

Messenger Bot

Messenger Bot Workflow Guide

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- Messenger Bot
- Broadcasting
- Social Posting
- Search Tools
- Support Desk
- Logout



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



messenge	erbot
+) Login Email	
Password	Forgot your password?
+) Login]
G Login with google	f Login with Facebook

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.





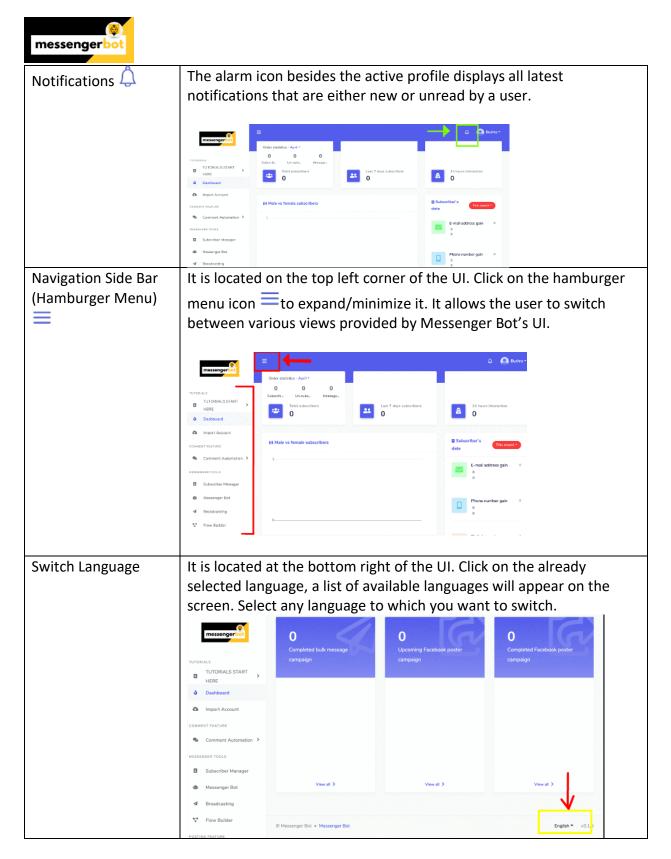
UI Overview

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).

	<u>@</u>	≡	🗘 💽 Bushra *
	messengerbot	Order statistics - April *	
TUTOR	IALS	3 0 0 Subscrib Un-subs Message	
8	TUTORIALS START	Total subscribers	24 hours interaction
3	Dashboard	3	3
8	Import Account		
сомм	ENT FEATURE	ili Male vs female subscribers	Subscriber's data
2	Comment Automation $$	2	E-mail address gain 0
MESSE	NGER TOOLS		
8	Subscriber Manager	1	0
÷	Messenger Bot		Phone number gain 0
1	Broadcasting		0
~~*	Flow Builder	0 20th Apr	
DOCTIN	AC SEATURE		Birthdate gain 0

Description					
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:					
Profile: Change the profile settings					
Activities: View your calendar					
Change password					
• Logout					
Short cut to Facebook profile					
Imassengerint Imassengerint Imassengerint Imassengerint Imassengerint Interstation Imassengerint Imassengerint Image:					
Defensed Inster Actuality Connect Actuality Connect Actuality Lance L					





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





- <u>Dashboard</u>
- Import Account
- Flow Builder
- <u>Comment Automation</u>
- 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:

@		≡	🗘 🙁 Bushra 🛪
	messengerbot	Order statistics - April *	
TUTOR	IALS	3 0 0 Subscrib Un-subs Message	
8	TUTORIALS START	Total subscribers	24 hours interaction
3	Dashboard	3 3	3
۵	Import Account		
сомм	ENT FEATURE	ili Male vs female subscribers	Subscriber's data
2	Comment Automation >	2	E-mail address gain 0
MESSE	NGER TOOLS		E-mail address gain 0 0
8	Subscriber Manager	1	0
÷	Messenger Bot		Phone number gain 0
4	Broadcasting		
~~**	Flow Builder	0	
PACTI	NC CENTIDE		Birthdate gain 0

It is further divided into twelve widgets:

- Order Statistics
- Last 7 days subscribers
- <u>24 hours interaction</u>
- Male vs female subscribers
- Subscriber's data
- Latest subscribers
- <u>Subscribers from different sources</u>
- Last auto reply
- Upcoming bulk message
- <u>Completed bulk message</u>
- Upcoming Facebook poster campaign





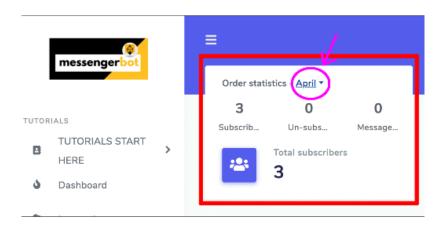
• <u>Completed Facebook poster campaign</u>

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.

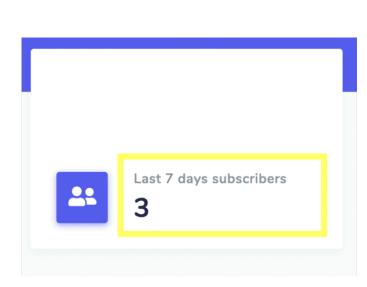


Last 7 days subscribers

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

messenger

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.



i∥i Male vs femal	e subscribers
2	Male Subscribers
1	Female Subscribers

Subscriber's Data

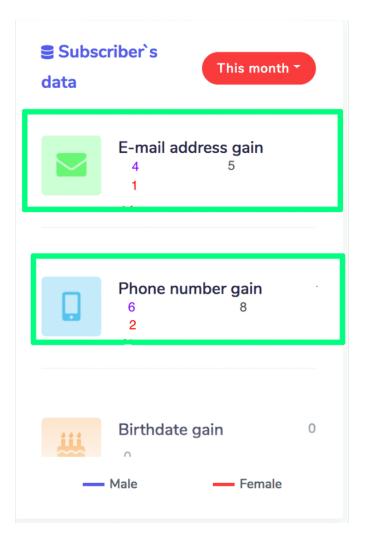
This widget displays a summary of all the subscribers. It provides following information of the subscribers:

- 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.







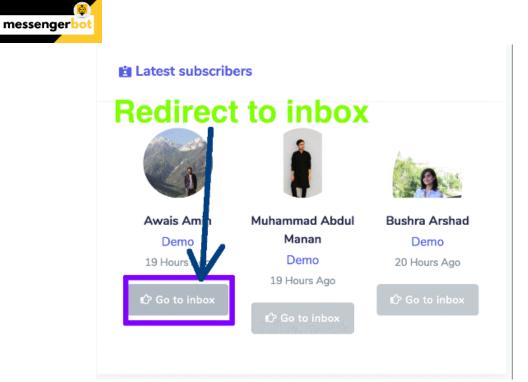
The widget classifies male data in purple color while female subscriber's data in red color.

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





X Subscribers from different sources					
	Checkbox plugin 1	\$	Direct From Facebook 3		
••	Sent to Messenger Plugin 4	~	Comment Private Reply 2		
%	Customer chat plugin 0	ତ	M.me link 0		

Last auto reply

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

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

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

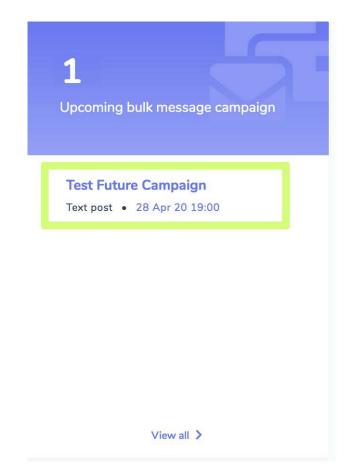
自 Last auto	reply		
Reply to	Reply time	Comment ID	Comment
Bushra Arshad	21st Apr 20 01:09	102499361444844_102499448111502	Great

Upcoming bulk message

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



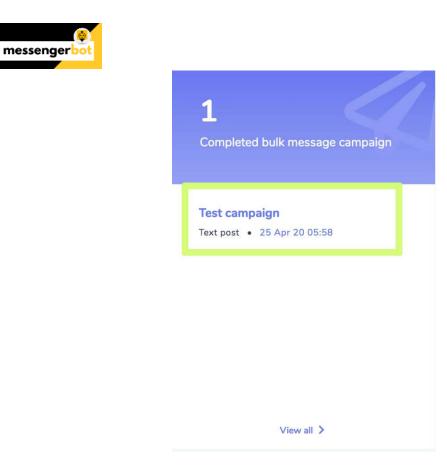




Completed bulk message

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





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.







Completed Facebook poster campaign

You can view the statistics and exacts number of completed Facebook poster campaings. 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.

- 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.
- 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.

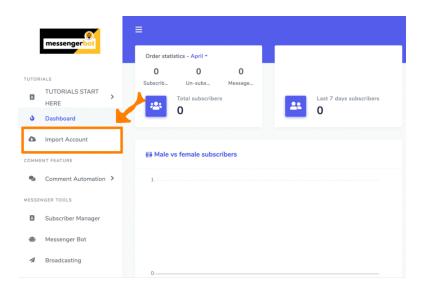
Note

- 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 <u>Accessing Messenger Bot</u> section, one way to access the Messenger Bot application is to login with your Facebook account.



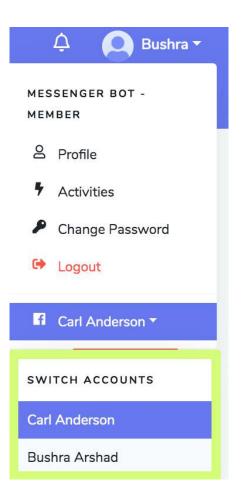
messengerbot	messe	engerbot
	+) Login	
	Email	
	Password	Forgot your password?
	+2) Login
	G Login with google	Login with Facebook

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

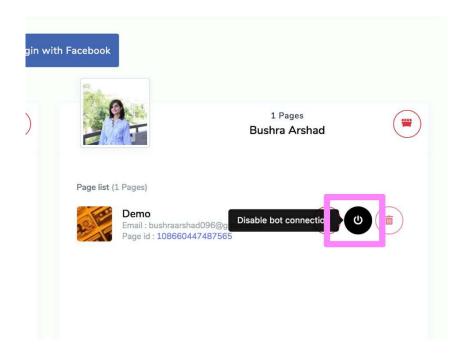


ه messengerbot	
messengerbot	=
TUTORIALS START HERE Dashboard	1 Pages
ENT FEATURE Comment Automation	Page list (1 Pages)
Subscriber Manager Messenger Bot Broadcasting	Page id: 100921308269316

Bot connection will be enabled.

Disable bot connection

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

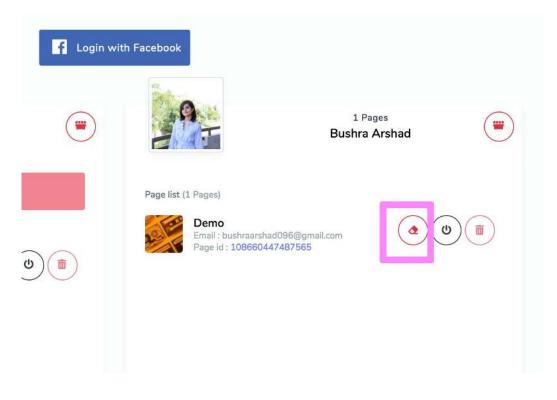


Bot connection will be disabled.





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 \blacksquare 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 \bigcirc 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.

)		1 Pages Bushra Arshad	
	Page list (1 Pages)		\sim
		ad096@gmail.com 47487565	<u>ں</u>

• 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:

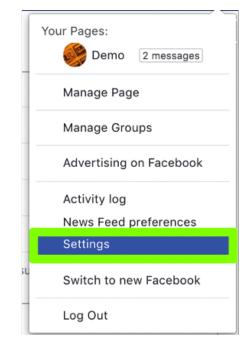
- 1. Log into Facebook and click rin the top right of Facebook.
- 2. Click Settings.

Note





- 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.



messenger	oot			
		is and services that you've used Facebook to log into. The ge features for your Facebook business assets. Learn mor		n you chose
	Active 1 Removed		messenger	Q
	Manage what information you're integrations that you no longer	e sharing and what business integrations are allowed to do, or want to use.	remove any business	Remove
	Messenger Bot Added on 19 Apr 2	2020	View and edit	7





Flow Builder

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

messengerbot							¢
		Flow Bu	ilder				
TUTORIALS							
TUTORIALS STAR	r >	Flow List	Templates				
b Dashboard		Create New Flow					
Import Account		10 🔻					
COMMENT FEATURE		Index	11 Post ID	1 Name	Page	11 Date Created	11 Action
Comment Automat	ion >				No data available in t	able	
MESSENGER TOOLS		Showing 0 to 0 of 0 e	entries				
Subscriber Manage	er.						
👜 Messenger Bot							
A Broadcasting							
5 Flow Builder							
POSTING FEATURE		© Messenger Bot • Me	essenger Bot				

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

	messengerbot							¢
			Flow Bui	lder				
E S	TUTORIALS START	>	Flow List	Templates	_			
۵	Import Account		10 •					
СОММІ	ENT FEATURE		Index	11 Post ID	11 Name	11 Page	11 Date Created	11 Action
2	Comment Automation	>				No data available in	table	
MESSE	NGER TOOLS		Showing 0 to 0 of 0 er	itries				
в	Subscriber Manager							
٠	Messenger Bot							
1	Broadcasting							
4	Flow Builder							
POSTI	IG FEATURE		© Messenger Bot • Mes	ssenger Bot				





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

List Tem	Configure Flow Enter Your New Flow's Name:	
11 Post	Select Your New Flow's Page:	Date Created
0 of 0 entries	Select Value	

PARTS OF FLOW BUILDER

	Flow Builder			Flow Builder
Dashboard			Control Buttons	
Import Account	Documentation Flow		control battons	Go Back To Flow list
Editor Scr	reen	Dock Menu		RANGE Ø SEND TEST
System		1		
Subscription >			1	
Comment Automation >	E	ements Buttons Actions		
MESSENGER TOOLS	Tr		Reference Compone	nt
B Subscriber Manager	1	Carousel Carousettem FacebookMedia	NextStep	
🐵 Messenger Bot	Ê	65 記	FromStep Triggers	
A Broadcasting				
ST Flow Builder				

The Flow Builder has four parts:

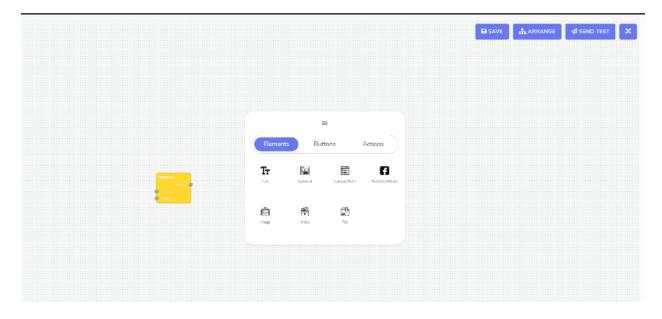
- 1. Editor Screen This is where your will place your components and do your flow set-up.
- 2. Dock Menu You can create components using the Dock Menu by dragging the component from the Dock menu and dropping it on the Editor Screen.
- Components This is the building block of your flow. Each component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





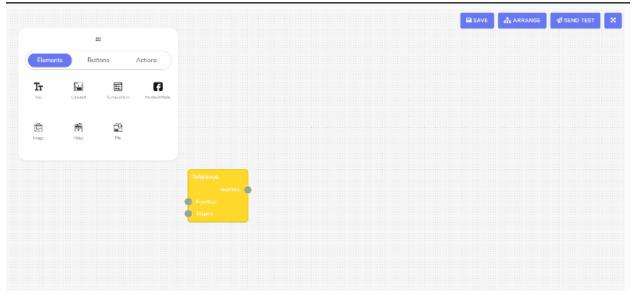
4. Control Buttons - This part contains 4 buttons for the primary operation of the flow builder. You can save, arrange, send a test and finally, you can maximize and minimize the editor screen window.

THE DOCK MENU

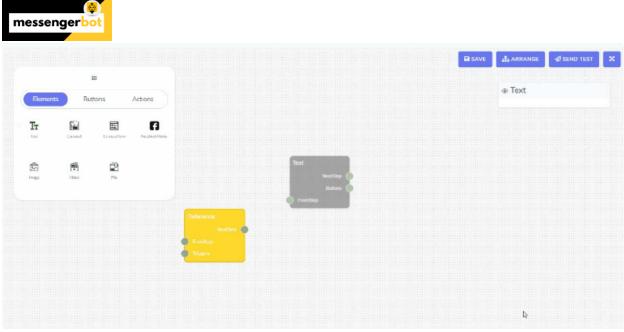


You can move around the dock menu by dragging it. You can also minimize and maximize it by double-clicking.

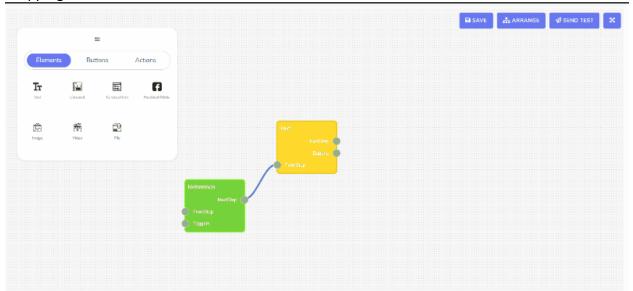
CREATING A COMPONENT



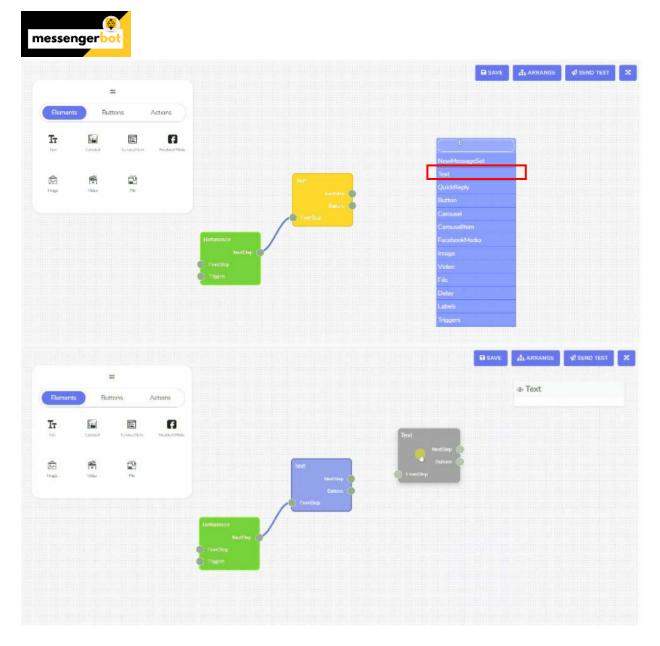




You can create a component using the Dock Menu by dragging your chosen component then dropping it on the editor screen.





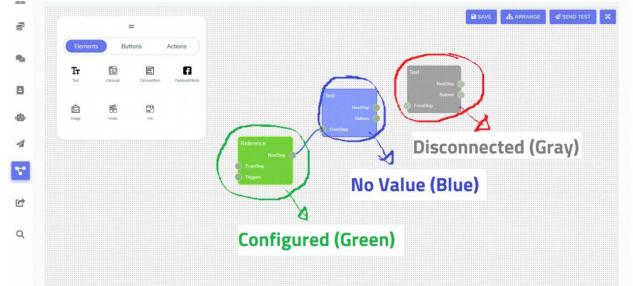


You can also create a component by RIGHT-CLICKING anywhere on the editor screen, then the Context Menu will show. Once the context menu appears, simply click on your chosen component and it will be created on the editor screen.



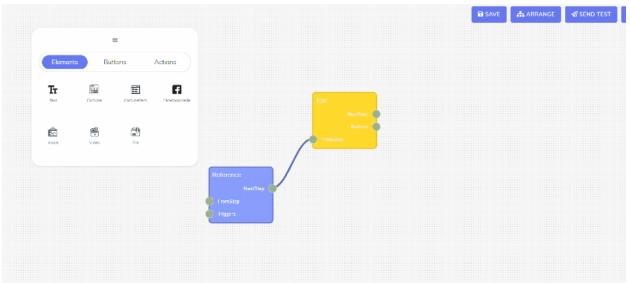


COMPONENT STATUS TYPES



There are three statuses of Components:

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



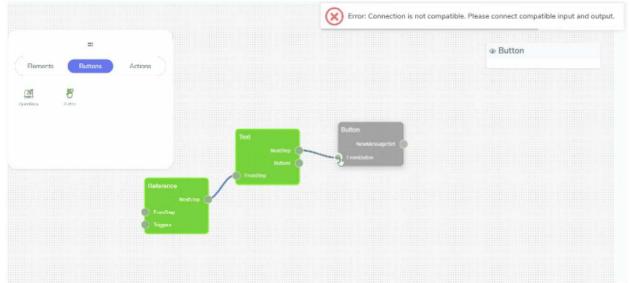
CONFIGURING A COMPONENT

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.



						BISAVE	ARRANGE	SEN1
	1							
Element	But	tons Actions						
Tr	Concert.			Message Be	low:			
	(active)	Internet Internet		Le First name	🛓 Last name			
É.	100 N	3	Hello World		Ŷ			
			I					
			ок	Cancel				
			OK	Cancer				

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 (Carouselltem): Carouselltem
- Output (QuickReply): QuickReply

Carouselltem:

- 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:

- <u>Comment Template</u>
- <u>Reply Template</u>
- <u>Automation Campaign</u>
- Tag Campaign
- <u>Report</u>

	messengerbot			A 🧕 Bushr
Į,		Auto comment tem	plate manager O Create new template	Comment Automation / Auto comment template manage
ORL	ALS			
3	TUTORIALS START	Search		
	Dashboard		Template name	Actions
	Import Account	1	н	
	NT FEATURE	2	Auto-Reply	
	Comment Automation Y			00
	Comment Template Reply template	10 \$		1-2
	 Automation Campaign 			Previous 1 Next
	Tag campaign			
	4 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.



messengerbot			
messengerbot	E Auto comment	template manager Ocreate new template	Comment Automation / Auto comment template manager
TUTORIALS TUTORIALS START HERE	Search		
Dashboard		Template name	Actions
Import Account	1	Hi	
COMMENT FEATURE	2	Auto-Reply	
🙍 Comment Template	10 \$		1-2/2
 Reply template Automation Campaign Tag campaign Report 			Previous 1 Next

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.

messengerbet			() 🤷 🙆 Bates
	II Auto comment template	e manage O Coste sex tereskis - rene	t Automation (" Auto comment templete menegor
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B HERE	Search.		
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ONDERT PEATURE			1.10
S Comment Automation M	10 #		
😥 Canoran Templata			Provide the Area
 Baply template 			
# Automation Campaign			
Top company.			
@ Rean			
INCOMORE TODAR			
B Subscriber Manager	V Newsraw Bot + Hewarast Bot		English* v3.3

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 KRemove 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.

ar template name Auto comments Add comments X Renorm Add comments	mplate name		
Add comments	ur template name		
	Auto comment		
	Add comments	٢	
]
	a Save	× Cancel	

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.

messengerbot	E Auto reply	template manager O Create new 1	emplate Comment Automati	A Bushra
RIALS				
TUTORIALS START	Search			
Dashboard		Template name	Page name	Actions
Import Account	1	Auto Reply Campaign	Demo	
IENT FEATURE	2	Hello	Demo	
Comment Automation Y				
Comment Template	3	Demo	Demo	
Reply template				1-3/3
Automation Campaign	10 \$			1+3/3
Tag campaign			r	Previous 1 Next
Report				

Create new template

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

- 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.
- 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.**

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•	Comment Automation 👻				Previous Next	
	Comment Template					
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	# Automation Campaign					
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Reply Template Options

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

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

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





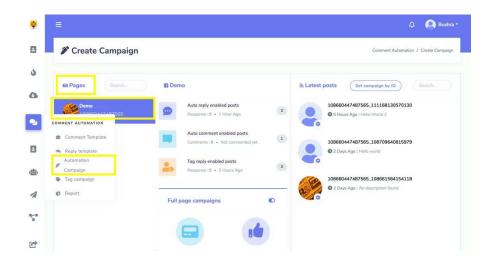
Auto reply	template manager OCreate new	v template Comment Automati	on / Auto reply template mana
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#	Template name	Page name	Actions
1	Auto Reply Campaign	Demo	
2	Hello	Demo	
3	Demo	Demo	

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

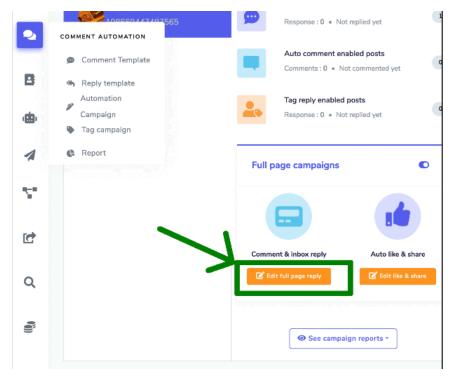
Campaigns can be set for Facebook pages. This helps a user to run an overall campaign for their page. The settings apply throughout the Facebook page and for all posts. To set a full page campaign, a user has two methods:

- 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

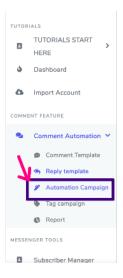
You can also set a campaign for a particular post by using its ID. Just follow the steps given below:

- 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 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 <u>Labels</u> 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.

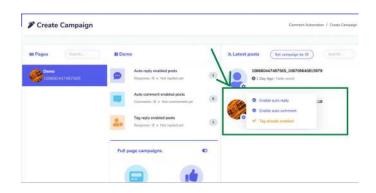
108	3660447487565_1087096	540815979	
01	L Day Ago : Hello world		
0	Enable auto reply	LIB	
ø	Edit auto comment		
	Tag already enabled		





- 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.
 - o Schedule a time for the post
 - Select your time zone based on your location.

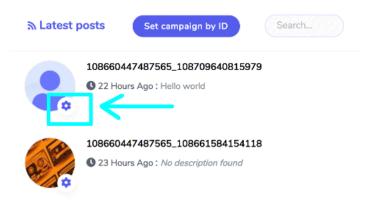
Your auto reply will be enabled.



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.



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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:
 - \circ Select the \bigcirc 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.

F	age name	•	Post id Q. so	arch			🗎 Choose date
a	Avatar	Page name	Post id	Comment & bulk tag	Bulk comment reply	Re-scan	Comments C
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2	6	Demo	108660447487565_108709640815979	Create Campaign		Ø Re-scan	•
з	9	Demo	108660447487565_1111681305701	00	۲	2 Re-scan	
4		Demo	108860447487585_108661584154118	$\bigcirc \bigcirc$	$\bigcirc \bigcirc$	C Re-scen	





- View report for comment & bulk tag: By selecting the ^O icon against the ID for which the report is to be viewed as shown in <u>comment bulk tag report</u> section.
- **Create campaign for bulk comment reply:** For comment replies in a bulk, follow the steps given below:
 - \circ Select the \bigcirc 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**.

Create Campaign						Tag campa	aig
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- *View report for bulk comment reply*: By selecting the ^O icon against the ID for which the report is to be viewed as shown in <u>bulk comment reply report section</u>.
- 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.



=						ф 🙆 в	ushr
Create Campaign						Tag campa	sign
Page name 🔹 Post id		Q Search				🚔 Choose date	
Post id	Comment & bulk tag	Bulk comment reply	Re-con Re-scan comments	Comments	Commenters	Last scanned the	a a
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3660447487565_108661584154118	$\bigcirc \bigcirc$	$\bigcirc \bigcirc$	2 Re-scan			23rd Apr 20 07:04	2

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

Create Campaign						Tag cam;
Page name 👻 Post id		Q Search				📫 Choose dat
Postid	Comment & bulk tag	Bulk comment reply	Re-scan	Comments 74	Commenters	Last
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3660447487565_108661584154118	66	00	2 Re-scan		(10)	23rd Apr 20.07:04

- 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

option.

Unsubscribe

Create Campaign							
Page name 🔹 Post id		Q Search				📛 Choose date	
Post id	Comment & bulk tag	Bulk comment reply	Re-scan	Comments	Commenters	Last scanned †↓	c
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3660447487565_108709640815979	00	00	₿ Re-scan	•1		23rd Apr 20 07:13	
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3660447487565_108661584154118	00	00	2 Re-scan			23rd Apr 20 07:04	

An overall demonstration of this section is given below:

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	₽ Automation Campaign	10	¢						1-3/3
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Report

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



messengerbot		
messengerbot	≡	Comment feature / Circate Campuign / Report section
UTUTNIALS TUTORIALS START HERE Dashboard Import Account	> Auto comment report Report of auto comment on page's post. See report >	Auto reply report Report of auto comment reply & private reply. See report >
Comment Automation Comment Automation Comment Template Automation Campute Automation Campute	Comment bulk tag report Report of bulk tag in single comment. See report >	Bulk comment reply report Report of tag in each reply of comment. See report
 Tag campaign Report 	Full pageresponse report	Auto like & share 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

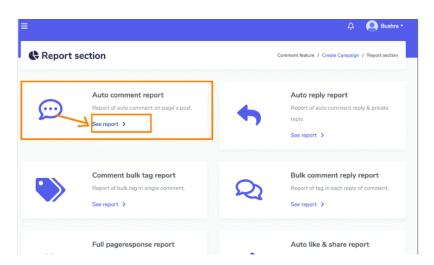
Auto comment report

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 origin to create the campaign report.
- 5) Select ¹ 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 \blacksquare to permanently delete a particular campaign.





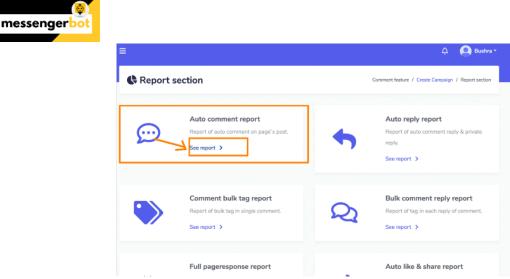


Auto reply report

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 ^O icon to view the campaign report.
- 5) Select ¹ icon to edit the campaign and make relevant updates.
- 6) In order to pause the campaign, select ⁽¹⁾ icon against the selected campaign.
- 7) Select $\overline{\blacksquare}$ 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 epidemion against the page you want to perform actions on.
- 4) Select the origination to view the campaign report.
- 5) Select ¹ icon to edit the campaign and make relevant updates.

Note

- Only pending campaigns are editable.
- 6) Select \blacksquare 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 oicon to view the campaign report.
- 5) Select ¹ 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 **O** icon to view the **page response report.**
- You can also download the lead list in .CSV file by selecting the page response report screen.



Download lead list

option from



Full pageresponse rep	port	Auto like & share report
Report of comment reply & p	rivate reply	Report of sharing & liking by other page's
of full pages.		you own.
See report >		See report >

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.
- Mark the checkboxes individually or perform bulk action by selecting them from the header of the table.
- 4) Select the origon to view the auto like/share report.



Instagram Auto Comment Reply With Messenger Bot

At this time, Instagram is one of the most popular social media among all social media and it has also become more popular day by day. So as a popular media, Instagram has given some opportunities for third-party app developers to integrate through Instagram API. Messenger





Bot has integrated these features. So to get the instagram features with Messenger Bot, you've to first integrate your Instagram business account with Messenger Bot.

This is written to provide instruction on how you can integrate instagram business account and how you can use Auto Comment Reply feature with Messenger Bot.

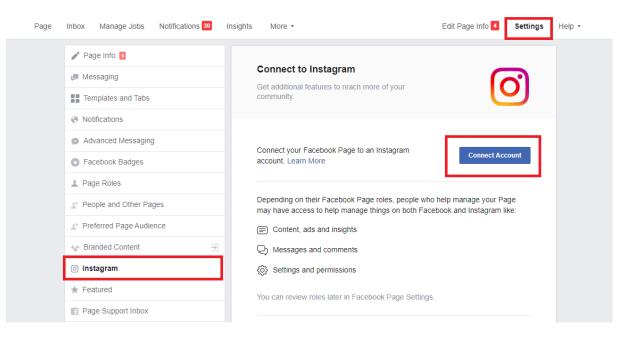
As Instagram is associated with Facebook, so at the very first stage you've to connect your Instagram business account with your Facebook page.

Connect Instagram Business account with Facebook Page:

>>> First of all go to the **Settings** of your Facebook page.

>>> Now go to **Instagram** menu from left-sided menus.

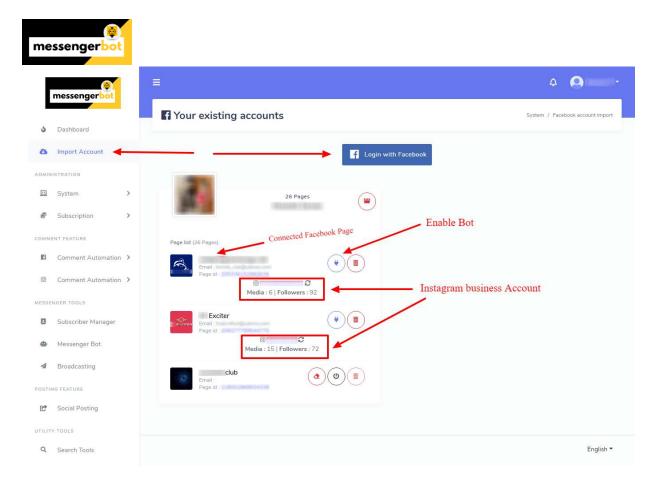
>>> Click on the **Connect Account** button to get started off adding Instagram account. Provide all information and connect your Instagram business account with your Facebook page.



Import Instagram business account with Messenger Bot:

After connecting your Instagram account with your Facebook page, now go to the **Import Account** menu of your Messenger Bot application and import your facebook account again by click on **Login with Facebook** button. After that, you'll see your Instagram business account under connected Facebook page.





Now **Enable Bot Connection** by click on the enable bot connection button if it's not enabled before. Without enabling, you won't see your instagram account in instagram features section of Messenger Bot.

Auto Comment Reply with Messenger Bot:

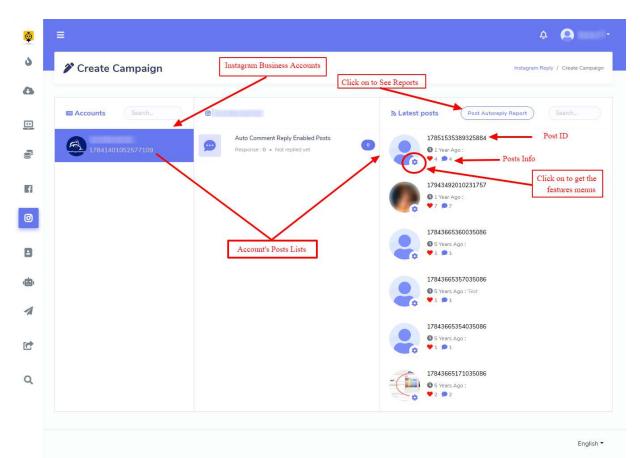
There is also a menu available called **Comment Automation** for instagram under facebook Comment Automation menu.

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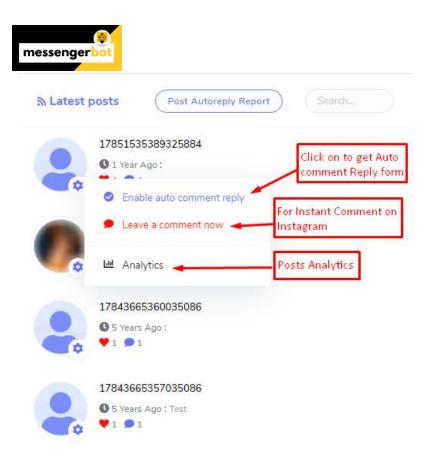


Go to **Comment Automation -> Automation Campaign** menu and you'll see your instagram business accounts here with the latest posts of corresponding business account. You can also see how many posts are enabled for auto comment reply from the middle column. At the right column, you can see the posts lists with posted time with posts description and also posts reaction, comments.



To enable Auto Comment Reply for Posts, click on the mini icon with the post's thumbnail, you'll see the dropdown, click on **Enable Auto Comment Reply**.





A modal with form will appear, fill up the information to complete the enabling auto comment reply for the post.

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5	🌮 Creat	Please give the following information for post auto reply	x nam Reply / Creste Campaign
۵	_	11 Do you want to reply comments of a user multiple times? Yes	
	E Account	Generic comment reply for all Select for Generic Reply On Comment Select for Filter based Comment Reply Select for Filter based Comment Reply	Search.
69	6 175	Auto commont reply campaign name * Write your acto comment reply compaign name here.	
17		🕿 Comment reply text * 0	
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You can comment instantly on a post by Leave a comment now option from the dropdown.

Please provide a message as comment Type your comment here.	
Type your commencement.	

To see the post's analytics, click on **Analytics** option and a modal with Post's analytical information (Engagement, Impressions, Reach and Saved) will appear.

9	Engagement 54	۲	Impressions 38	
	Reach		Saved	
4	26		0	

Reports: Click on **Post Autoreply Report** Button at the top of the right column to see the auto comment reply reports for the corresponding business account's posts.





To see all business accounts reports in one place, then go to **Comment Automation -> Report** from the left sided menu and go to **Auto Comment reply reports** section to see all reports.

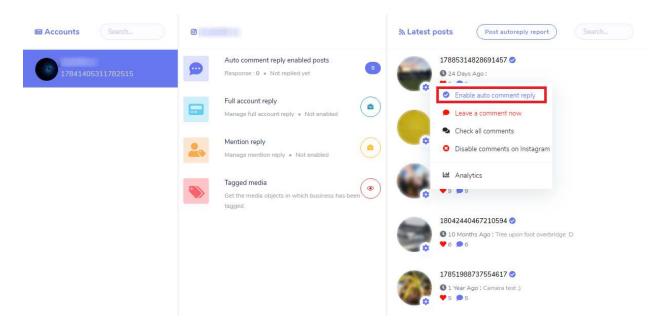
Instagram Reply Enhancers

Instagram is one of the most popular social media among all social media and it has also become more popular day by day. So as a popular media, Instagram has given some opportunities for third-party app developers to integrate through Instagram API. Messenger Bot has integrated these features. Messenger Bot has provided some features with main application and now it has integrated some exciting features as an add-on.

Hide/delete Comments

After Installing Instagram Reply Enhancers Add-on, you'll see of Choosing field for what do you want to do with offensive comments - hide or delete and also you'll be able to provide keywords as comma separated for hiding or deleting comments that matches with these keywords.

Click on the icon under posts thumbnail to get the option called **Enable Auto Comment Reply**, now click on the option.



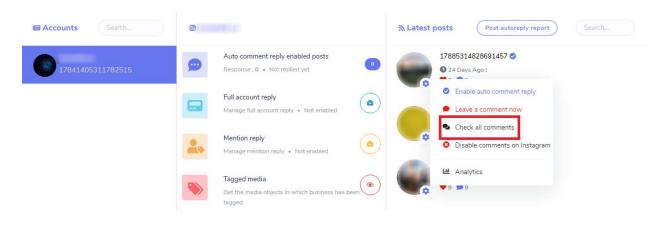
A modal of auto reply to comments will appear including this hide/delete for offensive comments. By default, the hide option is selected but you may toggle the options. Under this option, you've to provide the keywords with whom you want to perform hide/delete actions.



=		🛕 🧕 Adm
🌮 Crea	Please give the following information for post auto reply	aram reply / Create Campaign
- Crea		lete
Ccount Account) Search
178	Type keywords here in comma separated (keyword1,keyword2)keep it blank for no actions	
	1 Do you want to reply comments of a user multiple times? Yes	
	Do you want to hide comments after comment reply? Yes Generic comment reply for all	
	 Send comment reply by filtering word/sentence Auto comment reply campaign name * 	
	Write your auto comment reply campaign name here	ndge 10
	Submit	× Cancel
		5
	178535 9 1 Year • 1 5	

Check All Comments

As the above description, you'll also able to see an option called **Check All Comments**, which is for getting all comments of a post in one place. Click on the option and you'll see all the comments of that post.





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	Create Campaign		Instagram reply / Create Campaign
8		🗉 Comment lists	
Đ	Accounts Search	Hello	Sep 20, 2020 11:14 AM
'0	17841405311782515	2	1457 💿 Sep 20, 2020 11:13 AM
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0		Бу	0721 ©
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[ct			0 1 Year Ago : Camera test :)

Full Account Reply Settings

Besides enabling Auto reply to Comments of Single post's, now Messenger Bot has integrated Full Account Reply. You can now enable full account reply for your all posts of instagram business account. To enable it, you'll need to just fill up the auto reply form. Click on the icon and then click on **Enable** icon.

E Accounts Search		A Latest posts Post autoreply report Search
17841405311782515	Auto comment reply enabled posts Response : 0 • Not replied ye	17885314828691457 O Q 24 Days Ago : • 5 • 5 5
	Full account reply Manage full account	17875858441851840 📀 © 25 Days Ago :
	Mention reply Manage mention reply • Not enabled	¢ ♥2 ♥2
	Tagged media Get the media objects in which business has been tagged.	18106219750160721 @ 1 Month Ago : 5th Annual Ceremony 9 9 9 9

A modal for full account reply information will appear and you've to provide all necessary information. After enabling Full Account reply for your Instagram business account, system will send replies to comments whenever new comment comes for any of the posts of your corresponding Instagram business account. You can set Generic or keyword filter-based settings for full account reply.



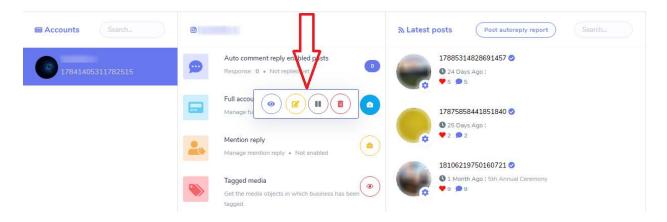


Please give the following information for full account reply

Write down the offensive keywords in comma separated		
Type keywords here in comma separated (keyword1,key	word2)keep it blank for no act	ions
Do you want to send reply message to a user multiple time	es? Yes	
Q Do you want to hide comments after comment reply?	Yes	
Generic message for all		
Send message by filtering word/sentence		
Auto reply campaign name *		
Write your auto reply campaign name here		

B	it	× Cancel
1.1		

After enabling full account reply, you'll able to see the list of actions button for full account reply settings. You can see Report, edit, pause/play and also delete the reply settings button.



Mention Reply Settings





Beside full account reply, you can also be able to set mention reply for your instagram business account. As full account reply click on the icon beside mention reply and click on the enable mention reply button to get the mention reply form.

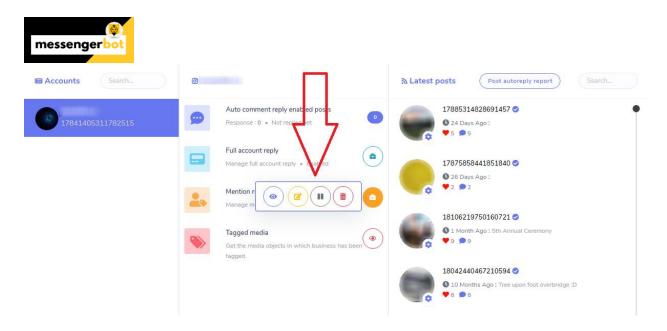
Accounts Search		A Latest posts Post autoreply report Search
17841405311782515	Auto comment reply enablec posts Response : 0 • Not replied yet	17885314828691457
	Full account reply Manage full account reply • Enabled	17875858441851840 ⊘ Q 25 Days Ago :
	Mention reply Manage mention re	18106219750160721 📀
	Get the media objects in which business has been at tagged.	O 1 Month Ago : 5th Annusl Ceremony
		18042440467210594 3 0 10 Months Ago : Tree upon foot overbridge :D 6 6

Fill up the information and hit **Submit** button. If you enable mention reply settings for your Instagram business account, whenever you get mentioned in any comments of any posts of Instagram account by any user, then system will send reply to the mentioned comments.

≡	Please give the following information for mentions account reply	×	Ą (
🌮 Creat			m reply / Create (
	Is Do you want to send reply message to a user multiple times? Yes		
Accounts	🗞 Do you want to hide comments after comment reply? Tes		Search
	Generic message for all		
1784	Send message by filtering word/sentence		
	≜ Auto reply campaign name *		
	Write your auto reply campaign name here		
	Submit		
	Get the media objects in which business has been (*)		

After enabling full account reply, you'll able to see the list of actions button for mention reply settings. You can see Report, edit, pause/play and also delete the reply settings button.





Tagged Media

Tagged Media features refers to the posts that you're tagged/mentioned by instagram users. Click on the **Tagged Media** part or on the **Icon** to get the tagged posts lists, lists will be shown at the right-sided column. See the below image please.

E Accounts Search	Ø		S Tagged	media	Tagged Post ID
17841405311782515	Respu	comment reply enabled posts anse : 0 * Not replied yet ccount reply ge full account reply * Enabled ion reply ge mention reply * Enabled ed media re media objects in which business has been d.		18159880756034309 © 25 Days Ago : We all shine sun We Tagged by : toufik hasan08 © 25 Days Ago : Tagged by : toufik hasan08 © 25 Days Ago : Tagged by : toufik hasan08 17853514477447447 © 1 Year Ago : Tagged by : mostofa.ru 17985567673108557 © 1 Year Ago : #xeroneit Tagged by : mostofa.ru	on like the moon and the stars and the Tagged by username

Reports

You can see the reports of full and mention reply settings from two sides. If you want to see the individual account reports then you've to go to report section from Campaign Create section for full and mention reply settings.



messengerbot		
E Accounts Search	©	A Latest posts Post autoreply report Search
17841405311782515	Auto comment reply enabled pasts Response : 0 * Not replied et	17885314828691457 ♥ ◎ 24 Days Ago: ♥ 5 ● 5
	Full accor Manage fu	17875858441851840 ⊘ © 25 Days Ago:
	Mention reply Manage mention reply • Not enabled	♥ 25 Jays Ago. ♥2 ♥2 ♥2
	Get the media objects in which business has been agged.	18106219750160721 0 1 Month Ago : 5th Annual Ceremony 9 9 9 9

E - Full Autoreply report

Instagram reply / Create Campaign / Full Autoreply report

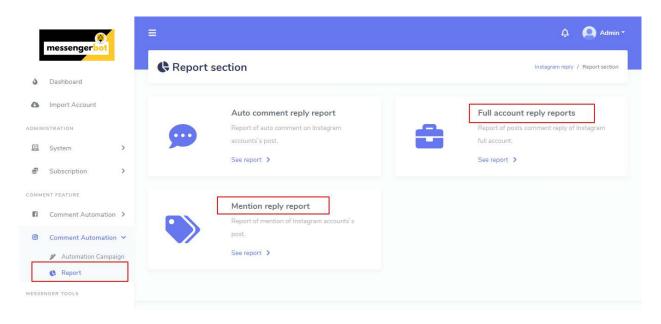
		Individual account		Post's Analytics		
	·	Search	Search Details Report	Delete Report		
#	Thumbnail	Post id	Actions	ast replied at		
1		1804244046721	0594	 27, 2020 09:02 AM 		
2		1788531482869	1457	Sep 27, 2020 09:03 AM		
LO	•			1		
				Previous 1 Ne		
ccounts	Search	Ø	ন Lates			
		Auto comment reg ly r	nabled posts	t posts Post autorepiy report Search		
	Search 405311782515	Auto comment reply o	nabled posts	t posts Post autorepiy report Search		
		Auto comment regly Response : 0 • Nor reg	nabled posts	t posts Post autoreply report Search 17885314828691457 24 Days Ago :		
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		Auto comment reply Response : 0 • Norres Full account reply Manage full account reply Mention r	nabled posts	t posts Post autorepiy report Search 17885314828691457 ♀ ♀ 24 Days Ago : ♥ 5 ♥ 5 17875858441851840 ♀		
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17841		Auto comment reply Response : 0 • No res Full account reply Manage full accounter Manage full accounter Manage full accounter Manage full accounter	nabled posts led yet y · Enabled () () () () () () () () () () () () ()	t posts Post autoreply report Search 17885314828691457 2 4 Days Ago : 5 5 5 5 17875858441851840 2 6 Days Ago : 2 2 2 18106219750160721 1 Month Ago : 5th Annual Ceremony		





	-		Post's Analytics		
	✓ Searce	A Q Search	Details Report	Delete Report	
#	Thumbnail	Post id	Actions	last replied at	
1		18042440467210594		27, 2020 09:02 AM	
2		17885314828691457	•	Sep 27, 2020 09:03 AM	
0	~				

You may also visit to the reports pages to see all of your Instagram business accounts full and mention reply reports in one place. Go to Comment Automation > Reports section and then visit Full or mention reply reports to see all accounts report.







E Full Reply report

Instagram reply / Create Campaign / Full Autoreply report

#	Thumbnail	Post id	Actions	Last replied at
1		18042440467210594		27, 2020 09:02 AM
2		17885314828691457		Sep 27, 2020 09:03 AM
LO •				1

I Mention Reply report

Instagram reply / Create Campaign / Mention Autoreply report

#	Thumbnail	Post id	Actions	Last replied at
1	•	17889350893615836		27, 2020 09:04 AM
2		18114940318095355		Sep 27, 2020 09:04 AM
LO •				1-





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:

- <u>Messenger Subscriber</u>
- <u>SMS/ email subscriber (external)</u>

1	messengerbot		ŧ					🗘 (Bushra *
22		4	S Messen	ger subscriber				Subscriber Manager
ITOR	IALS							
8	TUTORIALS START HERE Dashboard	>		Sync subscribers		Bot subscribers		Labels/tags
3	Import Account		C	Sync, migrate, conversation	0	Subscriber actions, assign	\sim	label/tags, segmentation
HHI	INT FEATURE			Actions >	0	label, download		Actions >
8	Comment Automation	>				Actions >		
sse	NGER TOOLS							
3	Subscriber Manager		SMS/em	nail subscriber (ext	ernal)			Subscriber Manager
Þ.	Messenger Bot							
1	Broadcasting			Contact Group			Contact Book	
ť	Flow Builder		:	Manage contacts by grou campaign	ps, smslemall		Manage contacts, im campaign	port, sms@mail
STIN	G FEATURE			C1094941075-010			0.0000000000000000000000000000000000000	

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

Messenger Subscriber

It has further following three sections:

- <u>Sync subscribers</u>
- <u>Bot subscribers</u>
- Labels/tags

Sync subscribers

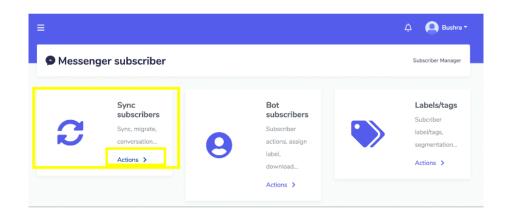
To access the sync subscribers section, select **Sync subscribers**, then select **Actions**, a dashboard will appear containing a number of each of the following subscribers:

• 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.
- To visit the comment, select against the subscriber whose comment you want to view.

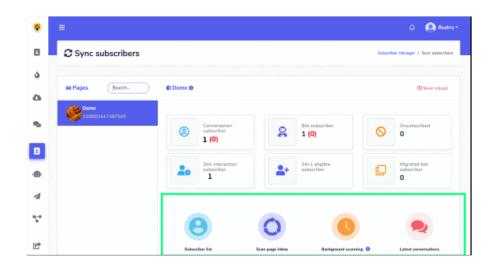




- 4) To unsubscribe the subscriber, select 😜 against the subscriber you want to unsubscribe. A toast message will appear at the right bottom of your screen.
- 5) To perform different actions on subscriber list, you can either bulk select or select separately the subscribers and perform following actions 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:

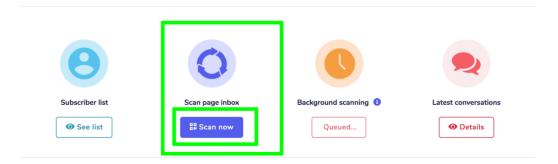
1) Select Scan now option from the Scan page inbox.





- 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:

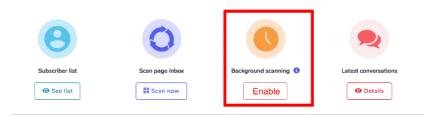
- 1) Select Enable option from the Background scanning.
- 2) The scanning will begin changing the status to Queued. It is a multi-step process

depending on the number of subscribers.

Your page inbox will be scanned.







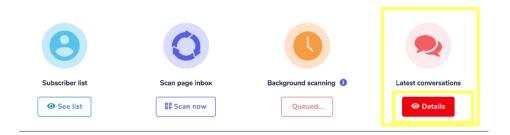
Latest Conversations

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.

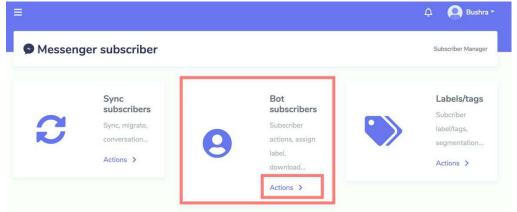






Bot subscribers

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.

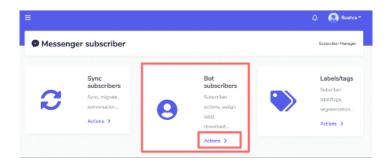
Subscriber Actions

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

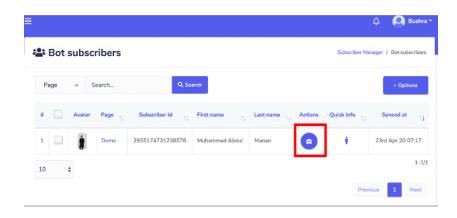
- 1) Click on
 - lick on 🦳 icon to perform different subscriber actions.
- 2) A subscribers actions window will appear. Enter the subscribers data in **Labels** field. You can also create a new label by selecting **create label.**
- 3) Choose a sequence for **Message sequence** field from the dropdown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





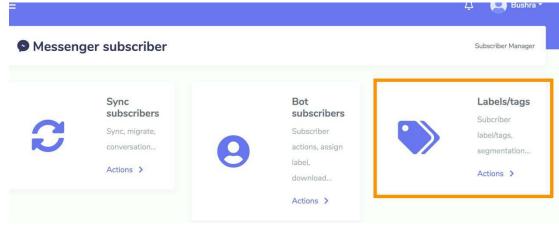


5) Select Save changes option to save your actions in Subscriber data.



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 MessegerBot application. To access the labels/tags section, select **Labels/tags**, then select **Actions** in **Messenger Subscriber** section.

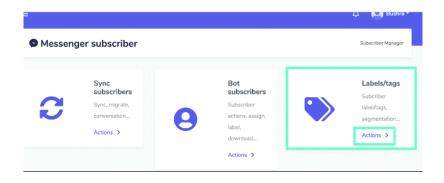






A list of labels/tags will appear on your screen. It will provide information of your created labels along with their IDs. You can arrange the list in **ascending** or **descending** order by selecting the arrows from the table header.

- 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 ⁽¹⁾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.



=					ф 🙆 Bus
ا	abels/tags	New label]		Subscriber Manager / Labels/
Paç	je name 👻 Seard	:h	Q, Search		
	Label	ri.	Label ID	1) Page name	11 Action
#	Label	ri.	Label ID 2812269068889972	1) Page name Demo	11 Action
		71			

SMS/email subscriber (external)

It further has two sections:

- <u>Contact Group</u>
- <u>Contact Book</u>

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 *contact* group.
- You can delete the group by selecting the icon for a particular contact group.





SMS/ema	ail subscriber (external)	Subscriber Manage
	Contact Group	Contact Book
	Manage contacts by groups, sms/amail campaign	Manage contacts, import, sms/email campaign
_	Actions >	Actions >

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 Group	O New group	Subscriber Manager / Cont
10 items 👻 Type	Q. Search	

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.

SMS/ema	ail subscriber (external)	Subscriber Manager
*	Contact Group Manage contacts by groups, sms/email campaign Actions >	Contact Book Manage contacts, import, sms/email campaign Actions >





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 \square 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.

≡							¢	🔎 Bushra 🕇
🗏 Co	ontad	ct Book	• New contact			Subscri	ber Manager	/ Contact Book
Con	tact Gro	oup v Search	1	Q Search				• Options
#		First name	Last name	Email	Phone	Contact Group		Actions
1		First	Last	last@gmail.com	123679	Test group	(
10	¢							1-1/1
							Previous	1 Next

Click on

Options

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.



≡							ф 🙆 в
	Conta	act Book	O New contact		_	Subscri	ber Manager / Contact
c	Contact G	iroup 👻 Se	arch	Q, Search		Import	• Option
#		First name	Last name	Email	Phone	Export	Actions
						Delete	
1		alamin7	jwel7	jwel7.cse@gmail.com		Test group	
2		alamin6	jwel6	jwel6.cse@gmail.com	+8801720000005	Test group	
3		alamin5	jwel5	jwel5.cse@gmail.com	+8801720000004	Test group	
4		alamin4	jwel4	jwel4.cse@gmail.com	+8801720000003	Test group	
5		alamin3	jwel3	jwel3.cse@gmail.com	+880172000002	Test group	

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.

SMS/em	ail subscriber (external)	Subscriber Manage
	Contact Group	Contact Book
	Manage contacts by groups, sms/email	Manage contacts, import, sms/email
	campaign	campaign
	Actions >	Actions >





Bulk Assign Email SMS Sequence Campaign

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

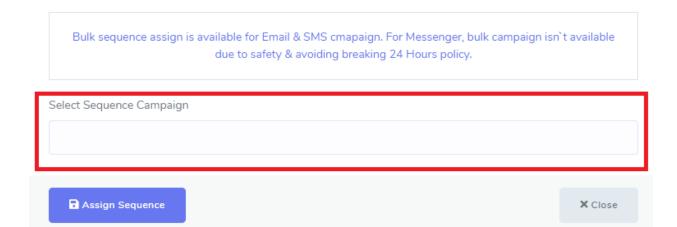
messengerbot			
Dashboard	Messenger subscriber		Subscriber Manager
Import Account	Sync subscribers	Bot subscribers	Labels/tags
ADMINISTRATION	Sync, migrate, conversation Actions >	Subscriber actions, assign label, download Actions >	Subcriber labe/hags, segmentation Actions >
🗃 Subscription >	L		
COMMENT FEATURE	SMS/email subscriber (external)		Subscriber Manager
MESSENGER TOOLS	Contact Group	Contact Bo	nok
B Subscriber Manager	Manage contacts by groups, sms/email campaign	Manage conta	cts, import, sms/email campaign
Messenger Bot Broadcasting	Actions >	Actions >	

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

messengerbot								4 -
Dashboard	📇 Bot sub	oscribers						Subscriber Manager / Bot subscribers
Dashboard Import Account	Page 👻	Gender 👻			Search	c		Download result Options
ADMINISTRATION		Avatar Page	e 11 Subscriber id	First name	Last name	Actions		Assign label
፼ System >	1	•	-		1000		i@J	Delete subscriber > 16:09
COMMENT FEATURE	2	81 -				٢	; @ <u>₩</u>	10th Apr 20 23:47
Comment Automation >	3		-				i @ 🤳	8th Apr 20 21:41
MESSENGER TOOLS	10 •							1-3/3
Messenger Bot								Previous 1 Next.
A Broadcasting								

1 Assign sms/email Sequence

×



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



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messengerbot	=											¢	•	
Dashboard	🚢 B	lot sub	scribers									Subscriber Mana	ger / Bot subsc	cribers
Import Account	Pag	ie v	Gender +				Search			Q Search		wnload result	• Optic	ons
INISTRATION			Avatar	Page	Subscriber id	First name		Last name	Action	s Quick info		sign label ign SMS/Email Sequ	encet	
System >	1								(=	i@J	Tel	ete subscriber) 16:09	
Subscription >			-							Tep				
ENT FEATURE	2		×.	-				10000	٢	i@#		10th A	or 20 23:47	
Comment Automation >	3		•	-					(=	i @ J		8th Ap	r 20 21:41	
ENGER TOOLS			-											1-
Subscriber Manager	10	٠												
Messenger Bot												Previo	us 1	Nex
Broadcasting														

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.

messengerbot		۵ 👘
	S Messenger subscriber	Subscriber Manager
Dashboard		
Import Account	Sync subscribers Bot subscribers	Labels/tags
ADMINISTRATION	Sync, migrate, conversation	Subcriber label/tags, segmentation
🖳 System 🗲 🗲	Actions > Actions >	Actions >
🔊 Subscription >		
COMMENT FEATURE	SMS/email subscriber (external)	Subscriber Manager
Comment Automation >		10000048308 (BA 70 (B) 1
MESSENGER TOOLS		
B Subscriber Manager	Contact Group Manage contacts by groups, sms/email campaign	ampaign
de Messenger Bot	Actions > Actions >	
A Broadcasting		



messengerbot					
😫 Contact Group	A Blonb				Subscriber Manager / Contact Group
10 items - Vype	Q Search				
Jan 15, 20		Nov 5, 19		Nov 5, 19	
SESES	F		Boss		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.

ntact	Group	 Search 		Q Search			+ Opt
ŧ		First name	Last name	Email	Phone	Contact Group	Actions
		66			323	Group 2	
		fffd	fdfdf	foffd@gmail.com		Group 2, Group 3	
		dddd	sdødsf	ddd@gmail.com	137	Group 3, Group 4	
		test	user	test@gmail.com		Group 2	
		dd cont	∝ act group	gs@ff.com	eg	Group 2	
0				gs@ff.com	eg		
0	A			gs@ff.com	eg		
0	A	dd cont		gs@ff.com	eg		
0	A	dd cont		ge@ff.com	eg		
0	A	dd cont		gs@ff.com	eg.		

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.

# First name Last name Emed Phone Cantact Group ▲ Egent It Delete a 1 66 323 Geoup 2 It Delete It De	Contact Group + Search		Q, Search					Import	• Opt
Import contact (csv) Import contact (csv) tact Group If you used microsoft excel or any other spreadsheet program to fill up your contact in then please make sure the values were saved properly by opening the file with note or any other text editor. See the below image please. Import contact (csv) Import contact (csv) Import contact (csv) <thimport (csv)<="" contact="" th=""> Import contact (csv)<</thimport>	# First name	Last name:	Erned		Phone	Cont	act Group		15
act Group Inte I International I Interet Internat<	1 66				323	Gmu	p 2		
Ite 0 then please make sure the values were saved properly by opening the file with notes or any other text editor. See the below image please. Image: The second secon									
1 first_name last_name phone_number email 2 a 1 880172000001 .cse@gmail.co 3 a 2 880172000002 2.cse@gmail.co 4 a 3 8801720000001 3.cse@gmail.co 5 a 4 880172000002 4.cse@gmail.co 6 a 5 880172000002 4.cse@gmail.co 7 a 5 880172000001 5.cse@gmail.co	act Group		ç			t excel or any o	ther spreadsheet progr	ram to fill up y	our contact csv
2 a 1 880172000001 .cse@gmail.co 3 a 2 880172000002 2.cse@gmail.co 4 a 3 880172000001 3.cse@gmail.co 5 a 4 880172000002 4.cse@gmail.co 6 a 5 880172000002 4.cse@gmail.co 7 a 5 880172000001 5.cse@gmail.co			ç	lf you then	used microsof please make su / other text edi	re the values v tor. See the bel	vere saved properly by low image please.		le with notepa
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7 a 6 880172000002326 5.cse@gmail.c		C Upload		If you then or an 1 2 3 4	used microsof please make su other text edi A first_name a a a	re the values w tor. See the bel B last_name 1 2 3	vere saved properly by low image please. C phone_number 880172000001 880172000002 880172000001	email c.cse c.cse c.cse	D D D D gmail.com @gmail.com @gmail.com
		C Upload		If you then or an 1 2 3 4 5	used microsofi please make su vother text edi A first_name a a a a	re the values w tor. See the bel B last_name 1 2 3 4	vere saved properly by low image please. C phone_number 880172000001 880172000002 880172000001 880172000002	email cse(2.cse) 3.cse 4.cse	D D Ogmail.com Ogmail.com Ogmail.com Ogmail.com
8 a 7 88017200024237 7.cse@gmail.c		C Upload		If you then or an 1 2 3 4 5 6	used microsofi blease make su v other text edi A first_name a a a a a a	re the values w tor. See the bel B last_name 1 2 3 4 5	vere saved properly by ow image please. C phone_number 8801720000001 8801720000002 8801720000001 8801720000001 8801720000001	email ccse(2.cse 3.cse 4.cse 5.cse	D D @gmail.com @gmail.coi @gmail.coi @gmail.coi @gmail.coi

Email Phone Opt-in Form Builder

Getting Subscribers through opt-in form from external site is very common. But most exciting part of this add-on is beside collecting subscribers through opt-in form, it's providing the freedom of making opt-in form by drag & drop the fields. Form will generate an embedded URL which you can use your own site or any site from where you want collect email/phone subscribers into your Messenger Bot application.

Manage Opt-in Form

To use a opt-in form, first of all you've to create the form first. So to get the opt-in form section, please go to **Subscriber Manager -> Email/Phone Opt-in Form** section.



m	essengerbot					
	messengerbot		SMS/ema	il subscriber (external)		Subscriber Manager
5	Dashboard					
۵	Import Account			Contact Group		Contact Book
ADMIN	IISTRATION			Manage contacts by groups, sms/email campaign		Manage contacts, import, sms/email campaign
	System	>		Actions >	_	Actions >
603	Subscription	>				
сомм	ENT FEATURE			Opt-in Form Builder		
17	Comment Automation	>		Custom Subscribers opt-in Form builder.		
0	Comment Automation	>		Actions >		
MESSE	NGER TOOLS					
8	Subscriber Manager	/				
¢	Messenger Bot					English 🔻

Build Opt-in Form

Email/Phone Opt-in section will allow you build, view, update and also will be able to delete the form in very easiest way from actions section of Form Lists table. press on **Create Opt-in Form** button and a form will appear with some required information fields and drag & drop form builder.

Search					View Form	Edit Delete
Name	Embeded code	Form position	Interval time(sec)	Contact Groups	Created at t1	Actions
Form 4	V Is code	Direct	0	10th Bari Shop Campaign	Oct 1, 2020 12:35 PM	• •
Form 3	V Is code	Fixed	0	Boss, Hello	Oct 1, 2020 12:34 PM	•
Form 2	Is code	Bottom-right	1 sec	Group 6, Group 7	Oct 1, 2020 12:22 PM	•
Form 1	Is code	Center	0.5 sec	Group 1, Group 4, Group 3	Oct 1, 2020 06:19 AM	• •
10						1

In the form you'll have to fill up some required information with form builer options. A short description on form's field are given below.





Create Email/Phone Opt-in Form Subscriber Manager / Email/Phone Opt-in Form Builder / Create opt-in form Create group Form name 📵 Contact Group 🚯 Email sequence 🕕 Sms sequence 🚯 Select email sequence Select sms sequence Form position () Background image (Max 1MB) 🚯 Select form postion 1 Upload FORM BUILDER First Name * H Header Enter your first name First Name Last Name * 🖻 Last Name Enter your Last name 🖾 Email Email * Phone number Enter your Email 💬 Subscribe button I agree to receive your newsletters and accept the data privacy statement ¶ Paragraph ☑ Agreement Text

Form Name:

This is the form name which will only for displaying in the application's form table.

Contact Group:

In this field contact groups that had been created at **Subscriber Manager > Contact Groups** section will be shown here. This field is a required field because subscribers who will come through opt-in form will be added as external subscribers lists. So when a new subscriber comes by Opt-in form, he/she will be assigned to those contact groups which has been selected during form creation. You can select multiple groups, subscribers will also assigned to multiple groups.

Anyway, you can also create group from here too by click on **Create Group** at the right side of this field.



messenger bot					
				Co	intact Group 0
Create Email/Phone Opt-in Fo	orm	Subscriber Manager / Email/Phone Opt-in Form B	uilder / Create opt-in form		
Form neme 0		Contact Group	Create group	Group name	
Email sequence 0		Sms sequence 🔕	Isequ		equent
Select email sequence	*	Select sms sequence	*		
Form position		Background image (Max 1MB) 🟮		New group	je (Max
Select form postion	*	🚯 Upload	postio.,		

Email Sequence:

This field will show the email sequence campaign lists that had been created at **Broadcasting > Sequence Campaign (External Contacts)**. This section will only be available if you've Email & SMS Sequence Campaigner : A Messenger Bot Add-On.

However this field is not required, you may select or not. If you select any email sequence campaign, then subscribers come through that form will be assigned to these sequence campaign automatically. You can see the output what's said from **Subscriber Manager** -> **Contact Book** section and click on view icon, you'll see the assigned sequences in modal. **SMS Sequence**:

As Email Sequence field this field will show the SMS sequence campaign lists that had been created at **Broadcasting > Sequence Campaign (External Contacts)**. This section will only be available if you've Email & SMS Sequence Campaigner : A Messenger Bot Add-On.

However this field is not required, you may select or not. If you select any SMS sequence campaign, then subscribers comes through that form will be assigned to these sequence campaign automatically. You can see the output what's said from **Subscriber Manager > Contact Book** section and click on view icon, you'll see the assigned sequences in modal. **Form Position:**

This field is a required field. Beside building a form, you will also have the facilities of selecting at which position you want to make visible your form. Anyway, there are four types of positions which are :

- 1. Bottom-right: If you select Bottom-right position, then your form will be visible at the bottom-right position of the site where you put this embedded form.
- 2. Center Position: If you select Center position, then your form will be visible at the Center position of the site where you put this embedded form.
- 3. Fixed Position: If you select Bottom-right position, then your form will be visible at the fixed position of the site where you put this embedded form.
- 4. Direct URL: This is not actually a position type. It's different from the above three positions. If you select this position, then you'll get a URL, thorugh this URL you or your user can directly access the created form. Copy the URL and paste it into your browser and you'll see your created form.





Create Email/Phone Opt-in Form

Subscriber Manager / Email/Phone Opt-in Form Builder / Create opt-in form

	Contact Group 🚯	Create group
	Sms sequence 🚯	
v	Select sms sequence	Ŧ
	Background image (Max 1MB) 🚯	
	合 Upload	
	4	
		Select sms sequence Background image (Max 1MB) ()

Time Interval:

Time interval refers to after how much time your form will be visible and it will work as second, for example, if you put 1 in the field then the form will be visible after 1 second. At initial stage of the form, this field won't be shown. Time interval is required for Bottom-right and Center position.

Background Image: This field is optional. If you upload a image, then this image will be used as background image of the form body.

Form Builder

Build your Opt-in Form with the beautiful drag & drop form builder. There are two sections in the builder body, one is sidebar with draggable & droppable options at left and another is for options field at right.

H Header	First Name *
First Name	Enter your first name
🖹 Last Name	Last Name *
🖾 Email	Enter your Last name
Phone number	Email *
💬 Subscribe button	Enter your Email
¶ Paragraph	I agree to receive your newsletters and accept the data privacy statement
☑ Agreement Text	Button
Clear Save	





Drag & Drop Options:

As it's called Email Phone Opt-in form builder, so there are several options are available to build a standard form for subscribers email or phone collection.

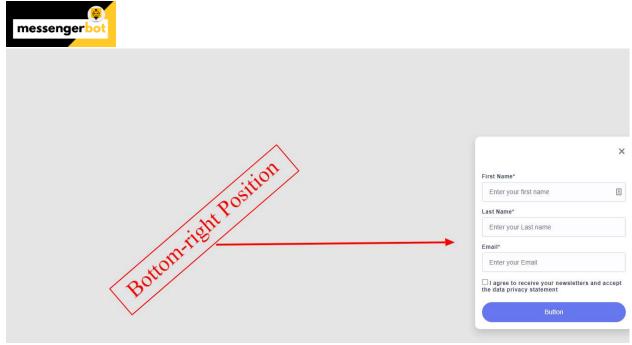
- Header: Drag & drop header option for Form header. You can choose different header types.
- Paragraph: Drag & Drop paragraph as a text field to set a short information for the form.
- First Name: Drag & Drop First Name option to set and get first name of the Subscriber. You can make it required or not by editing the field.
- Last Name: Drag & Drop last Name option to set and get last name of the Subscriber. You can make it required or not by editing the field.
- Email: Drag & Drop email option to set and get email address of the Subscriber. You can make it required or not by editing the field.
- Phone Number: Drag & Drop Phone Number option to set and get phone number of the Subscriber. You can make it required or not by editing the field.
- Agreement Text: Drag & Drop this field for make the subscribers agreed with your terms & conditions or any other agreement, so before check they can't submit the form.
- Subscriber Button: After all, now the form need a submit button, so drag & drop the Subscribe Button and update the button name by editing the button option. You can choose different types of button color.

	Fie	ld Actions Button
H Header	Welcome to Our Site	ר
First Name	Subscribe to our newsletter to get regular updates on our products and upcoming updates	
E Last Name	First Name *	
Email	Enter your first name	
Phone number	Last Name *	
Subscribe button	Enter your Last name	
Paragraph	Email*	
Agreement Text	Enter your Email	
Clear Save	Phone number	
	Enter your Phone number	
	I agree to receive your newsletters and accept the data privacy statement	
	Subscribe	

Form Examples

1. Bottom-right Position





×

2. Center Position

	Welcome to Our Site ×
	Subscribe to our newsletter to get regular updates on our products and upcoming updates.
	First Name*
	Enter your first name
S.	Last Name*
- XIV	Enter your Last name
er Position	Email*
N	Enter your Email
2) 2)	Phone number*
	Enter your Phone number
	agree to receive your newsletters and accept the data privacy statement
	Subschue



3. Fixed Position

ල්



messengerbot		
	×	
Email*		
Enter your Email		
I agree to receive your newsletters and accept the data priva statement	101	
Subscribe	Sille	
	Fixed Position	
	. 400	
	FIT	
4. Direct URL		
← → C ☆ S example.com		• • • • • • • • • • • • • • • • • • •
\wedge		
	Welcome to Our Site	
4 2	Subscribe to our newsletter to get regular updates on our products and upcoming updates.	
	First Name*	
	Enter your first name	
		Rendered
Direct URL	Last Name* Enter your Last name	Form
	Email* Enter your Email	
	Phone number*	
	Enter your Phone number	
	I agree to receive your newsletters and accept the data privacy statement	
	Subscribe	

5. Form With Background Image



() messengerbot		
	Welcome to Our Site	
	Subscribe to our site to get new updates about upcoming products.	
	First Name*	
	Enter your first name	
	Last Name*	
	Enter your Last name	
	Email*	
	Enter your Email	
	Phone number*	
	Enter your Phone number	
	I agree to receive your newsletters and accept the data privacy statement Button	

How to Use Embedded URL & Direct URL

After Build a form, click on the Is code from the embedded Column, a modal will appear with the embedded URL. Now copy the embedded URL and then paste it into your website where you want to show this form.

Note: If you copy the direct positioned URL, then you've to copy it and then paste it into your browser to get the form.

Name	Embeded code	Form position 11	Interval time(sec)	Contact Groups	Created at 11	Actions
example 3	Js code	Fixed	0	dasdsad	Oct 4, 2020 10:48 AM	•
Exmaple 2	Is code	Bottom-right	1 sec	Updated Contact Group	Oct 4, 2020 09:29 AM	
example 1	Is code	Center	1 sec	Group 1	Oct 4, 2020 09:22 AM	•
Form 4	Is code	Direct	0	10th Shop Campaign	Oct 1, 2020 12:35 PM	•
Form 3	Is code	Fixed	0	Boss, Hello	Oct 1, 2020 12:34 PM	
Form 2	Is code	Bottom-right	1 sec	Group 6, Group 7	Oct 1, 2020 12:22 PM	•
Form 1	/> Js code	Center	0.5 sec	Group 1, Group 4, Group 3	Oct 1, 2020 06:19 AM	(a) (b)



messengerbot	> Get emb	ed code				×	21	Actions
							(48 AM	
Dashboard	Copy the c	ode below and pa	ste inside the html elem	ent of your webpa	ge where you want to display thi	s plugin.		000
Import Account	<pre>«div class</pre>	="bg-modal" id=	"demo"≫ <td>t type="text/ja</td> <td>wascript" src="https://exa</td> <td>mple.co</td> <td>c29 AM</td> <td></td>	t type="text/ja	wascript" src="https://exa	mple.co	c29 AM	
	m/10111000				nondania">		:22 AM	
System >							::35 PM	000
Subscription			Copy th	nis URL		× Close	134 PM	
							104 FM	
Comment Automation >	Form 2	/> Js code	Bottom-right	1 sec	Group 6, Group 7	Oct 1, 2020	12:22 PM	
Comment Automation 🗦	Form 1	Js code	Center	0.5 sec	Group 1, Group 4, Group 3	Oct 1, 2020	06:19 AM	
								1-

messengerbot		bed code				× 11	Actions
		C				:48 AM	
Dashboard	_	Copy the	below URL and paste it	into your browser	tab to get your Page.	:29 AM	• •
Import Account	https://e	xample.com,				22 AM	•
💷 System 👂	_		Direct	URL		:35 PM	
Subscription	Form 5	4P Js code	гіхец	U	2055, רופוט	× Close	• •
	Form 2	Is code	Bottom-right	1 sec	Group 6, Group 7	Oct 1, 2020 12:22 PM	
Comment Automation >	Form 1	Is code			Group 1, Group 4, Group 3	Oct 1. 2020 06:19 AM	
Comment Automation > MESSENGER TOOLS							1-7/7
Subscriber Manager	10 .	•					_
👜 Messenger Bot							Previous 1 Next

Opt-in Form Subscribers

As they are subscribed from external source, so they will be stored as external subscriber's inside the application. You can see your opt-in form subscribers lists at **Subscriber Manager > Contact Book** Section.



		and a second sec					
	Dashboard	bot	SMS/e	mail subscriber (exte	rnal)		Subscriber Manage
1	Import Account	t					
	TRATION			Contact Group		Contact B	
	System	>		Manage contacts by group campaign	is, sms/email	Campaign	acts, import, sms/email
	Subscription	>		Actions >		Actions >	
MENT	T FEATURE					T	
(Comment Autor	omation >		Email/Phone Opt-in			
(Comment Autor	omation >	$\mathbf{\overline{\mathbf{v}}}$	Custom Subscribers opt-in	ı Form builder.		
SENG	GER TOOLS			Actions >			
0	Subscriber Man	nager					
. 1		5	• New cont	act		s	
	Subscriber Man	t Book	• New cont	act Q. Sear	ch	s	ubscriber Manager / Contact I
	Subscriber Man Messenger Bot Contact ontact Group	t Book		-	ch Phone	S Contact Group	English • ubscriber Manager / Contact I • Option Actions
с.	Subscriber Man Messenger Bot Contact ontact Group	t Book	earch	Q Sear			ubscriber Manager / Contact I
Ca #	Subscriber Man Messenger Bot Contact ontact Group Fir	t Book	iearch Last name	Q Sear	Phone 88 2421	Contact Group	ubscriber Manager / Contact I
CCC #	Subscriber Man Messenger Bot Contact Contact Group	t Book p → S irst name	iearch Last name Doe	Q Sear	Phone 88 2421 32152415	Contact Group 10th Shop Campaign	ubscriber Manager / Contact I
Ca # 1 2	Subscriber Man Messenger Bot Contact ontact Group Fir Jol	t Book	iearch Last name Doe Bolton	Q Sear	Phone 88 2421 32152415 0172224816054	Contact Group 10th Shop Campaign Group 6, Group 7	ubscriber Manager / Contact I Option Actions (a) (2) (b) (b) (2) (b) (c)

Now you can use these subscribers for sending Bulk Email/SMS or you can assign them manually to Email/SMS sequence campaign.





Messenger Bot

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

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

A screen containing following two sections will appear:

- Bot settings
- Post-back manger
- Whitelisted domains
- <u>Messenger engagement</u>
- <u>Saved templates</u>
- JSON API connector
- Webform builder
- Email auto responder
- Messenger e-commerce store
- <u>Woocommerce abandoned cart</u>

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



() messengerbot		
messengerbot	=	🗘 🛛 🔍 Bushra •
	💼 Messenger Bot	Messenger Bot
TUTORIALS		
HERE	Bot settings	Post-back manager
Dashboard	Bot reply, persistent menu, sequence méssage etc	Postback ID & postback data management
Import Account	Actions >	Actions >
COMMENT FEATURE		
Comment Automation >	Whitelisted domains	Messenger engagement
MESSENGER TOOLS	Whitelist domain for web url and other	Checkbox, send to messenger, customer
B Subscriber Manager	purposes	chat, m.me
👜 Messenger Bot	Actions >	Actions >
A Broadcasting		
™ Flow Builder	Saved templates Saved exported bot settings	JSON API Connector Connect bot data with 3rd party apps

Bot settings

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

Pages Search	🖬 Demo	Search Bot reply settings	Opti
Demo 108660447487565	Bot reply settings Change settings	Search	Add bot i
	Get started settings	SI T. Bot name Keywords Status	Actions
	Change settings	1 Bot 2 bot2 🕕 🔍 Live	
	General settings Change settings	2 TestBot test 🗊 O Live	
	Action button settings	10 \$	
	Change settings *	Previo	ous 1 1
	Persistent menu settings Change settings		
	Sequence message settings		

This view allows you to perform following actions:

1) Select Subscribers (3) from the bottom of the settings menu. This option will redirect

you to <u>Bot Subscribers</u> workflow.

- 2) Select Options 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 ¹ 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





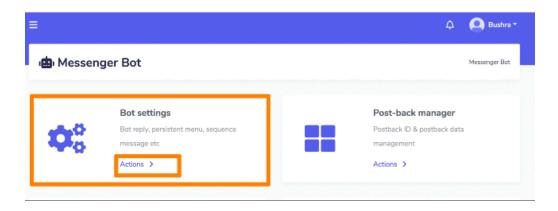
- 7 days summary
- 30 days summary
- Total connections
- Total blocked
- Total reported
- Daily unique new conversations
- Messaging connections
- Daily unique blocked conversations
- Daily unique reported conversations
- Daily unique reported vs blocked conversations

You can select ¹ against each graphical view to know more about it.

- 5) Select **Messenger bot tree** view option, you will be redirected to a bot tree view of all existing bots. You can click on each bot to make the edits.
 - Select the bot you want to edit, **Tree view: Settings** screen will appear.
 - Once updated, select the **Update** option, your bot settings will be updated.
- 6) Select **Export bot settings** option, a modal will appear on your screen.
 - Edit your template name and template description.
 - Select **Export** to export the bot settings.
- 7) Select **Import bot settings** option, a modal will appear on your screen.
 - Select **Upload** option, and attach the file to be uploaded
 - Select **Import** to import your bot settings.







You can adjust following Bot settings:

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

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

Bot reply settings

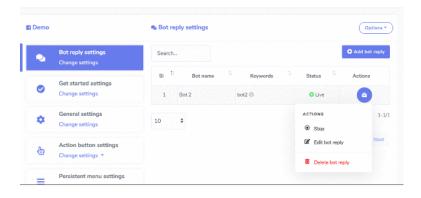
Select Bot reply settings option from the menu, then select change settings. A list of bot replies

will appear on the screen. To perform different actions on a bot reply, select option against the reply you want to perform actions on. The following are the actions that can be performed:

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







Add a bot reply

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

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

				Options *
Search				• Add bot reply
si ț	Bot name	^{↑↓} Keywords	^{1↓} Status ^{1↓}	Actions
1 Bot 2	2	bot2 🕚	O Live	٢





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.

•	Bot reply settings	Bot name		Please provide you	keywords in com	ima separated
~	Change settings					
•	Get started settings Change settings	Reply 1				
٠	General settings Change settings	Select reply type	Text			÷
6	Action button settings Change settings 🝷	Typing on display :	Enable	Delay in reply	0	Sec
=	Persistent menu settings Change settings	Please provide your rep	oly message 🜖		🛔 First name	
٩	Sequence message settings Change settings					٢
Subs	cribers 3					
						O Add more re
		🖪 Submit				× Back

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.



😭 Demo		🗣 Bot reply settings				Opt
•	Bot reply settings Change settings	Bot name		Please provide your	keywords in comma se	parated
0	Get started settings Change settings	Reply 1				
۵	General settings Change settings	Select reply type				
٩	Action button settings Change settings 💌	Typing on display :	Enable	Delay in reply	0	Sec
≡	Persistent menu settings Change settings	Please provide your reply image				
٩	Sequence message settings Change settings	🔥 Upload				dd more

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.

•	Bot reply settings Change settings	Bot name	Please provide your keywords in comma separated
0	Get started settings Change settings	Reply 1	
٥	General settings Change settings	Select reply type Audio	
Ф	Action button settings Change settings *	Typing on display : Enable	Delay in reply 0 See
=	Persistent menu settings Change settings	Please provide your reply apple	
٢	Sequence message settings Change settings		Add more
11 Sub	teribers 🜒 🌲 Errore 🔘	🖋 Suomit	× B
		*	



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.

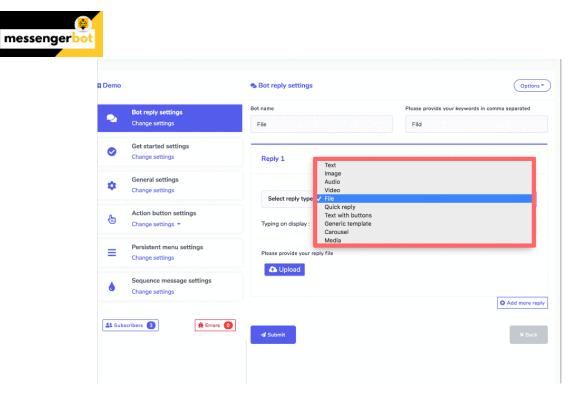
2	Bot reply settings Change settings	Bot name		Please provide your keywords in comma separated
•	Get started settings Change settings	Reply 1		
\$	General settings Change settings		Text Image Audio	
Ь	Action button settings Change settings 🔹	Select reply type 🗸	File Quick reply Text with buttons	
	Persistent menu settings Change settings	Please provide your roya	Generic template Carousel Media	
\$	Sequence message settings Change settings	🚹 Upload		
L Cul-	scribers 3 🕱 Errors 0			• Add more rep

File

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

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





Quick Reply

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

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



🖬 Demo		🐁 Bot reply settings			Opt
	lot reply settings hange settings	Bot name Quick Reply		Please provide your keywords i Quick, Reply	in comma separated
	iet started settings hange settings	Reply 1			
	ieneral settings ihange settings	Select reply type Quici	< reply		
dim.	Action button settings Change settings 👻	Typing on display :	Enable	Delay in reply 0	Se
_	Persistent menu settings Thange settings	Please provide your reply n	nessage 🟮		🛓 First name 🛛 🌋 Last nar
	iequence message settings hange settings	This is a quick reply			
La Subscri	bers 3				
		Button text Submit	Button type User phone numl	ber 🔶	
					O Add more butt

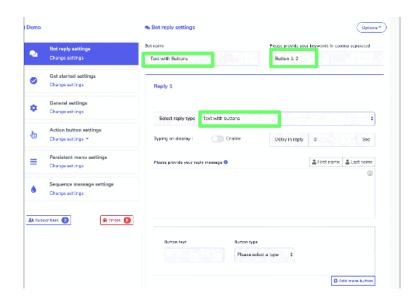
Text with buttons

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.
- 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.







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.
- Provide a text for the **button** and choose the type of the button based on your requirements.
- 7) You can enter a **delay time** as well in seconds.
- 8) Hit Submit.





🖪 Demo		Bot reply settings	(Options *)
•	Bot reply settings Change settings	Bot name Text with Rollins	Plasse provide your keywords in comma separated Rullion 1, 2
0	Get started settings Drange settings	Reply 1	
٥	General settings Drange settings	Swinct reply type Generic template	
Q	Action button settings Drange settings *	Typing on display: Chief & Chiefe	Delay In reply 0 Sec
Ξ	Persistent menu settings Change settings	Generic template	
۵	Sequence message settings Change settings	Piesse provide your crpty trage (Dational)	Image click declination link (Optional)
21 Sile	arben 🔕 🛛 🕅 Autors 🚳	Ch Uplcod	
		The	Sub-title
			(Optional)
			nn topn aase select o type +

Carousel

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

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



🖪 Demo		settings Bot reply settings	Opt
•	Bot reply settings	Bot name	Please provide your keywords in comma separated
	Change settings	Template	template
	Get started settings		
	Change settings	Reply 1	
n	General settings		
	Change settings		
Ð	Action button settings	Select reply type Carousel	
(Change settings 🔻	Typing on display : Enable	Delay in reply 0 Sec
	Persistent menu settings		
=	Change settings		
	Sequence message settings	Carousel template 1	
6	Change settings	Please provide your reply image	

Media

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

- 1) Provide a Bot name.
- 2) Provide your **keywords**, separated by commas.
- 3) If needed, provide your Media URL.
- 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			Optio
•	Bot reply settings Change settings	Bot name Template		Please provide your k separated	ceywords in comma
0	Get started settings Change settings		en in Land, forder og Land, forder forde	template	
٠	General settings Change settings	Reply 1			
0	Action button settings	Select reply type	Media		\$
6	Change settings 🔻	Typing on display :	Enable	Delay in reply	0 Sec
≡	Persistent menu settings Change settings	Please provide your m	edia url 🕕		
٢	Sequence message settings Change settings				
Subs	cribers 3 🕱 Errors 0	Button text	Button type		
			Piease se	elect a type 🕏	

Assign Email SMS Sequence Campaign during Opt-in

mess

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.



			7 13	
ame	Â	Please provide your	r keyworas in coi	nma separateo
Reply 1				
Select reply type	Quick reply			,
yping on display :	Enable	Delay in reply	0	Sec
lease provide your reply m	essage 🕄			First name Last name
lease provide your reply m	essage 🕄			
lease provide your reply m	essage 🕄			
lease provide your reply m	essage 3 Button type			·····
		address 🔻		·····
Please provide your reply m Button text	Button type	address		First name Last name

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.

I Pages	Sepret:	Friends Forever	& General settings
•	1	Bot reply settings Change settings	Mark as seen states
4		Get started settings Change settings	Chet with numan mail
		General settings Change settings	Reply If no metch found
		Action button settings (Thange settings +	Meilchimp integration Ast Munchimp AM Send collected small from quick reply to your Malichimp account list. Page name will be added as tog name in your Malichimp list. Select Malichimp list
		Persistent menu settings Change settings	
		Sequence message settings Orange settings ~	Select Sendinblue integration Automotion Aut Select Sendinblue fat where email will be sent when user signup. Select Sendinblue int
		At Courrent T	ActiveCampaign integration ActivaCampaign Al- Select ActiveCampaign las where email will be sent when user signup: Select ActiveCampaign las
			SMS Integration Automotes Send automated sims to users who provide phone number through quick reply. Select one API Select set on the second set of the second seco
			SMS reply message Lastname Lastname
			Email integration Add coult spi Send automated email address through quick reply.
			Select API -
			Email reply message Lost neme
			Email subject
			SMS Sequence Integration . Set SMS sequence comparing for users, when provide phone number address diruction-quick reply or post-back button. Satisk ums API
			Select Sequence Campaign market uns
			Email Sequence Integration Satemail sequence compage for users, who provide email address through quick reply or poet-back button, Select anell apl Select /PI
			Safert Sequence Europaign Sciences
			© Sava

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



e Subscriber actions		×
Subscriber data Custom form data Purchase history		^
		:
	Cabels	Create label
	× Checkbox plugin Label × Demo Video OTN Label × Hello-Click × OTN 1 × Send To Messenger Label	×
	Message sequence	
Subscribed (Unsubscribe)	× 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]	
of Male	- Opt-in through	DIRECT ()
English (US)		
GMT +6		
2	B Save changes	X Close

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

2	Bot reply settings Change settings		Campaign report				×
0	Get started settings Change settings	si		7			
¢	General settings Change settings	1	2 Targeted		0 Sent	0 Delivered (0%)	
6	Action button settings Change settings 👻	3	second Campaign	×	email	-	
	Persistent menu settings Change settings Published		SMS Email Drip Test	May 10, 2020 03:07 May 10, 2020 03:07	sms email		
6	Sequence message settings Change settings -	10	v				1
	Messenger sequence settings						1 Nex

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.

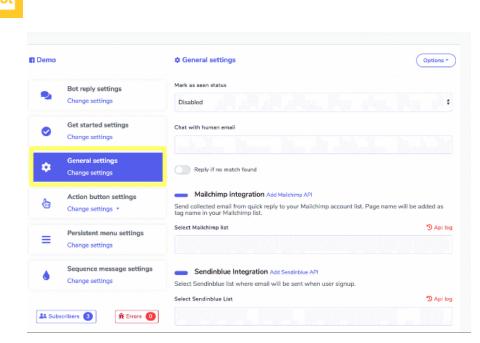
Demo		Get started settings	Options
•	Bot reply settings Change settings	Get started & welcome message	
0	Get started settings Change settings	Enabled	
		Welcome message 0	💄 First name 🛛 💄 Last nam
٠	General settings Change settings		¢
6	Action button settings Change settings *		
≡	Persistent menu settings Change settings		🕼 Edit get started rep
	Sequence message settings	Ice breakers 0	
•	Change settings	Fag : frequently asked questions	

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.
- Once you select an integration e.g. SMS integration a dropdown menu will appear, select the option you want to choose.
- 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

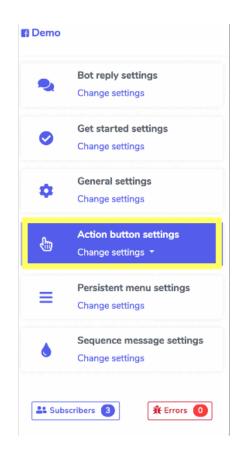
messenger

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

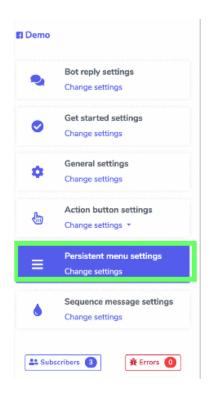
Select Persistent menu settings option from the menu, then select change settings. A list of

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





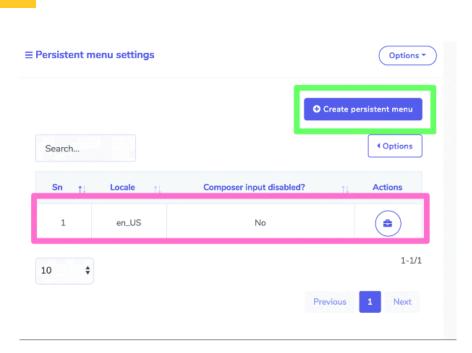


Create persistent menu

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

- 1) Select Create persistent menu 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

messenger

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



•	Demo		♦ Sequence message settings
	•	Bot reply settings Change settings	Search
	0	Get started settings Change settings	SI [©] Name [©] Last sent [©] Drip type [©] Engagement campaign [©] Acti 1 Sequence × Default -
	٥	General settings Change settings	10 \$
	ł	Action button settings Change settings *	Previous 1
	=	Persistent menu settings Change settings	
		Sequence message settings	

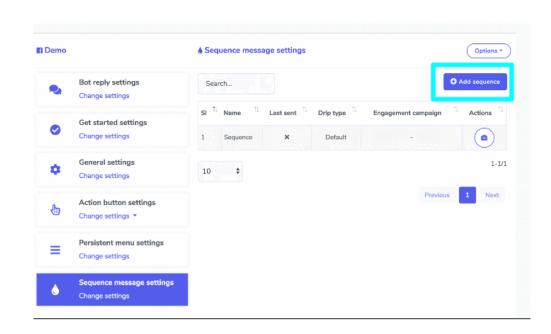
Add sequence

You can add sequence by following the steps given below:

Select
 Add sequence
 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

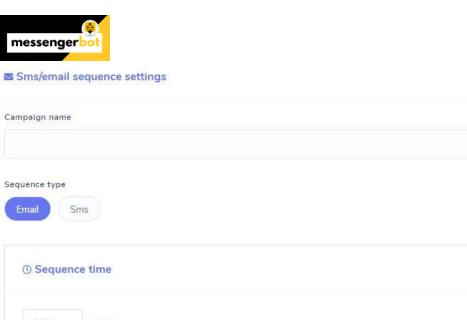
messenger

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.

Pages Search	R XeroDevs	🔤 Sr	ms/email sequence settings				Options *
Transferrer	Ret reply settings Change settings		Cam	paign will be applied to those	subscribers have email	& phone number.	
4 T	Get started settings Change settings	Se	arch	Last sent	Campaign type	Engagement campaign	Add sequence Add sequence Add sequence
	General settings Change settings	1	test test	×	email	Engagement campaign	Actions
	Action button settings Change settings *	2 3	test second Campaign	×	email		
	Persistent menu settings Change settings Published	4	SMS Email Drip Test	May 10, 2020 03:07	sms email		
	Sequence message settings Change settings = Change settings = Set Subserier Smskmail sequence settings Errors (20)	10		May 10, 2020 03:07	ettian	- Previou	1-5/

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.





() 30 mins	Do not send message	* 8
🕲 1 Hour	Do not send message	• 8
() 2 Hour	Do not send message	• Ø
🕲 3 Hour	Do not send message	* 2
	O Add more hour	Remove last hour

Options -



Post-back manager

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

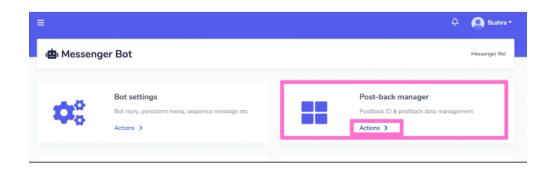


essengerbot		🗘 🙆 Bushra
i 💼 Messen	iger Bot	Messenger Bot
0	Bot settings Bot reply, persistent menu, sequence message etc	Post-back manager

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.

Po	ost-back mar	Create new template		Messenger Bot / Post-back manager
P*	Postback	Q Search		
a	Page name 👔	Postback template name	Postback id 👔	Actions
1	Demo	Demo	1691	() () () () () () () () () () () () () (
2	Demo	Demo	1690	
3	Demo	Thanks for appreciation. We would love to serve you again.	1690	(v) (v) (v)
4	Demo	Sorry for bad experience	Demo-100921308269316	(4)(2)(3)

Whitelisted domains

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

Whitelisted domains	Messenger engagement
Whitelist domain for web url and other purposes	Checkbox, send to messenger, customer chat, m.me
Actions >	Actions >

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 $^{\textcircled{O}}$ 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

	0	
	m	
added and the domain name. You can delete the domain by selecting the $^{\circ}$	J	icon
added and the domain name. For can delete the domain by selecting the		



Add domain

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

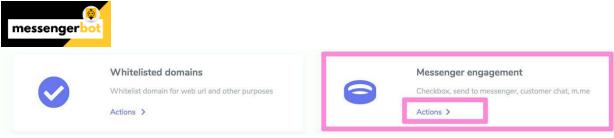
- 1) Select Add domain from the top of the whitelisted domain screen.
- 2) A modal will appear. Select the **page** for which you want to add a new domain.
- 3) Provide the **domain** which is to be added in whitelisted list.
- 4) Select **Save** to make changes.

Domain / page	Q.	Search		
1	Fb account 11	Page name 11	Domain count	†↓ Action
1	Bushra Arshad	Demo	1	۲
z	Carl Anderson	Demo	1	۲

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

8	Messenger engagement Checkbox, send to messenger, customer chat, m.me				
	Actions >				
	Checkbox plugin				
¥	 Send to messenger M.me link 	apps			
	🗣 Customer chat plugin				

Create plugin

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

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





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

⊻ C	heckbox pl	lugin 🧧	Create plugin				Messenger Bot /	Checkbox plu
All	pages -	ßearch		Q Search				
#	Domain †4	Page 🌐	Js embed code	Actions	Domain code 👘	Reference	Created at	†↓ Label
1	demo.com	Demo	4> Is code		20699153	DEMO.COM	25th April 20	
10	\$							1-

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

	Messenger engagemen Checkbox, send to messenger,	
	Actions >	
	TOOLS	
	Checkbox plugin	
11	Send to messenger	
•	🔗 M.me link	apps
_	🗣 Customer chat plugin	





Create plugin

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

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

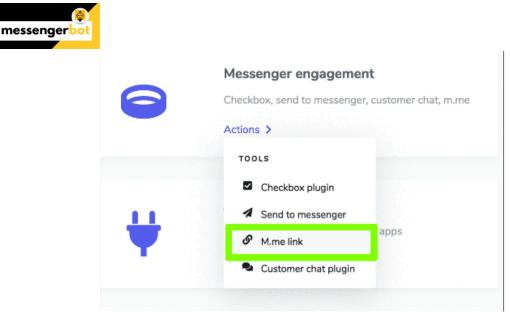
≡							🗘 (🔔 Bushra
₩ S	Send to me	ssenger p	olugin Create	a plugin		Me	ssenger Bot / Send to messenger plugin
AI	pages 👻	Şearch		Q Search			
	Domain 11	Page 1	Js embed code	Actions	Domain code	Reference	Created at 11 Label
1	demo.com	Demo	Is code		1587826136127	DEMO.COM	25th April 20
							1-1/1

M.me link

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

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





Create plugin

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

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

≡					📮 🙆 Bushra
𝔗 M.me link	Create plugin				Messenger Bot / M.me link
All pages +	Search	Q Search			
# Page	11 Embed code	Actions	Link code	Reference	Created at 👔 Label



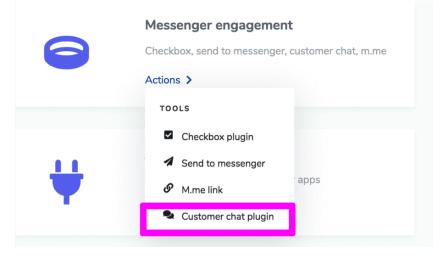


Customer chat plugin

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







Saved templates

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



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

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

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







JSON API Connector

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

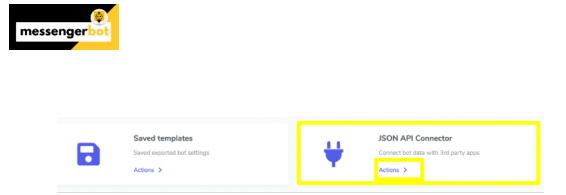


JSON API Connector screen consists of a list of webhook urls, you can search for a specific url by using the **search bar.** You can adjust the number of urls to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header. Select the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

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

- View report by selecting
- Edit campaign
- Delete record





Create Connection

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

- 1) Select New connection from the top right of the screen.
- 2) Provide the **Name** and select the **page** for which you want to add the connection.
- 3) Enter the **webhook url** in the field.
- 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.

					÷ 🧧	Bushra
₩JSON API C	Connector	w connection			Messenger Bot / JSON API	Connector
Search					🚔 Choos	e date
# Name	Webhook url	Actions	Page name	Created	Last triggered time	ţĻ

Webform builder

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



() messengerbot				
Ĩ	Webform builder Custom data collection form for messenger bot Actions >	1	Email auto responder Add Mailchimp API & pull list Actions >	

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

Search							
Title †1	Page name 👘	Created at	Total form submitted	- L	ast form submitted		Actions
test2	Demo	25th Apr 2020, 09:11	0	14		T4	
Test form	Demo	25th Apr 2020, 09:10	0				•

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.

Messenger Bot / Webview manager / Webview b
Form title 🚺
H Header
Text Area
1 Radio Group
TE Checkbox Group
🛗 Date Field
O Time Field

Create new form

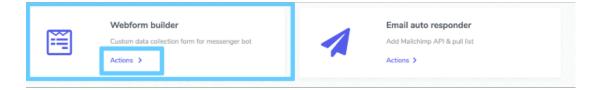
You can create a new form by following the steps given below:

- 1) Select Create new form 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.
- Drag and drop the fields you want to drag in the form as described in <u>Webform</u> <u>elements.</u>
- 5) Select **Save** to make a new form.





• 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.

Webform builder Custom data collection form for messenger bot Actions >	Email auto responder Add Mailchimp API & pull list Actions >
Actions /	Actions 7

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

- Mailchimp Integration
- Sendin Blue Intergration
- Activecampaign Intergration





• 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 Add account 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.



🖥 Mailchimp	o integration			Messenger Bot / Mailchimp	integra
Search					
Tracking name	Api key	$_{\uparrow\downarrow}$ Created at		Actions	
Awain	c2792f759203b9dfc95bc272613cf9b1-us8	25th Apr 2020, 05:49	(

Sendin Blue integration

messenger

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

Email auto responder
Add Mailchimp API & pull list
Actions >
TOOLS
Mailchimp integration
Sendinblue Integration
Activecampaign Integration

Add account

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

1) Select Add account from the top right of the screen.





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

Sendinblu	e Integration		Messenger Bot. /	Sendinblue Integra
Search				
Tracking name	Api key	Created at		Actions
Test	x8eysb- #4e238611#2477e#75241ci08#a00b63fb7e059c28325sf07c81596b9be068e9- 1kjacTK536iQhBZx	25th Apr 2020, 10:51		
LO \$				1

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

Email auto responder	
Add Mailchimp API & pull list	
Actions >	
TOOLS	
 Mailchimp integration 	
Sendinblue Integration	cart
Activecampaign Integration	ned cart





Add account

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

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

			¢ 🙆	Bushra
🕏 Activ	ecampaign Integrat	tion O Add account	lessenger Bot / Activecampaign I	ntegration
Search				
Tracking name	API URL	Api key	Created at	
Bushra	https://bushrararshad87624.api- us1.com	f48dac2c372083fd7f490944d4f8907638c5d13cfcea172c0e707cad4189b2f299849408	25th Apr 2020, 11:07	
10	\$			1-1/1
			Previous 1	Next

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:

- Create store
- 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 conformation message section.
- 7) Select **Create store** to create the new store.

	Messenger e-commerce store Complete e-commerce platform inside messenger Actions >	Woocommerce abandoned cart Track cart/checkout, recover abandoned cart Actions >
--	--	--

Actions

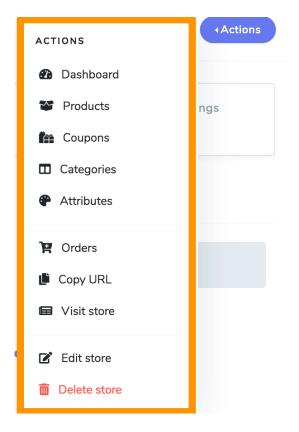
Select option from **Ecommerce store** screen. A dropdown menu containing following options will appear:

- Dashboard
- <u>Products</u>
- <u>Coupons</u>





- <u>Categories</u>
- <u>Attributes</u>
- <u>Orders</u>
- <u>Copy URL</u>
- Visit store
- <u>Edit store</u>
- 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.



ے messengerbot			
T Stores	🙆 Demo (Demo) : Dashboard		(Actions
🚍 Demo	Total order H 4	Checkout order 3	Total earnings \$ 420.00

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.



(@) messengerbot		
T Stores	֎ Demo (Demo) : Products	Actions
🗖 Demo	Search Q Search	
🖶 Demo2	# _{↑↓} Thumb Product _{↑↓} Price _{↑↓} Status _{↑↓}	Add product Actions
	1 Test product \$34.00 @ Active	
	10 \$	1-1/1
		Previous 1 Next

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 **amoun**t for your coupon.
- 6. Provide an Expiry date and maximum usage limit for your coupon.
- 7. Select Save.



essengerbot	
T Stores	Demo (Demo) : Coupons Actions
🖶 Demo	Search Q Search
🖀 Demo2	 Choose date Add coupon
	# Coupon Amount Type Expiry date Status Actions Free shipping ↑↓ ↑↓ ↑↓ ↑↓ ↑↓ ↑↓ ↑↓ ★
	1 123 2 Percent Jan 1, 21 17:16 C Active
	10 \$

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.



messengerbot							
T Stores	@ Dem	o (Demo) : Categ	ories			(Action	IS
🗖 Demo	Search	1				Add category	
	#	Category	ţĻ	Status 🌐	Actions	Updated at	t.
🖶 Demo2	1	Test		Active		28th Apr 20 05:27	
	(225)					1-:	1/1

Attributes

The attributes for you 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.





T Stores	n Demo (Demo) : Attributes	Actions
🚍 Demo	Search	Add attribute
	# Attribute 1 Values Status 1 Actions	Updated at $\uparrow\downarrow$
🖶 Demo2	1 Attribute One, Two CActive	28th Apr 20 05:30
		4 4/4

Orders

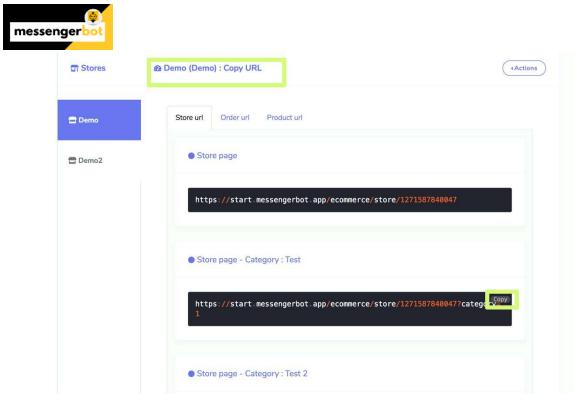
You can view the details of all orders from this screen. You can search for a particular order using the search bar or sort them date wise for narrowed down search. You can arrange them in any order by selecting the arrows in the header.

	Q Search	
		苗 Choose date

Copy URL

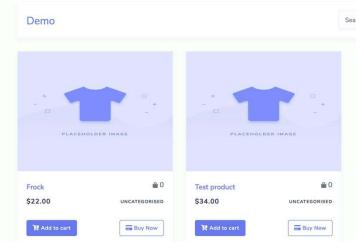
You can copy your sore page, order and product URL. Hover over the code, then select the Copy option that appears over the code line.





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.

Messenger e-commerce store
Complete e-commerce platform inside messenger
Actions >
T Stores
Payment Accounts

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 Create plugin 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.



messen						
B Messeng	er Bot					Messenger B
\$ °	Bot settings Bot reply, persistent menu, sequence n Actions >	nessage etc.		Post-back m Postback ID & co Actions	anager Istback data manag	gement .
	OTN post-back manager O OTN postback id & postback data man Actions >	agement		Whitelisted Whitelist domain Actions	domains Infor web un and of	ther purposes
Post-bac		fetc				Messenger Dot / Post-back manag
Page #	Postback Page name	Postback templat	Q Search	Postback id		Actions
1		carousel ch		carousel-check		(*) * (*)
2		Demo Video O	N Reply	demo-video-otn-reply		(4) (2) (B)
Add a pos	stback template					Messenger Bot / Povt-back insrager / Create new templa
emplate name hostback type	Child	٥	Choose a page Friends Forever [Al Amin] Postback id 8	wel]	•	
hoose labels 0		Create label	Cheose sequence compaigns (Select			
Reply 1						
Select reply ty	rpe Text				•	Page Name O X Utilis is text post
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Please provide yo	ur reply message 0			🛔 First name 🚢 Las	t name	Information? Menu Support
						Settings 22 Telp ⊒ loc transmiss 22 (20 H G & M th
				O Add	t more capty	
🖋 Sutimit					M Rates	

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.



ame		Please provide your keywords	in comma separateo	1
	ă.			
Reply 1				
Select reply type	Text with buttons			•
				Sec
yping on display :	Enable	Delay in reply 0		Sec
γping on display : Please provide your replγ m		Delay in reply 0	E First name	
		Delay in reply 0	Left First name	
		Delay in reply 0	Le First name	Last name

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



messengerbot		
O Subscriber actions		×
Subscriber data Custom form data Purchase history		
	Manada and Annala	
	Labels	Create label
	× Checkbox plugin Label × Demo Video OTN Label × Hello-Click × OTN 1	×
	× Send To Messenger Label	
	Message sequence	
Subscribed (Unsubscribe)	× 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]	
of Male	Opt-in through	DIRECT (
English (US)		Biller
⊕ GMT +6		
a		
9	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).

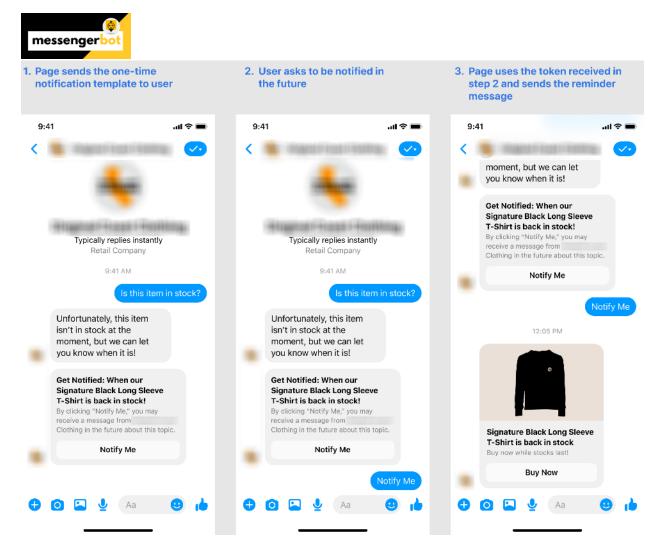
After 24 hours, you are not allowed to send any message (Except using some specific tag only for non promotional message.)

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

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

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





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?

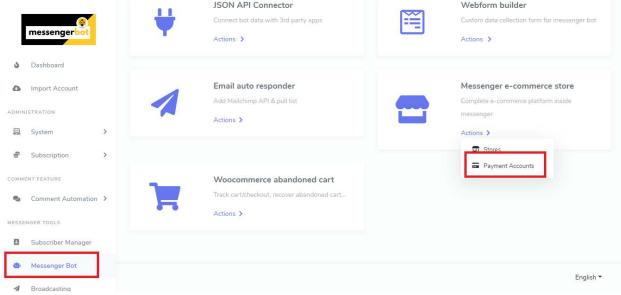
First, you will need to apply for One Time Notification Access from Facebook Pages. It's just a click easy.

How to set up Payment Settings in Messenger Bot

We know that E-commerce is the backbone to build business worldwide. By the way, Alongside all-powerful features of Messenger Bot has integrated today world's most powerful E-commerce platform to make your business more flexible.

To complete this process you must have payment accounts to get payment from your buyers. So this is for helping to set up Payment system for E-commerce. Payment settings is global for one account, that means all store of the same account will use same payment system. Messenger Bot provides multiple payment gateway support for Ecommerce platform including Paypal, Stripe, Razorpay, Paystack, Mollie, Manual Payment & Cash on Delivery option.

Go to Messenger Bot -> Messenger e-commerce store -> Payment Accounts section



Here you'll see the Payment accounts form.





Paypal senditox mode: Paypal senditox mode: Stripe sacret key Paystack Public key Paystack Sacret Key Paystack Sacret Key Paystack Sacret Key Paystack Public Key Paystack Sacret Key Paypal & Sacret Key Paypal & Sacret Key Paypal & Sacret Key Voo Decimal © Voo Decimal © Voo © Yes Yes Nunto* * B Nunto* * E # Woo E * B * Nunto* * E * B * Nunto* * E </th <th>E-commerce payment accounts</th> <th>Messenger Bot / E-commerce / Payment Accounts</th>	E-commerce payment accounts	Messenger Bot / E-commerce / Payment Accounts
Paystack Secret Key Paystack Secret Key Paystack Public Key Mollie API Key Currency USD (Dollar) - PayPal & Stripe Yes Yes Yes		
Paystack Secret Key Paystack Public Key Mollie API Key Currency USD (Dollar) - PayPal & Stripe Yes Yes	₽ Stripe secret key	₽ Stripe publishable key
Mollie API Key Image: Currency Right Alignment II Two Decimal II Display Comma II USD (Dollar) - PayPal & Stripe Image: Yes Yes Yes Image: Manual payment instructions Image: Yes Yes Yes	P Razorpay Key ID	P Razorpay Key Secret
Currency Right Alignment ① Two Decimal ② Display Comma ① USD (Dollar) - PayPal & Stripe ✓ ✓ Yes Yes ✓ Yes	Paystack Secret Key	Paystack Public Key
USD (Dollar) - PayPal & Stripe Yes Yes Yes Manual payment instructions	Mollie API Key	
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	≫ B U	⊞* 69 🖬 🖷 💥 ?

Save

You can set up six types of payment systems: Paypal, Stripe, Razorpay, Paystack, Mollie and manual Payment System.

PayPal Email: Provide your PayPal business account email. **PayPal Sandbox Mode:** If you want to test the paypal payment then you have to enable sandbox mode.

Stripe secret Key & Stripe published key: If you want to integrate your Stripe account then you've put your stripe secret key and stripe published key of your stripe account.





Razorpay Key ID & key secret: If you want to integrate Razorpay payment method then you've to put your razorpay key id and secret key. Visit <u>Razorpay</u> and go to **Settings > API Keys** and copy your key id and key secret and paste into the corresponding field.

ARazorpay			● Test Mode ▼	Documentation Announce	ments 2 Konok 🗸
✓ Settlements	Configuration Webhooks API Keys	Reminders			
😑 Invoices	You are in Test Mode, so only test data is shown. Acti	vate your account to start making live transactions.			
Payment Links	Key Id	Created At	Expiry	Action	
🖹 Payment Pages	rzp_test_SoNQ3A5cW3kNNr	Jul 22nd, 2020 02:09:52 PM	Never	🕢 Regenerate Test Key	
🐢 Payment Button					
🖬 Route 🛛 🔤					
Subscriptions					
🏛 Smart Collect					
🐣 Customers					
Offers					
🖪 Reports					
e My Account				To know how to use the Dashboard, the Dashboard Guide	
Settings	© 2017-2020 Copyright Razorpay- Merchant Agreement	- <u>Terms of Use</u> - <u>Privacy Policy</u> -			- A

Paystack Secret Key & public key: If you want to integrate paystack payment method then you've to put your paystack secret key and public key. Visit Paystack and go to **Settings > API Keys & Webhooks** and copy your key id and key secret and paste into the corresponding field.

Test Business 482681	~	Settings	3						Starter Busines	55 ¥	Test Mode 💌	Û	8 -
Get Started	*	Profile	Business	Payout Accounts	Team	Preferences	API Keys & Webhoo	oks					
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প্প Transaction Splits								9					
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COMMERCE													
Products					Test C	Callback URL	Test Callback URL						
ウ Orders	÷				_								
Audit Logs Audit Logs					Test W	lebhook URL	Test Webhook URL						
Settings								Save Chang	35			(?) SI	JPPORT

Mollie API Key: If you want to integrate the Mollie payment method then you've to put your Mollie API key. Visit Mollie and go to **Settings > API Keys & Webhooks** and copy your key id and key secret and paste into the corresponding field.



ه messengerbot			
Test Business	Provide	additional information to activate payments.	
€0.00 ID #9201801 ▼ Konok Zaman	API keys		
📅 Get started			
\equiv Transactions \bullet	Use the Test API key to test your integr private as much as possible. Read more	ation, and the Live API key to create real payments. Please keep the e about integrating our API.	əm
Orders	For access to the more advanced orga	ization-level APIs, you can create organization access tokens.	
ff Statistics			
Administration •	Test profile http://www.example.or	3	
Developers	Live API key	Visible when your website profile has been ve	erified.
API keys	Test API key	Сору	Reset
Organization access tokens	Profile ID		Сору
Your apps			
Notifications			
Settings *			

Currency: Select your country payment currency.

Currency alignment: This setting is for make your currency alignment right or left. If you enable it then currency will be shown at right side of amount. Suppose your payment amount is 50 and your currency is \$, so the amount will be shown as 50\$. If you disable it then the amount will be shown as \$50.

Two decimal Places: If you enable it then amount will be shown with two decimal points. Suppose your amount is 39.44 and you enabled it, so it will show the amount as 39.44

Comma Separated: If you enable it, then amount will be shown as comma separated, suppose your amount is 29000, so the amount will be shown as 29,000

Manual Payment: Manual payment is for take payment manually from user manually and uploads payment documents in the system.

Enjoy all the awesome features of Messenger Bot.

How To Recover Lost Sale With Messenger Bot Abandoned Cart Reminder

How to Recover Lost Sale With Messenger Bot Abandoned Cart Reminder:

Nowadays, People are becoming used to shop online, so E-commerce business has become the most popular platform in modern days. Customers are switching to online shopping to save time instead of physical shopping, sometimes they do add to cart their desired products for future shopping. But as we're human, sometimes we forget to check out our added carts.

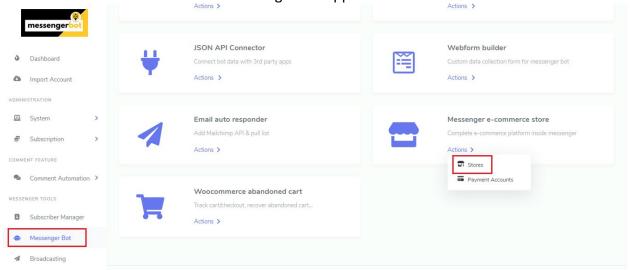
Besides very powerful and rich features, Messenger Bot has the Messenger E-commerce





Platform which you already know. So in this blog, I'll write about how you can send a reminder message to your customers who added their desired products into the cart but forgot to check out. So I'm not going more details on E-commerce, moving to the blog on how you can do that, let's start.

>>> First of all go to your e-commerce store by visiting **Messenger Bot** > **Messenger E-commerce Store** > **Store** menu of Messenger Bot application.



>>> Now click on **Actions** and then click on **Confirmation & Reminder** menu from the dropdown.

Stores	🙆 Test Store (Test Page) : Dashboard		ACTIONS
🖶 Test Store	Total order 0	Checkout order 0	Dashboard Products Coupons Categories
	🗟 Earnings		8 🕐 Attributes
	1		Orders Orders Orders Visit store
	0 		Corder status notification Confirmation & reminder Reminder report
	-1 +1 +2 +2 +2 +2 +2 +2 +2 +2 +2 +2 +2 +2 +2	n the star of the name of the start start	Delete store

>>> A form will appear for reminder message settings with three reminder options messenger,



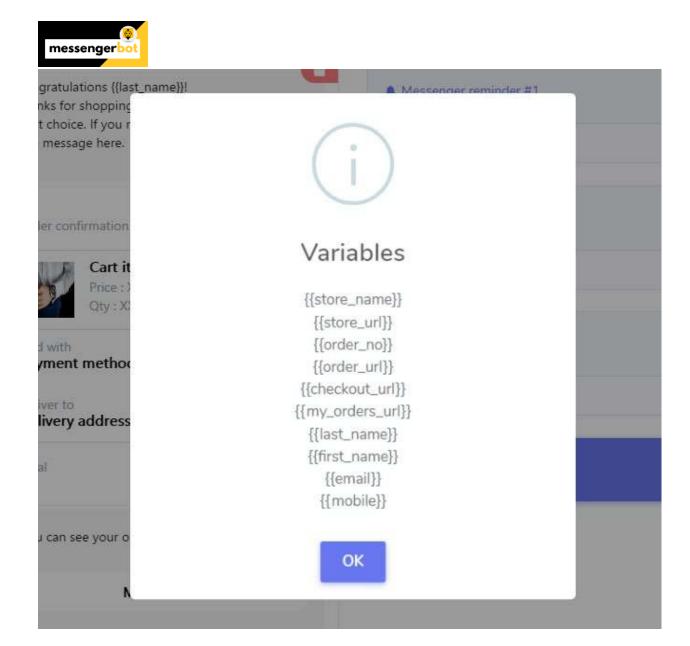


sms and email. You can send your clients reminder as SMS or email if they have phone number or email address inside Messenger Bot.

>>> From left-sided section of the form, you can update the reminder text and also you can use variables inside your message, system will send the value for corresponding variables.

Test Store	Variables Variables		ී Re
	Messenger Sms Email Messenger content		
	Congratulations {(last_name})! Thanks for shopping from our store. You made the	A Messenger reminder #1	
	right choice. If you need any information, just leave us a message here.	After 1 hour	×
	Order confirmation	A Messenger reminder #2	
	Cart item title Price : XX Qty : XX	Do not send	~
	Paid with Payment method	Messenger reminder #3	
	Deliver to Delivery address	Do not send	~
	Total \$xx.xx	🗎 Checkout Messenger	
	You can see your order history and status here.		
	MY ORDERS		
	B Save		× Cancel







Stores	B Test Store (Test Page) : Confirmation & abandor	ied cart reminder	Actions
	• Variables		D Res
Test Store	Messenger Sms Email		
	SMS content		
	Thanks for shopping from our store. You made the rigi {{store_name}}	nt choice. SMS reminder #1	
		//Do not send	~
	SMS sender Select sender	SMS reminder #2	
		Do not send	~
		SMS reminder #3	
		Do not send	~
		Checkout sms	
	B Save		× Cancel



	Variables		5
t Store	Messenger Sms Email		
	Email content		
	× BUI B≣≣ ET	Email reminder #1	
	Congratulations {{first_name}}	Do not send	
	Thanks for shopping from our store. You made the right choice. If		
	you need any information, just leave us a message here. You can see your order history and status clicking here.	Email reminder #2	
	 - And so what we have a set of the set of	Do not send	
	Have a nice day :)		
	{{store_name}} Team	Email reminder #3	
	Email sender	Do not send	
	SMTP: zilanise@xerochat.in +		
	Email subject	🗎 Checkout email	
	{{store_name}} Order Update		

>>> And from the right-sided section of the form, You can send up to three reminders through messenger or sms or email. You can set the time after how many times you want to send the reminder to the customers.

>>> After set up your reminder message, when a customer adds products into the cart, but forget to checkout, system will send a reminder through messenger or sms or email according to your set up.





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 <u>Twilio SMS campaign demo section</u> and <u>SMTP API</u>, <u>Mandrill API</u>, 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
- <u>SMS broadcasting</u>
- Email broadcasting
- SMS/Email Templates:

1		-			24.	9
	messengerbot	S Messeng	ger Broadcasting			Broadcasting
OR	ALS					
	TUTORIALS START		Subscriber broadcast Non-promo with tag, 24h structured message			
	Dashboard		broadcast to messenger bot subscribers			
5	Import Account		campage isc. 7			
9	NT FEATURE					
	Comment Automation >	SMS bro	adcasting			Broadcasting
9.6	GER TOOLS					
	Subscriber Manager					
		1.1	SMS API settings		SMS campaign	
	Messenger Bot	+	Twilio, Plivo, Clickatell, Nexmo, AfricasTalking	SMS	SMS campaign Campaign list, new campaign, report	
0		¥		SMS		
	Messenger Bot	¥	Twilio, Plivo, Clickatell, Nexmo, AfricasTalking	SMS	Campaign list, new campaign, report	
	Messenger Bot Broadcasting	.	Twilio, Plivo, Clickatell, Nexmo, AfricasTalking	SMS	Campaign list, new campaign, report	Broadcasting

Messenger broadcasting

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

Subscriber broadcast

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

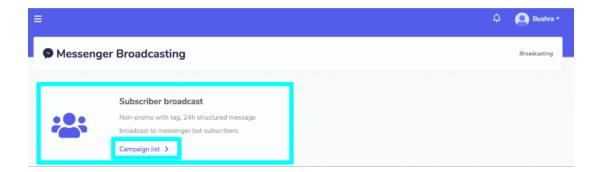


messenger	ø pot			
			¢	🔎 Bushra 🔻
S Messeng	ger Broadcasting			Broadcasting
	Subscriber broadcast Non-promo with tag, 24h structured message broadcast to messenger bot subscribers Campaign list >			

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 bye 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.





s S	ubscrib	er broa	dcast	Create Campa	lign					Broadcasting / S	ubscriber broadcas
Pag	je ,	Status	\$ Sear	ch		Q Search					Choose date
# 11	Name 🎼	Page name 10	Type	Status †1	Actions	Subscriber	Sent []	Delivered	Open	Scheduled at	Created at
1	Bulk Test	Demo	Non Promo	Pending	•	1	o	0	0	Apr 26, 20 16:00	Apr 26, 20 03
2	test	Demo	Non Promo	Pending	8	1	0	0	0	Not scheduled	Apr 26, 20 02
10	\$										1-2

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 bro	oadcasting			Broadcasting
¥	SMS API settings Twilio, Plivo, Clickatell, Nexmo, AfricasTalking Actions >	SMS	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**.



messenger	bot			
🗯 SMS br	roadcasting			Broadcasting
¥	SMS API settings Twilio, Plivo, Clickatell, Nexmo, AfricasTalking Actions >	SMS	SMS campaign Campaign list, new campaign, report Actions >	

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

🗭 SMS br	oadcasting		Broadcasti
¥	SMS API settings Twilio, Plivo, Clickatell, Nexmo, AfricasTalking Actions >	SMS	SMS campaign Campaign list, new campaign, report Actions >

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.**

				📮 🤷 Bush
SM		O New Custom SM5 API		Broadcasting / SMS API
	Gateway	Sender/ Sender ID/ Mask/ From	Status	Actions
1	clickatell-platform	3430517995		

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

1.1	SMS API settings		SMS campaign
U	Twilio, Plivo, Clickatell, Nexmo, AfricasTalking	SMS	Campaign list, new campaign, report
Т	Actions >	~	Actions >

Create sms campaign

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

- 1) Select Over the 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.





≡								🗘 💽 Bushra
SHS	s	MS cai	mpaign O New sms campaign					Broadcasting / SMS campaign
	Sta	tus 👻	Search	Q Search				📛 Choose date
	#	Name	SMS API	Total sent	Actions	Status	Scheduled at	Created at
	1	Test	clickatell-platform : 3430517995	0/6	\$	Pending	Not scheduled	Apr 25, 2020 12:34
1	.0	\$						1-1/1
								Previous 1 Next

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: <u>https://www.twilio.com/</u>
- 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.
- Onew sms campaignOnew sms campaign13. 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
V	(B)	
	a free Twilio account. 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 <u>Twillo Privacy Statement</u>	

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

🗹 Email bi	roadcasting	Broadcasting
¥	Email API settings SMTP, Mandril, Mailgun, Sendgrid Actions >	Email campaign Campaign list, new campaign, report Actions >

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**.

🔽 Email b	roadcasting		Broadcasting
¥	Email API settings SMTP, Mandril, Mailgun, Sendgrid Actions >	Email campaign Campaign list, new campaign, report Actions >	

A list of four following options will appear:

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

Note

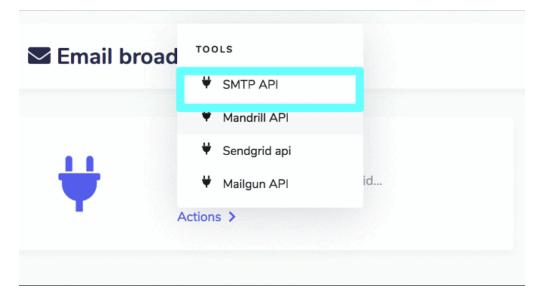
• It is mandatory to have accounts in all four options to make the integration possible.





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 New SMTP API from SMPT 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.

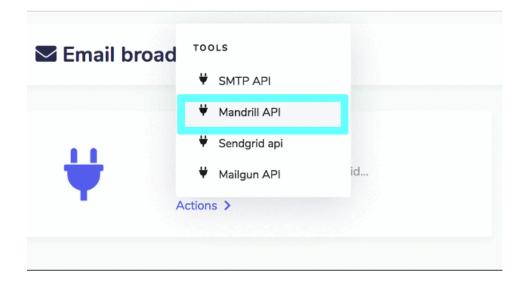


≡								🗘 (🔍 Bushra
¥s		SMTP API]					Broadcasting / SMTP API
Se	arch							
#	Email	SMTP host	SMTP username	SMTP password	SMTP port	SMTP type	Status	Actions
			Test	******	69BN7fUnTNu2p1wZBTpYvQ	tls	•	
1	bushrararshad@gmail.com	test	root					
1	bushrararshad@gmail.com bushrararshad@gmail.com	bushra	Bush	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:

New mandrill API

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.**

					🗘 (🔍 Bushra
₩ Ma	andrill AP	• New mandrill API			Broadcasting / Mandrill AP
Searc	ch				
	Name	Email address	Api key	Status	Actions
1	Bushra	bushrararshad@gmail.com	04d15792f4ae0f675caa5d1210034a6f-us8		
10	¢				1-1
					Previous 1 Next

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





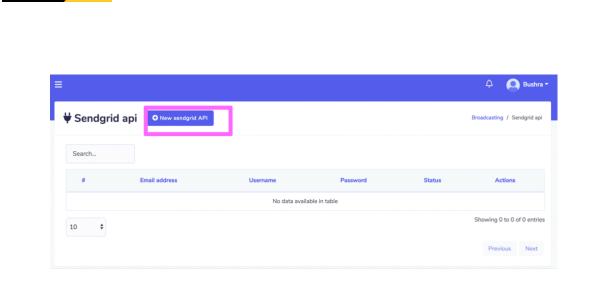
🖾 Email broad	TOOLS		Broadcasting	
	SMTP API			
	Mandrill API			
	Sendgrid api		Email campaign	
``	# Mailgun API	id	Campaign list, new campaign, report	
T .	Actions >		 Actions >	

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.**



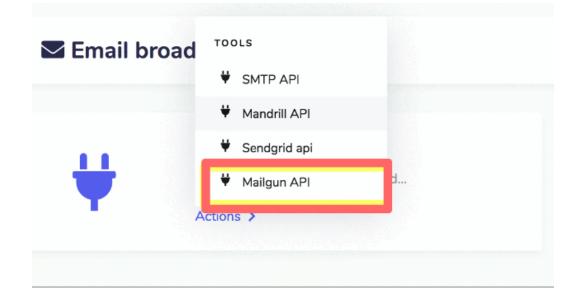


Mailgun API

messenger

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 from 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.

					🗘 🙆 Bushra
ψM	ailgun API	v mailgun API			Broadcasting / Mailgun API
Sea	ırch				
#	Email	Domain name	Api key	Status	Actions
1	Test@test.com	Messenger	1727764ba5239c17a7808f22c15e857a-f135b0f1-fba351c1	C	

Email campaign

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

🖿 Email b	roadcasting		Broadcasting
¥	Email API settings SMTP, Mandril, Mailgun, Sendgrid Actions >	Email campaign Campaign list, new campaign, report Actions >	



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

🛛 Email b	roadcasting	Broadcasting
¥	Email API settings SMTP, Mandril, Mailgun, Sendgrid Actions >	Email campaign Campaign list, new campaign, report Actions >

Create email campaign

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

- 1) Select New email campaign 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.
- 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.**

Status 👻 Search Q. Search	📋 Choose date
# Name Recipients Delivered Openers Clickers Unsubscribed Scheduled at 13 Status	11 Action

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.

System > Subscription >	SMS bro	padcasting			_		Broadcastin
DAMMENT FEATURE Comment Automation SestenceR Tools Subscriber Manager	¥	SMS API settings Twile, Plive, Clickatell, Newro, AfricasTathing Actions >	SMS	SMS campaign Campaign fact, new campaign, report Actions: >	:=	SMS template Sequence SMS templates. Actions >	
Subscriber Manager Messenger Bot Broadcasting	🗖 Email bi	roadcasting					Broadcastin
STING FEATURE	¥	Email API settings SMTP, Mandril, Malguri, Sendgrid Actions >		Email campaign Campaign kst, new campaign, report Actions >	:=	Email templates Sequence email templates Actions >	

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.



earch				
#	Name		Туре	Actions
1	Email Template		Email	
2	Email		S Email	
3	Email		Email	
4	kkk		🗷 Email	
5	kikk		Email	
6	fzzzzzzz		Email	
7	Test 123		Email	
8	Test 123		🕿 Email	
	ate		Subject	
Create templa mplate name	ate		Subject	
nplate name		Ξ Ξ ⊞	Subject	?
nplate name		2 2 20		?

Also, you can see the existing templates in the table from where you can view, edit and delete templates.

Broadcasting / Email Template
Actions





How to Create & Assign Sequence Campaign for External Subscribers:

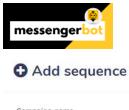
Beside assigning automatically SMS/Email Sequence to Messenger Subscribers, now you can also create SMS/Email Sequence Campaign for your external subscribers and assign them manually with **Email SMS Sequence Campaigner** Add-on . So, let's get started.

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.

messengerbot	Email Dr	padcasting			Broadcasting
Dashboard Import Account NISTRATION System	. ¥	Email API settings SMTP, Mandril, Mailgun, Sendgrid Actions >	Email campaign Campaign list, new campaign, report Actions >	:=	Email templates Templates for email sequecne message Actions >
Subscription	>	ail Sequence Campaigner (Exte	rnal Contacts)		Broadcasting
Comment Automation ENGER TOOLS Subscriber Manager Messenger Bot Broadcasting	,	Sequence Campaign Sequence Campaing for external Contacts Actions >			
ING FEATURE					English 🕶
10	e Campaign	• Add sequence		Bro	adcasting / Sequence Campa
Sequenc	e eanipaign				
Sequence	e campaign				
	Name	Last sent		Campaign type	Actions
Search		Last sent Jun 13, 2020 16		Campaign type	Actions
Search #			:41		





Broadcasting / Campaign list / Add sequence

Sms			
mail api			
ct API			
Sequence time			
24 hour Daily			
(1) 30 mins	Do not send message		ø
() 1 Hour	Do not send message	•	C2
() 2 Hour	Do not send message	Ŧ	ß
() 3 Hour	Do not send message		Ø
	Add more hour	Remove last hour	0

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



	aign report				
	4		2		2
	Targeted		Sent		Delivered (100%)
# 30	Minute				
	2 Targeted		2 Sent		2 Delivered (100%)
Searc	h				
si ^{ti}	Subscriber id	Name	Status	Sent ¹¹	Response
1 †	153		Sent Sent	11th Jun, 20 13:44	Message-1 : Submited
2	154		Sent	11th Jun, 20 13:40	Message-1 : Submited
10	~				1

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.



messengerbot	Syn Cor	bscribers nc, migrate, rversation tions >	subscribers Subscriber actions, assign label, download	Subcriber Iabel/tags, segmentation
Dashboard Import Account			Actions >	
NISTRATION System	Z SMS/email su	bscriber (external)		Subscriber Manager
Subscription >		ontact Group nage contacts by groups, sms/email		Contact Book Manage contacts, import, sms/email
TENTTERTORE		npaign		campaign
Comment Automation >		tions >		Actions >
				Actions >

Co	ntact Gr	roup \star S	earch	Q Sea	arch		Import	+ Options
#		First name	Last	Email	Phone	Contact Group	 ▲ Export ✓ Assian sequence 	Actions
1		10.000	name	्रिyahoo.com	8801925121523	Group 1, Group 2 Group 6, Group 7	 ♀ Assign sequence 	
2		-		@gmail.com	8801722977459	Group 1		
3		-		@gmail.com	1717293722	Group 1		•
4				@gmail.com	1718839535	Group 1		•
5	()	161000		@gmail.com	1683909417	dddd'fdfd		



Assign sms/email sequence	>
Bulk sequence assign is available for Email	& SMS cmapaign.
Select sequence campaign	

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

Cor	ntact G	roup 👻 Se	earch	Q Search			+ Options
		First name	Last name	Email	Phone	Contact Group	Actions
		Test 4	User 4	testuser4@gmail.com	0123456781	test, test 1, test 2, test 3	•
		Test 2	User 2	testuser2@gmail.com	0123456789	test, test 1, test 3	•
		Test 1	User 1	testuser1@gmail.com	012345678	test, test 1, test 3	• •
		Test	User	testuser@gmail.com	12345678	test, test 1	•



Contact Details		
A stationer Plants	Ø tit skins i kuns -i san	
θ	Assign sequence	
	Choose sequence	
9		
🖀 dddd	B Save changes	

How To Create Email Templates In Messenger Bot

Now, there's no need to pay third parties for building email templates!

Messenger Bot has come up with a brand new module called Drag & Drop Email Template Builder. It has a very simple interface. It has been made such a way that its user can create an HTML Email template within a few seconds. Just drag and drop the elements you need and build your HTML email templates without paying third party services for months.

Let's see how to build your email templates for your products or any other purposes. Today, I'm going to show you how to create an HTML email template using Messenger Bot's Drag & Drop Email Template Builder. Say, we're going to create a campaign for our specific product.





Log in to your Messenger Bot's dashboard. Click on the menu named **Broadcasting**.

	System	>		A b andi-
(())	Subscription	>	Order statistics - August -	
СОММЕ	INT FEATURE		0 0 0	
2	Comment Automation	>	Subscrib Un-subs Message	
MESSE	NGER TOOLS		Total subscribers 0 Last 7 days subscribers 0	24 hours interaction 0
B	Subscriber Manager			
¢	Messenger Bot		前 Male vs female subscribers	Subscriber`s
1	Broadcasting		1	data
POSTIN	IG FEATURE			E-mail address gain 1
Ċ	Social Posting		Click on the menu	1
UTILIT	Y TOOLS			
Q	Search Tools			Phone number gain 1 0
9	Support desk		D	

When you're on that page, find out the section that says **Email Templates**. And click on the **Actions** link. After clicking on that link, you should see an interface where you can find templates that have already been created.

3						This se	ection	
	messengerbot			Email API settings		Email campaign		Email templates
35			11	SMTP, Mandril,		Campaign list,		Templates for
5	Dashboard			Mailgun,		new		email
				Sendgrid		campaign,		sequecne
0	Import Account			Actions >		report		message
ADMIN	ISTRATION					Actions >		Actions >
	System	>					/	
6	Subscription	>	A Sms/em	ail sequence cam	oaigner (exter	nal contacts)		Broadcasting
соммі	ENT FEATURE							
•	Comment Automation	>		Sequence campaig	In	Click	on the menu	
MESSE	NGER TOOLS			Sequence campaing for	external			
B	Subscriber Manager			contacts				
¢	Messenger Bot			C SECONDE C				
1	Broadcasting							

When you're there, click on the button named **New template** and then click again on the link named **Drag & Drop**. It will take you to the interface where you need to choose which template you're going to work with.



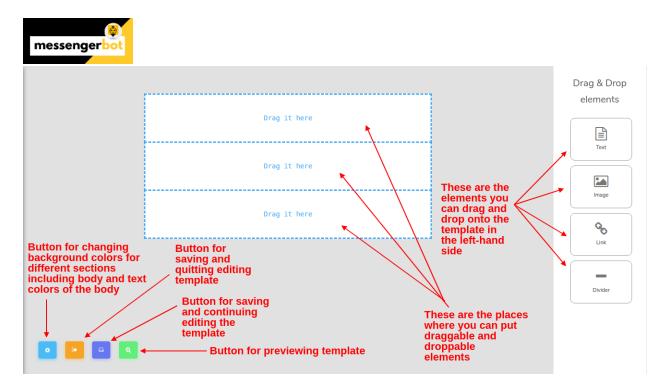
mes	ه ssengerbot							
,	() messengerbot							Ą in ter tilo
			Email T	emplate	New templat	•	Click on the button	Broadcasting / Email Template
5	Dashboard				🖺 Rich Tex	t Editor		
۵	Import Account		Search		≡ Drag &	Drop 🔸	Click on the menu	
DMINIS	TRATION		#	Name		Туре	Editor Type	Actions
	System	>	1			Email	≡ Drag & Drop	•
	Subscription	>	2			Email	≡ Drag & Drop	00
	Comment Automation	>	3			Email	≡ Drag & Drop	0
SSENG	SER TOOLS		4			Email	≡ Drag & Drop	
8	Subscriber Manager		5			Email	≡ Drag & Drop	•
	Messenger Bot		6			Email	≡ Drag & Drop	
1	Broadcasting							

In my case, I'm going to choose the boiler-template without sidebars as marked below:

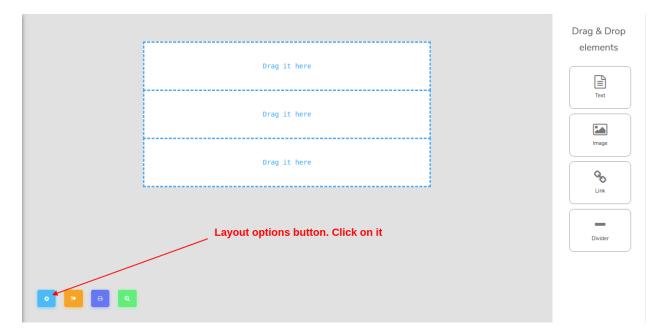


Now it's time to build the email template for the product I want to promote/campaign with. But before starting, let me tell you what components do what tasks. Please check out notes on the following screenshot:



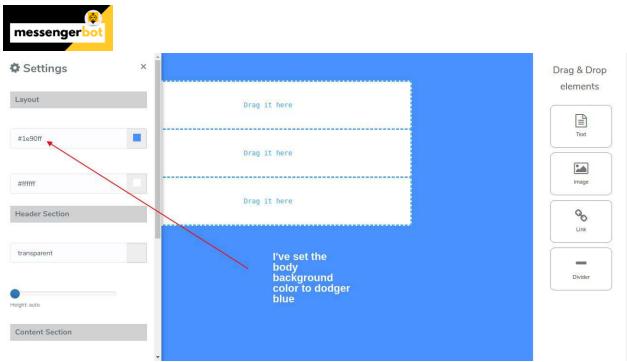


Well, assuming, we are now somewhat familiar to the components and parts of the template builder. Let start building our template. First, I will change the background color of the body. To do that you need to click on the **Layout options** button which is the 1st button from the left side as the screenshot says below:

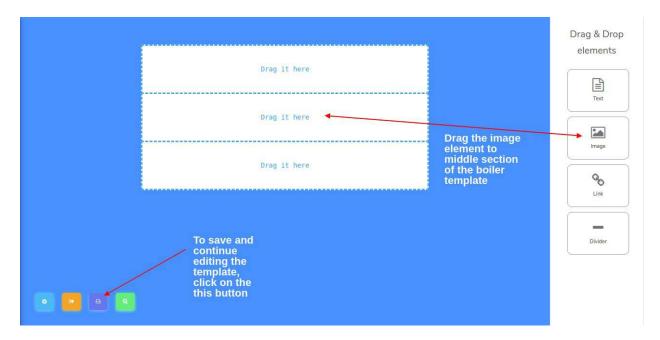


Upon clicking on that button, it will open up a box from the left side. See the screenshot below:



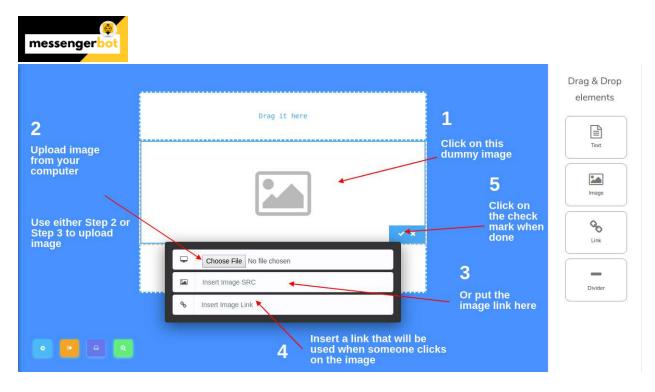


I've set up the body background color to dodger blue. You may choose one that you prefer. Now I will save the template and continue editing. To save and continue editing the template, I will click on the **Save template** button. Okay, now our template has been saved. Now I will drag the image element from the Drag & Drop elements bar to the middle section of the template. It will look like the following screenshot:



Now click on the dummy image that we get after dragging the image element. It will pop up a tiny modal. You can either upload an image from your computer or put the image source in the specified input filed. Check out the following screenshot:





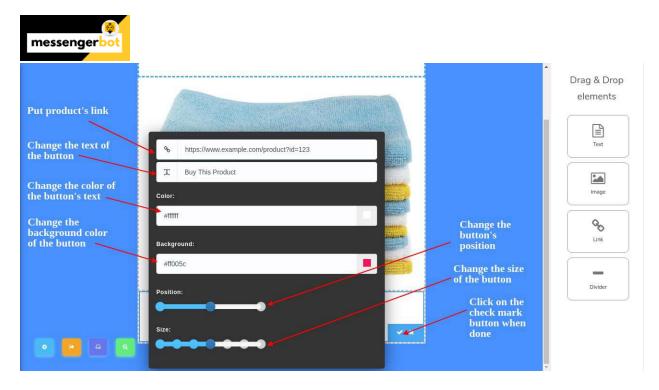
Now I will upload my product's image, for example, and set the product's link to the image as described in the screenshot above.

Next, I will add a button. To do that I need to drag the button element to the template's end section.



And to change its background color and to set up a link of the product's page I need to click on the button. I get this modal when clicking the button:





Now I will add a couple of link elements and a text element. Before doing that let's see what's in it. Check out the screenshot below:



I've added two text elements and made two links. One is for the Facebook page and the other is for unsubscribing. Now I'm done. See its preview as the following:



messengerbot		
Mail preview	×	
Buy This Product		
Please do NOT forget to visit our facebook page		
Unsubsarbe here:		

As I'm done with building the HTML email template, it's time to save the template and quit the interface. To do that you need to click on the **Save & Quit** button. It will then pop up a modal that will ask for the template name. So put the template name as you need. Click on the **OK** button when done. See the following screenshot:

1		Drag & Drop elements
	Drag it here	Text
		Image
Click on the Save & Quit button to save the template	Are you sure? Make sure you are done with your design!	Co Link
	Name your template Cancel OK	Divider









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
- <u>Social Poster</u>

•	Comment Automation >	=	🗘 🙆 Bushra *
MESSE	NGER TOOLS		
8	Subscriber Manager	Facebook Poster	Facebook Poster
ø	Messenger Bot		
1	Broadcasting	Multimedia CTA Post Post	Carousel/Video Post
2.	Flow Builder	Call to Action	Carousel, Slideshow
POSTI	NG FEATURE	Image, Video Campaign list	Campaign list >
C.	Social Posting	Campaign list	
UTILIT	Y TOOLS		
Q	Search Tools		
PAYME	NT	E Social Poster	Social Poster
ē	Payment >		
_		Text Post Image Post	Video Post
9	Support desk	Campaign list	Campaign list

Facebook Poster

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

- <u>Multimedia Post</u>
- <u>CTA Post</u>
- <u>Carousel/Video Post</u>

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 <u>Import Account</u> section for clarification.



Multimedia Post

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

=			🗘 (🔍 Bushra 🕶
🕝 Faceboo	ok Poster (Import Facebook accou	nts	Facebook Poster
1	Multimedia Post Text, Link, Image, Video Campaign list >	CTA Post Call to Action Campaign list >	Carousel/Video Post Carousel, Sildeshow Campaign list >

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 Create new post 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

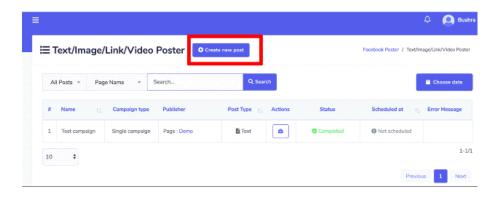
- Text
- Link
- Image
- Video
- 3. Provide a **Campaign name** and a **message, link, image** or **video** based on your selection from the step 2.





- 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.





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 $^{({f o})}$
- 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

Create new post

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.

С	TA (Call to	Action) Poste	O Cres	ate new post			Fe	cebook Poster / CTA [Call to Acti	ion) Poste
Pa	ge Name 🔹 👻	Campaign name		Q Search				🗎 Choos	e date
#	Name †.	Campaign type	Publisher		CTA Button	Actions	Status	Scheduled at $\uparrow \downarrow$	Error
1	New CTA post	Single campaign	Demo		Play Game	۵	Completed	Not scheduled	
10	÷								1-1

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.



messengerbot			
🛃 Facebo	ok Poster (a Import Facebook accour	nts	Facebook Poster
1	Multimedia Post Text, Link, Image, Video Campaign list >	CTA Post Call to Action Campaign list >	Carousel/Video Post Carousel, Slideshow Campaign list >

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:

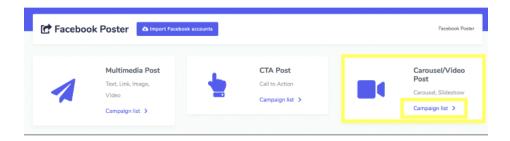
- View the post by selecting 🕑
- View the campaign report by selecting
- Fetch the JSON by selecting
- Edit a campaign
- Delete a campaign

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.





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4 (Carousel/Slide	er Poster	Create new post				Facebook Poster / Carouse	ØSlider Poster
Pa	ge Name 🔹 🖓	ampaign name	Q Sear	ch			📛 Ch	oose date
8	Name †J	Campaign type	Publisher 11	Post Type	Actions	Status	Scheduled at	Error
1	Carousel poster	Single campaign	Page : Demo	Carousel	۵	Completed	O Not scheduled	
10	\$							1-1/
							Previous	1 Next

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.

i Social P		ts			Social Poster
	Text Post Campaign list >		Image Post Campaign list >		Video Post Campaign list >
S	Link Post Campaign list >	e	Html post Campaign list >	2	RSS Feed Post Campaign list >
			O		



A Social accounts window will appear on the screen.

Twitter

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

- 1. Select 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.

			🗘 💽 Bushr
Social accounts			Social Poster / Social account
y Twitter accounts	Import Account	Youtube channels	Import Account

YouTube channels

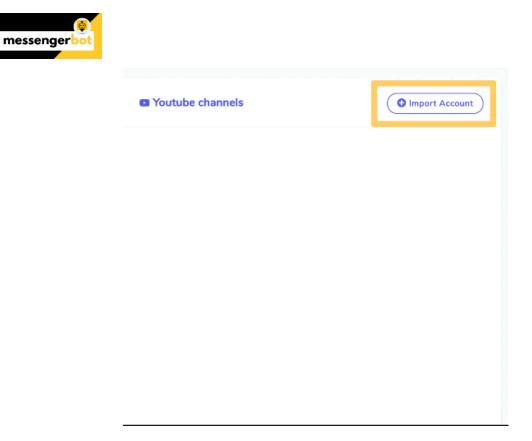
To import your YouTube account, follow the steps given below:

- 1. Select 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.



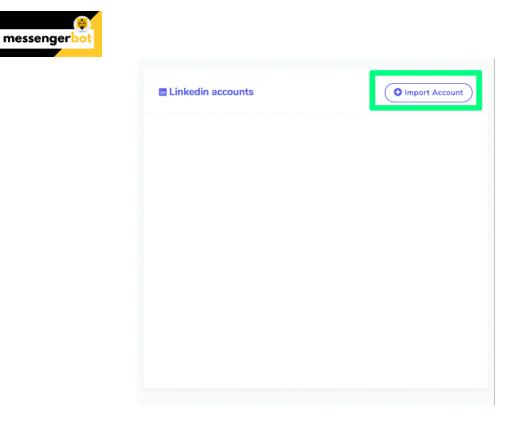


LinkedIn accounts

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.





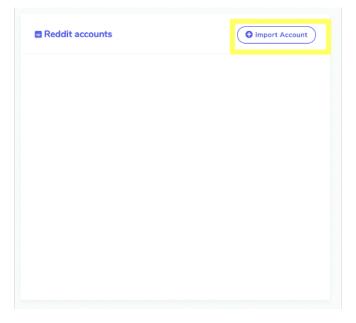
Reddit accounts

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

1. Select Import Account

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.

Pinterest accounts	Import Account

Blogger accounts

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

1. Select

Import Account

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.





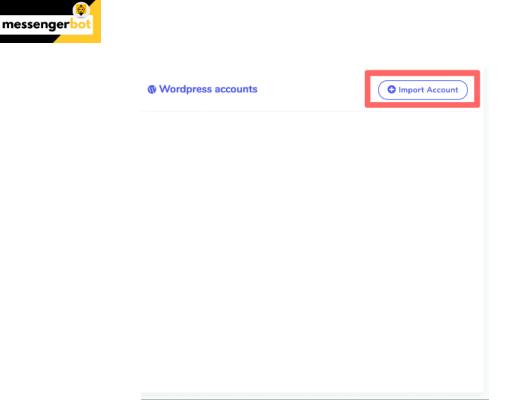
Blogger accounts		Import Account

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.





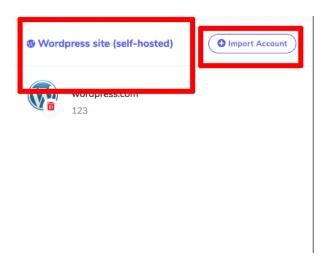
WordPress site (self-hosted)

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.**
- 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.

i Social P≦	oster Import social	accounts			Social Poster
B	Text Post Campaign list ♪		Image Post Campaign list >		Video Post Campaign list →
S	Link Post Campaign list ≯	9	Html post Campaign list ≻	۳	RSS Feed Post Campaign list ≻

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



E Campaign list Campaign list Campaign list	Video Post
E Campaign list Campaign list Campaign list	
	Campaign list
	>

Create new Text Post

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

- 1. Select ^{Create new post} 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.

							¢	Bushra
L) T	ext post		Create new po	st			Social P	oster / Text post
Se	arch				٩٩	iearch	=	Choose date
#	Campaign name	ţţ	Campaign type	Social media	Actions	Status	So	heduled at
1	Test post		Single campaign	Facebook, Linkedin, Wordpress		Pending	Apr	27, 20 02:00

Image Post

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

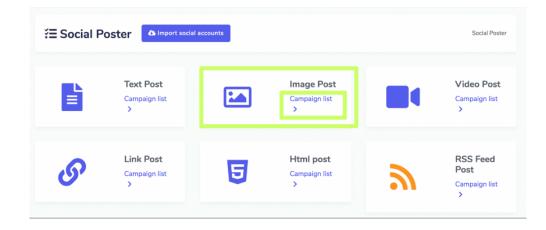


messer	le l					
	i Social Po	oster 🏼 Import socia	l accounts			Social Poster
	È	Text Post Campaign list >		Image Post Campaign list >		Video Post Campaign list >
	S	Link Post Campaign list >	5	Html post Campaign list >	2	RSS Feed Post Campaign list

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.

Search Q. Search # Campaign name Campaign type Single Earsbook Wordpress	Bushr	¢					. [
# Campaign name Campaign type Social media Actions Status Sch 1 Image post Single Facebook, Wordpress, Image post Image post	er / Image pos	Social Poste				Create new post	DST	mage po	וו פ
# name type Social media Actions Status Sch 1 Image post Single Facebook, Wordpress, Image post Image post	hoose date	📛 Cł	earch	Q.				arch	Şea
	eduled at	Sche	Status	Actions	ocial media		ţ1		#
	7, 20 02:31	Apr 27	Pending			-		Image post	1
10 \$	1-1							¢	10

Video Post

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

ž∃ Social P	Poster Import social	accounts			Social Poster
	Text Post Campaign list ≻		Image Post Campaign list >		Video Post ^{Campaign list} ≯
S	Link Post Campaign list ≯	9	Html post Campaign list >	9	RSS Feed Post Campaign list ≻

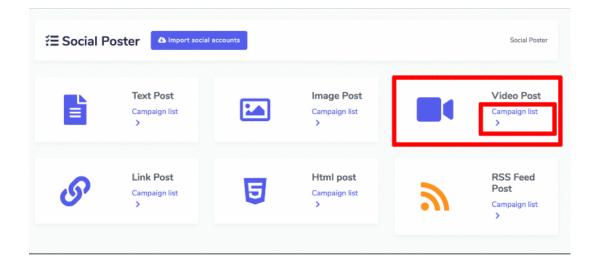




A **Video post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based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

Greate new post 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.

						🇘 🙆 Bush
4 \	√ideo post	Create new post				Social Poster / Video po
Sea	arch				Q Search	📛 Choose date
#	Campaign name $\uparrow \downarrow$	Campaign type	Social media	Actions	Status	Scheduled at
1	Video	Single campaign	Facebook		Pending	Apr 27, 20 02:47
10	¢					1-:
						Previous 1 Next

Link Post

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

ž∃ Social F	Poster Import social	accounts			Social Poster
	Text Post Campaign list >		Image Post Campaign list ≯		Video Post Campaign list >
S	Link Post Campaign list →	e	Html post Campaign list >	9	RSS Feed Post Campaign list ≻

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

ž∃ Social F	Oster Import social	accounts			Social Poster
È	Text Post Campaign list >		Image Post Campaign list >		Video Post Campaign list >
S	Link Post Campaign list >	8	Html post Campaign list >	9	RSS Feed Post Campaign list

Create new Link Post

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

- 1. Select Create new post 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.



9 լ	ink post	• Create new post				Social Poster / Link
Se	arch				Q Search	苗 Choose date
#	Campaign name	$_{\hat{1}\hat{\downarrow}}$ Campaign type	Social media	Actions	Status	Scheduled at
1	Link post	Single campaign	Facebook		Pending	Apr 27, 20 03:04
10	÷					

Html Post

messenger

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

ž∃ Social P	oster A Import socia	Il accounts			Social Poster
	Text Post Campaign list ≻		Image Post Campaign list >		Video Post Campaign list >
S	Link Post Campaign list ≯	9	Html post Campaign list ≻	۳	RSS Feed Post Campaign list >

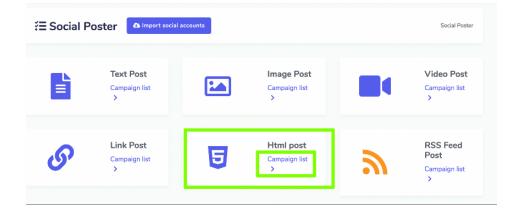
A **Html post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar.** You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based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





]⊢	ltml post	Create new post				Social Poster / Html po
Şe	arch				Q Search	苗 Choose date
#	Campaign name	Campaign type	Social media	Actions	Status	Scheduled at
1	Html	Single campaign	Wordpress		Pending	Apr 27, 20 03:33
10	\$					1-1

RSS Feed Post

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

¥∃ Social P	Oster Import socia	Il accounts			Social Poster
ľ	Text Post Campaign list >		Image Post Campaign list >		Video Post Campaign list >
S	Link Post Campaign list >	8	Html post Campaign list >	۳	RSS Feed Post Campaign list >

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 ullet
- Disable the feed by selecting ⁽
- Delete the feed
- Track down the errors in XML by selecting (*)

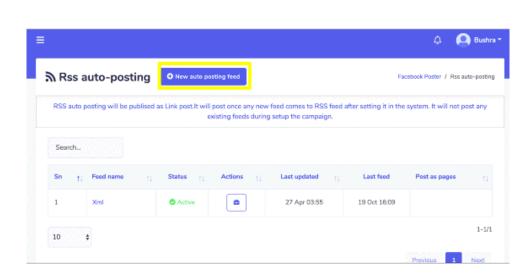
∃ Social P	Oster 4 Import socia	laccounts			Social Pos
ľ	Text Post Campaign list >		Image Post Campaign list >		Video Post Campaign list ≻
S	Link Post Campaign list >	E	Html post Campaign list >	2	RSS Feed Post Campaign list

Create new auto posting feed

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

- 1. Select New auto posting feed 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 addon

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

messenger

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.



MENT FEATURE	utomation >		video Campaigr	n list 义		Campaign list 义		slidesho	
Comment A SENGER TOOLS		ر ت= Soci	al Poster 🤷	Import social acco	unts				Social Poster
Messenger	Bot								
Broadcastin	g	Ľ	Text po Campaign			Image post Campaign list 🗲		TOOLS	ed post
Social Posti	ng	6	Link po		5	Html post	-	Wp fe Vyotu Actions	be video pos
Search Tool	s								
Search Tool		o auto-p	osting	Ə Add new you	tube channel		Facebook	Poster / Youtube vide	o auto-pos
9 Youti	ube video	ill be publised	as a link post on :	selected social	tube channel media. It will post ne existing videos durin		e is any in your y		
Youtu	ube video	ill be publised in	as a link post on :	selected social ill not post any	media. It will post ne	ng setup the can	e is any in your y		
Youtu utube video a Search	ube video	ill be publised in	as a link post on t	selected social ill not post any	media. It will post ne existing videos durin	ng setup the can	e is any in your y apaign.	youtube channel afte	r setting



mes	sengerbot	
ſ	Youtube video auto-posting	×
e	Feed name *	
o-k		dec
	Youtube channel id *	top
eed		
SI	Output 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.

ube video a	auto-posting will be publi			edia. It will post new videos kisting videos during setup t		outube channel after settir
Search						
ŝn t⊥	Feed name 11	Status 11	Actions 11	Last updated	Last feed	Post as pages
L		Active	•	* *) 18 May 17:00	Friends Forever
10 🗸						



Post to Facebook pages		F	Post to twitter accounts		
x					
Post to linkedin accounts		F	Post to reddit accounts		
×					
Subreddit list		F	osting timezone		
1200isplenty	*		(GMT+6:00)	Time)	~
Post between time 0					
5:00		То	7:00		
Vessage					© Title
Write down a message here.					٢

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:

F(0))	Subscription	>	ž≣ Social Post	er 💁 Import social a	accounts			Social Poster
сомм	ENT FEATURE							
2	Comment Automation	>		Text post		Image post		Video post
MESSE	NGER TOOLS		_	Campaign list ゝ		Campaign list >		Campaign list >
B	Subscriber Manager							
•	Messenger Bot	1	S	Link post Campaign list >	5	Html post Campaign list >	C 1	Auto post
1	Broadcasting						- /	
POSTI	NG FEATURE							
C	Social Posting		©					English 🔻

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:

690	Subscription >	ž≣ Social Po	oster almoort social ac	counts			Social Poster
СОММ	ENT FEATURE						
MESS	Comment Automation >		Text post Campaign list >		Image post Campaign list >		TOOLS
B	Subscriber Manager						 Rss feed post Wp feed post
ė	Messenger Bot	0	Link post	-	Html post	0	 Youtube video post
		0'	Campaign list >	5	Campaign list >	i j	Actions >
1	Broadcasting					/	
POSTI	NG FEATURE						•
C	Social Posting	0					English *
UTILIT	TY TOOLS						

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

messengerbot		≘
		Wordpress post auto-posting Add new wordpress blog
Dashboard		
Import Account		Self-hosted wordpress blog post will be publised and link post on selected social media. It will post new posts if there is any in your blog after setting it up in the system. It will not post any existing posts during setup the campaign.
MINISTRATION		Search
System	>	
Subscription	>	Sn ₁₁ Feed name 11 Status 11 Actions 11 Last updated 11 Last feed Post as pages 11
		No data available in table
MMENT FEATURE		
Comment Automatio	n >	10 - Showing 0 to 0 of 0 entries
SSENGER TOOLS		Previous Next

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.

messengerbot	Ξ	Wordpress post auto-posting	×		🗘 🔘 Admin -
	Wordpres	Feed name •		Facebook P	oster / Wordpress post auto-posting
 Dashboard Import Account 	Self-hosted wordpre			new posts if there is any in yo the campaign.	ur blog after setting it up in the
	Search	WordPress blog URL			
System >	Sn _t Feed			Last feed	Post as pages
	1 My Bi	O Add feed	× Close	18 May 06:50	
Comment Automation >	10 -				1-1/1
MESSENGER TOOLS					Previous 1 Next

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.

	ISTRATION	Search	
	System >	Sn , Feed name Status Actions Last updated Last feed	Post as pages
F (0))	Subscription >		
сомме	ENT FEATURE	1 Active 21 May 08:02 18 May 06:50	
9	Comment Automation >	10 .	1-1/1
MESSE	NGER TOOLS		Previous 1 Next
B	Subscriber Manager		
ø	Messenger Bot		
1	Broadcasting		
POSTIN	NG FEATURE		
Ċ	Social Posting		English 🔻

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 (grear-icon) **Settings** button as the red-marked arrow indicates on the following image.

ADMINISTRATION		Search	Set	tings Disable	Error	
System	>			\setminus /	1	
Subscription	>	Sn _{† Feed name}	ti Status ti A	ctions Last updated	Last feed	Post as pages
COMMENT FEATURE		1	C Active		18 May 06:50	
Somment Auto	omation >	10				1-1/1
MESSENGER TOOLS			Actions	Delet	e	Previous 1 Next
Subscriber Mar	nager					_





It will open up an modal from where you can specify social media, time zone, time range, and default meesage 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.

	messengerbot		🏟 Campaign settings	: My Blog		×		Ą	Xerone IT -
			Post to Facebook pages		Post to twitter accounts		ebook Poste	r / Wordpres	s post auto-posting
3	Dashboard		Fa	cebook	Twitter				
۵	Import Account		Post to linkedin accounts		Post to reddit accounts		in your bl	og after setti	ng it up in the
ADMIN				 LinkedIn 	Reddit				
	System	>	Subreddit list		Posting timezone				
160	Subscription	>	1200isplenty	Sub-reddit	(GMT+6:00) Asia/Novosibirsk (Novosibirsk Tin	ne) 🔻		Post as page	s
сомм			Post between time 🛛 🚽		Time zone		50		
•	Comment Automation	>	00:00		° 23:59				1-1/1
MESSE			Message	Posting time-	range				1 Next
8	Subscriber Manager					٢			
	Messenger Bot			Message					
-1	Broadcasting								
POSTI				Save	settings by clicking the butt	on			
Ľ	Social Posting		🚀 Create Campaign	Save					English *
UTILIT	Y TOOLS								

How To Post On Social Media From CSV File With Messenger Bot Bulk Post Planner

Post Planner – a completely brand new module of Messenger Bot. It allows you to upload bulk image, link, and text campaigns via CSV file to be posted on specified social media.

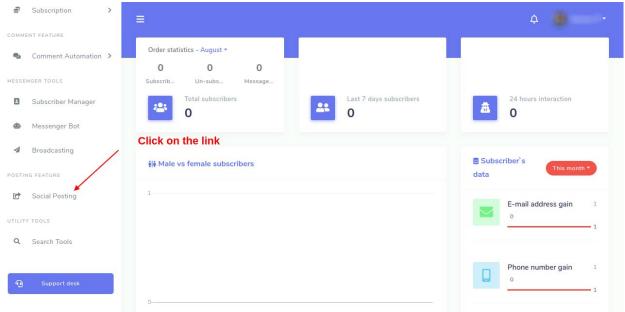
Today, you're going to see how to deal with Post Planner and make campaigns using CSV file upload. First of all, take a look at how the CSV file should be formatted with data.

The CSV file has to have 4 header fields with the exact name as the following – campaign_name, campaign_type, message, and source. These are the required header fields. The values for the campaign_name field may be optional. But you have to put values for the campaign_type and message fields. The campaign_type must be one of three types – text, image, or link. The values for the source field may be optional, but we recommend you provide values for the source header field, especially for image and link campaign types.





Log in to your dashboard then find out the **Social Posting** menu from the left-hand side menu box. Click on that menu. See the screenshot below:



Now you need to scroll down onto the **Social Posting** page. Find out **Bulk Post Planner** module navigating box under the **Social Poster** section and click on the **Campaign list** link there as red-marked on the screenshot:

	messengerbot		E	Text post Campaign list ≻	E	Image post Campaign list		Video post Campaign list ≻
3	Dashboard			·		·		
۵	Import Account			Link post		Html post		Auto post
ADMIN	ISTRATION		S	Campaign list	5	Campaign list	5	Actions >
Ð	System	>		,		,		
6	Subscription	>						
СОММЕ	ENT FEATURE			Bulk Post Planner		Click o	n the link	
2	Comment Automation	>		file				
MESSE	NGER TOOLS			Campaign list 💙 🧧				
B	Subscriber Manager							
¢	Messenger Bot							
1	Broadcasting							English 🔻

This will take you to the following interface. Read the information about how the data in the





CSV file should be formatted. To get the idea, you could download the **sample.csv** file. Do it as described in the image below:

ł	messengerbot		≡: 		¢ 👘 🚥
			Post Planner		Social Poster / Post planner
5	Dashboard				
۵	Import Account		header of the CSV file. These are man	neader fields - campaign_name , campaign_type , message adatory. But some values of them are optional. The order of	f the header fields should be in the order as
ADMIN	ISTRATION		you are seeing here but random order	may not be a problem. The campaign_type must be text ,	image, or link.
	System	>		To get the idea, download the sample.csv file	
6	Subscription	>			
СОММЕ	NT FEATURE		Read the info		Download the comple you file
2	Comment Automation	>		1	Download the sample.csv file
MESSE	NGER TOOLS			UPLOAD CSV FILE FOR TEXT, IMAGE, AND LINK POSTS	
B	Subscriber Manager		l		L
¢.	Messenger Bot				
1	Broadcasting				

Once you've downloaded the sample CSV file or you've prepared CSV file, then you can upload it via the upload interface as described below on the screenshot:

	messengerbot			¢
			Post Planner	Social Poster / Post planner
0	Dashboard			
۵	Import Account		Q Upload a CSV file with the following header fields - campaign_name, campaign_type, message, and sou header of the CSV file. These are mandatory. But some values of them are optional. The order of the head	der fields should be in the order as
ADMIN	IISTRATION		you are seeing here but random order may not be a problem. The campaign_type must be text, image , or	r link.
0	System	>	To get the idea, download the sample.csv file	n the upload button
1	Subscription	>		The upload button
сомм	ENT FEATURE			
2	Comment Automation	>	1	
MESSE	NGER TOOLS		UPLOAD CSV FILE FOR TEXT, IMAGE, AND LINK POSTS	
8	Subscriber Manager			
¢	Messenger Bot			
A	Broadcasting			

Once you've uploaded the CSV file, you should then get an interface with a table that contains the data you've uploaded. At the top of the data-table, you should see two buttons named – **Manual** and **Automatic**.



me	essengerbot						
	messengerbot						¢ manitaria.
		🗉 Pos	t Planner Ma	nual button fo	setting up sett	ings manually	Social Poster / Post planner
ى	Dashboard						
0	Import Account		puttop below to set up campai		omotic hutton fr	r cotting up cotti	ngo sutomotiosllu
MINI	STRATION	Manual	Automatic	Aut	omatic button it	or setting up setti	ngs automatically
2	System	>					Search
p	Subscription	*	Campaign name	1	Campaign type	Source	Actions
AME	NT FEATURE	4	Name 4		text		Automatic
la	Comment Automation	> 3	Name 3		image	ø	Automatic
SEI	GER TOOLS	2	Name 2		link	S	Automatic
3	Subscriber Manager	1	Name 1		link	S	Automatic
9	Messenger Bot						
1	Broadcasting	10	.		1-4/4		Previous 1 Next

The **Manual** button allows you to set up date-time for each and every campaign **manually** while the **Automatic** button allows you to set up start-date, post-time-range, post-interval, and day-off for the campaigns and after that, the system will then automatically calculate your settings and apply them to the campaigns.

Automatic Settings

Let's start with **Automatic** settings. Click on the **Automatic** button. It will hide the data-table and pop up another interface by which you can set up start-date, post-time-range, postinterval, and day-off. The start-date tells on which date you want the system to start posting on social media. By setting up post-time-range you tell the system to post on social media between two specified times of each day except those days that are off. The post-interval tells how often you want to post on social media. The last one, the day-off tells the system not to post on specified day(s). Once you've set up all the settings, click on the button below called **Next**. It is located under the **Schedule Settings** section of that page.



m	essengerbot							
	messengerbot		≣					<u>م</u>
ა	Dashboard		Post Planner					Social Poster / Post planner
۵	Import Account		Click on a button below to set up campaign settings					
ADMIN	ISTRATION		Manual Automatic					
	System	>	Schedule settings Post start-datetime*	Post	betwe	en two times		
600	Subscription	>	2020-08-20	Fr	om	18:00	То	22:00
сомм	ENT FEATURE		Post interval*	Do n	ot post	on day(s)		
2	Comment Automation	>	1 day 👻		Satur	day × Sunday		
MESSE	NGER TOOLS		Once you're done with settings, cli "Next" button to set up timezone a	ck on ti	1e			
B	Subscriber Manager		settings		al			
¢	Messenger Bot			Next				
1	Broadcasting							

By clicking on the **Next** button, you will get a modal that will tell you to input timezone and social media settings. If you've imported social media accounts, then those media will be available via dropdowns on the modal. Click on the red-marked select-boxes to see them and select as your needs.

	messengerböt	Campaign settings	×	Actions
ა	Dashboard	Posting timezone (GMT+6:00) Asia/Dhaka (Bangladesh Time) 🔹	Post to Facebook pages	02
ADMIN	Import Account	Post to twitter accounts	Post to linkedin accounts	07
	System >	Post to reddit accounts	Post to subreddit accounts	10
8	Subscription >		×	Previous 1 Next
	Comment Automation >	Done	e with setup! Click on "Create Campa	aigns"
MESSE	INGER TOOLS	Create Campaigns butto	Close X	
B	Subscriber Manager			
¢	Messenger Bot			
1	Broadcasting			English 🔻

Once you're done with the setup, you can create campaigns. To create campaigns, click on the button named **Create Campaigns**.

If everything goes well, the system will tell you about how many campaigns have been created from your CSV file upload. Now you can navigate to those campaigns created just now by clicking on them one by one. See the screenshot below:



me	essengerbot				
	messengerbot	Campaign settings		×	
		Posting timezone	Post to Facebook pages	02	
3		(GMT+6:00) Asia/DI It tells you how	v many campaigns the system		
۵		has just create view the camp	v many campaigns the system d. Click on the specific link to aigns.	04	
ADAIN				07	
<u>m</u>	System >	Post to reddit accounts	Success!	10	
e	Subscription >				
сомн			Text campaign(s), 1 Image campaign(s), 2 paign(s) from the CSV upload.	Pn	evicus 1 Next
-	Comment Automation	_			
MESSE		A Create Campaign	Cancel	X Close	
۵					English *
	Broadcasting				Lugiish •

To view the child campaigns you need to click the on the button indicated by the red-marked arrow sign. It will pop up a modal with those campaigns.

	messengerbot	=							4 0 0000 •
3	Dashboard		<mark>ያ</mark> L	ink post 🛛 👓	create new post				Social Poster / Link post
0	Import Account		Sea	irch				Q Search	🛱 Choose date
	NISTRATION		#	Campaign name	Campaign type	Social media	Actions	Status	Scheduled at
I) (0)	System Subscription	>	1	Name 1	Main campaign	Facebook		⊗ Pending	Aug 20, 20 18:00
сомм	ENT FEATURE		10	•					1-2/2
•	Comment Automation	>					\backslash		Previous 1 Next
MESSE	INGER TOOLS						Click on the bu its child campa		
8	Subscriber Manager								
¢	Messenger Bot								English 🔻
1	Broadcasting								English *



messen	Report of reposti	ng campaign				×	er / Link po
Dashboar	Search						
Import Ac	# Campaign name	Campaign type	Social media	Actions	Status	Schedule time	ioose date
STRATION	1 Name 1	Main campaign	Facebook		Pending	Aug 20, 20 18:00	uled at
System	2 Name 2	Sub campaign	Facebook		Pending	Aug 21, 20 18:00	20 18:00
Subscripti	10 •					1-2/2	1-2
NT FEATURE						Previous 1 Next	
Comment							1 Next

Manual Settings

Now we will see how we can create manual campaign settings. It's really simple. Assuming you've uploaded the CSV file. Now you should have the data-table interface. Now you need to click on the **Manual** button. This will open up date-time fields on the right-hand side of the data-table for each and every campaign. See the screenshot below:

	messengerbot						<u></u> .
ļ	messenger bot	E Pos	t Planner				Social Poster / Post planner
5	Dashboard						
۵	Import Account	Click on a l	outton below to set up campaigr	n settings			
ADMIN	ISTRATION	Manual	Automatic				
0	System >						Search
6	Subscription >	#	Campaign name		Campaign type	Source	Actions
соммі	ENT FEATURE	4	Name 4		text		Date and Time
2	Comment Automation >	3	Name 3		image	S	Date and Time
MESSE	NGER TOOLS						
B	Subscriber Manager	2	Name 2		link	ø	Date and Time
÷	Messenger Bot	1	Name 1		link	S	Date and Time
A	Broadcasting						Descince A Novit

Now you need to put values for the date-time input fields one by one by clicking on it as described below on the screenshot:



(@) messengerbot									
messengerbot						¢			nil .
Dashboard	🗏 Post Plann	ner				Socia	I Poster	/ Post pla	inner
U Dashboard	Click on a hutton below	w to set up campaign settings							
Import Account	Cick on a button below	w to set up campaign settings	Click	on the "Date	and	Timo	" fio	ld to a	oloc
MINISTRATION	Manual Automati	Clear cached CSV data		cifc datetime		me	ne	iu to s	selec
System >					1	S	iearch	t	
Subscription	# Cam	paign name	L Campaign type	Sour	ce		Act	tions	
	# Cam		Campaign type	1. Sour	rce	Þ	Act		
MMENT FEATURE							ate and	d Time	
MMENT FEATURE		e 4		4	^	Augu	ate and st - 20		17:0
MMENT FEATURE	4 Nam	e 4	text	4	An Mon 1	Augu	ate and st - 20	d Time 020 - 🕨	17:0
MMENT FEATURE Comment Automation >	4 Nam	e 4 e 3	text	4 Su 2	An Mon 1	Augu Tue Weo 28 29 4 5	ate and st - 20 1 Thu 30 6	d Time 020 - Fri Sat 31 1 7 8	17:0 18:0
MMENT FEATURE Comment Automation >	4 Nam 3 Nam	e 4 e 3	text	↓ Su 2	Mon 1 6 27 2 3 9 10	Augu ue Weo 28 29 4 5 11 12	st- 20 1 Thu 30 6 13	d Time D20 - Fri Sat 31 1 7 8 14 15	17:0 18:0 19:0 20:0
MMENT FEATURE Comment Automation > SSENGER TOOLS Subscriber Manager	4 Nam 3 Nam 2 Nam	e 4 e 3 e 2	text image link	4 Su 1	↑ Mon 1 6 27 2 3 9 10 6 17	Augu ue Wec 28 29 4 5 11 12 18 19	st - 20 1 Thu 6 13 20	d Time 020 -) Fri Sat 31 1 7 8 14 15 21 22	17:0 18:0 19:0 20:0 21:0
MMENT FEATURE Comment Automation > SSENGER TOOLS	4 Nam 3 Nam	e 4 e 3 e 2	text	4 Su 1 2	↑ Mon 1 6 27 2 3 9 10 6 17	Augu ue Weo 28 29 4 5 11 12 18 19 25 26	st - 20 1 Thu 6 13 20	d Time D20 - Fri Sat 31 1 7 8 14 15	-

Once you've done that you can go for the timezone and social media settings by clicking on the **Next** button as you did it previously in the Automatic Settings. Finally create campaigns by clicking the **Create Campaigns** button.

Live Streaming With Pre-recorded Video on Facebook

Facebook Live Streaming Campaign

Go to **Social Posting > Facebook livestreaming** and you'll see your created streaming campaigns with Messenger Bot. You can visit, edit, delete and clone campaign with actions button of the campaign.

All	posts 💌	Publisher/campaig	n name	Q Search				📋 Choose sch	edule date
#	Publisher	Campaign name	Live	Status	Actions	Scheduled time	Stream started	Stream ended	Ffmpeg error log
1	Page :	schedule crosspost test	× No	× Pending		*		×	*
2	Page :	final check	× No	× Pending	•	22 Jun, 20 12:00	×	×	
3	Page :	уџуџ	× No	× Pending		21 Jun, 20 17:00	x	х	*
1	Page :	streaming test	Yes	Completed	•	X	10 Jun, 2020 18:02:54	×	
5	Page :	polo	×No	× Pending	6	10 Jun, 20 20:00	×	×	





Create Livestreaming Campaign

Click on the **Create new campaign** button to get the create campaign form.

Create your live Streaming campaign with the required informations.

- Upload your video.
- You can choose when to stream, now or later
- You can also create event before going live. When you schedule a live event, an announcement post will be published to News Feed letting your fans on Facebook know that the broadcast is coming. People who see the post can opt in to receive a one-time reminder notification that will alert them shortly before your broadcast begins. Your fans can then join a pre-broadcast lobby directly before the live video starts, where they can connect and interact with other viewers.
- You can choose where to post among your timeline, pages annd groups.
- You can enable auto share and choose among your timeline or pages to share the post . It will be automatically shared (only works for page post).
- You can crosspost to your pages. Crossposting refers to streaming live broadcast to multiple Facebook pages without uploading to each pages or sharing the original live video.
- You can enable auto comment, means after this post publish, there will be a comment there already on behalf of you.





🔁 Create Campaign

Create live campaign Facebook Poster / Livestreaming / Create live campaign Preview ≡ Campaign form Campaign name plans to go live. Now localhost test Post content June 23 at 1:20am plans to go live 🛗 Get Reminder Broadcast pre-recorded video from system No (i`ll use third party broadcasting software) Yes Upload video 🚯 🕂 Upload Video height Video width Please select Please select Schedule type * Now C Later Planned time to go live * Time zone * (GMT+6:00) Asia/Novosibirsk (No..... I want to create live event now. 0 \bigcirc ~ I do not want to create live event, go live directly. Upload thumbnail image 🚯 🚹 Upload Post to timeline/page/group * (Timeline) Ŧ Auto share as pages / crosspost to pages 🜖 Nothing Crossposting Auto share as pages Auto comment Enable Disable





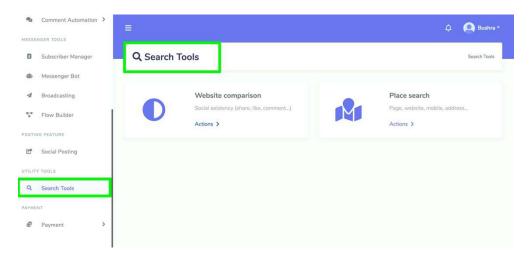




Search Tools

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

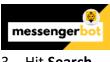
Website comparison

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



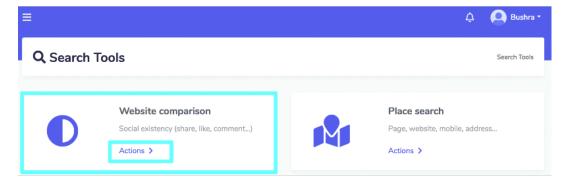
- 1. A Website comparison screen will appear.
- 2. Enter both the websites to be compared in **Website** and **Competitor website** field respectively.





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.

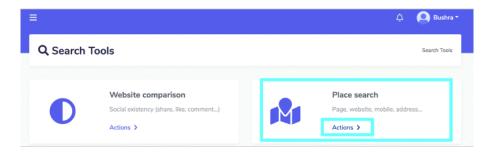
≡		🗘 (🔍 Bushra 🛪
Q Search	Tools	Search Tools
	Website comparison Social existency (share, like, comment) Actions >	Place search Page, website, mobile, address Actions >

- 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.







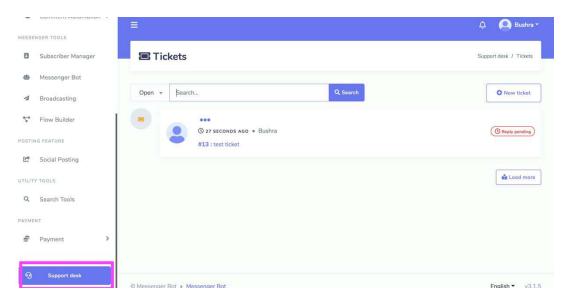




Support Desk

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.



messengerbot		
MESSENGER TOOLS	=	🗘 🙆 Bushra *
 Subscriber Manager Messenger Bot 	■ Tickets	Support desk / Tickets
Broadcasting	Open + Search Q Search	New ticket
"s" Flow Builder	••• © 27 SECONDS AGO • Bushra	(③ Reply pending)
POSTING FEATURE	#13 : test Ucket	
UTILITY TOOLS		Load more
Q. Search Tools		
🗃 Payment 💙		
🕤 Support desk	© Messenner Bot + Messenner Bot	English - v215

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.

