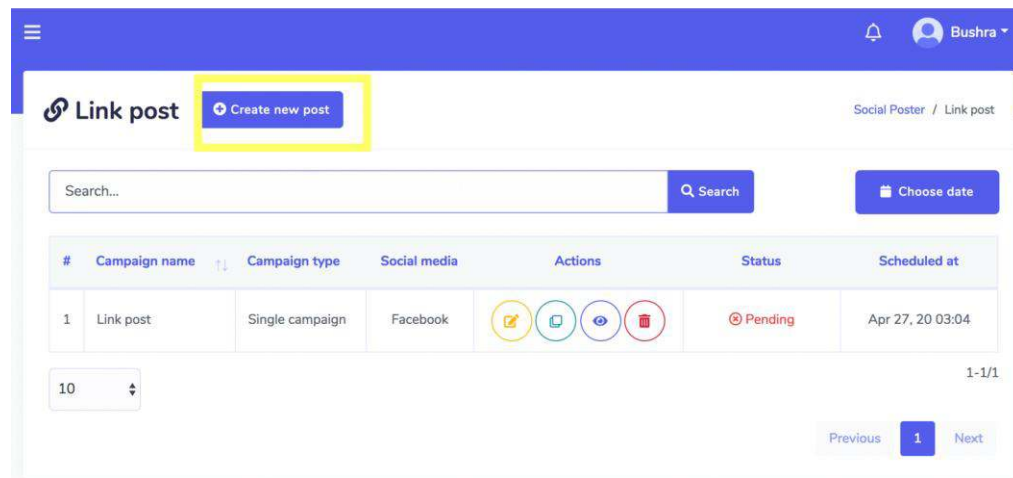


### Create new Link Post

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

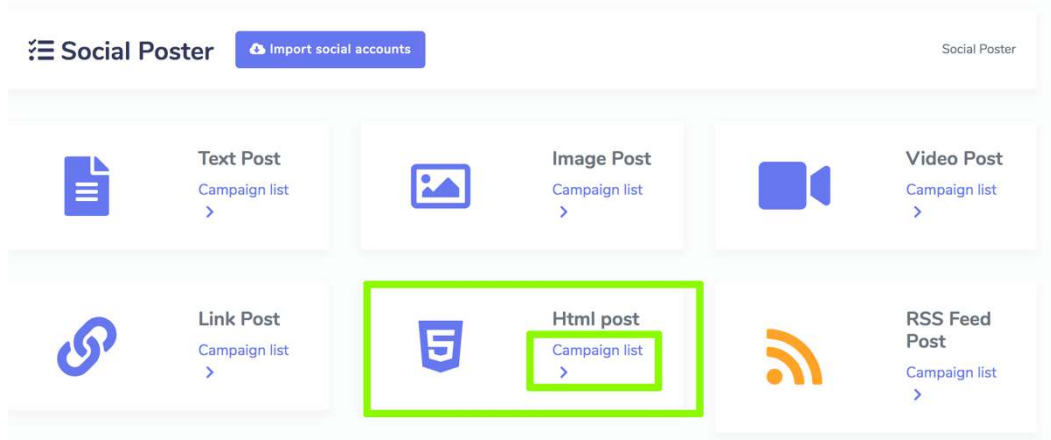
1. Select  from **Link post** screen.
2. Provide a **Campaign name, title**.
3. If needed, provide a **Link**.
4. Select a **Posting time** for the text post.
5. Upload a **thumbnail** by dragging and dropping the files.
6. Enter a **message** to be send via this post.
7. Select the **social accounts** 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.

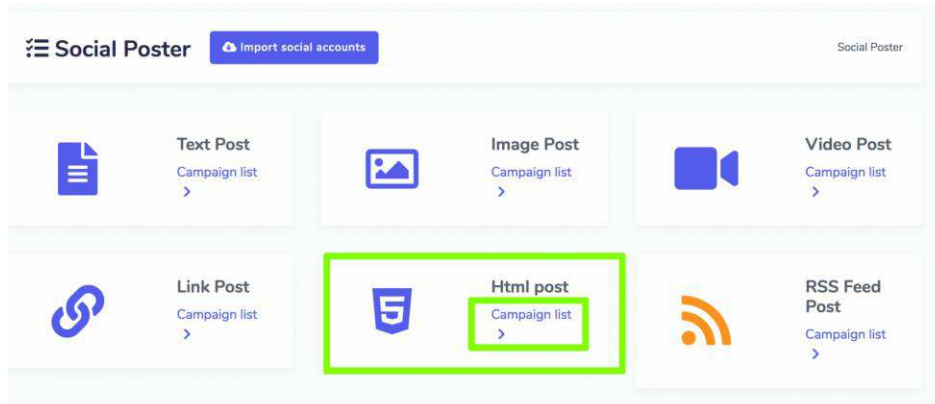
The following are the actions that can be performed against the campaign you want to perform actions on:

- Edit a campaign
- Clone the campaign by selecting 



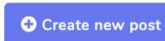


- View the campaign report by selecting 
- Delete a campaign

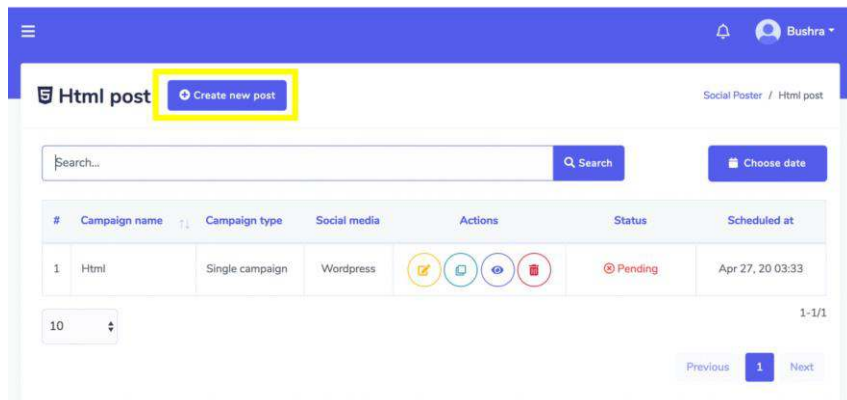


### Create new Html Post

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

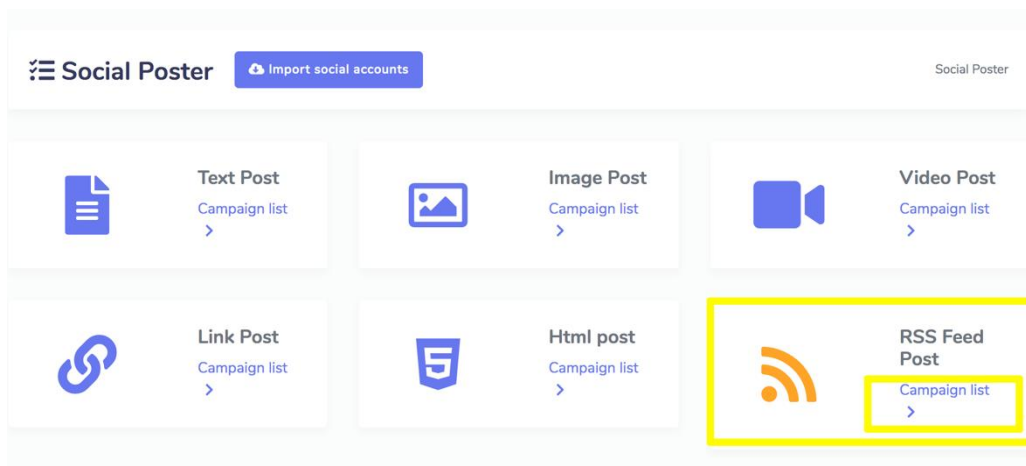
1. Select  from **Html post** screen.
2. Provide a **Campaign name, title**.
3. Select a **Posting time** for the text post.
4. Provide the rich content message in field provided.
5. Select the **social accounts** from which this needs to be posted.
6. Once selected all required options, you need to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

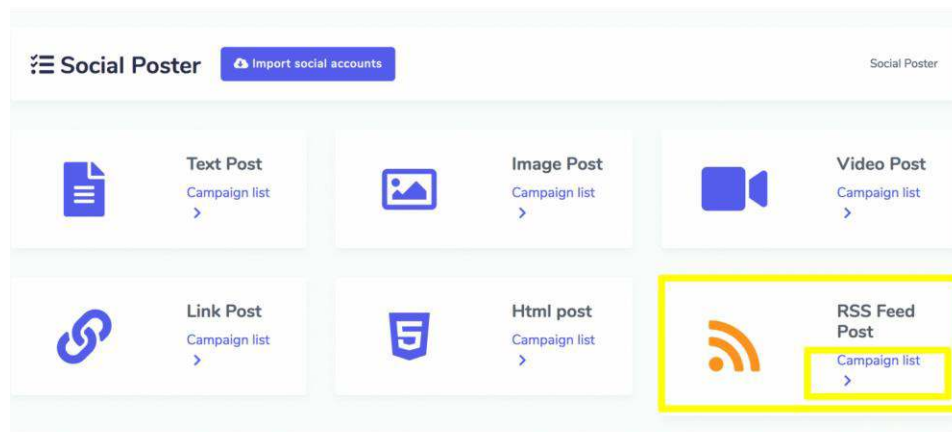




can choose the **date range** for narrowed search. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table.

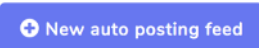
To perform different actions on the feeds, select  option against the feed you want to perform actions on. The following are the actions that can be performed against the feed you want to perform actions on:

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



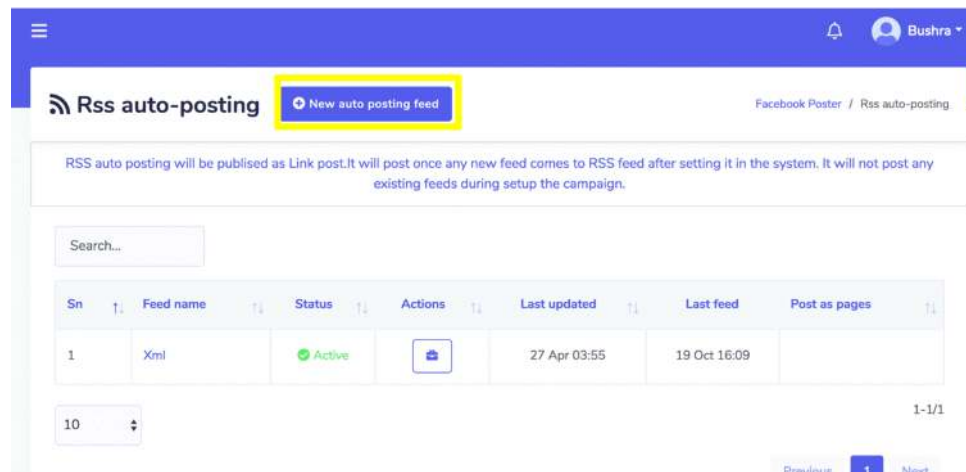
### *Create new auto posting feed*

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.







How to share YouTube Video to Social Media Automatically with Messenger Bot.App add-on

**YouTube RSS Feed Post:** YouTube RSS Feed Post allows you to post automatically of your new comes YouTube video to your YouTube channels with Messenger Bot.App. After adding your YouTube Channel ID and Creating Campaign, when new video come in your YouTube channel, system will automatically post your YouTube videos on your campaign's Social Medias.

YouTube Auto Posting feature will share your YouTube video on following Social Medias:

Facebook Pages

Twitter Accounts

LinkedIn Accounts

Reddit Accounts

### Create YouTube RSS Auto Posting Feed :

First of all, Go to **Broadcasting -> Auto Post -> YouTube Video Post** section and click on the Add New YouTube Channel button, a modal will appear and provide your Feed name and your YouTube Channel ID, then hit Add Feed button.





Subscription >

COMMENT FEATURE

Comment Automation >

MESSENGER TOOLS

Subscriber Manager

Messenger Bot

Broadcasting

POSTING FEATURE

**Social Posting**

UTILITY TOOLS

Search Tools

video

Campaign list >

Campaign list >

slideshow

Campaign list >

Social Poster

Import social accounts

Social Poster

Text post

Campaign list >

Image post

Campaign list >

Link post

Campaign list >

Html post

Campaign list >

TOOLS

Rss feed post

Wp feed post

**Youtube video post**

Actions >

## Youtube video auto-posting

[Add new youtube channel](#)[Facebook Poster](#) / [Youtube video auto-posting](#)


Youtube video auto-posting will be publised as a link post on selected social media. It will post new videos if there is any in your youtube channel after setting it up in the system. It will not post any existing videos during setup the campaign.

Sn	Feed name	Status	Actions	Last updated	Last feed	Post as pages
1		Active		21 May 20:14	18 May 17:00	Friends Forever

10


1-1/1


[Previous](#)[1](#)[Next](#)


**Youtube video auto-posting**
×

Feed name \*


Youtube channel id \*


 Add feed

 Close

## Create YouTube RSS Auto Posting Campaign :

After Creating YouTube RSS Feed, now you need to set up your Campaign for Auto Sharing of your new comes YouTube Videos. **Click on Settings** button to get started with Campaign. A Campaign Creation form will appear, fill up the field and hit **Create Campaign** button.






**Youtube video auto-posting**

 Add new youtube channel

Facebook Poster / Youtube video auto-posting

Youtube video auto-posting will be publised as a link post on selected social media. It will post new videos if there is any in your youtube channel after setting it up in the system. It will not post any existing videos during setup the campaign.

Search...

Sn	Feed name	Status	Actions	Last updated	Last feed	Post as pages
1		Active	   		18 May 17:00	Friends Forever

10

Previous

1

Next



Campaign settings :

Post to Facebook pages

x

Post to twitter accounts

Post to linkedin accounts

x

Post to reddit accounts

Subreddit list

1200isplenty

Posting timezone

(GMT+6:00)  Time

Post between time

5:00

To

7:00

Message

Write down a message here.

Title

Create Campaign

Close

Now you're all set up. Now when system gets a new video on your YouTube Channels, it will share automatically to your selected Social media.

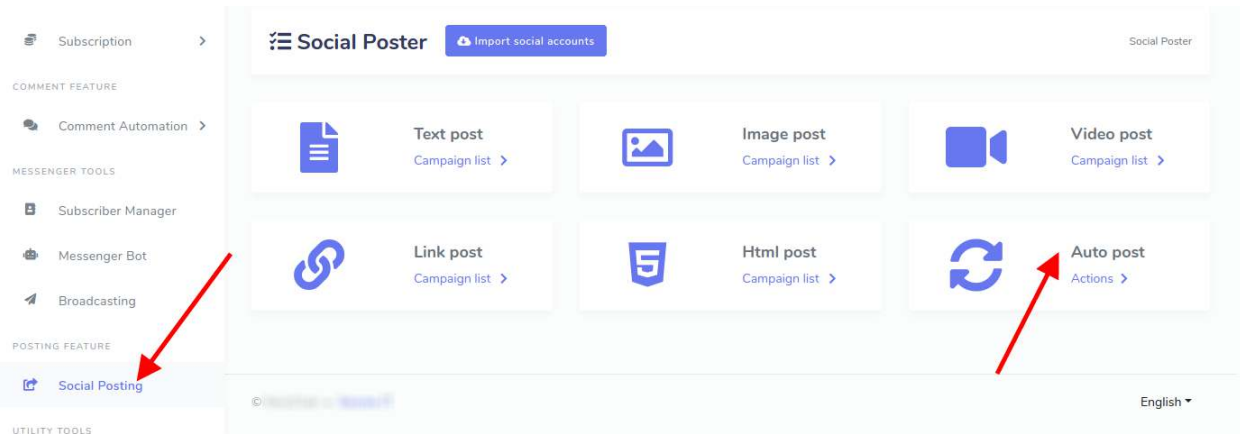
## How To Share WordPress Blog Post To Social Media Automatically

Messenger Bot has come with a brand new add-on called Auto Post. This add-on has two great features. WordPress Blog Post is one of them. WordPress blog post will allow you to post new posts on user-specified social media. Here we are going to show you how to share WordPress blog post to social media.

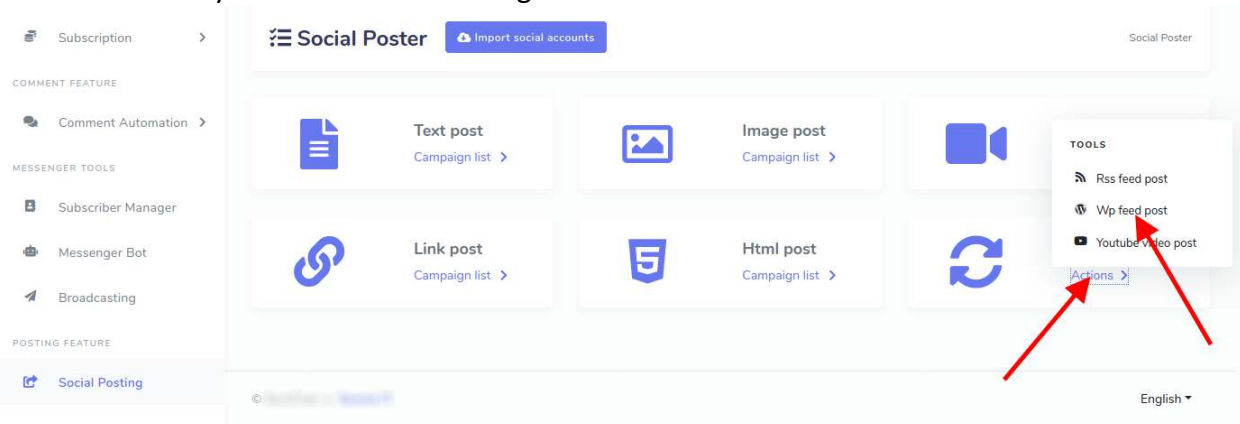




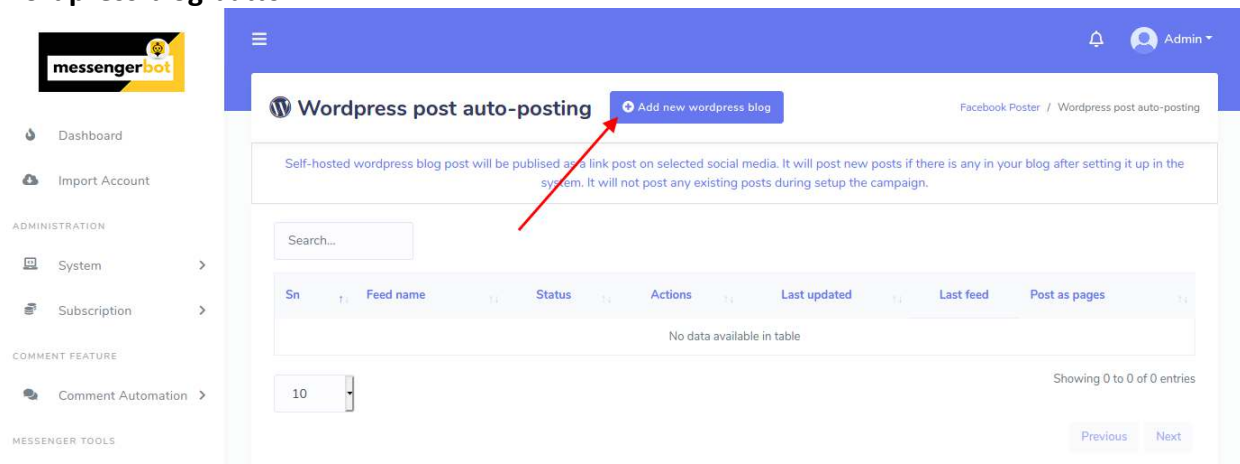
To get started with Wordpress blog post, you've to add the Wordpress blog URL. Click on the **Social Posting** menu in the dashboard. It will take you to an interface. Find out **Auto post** section there. Check out the screenshot below:



Click on the **Actions** button. It will pop up a menu box. Now click on the **Wp feed post** link from there. Follow as you see on the following screenshot:



Now you will get another interface as seen on the screenshot below. Click on the **Add new wordpress blog** button.

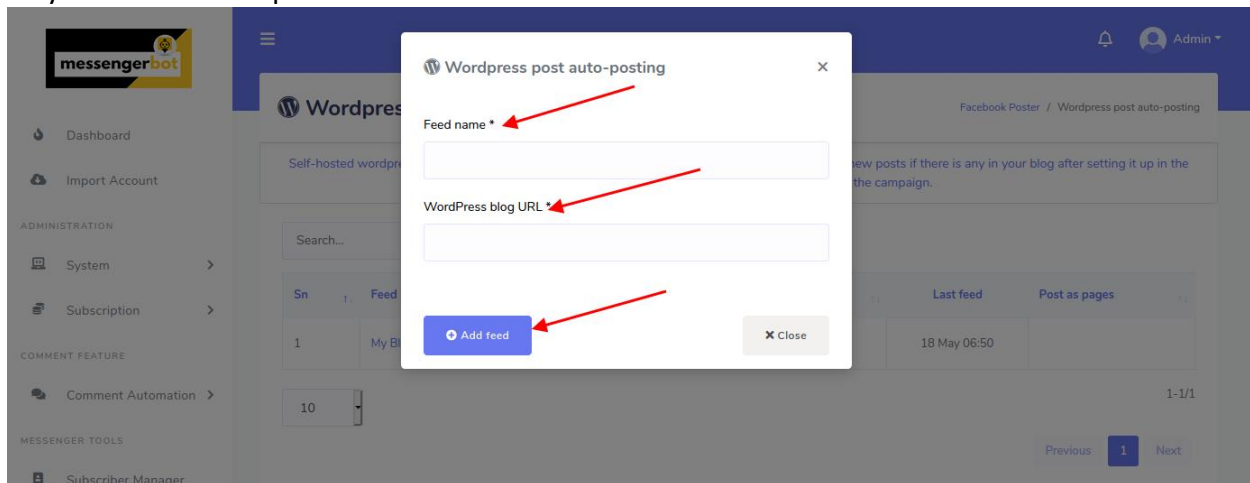


This time it will open up a modal asking for **Feed Name** and **WordPress blog URL**. Fill in the two fields. You can put a name for the **Feed name**. Select the blog URL from the dropdown. Note

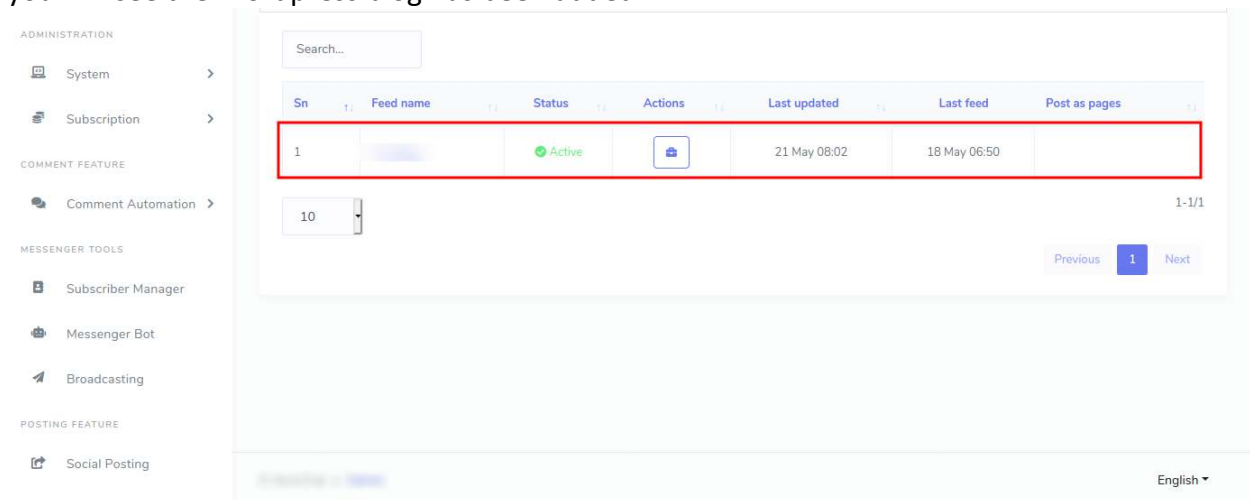




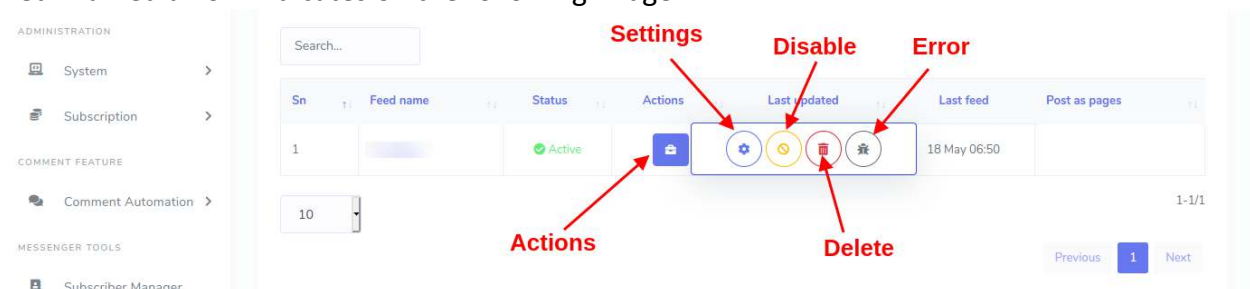
that blog URL comes from **Social Apps > Wordpress (self-hosted)** this section in the dropdown. So you need to set up that first. So do it.



Once you've done, close the modals. After that the page will automatically be refreshed and you will see the Wordpress blog has been added.



Now it's time to tell the system on which social media your blog posts will be published. To do that click on the **Actions** button and then click on the round (gear-icon) **Settings** button as the red-marked arrow indicates on the following image.





It will open up an modal from where you can specify social media, time zone, time range, and default message for your blog posts to be published. So set up those things as you need. Finally save those settings by clicking the **Create Campaign** button. And you are done!

There are other options there too. You can tell the system not to publish posts anymore on social media by clicking the **Disable** button, though you will be able to enable it again. You can check out the error log by click the **Error** button, and you can delete the blog settings by clicking the **Delete** button.

The screenshot shows a 'Campaign settings: My Blog' modal window. Red arrows point to the following elements:

- Facebook**: Points to the 'Post to Facebook pages' input field.
- Twitter**: Points to the 'Post to twitter accounts' input field.
- LinkedIn**: Points to the 'Post to linkedin accounts' input field.
- Reddit**: Points to the 'Post to reddit accounts' input field.
- Sub-reddit**: Points to the 'Subreddit list' dropdown menu, which currently shows '1200isplenty'.
- Time zone**: Points to the 'Posting timezone' dropdown menu, which currently shows '(GMT+6:00) Asia/Novosibirsk (Novosibirsk Time)'.
- Posting time-range**: Points to the 'Post between time' section, which includes a start time of '00:00' and an end time of '23:59'.
- Message**: Points to the large text area for the default message.
- Save settings by clicking the button**: Points to the 'Create Campaign' button at the bottom left.

The modal also features a 'Close' button at the bottom right. The background shows a sidebar with navigation options like 'Dashboard', 'Import Account', 'System', 'Subscription', 'Comment Automation', 'Subscriber Manager', 'Messenger Bot', 'Broadcasting', 'Social Posting', and 'English'.

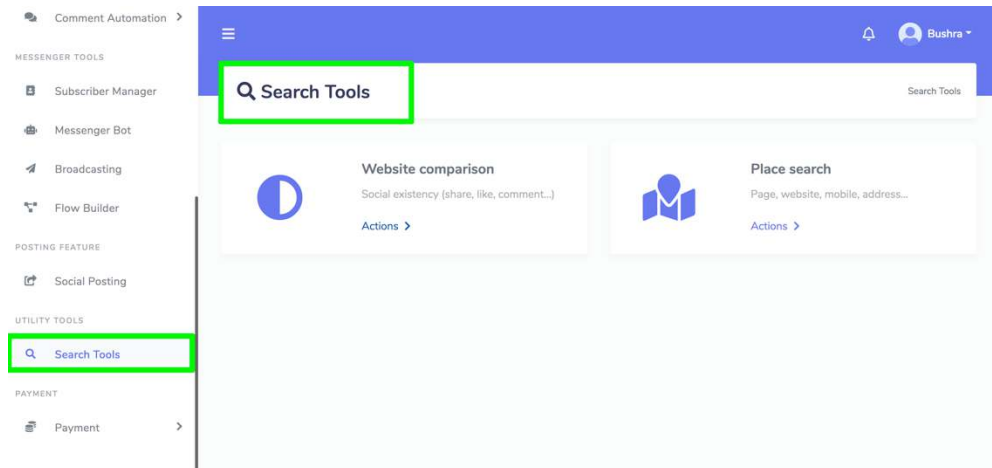




## Search Tools

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**.

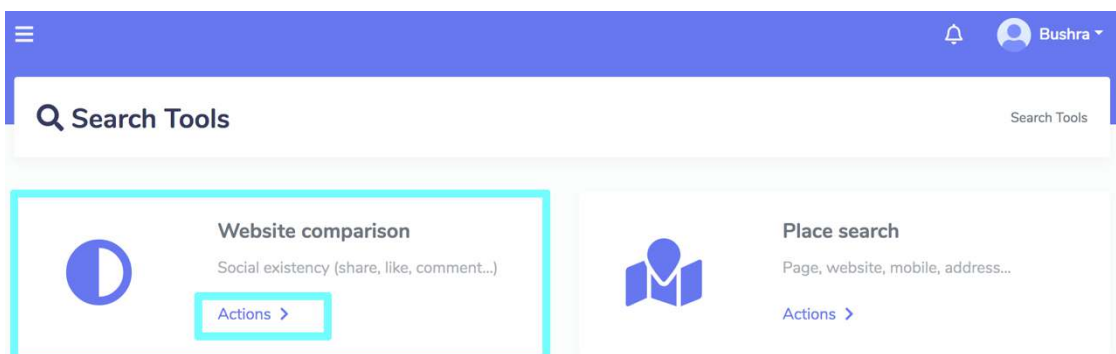


A screen containing following two sections will appear:

- [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.

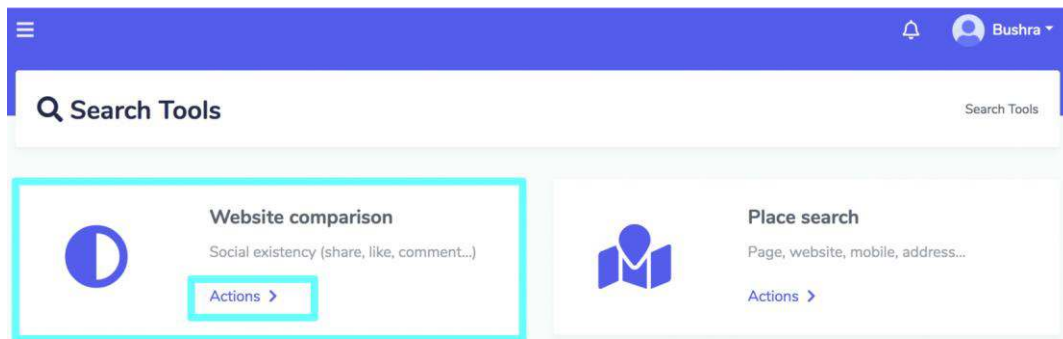






### 3. Hit **Search**.

A website comparison report will appear on the screen.



### Place Search

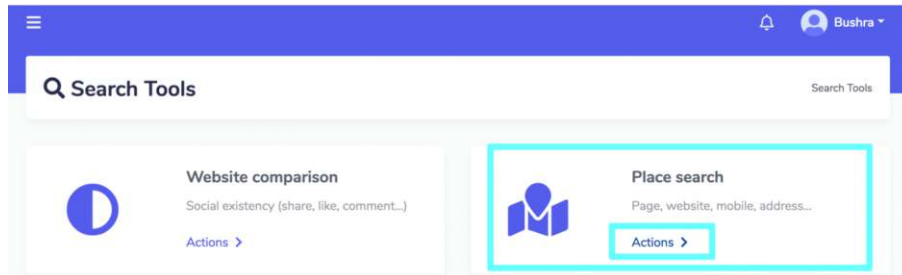
You can search for places in a certain area by providing the dimensions. To access the Place search section, select the **Actions** option from **Place search** section.



- 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.



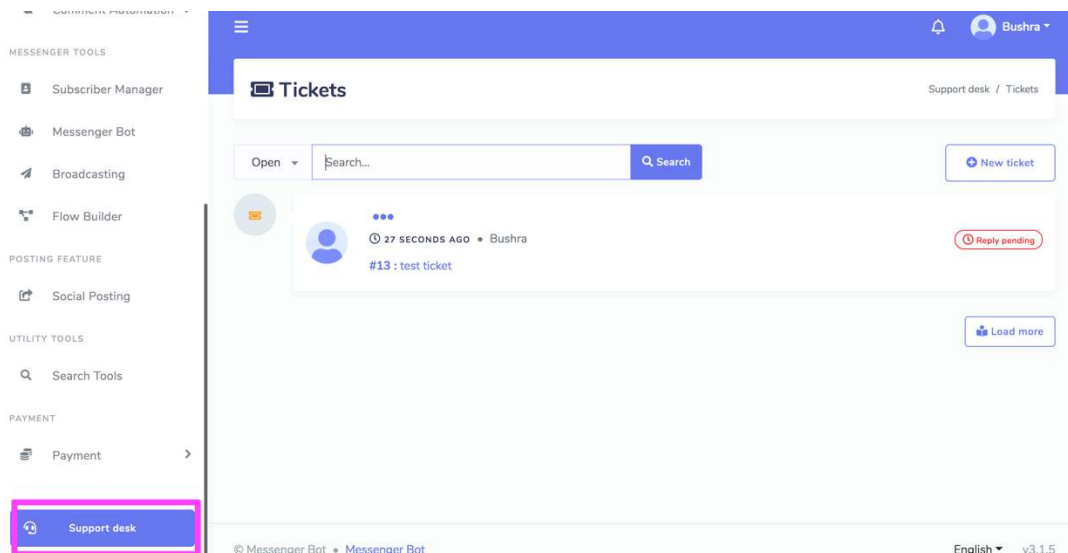




## Support Desk

Support Desk 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

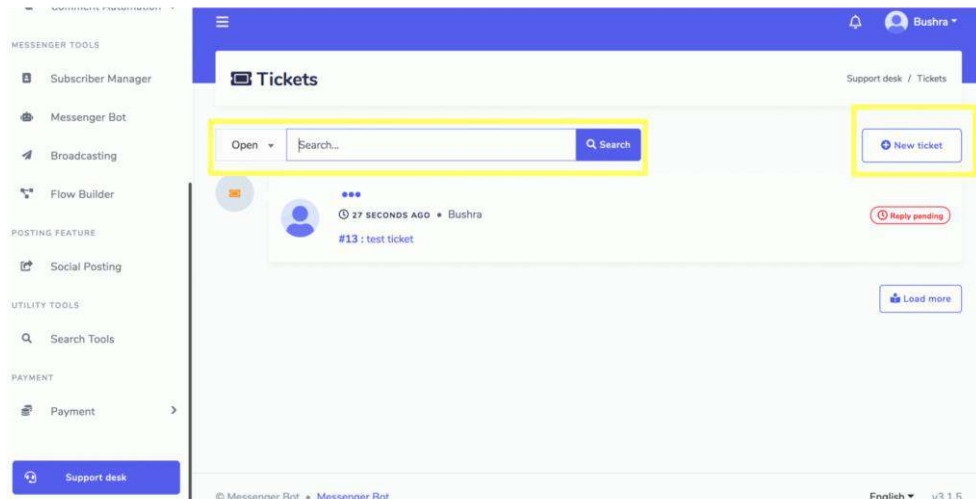
### Create new ticket

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.

