



Messenger Bot

Messenger Bot Workflow Guide

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Scope

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

Introduction

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

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

Requirements


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

Accessing Messenger Bot


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


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








→ Login

Email 

Password  [Forgot your password?](#)

 → Login

 Login with google  Login with Facebook

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

Note

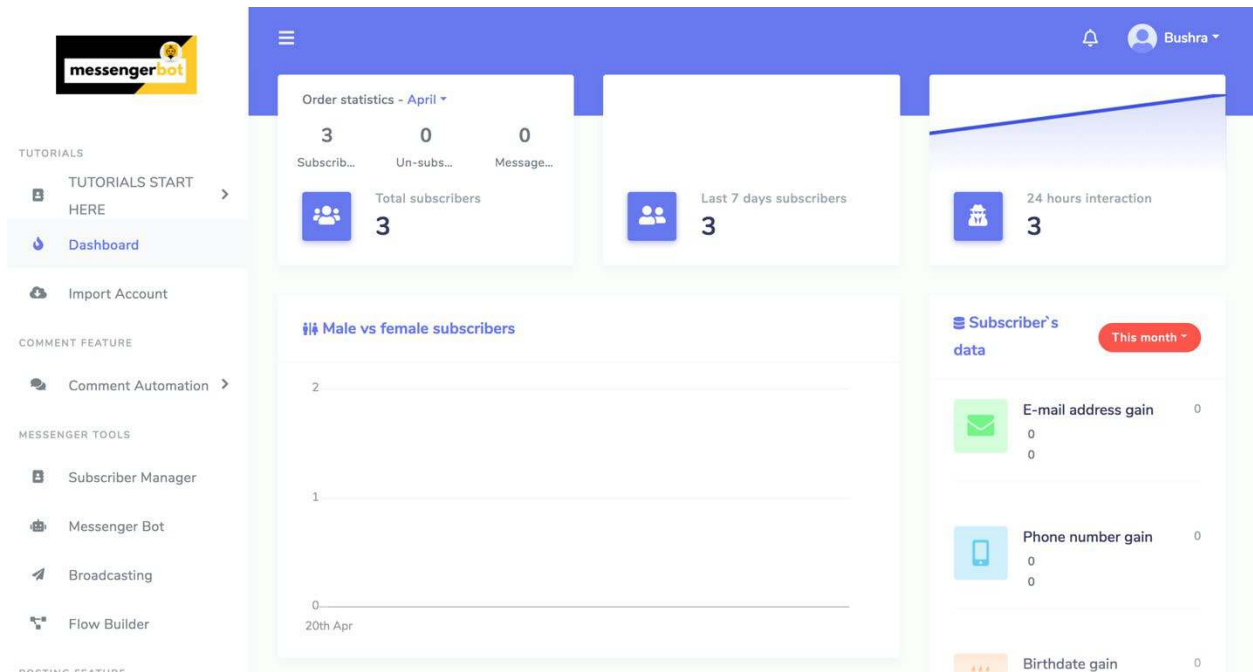
- If the account doesn't already exist, the user needs to enter required information after selecting **Create one** option from the login page.
- For login, user can also use **Login with google** or **Login with Facebook** options from the login page.

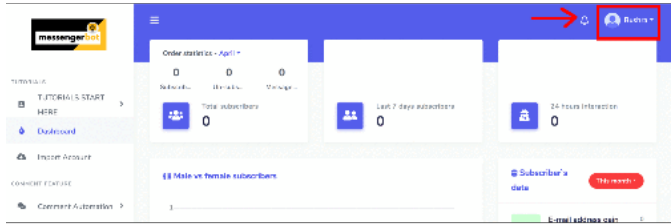




UI Overview

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



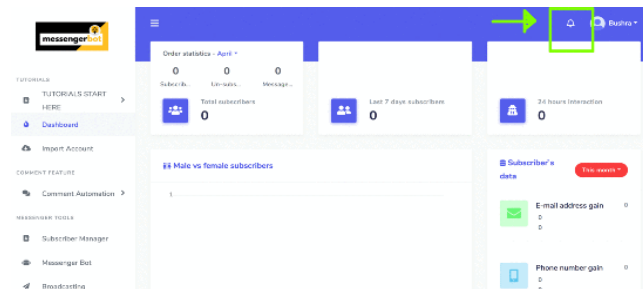
Field Name	Description
Active Profile	<p>It is located at the top left corner of the UI next to Current Profile. It displays the name of the active profile. User can access the following:</p> <ul style="list-style-type: none"> Profile: Change the profile settings Activities: View your calendar Change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






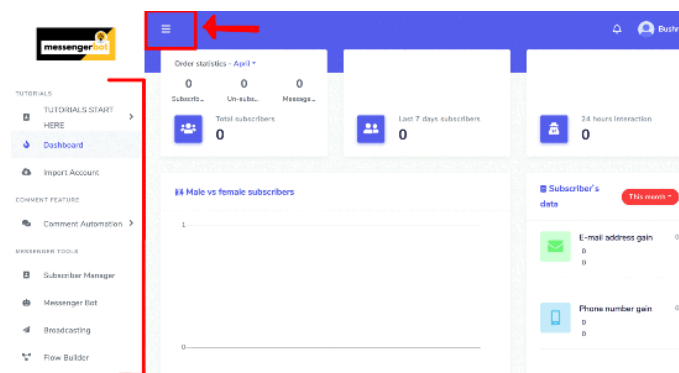
Notifications

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



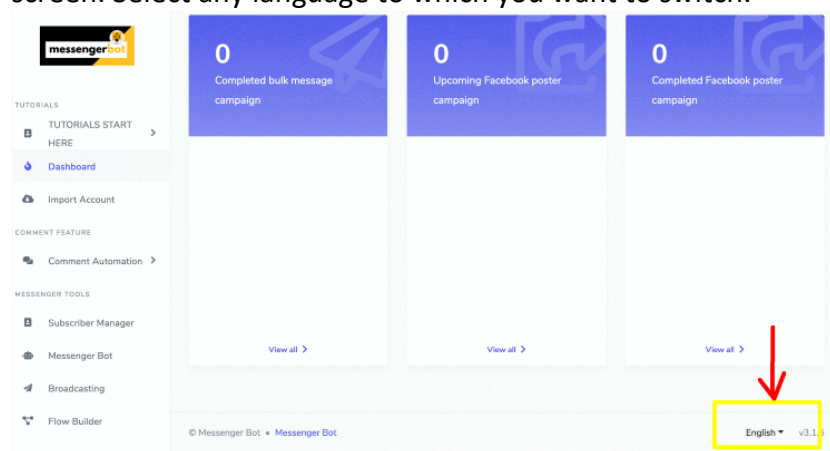
Navigation Side Bar (Hamburger Menu)

It is located on the top left corner of the UI. Click on the hamburger menu icon  to expand/minimize it. It allows the user to switch between various views provided by Messenger Bot's UI.



Switch Language

It is located at the bottom right of the UI. Click on the already selected language, a list of available languages will appear on the screen. Select any language to which you want to switch.



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





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

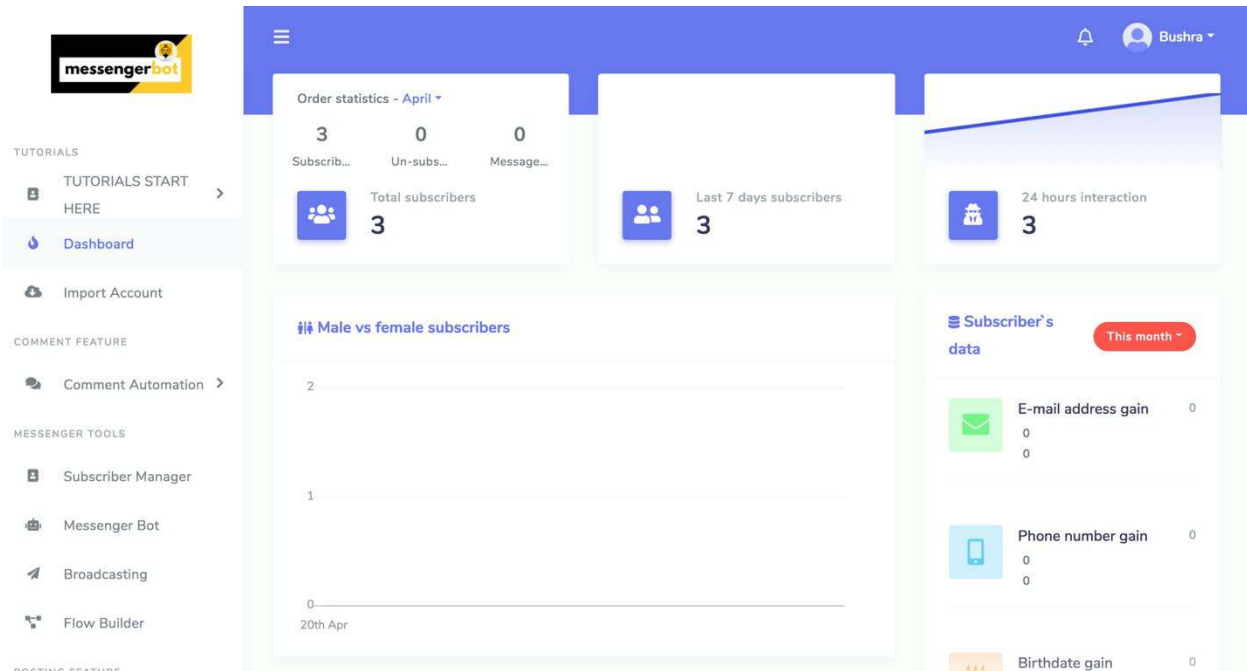




Dashboard

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

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



It is further divided into twelve widgets:

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





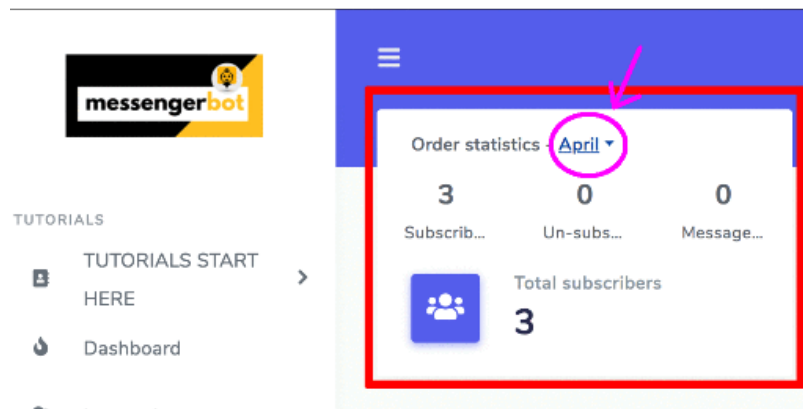
- [Completed Facebook poster campaign](#)

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

Order Statistics

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

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

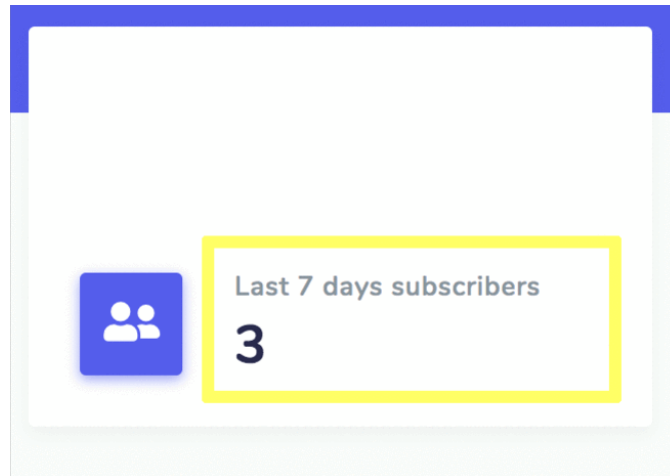


Last 7 days subscribers

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

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





24 Hour Interaction

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

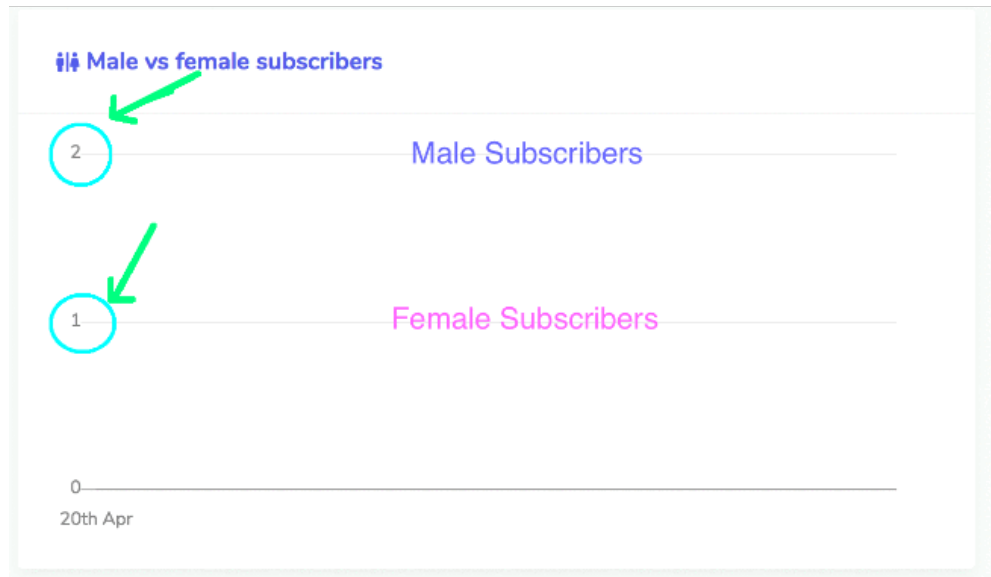
- Hover over on the graph to view the number of subscribers per hour.



Male vs female subscribers

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





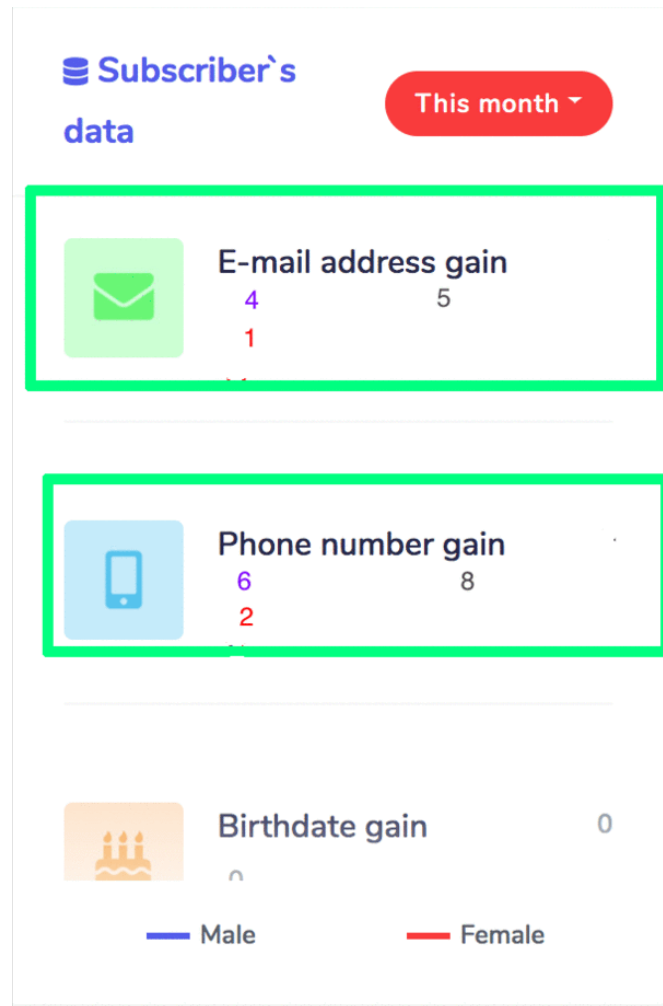
Subscriber's Data

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

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

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





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

[Latest subscribers](#)

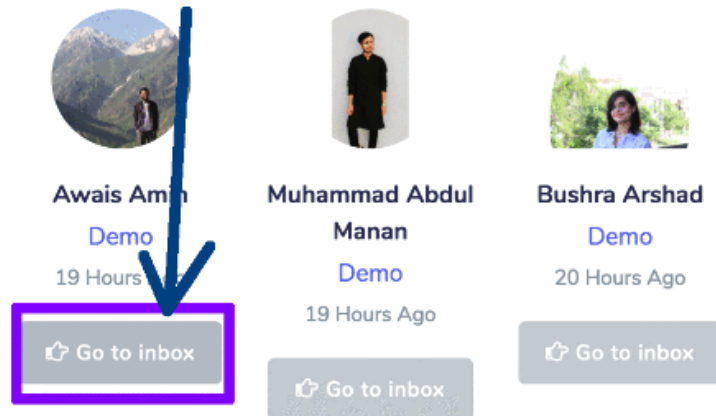
This section displays a link to all the latest subscribers. You can reach out to them by selecting **Go to inbox**.

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



Latest subscribers

Redirect to inbox



Subscriber Name	Status	Time Ago	Action
Awais Amin	Demo	19 Hours	Go to inbox
Muhammad Abdul Manan	Demo	19 Hours Ago	Go to inbox
Bushra Arshad	Demo	20 Hours Ago	Go to inbox

Subscribers from different sources







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

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





✕ Subscribers from different sources

 Checkbox plugin 1	 Direct From Facebook 3
 Sent to Messenger Plugin 4	 Comment Private Reply 2
 Customer chat plugin 0	 M.me link 0

Last auto reply

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

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

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

📅 Last auto reply

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

Upcoming bulk message

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



1

Upcoming bulk message campaign

Test Future Campaign

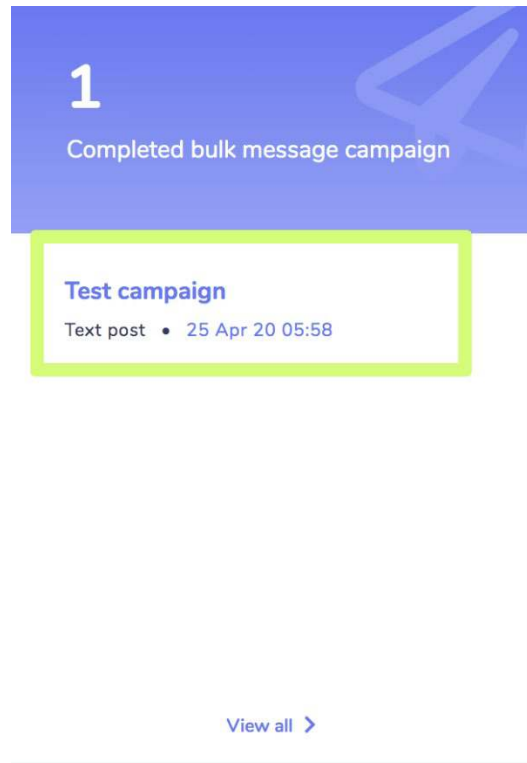
Text post • 28 Apr 20 19:00

View all >

Completed bulk message

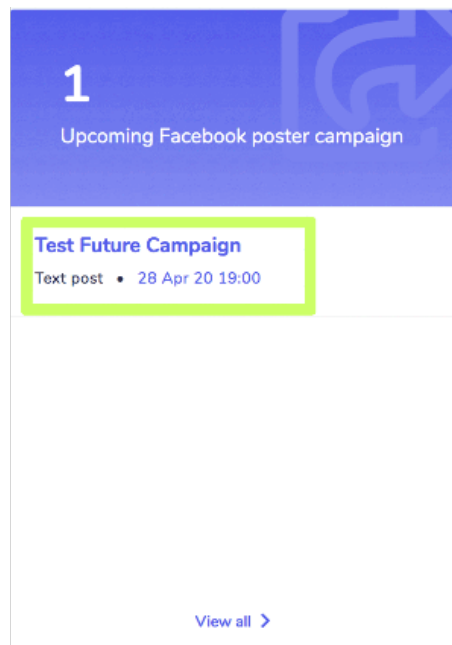
You can view the statistics and exacts number of completed bulk message. Click on **View all** to redirect bulk message screen.





Upcoming Facebook poster campaign

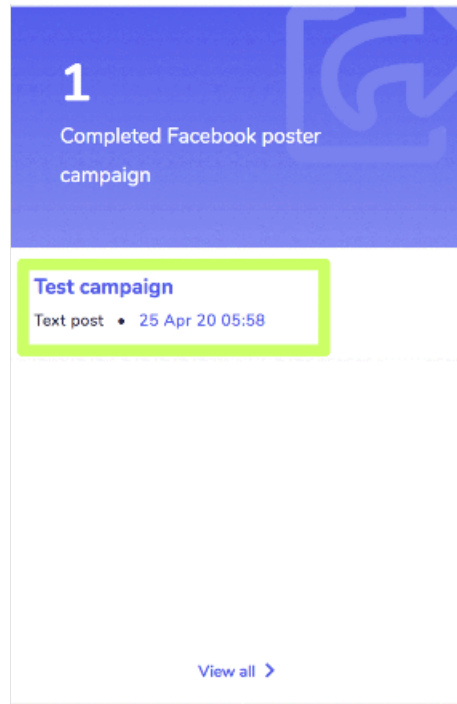
You can view the statistics and exacts number of upcoming Facebook poster campaigns. Click on **View all** you will be redirected to Facebook Poster screen.





Completed Facebook poster campaign

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





Import Account

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

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

Note

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

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

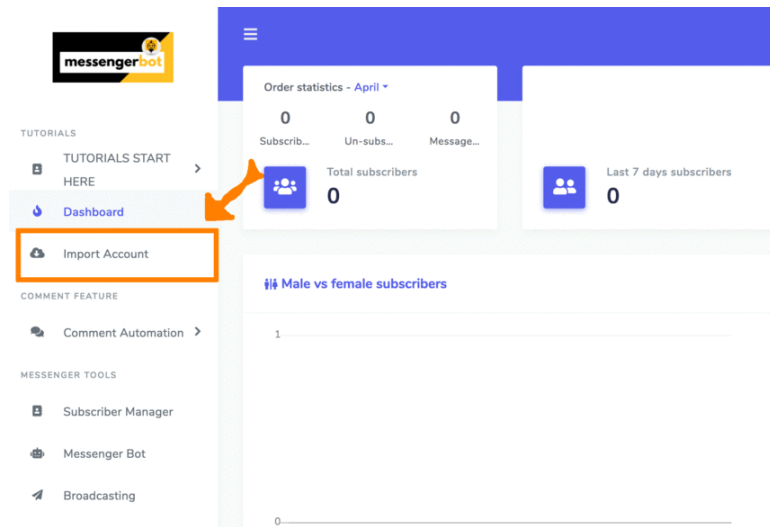
Note

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

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

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





Login with Facebook

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





➔ Login

Email

Password

[Forgot your password?](#)

➔ Login



Login with google

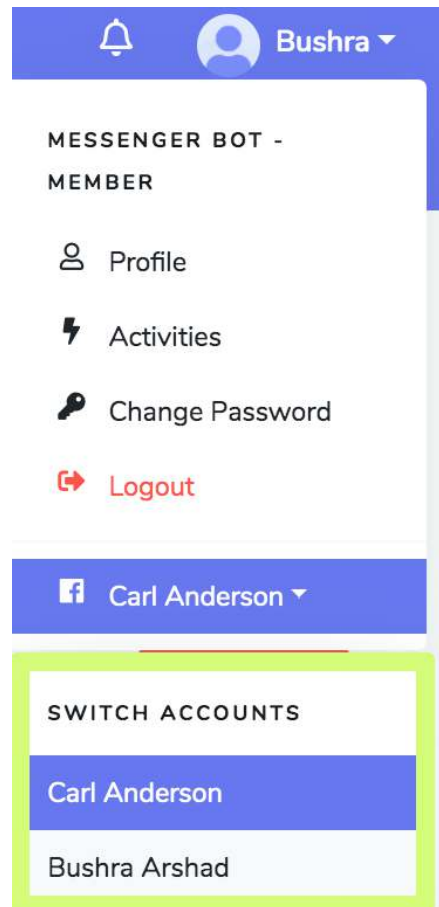


Login with Facebook

Switch accounts


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





Enable Messenger Bot

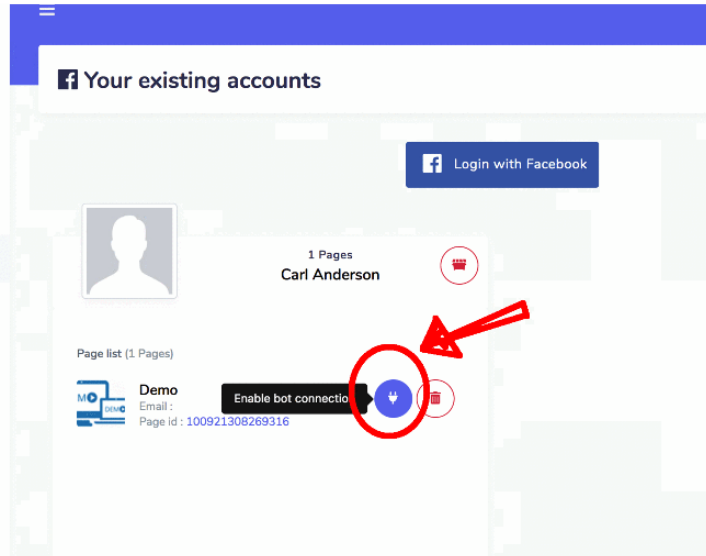
Once the account is imported, you need to enable the Messenger Bot application.

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






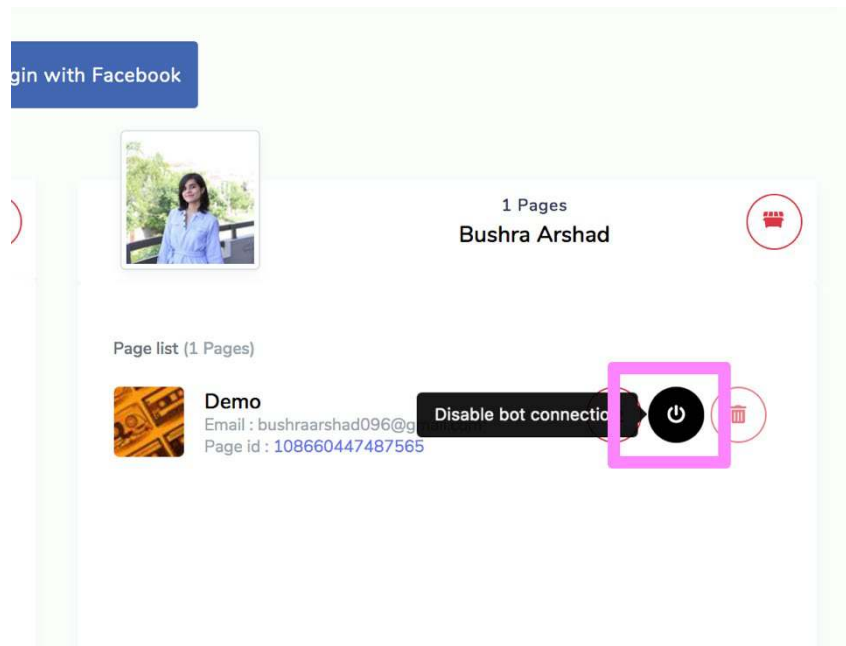
TRIALS
TUTORIALS START
HERE >
Dashboard
Import Account
NEXT FEATURE
Comment Automation >
MANAGER TOOLS
Subscriber Manager
Messenger Bot
Broadcasting



Bot connection will be enabled.

Disable bot connection

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




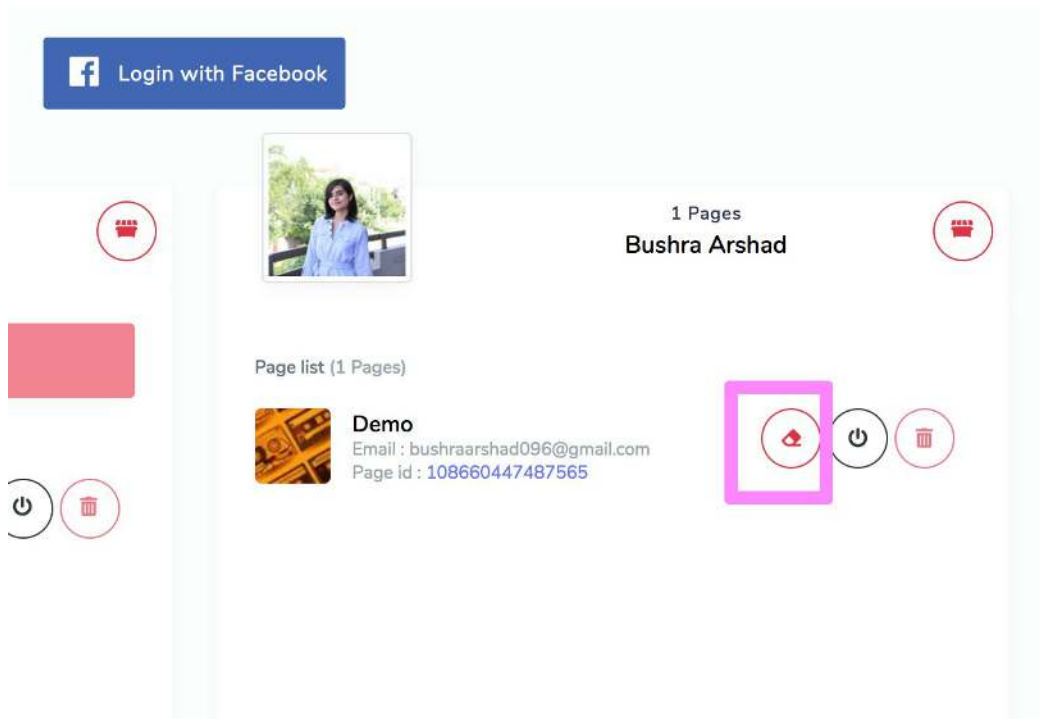
Bot connection will be disabled.





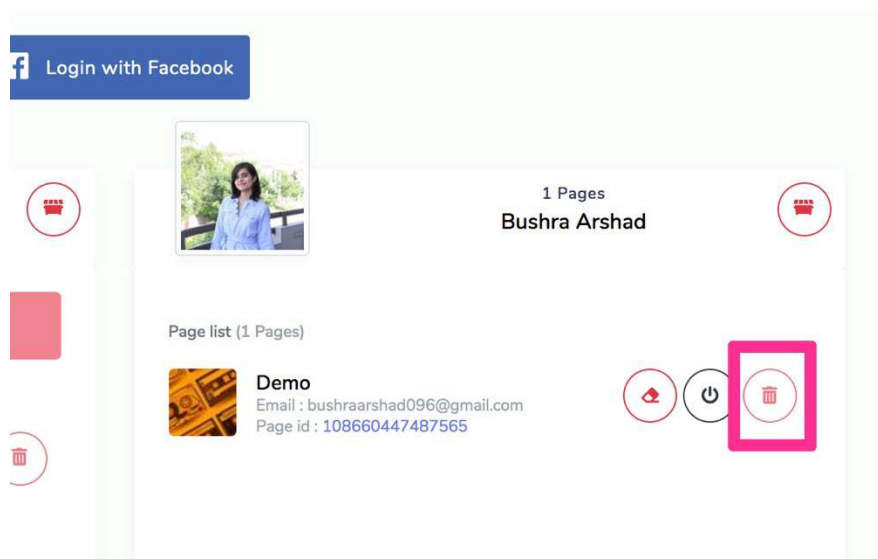
Delete bot connection

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




Delete Facebook page

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

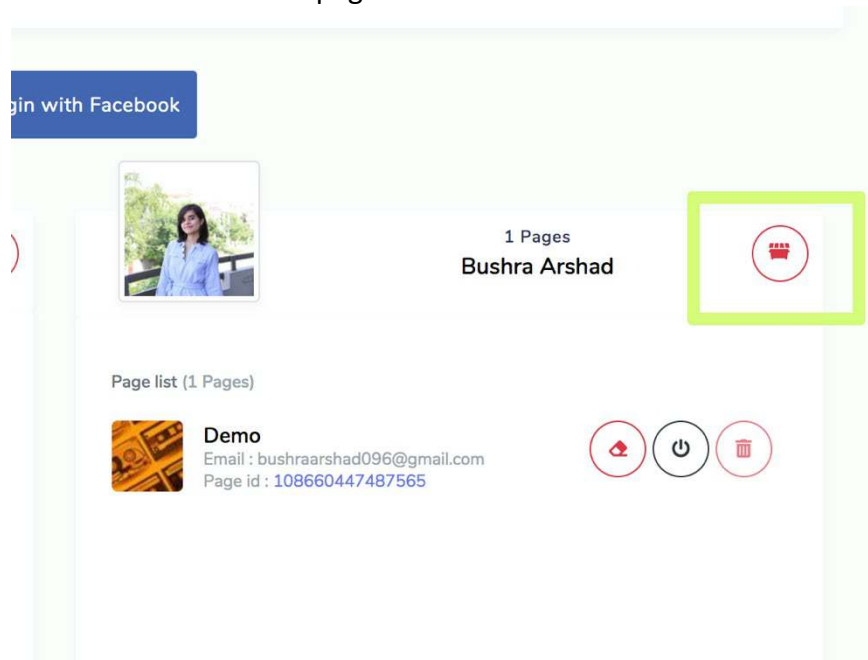


Note

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

Delete Facebook account

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




Note

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

Messenger Bot Integration from Facebook

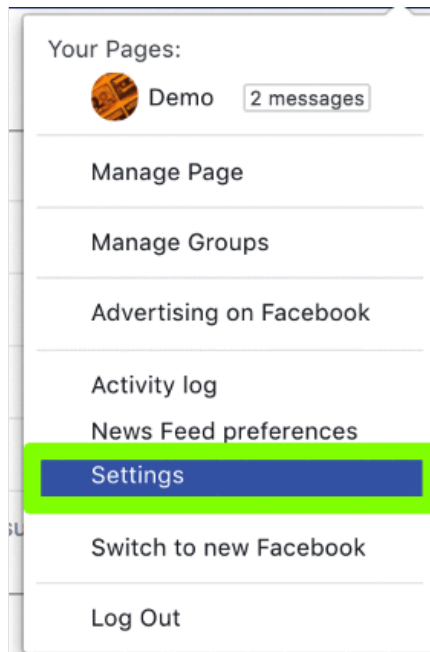
To integrate the Facebook account and manage Messenger Bot permissions from Facebook platform, follow the steps given below:

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





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



Remove Messenger Bot integration

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

If a business integration is:

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





Business integrations

Connected to your account

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

Active 1

Removed

messenger

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

Remove

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





Flow Builder

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

The screenshot shows the Messenger Bot dashboard. On the left sidebar, under 'MESSENGER TOOLS', the 'Flow Builder' option is highlighted with a red rectangle. The main content area is titled 'Flow Builder' and contains a 'Flow List' tab, a 'Create New Flow' button, a dropdown menu set to '10', and a table with columns: Index, Post ID, Name, Page, Date Created, and Action. The table is currently empty, displaying 'No data available in table' and 'Showing 0 to 0 of 0 entries'.

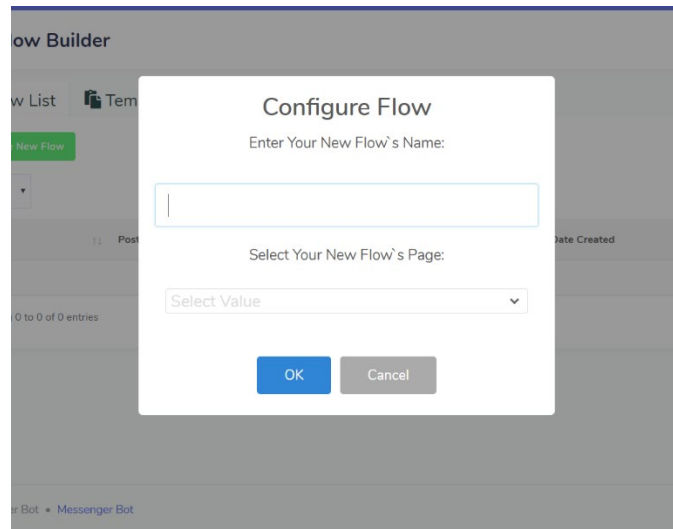
Let's get to know flow builder more and learn how to use it by clicking Create New Flow button

This screenshot is similar to the previous one, but with a red arrow pointing directly to the 'Create New Flow' button. The sidebar and main content area are the same, showing the 'Flow Builder' section with the 'Flow List' tab and the empty table.

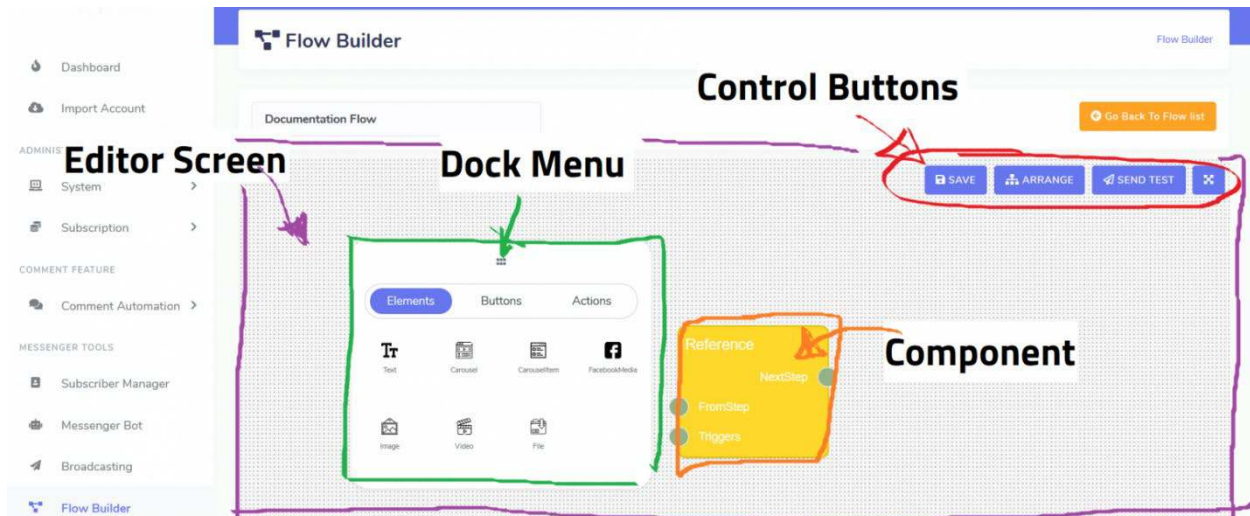




Enter the name of the flow you will create here as well as select your New Flow's Page, and click OK when done.



PARTS OF FLOW BUILDER



The Flow Builder has four parts:

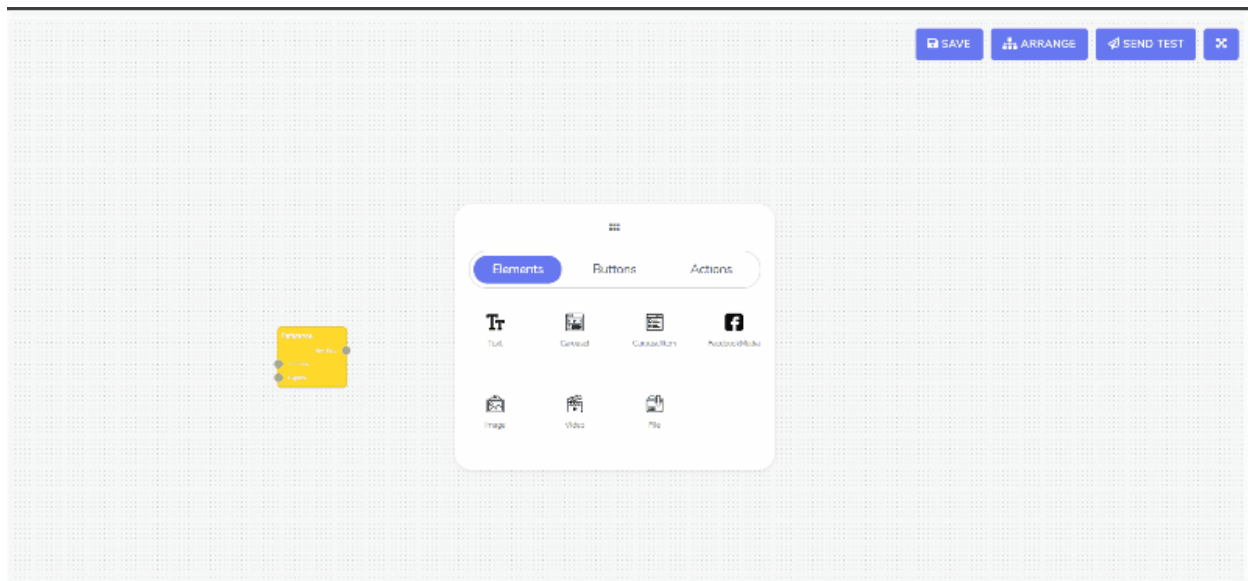
1. Editor Screen - This is where you will place your components and do your flow set-up.
2. Dock Menu - You can create components using the Dock Menu by dragging the component from the Dock menu and dropping it on the Editor Screen.
3. Components - This is the building block of your flow. Each component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





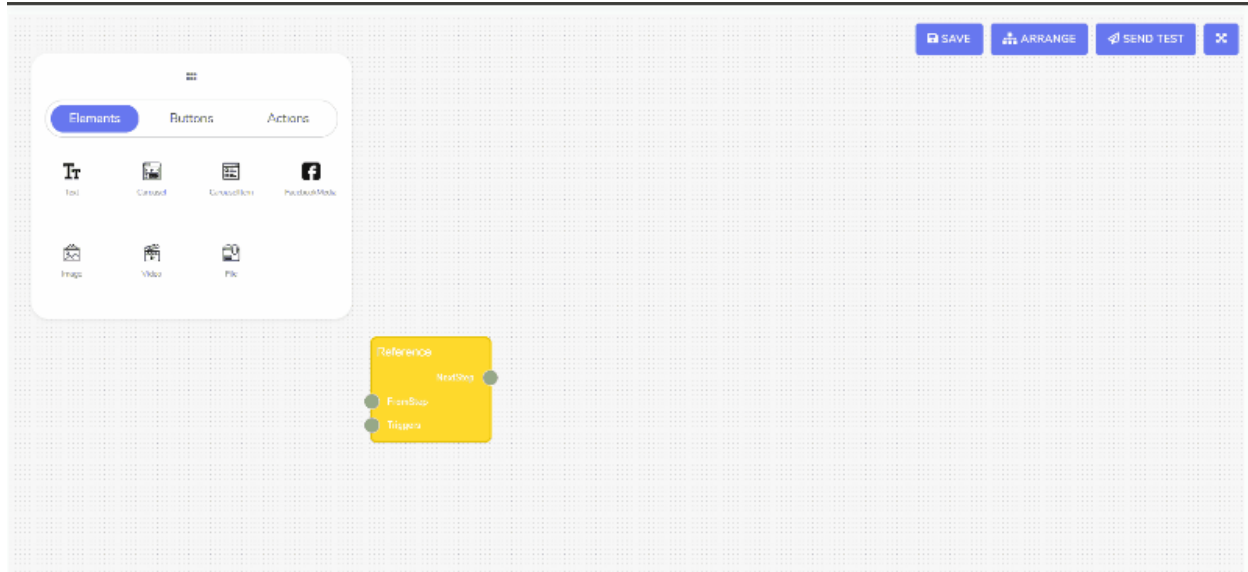
4. Control Buttons - This part contains 4 buttons for the primary operation of the flow builder. You can save, arrange, send a test and finally, you can maximize and minimize the editor screen window.

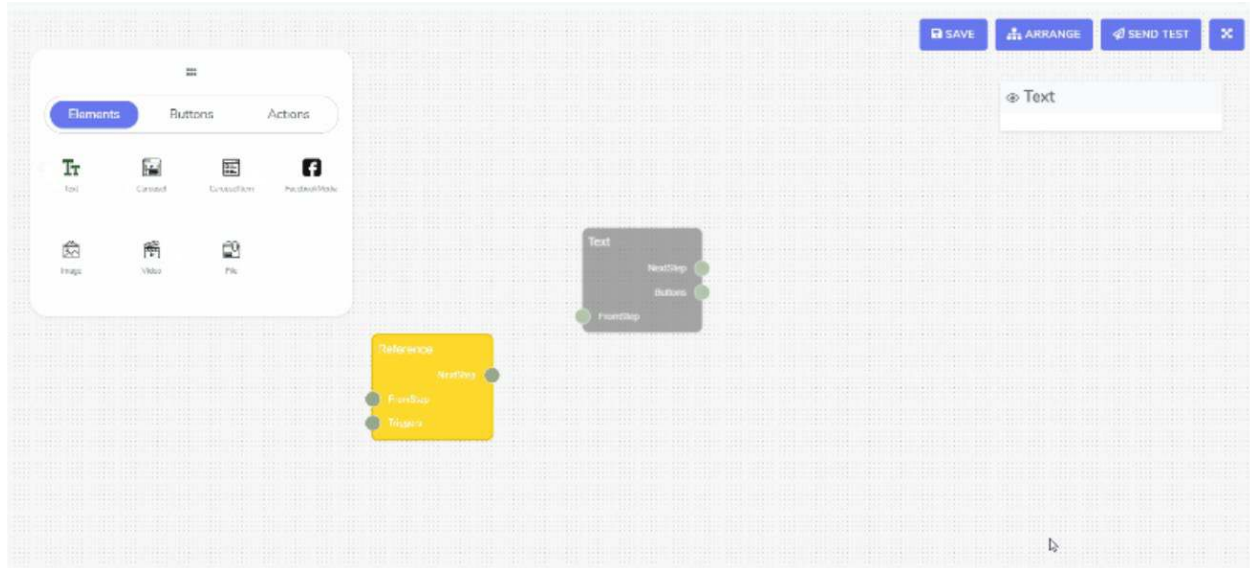
THE DOCK MENU



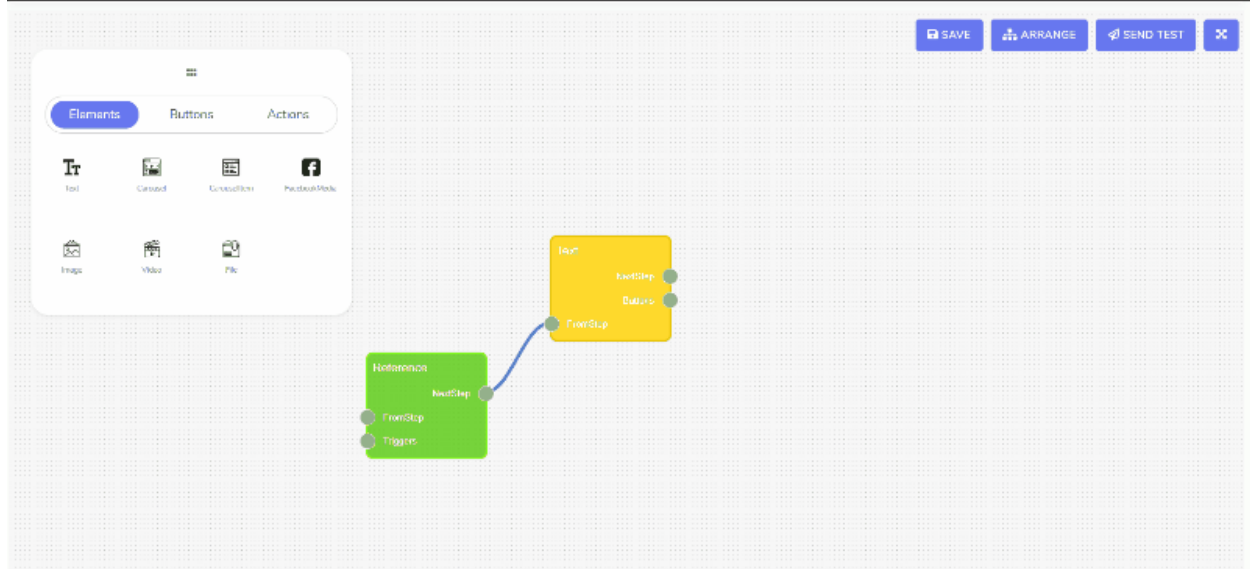
You can move around the dock menu by dragging it. You can also minimize and maximize it by double-clicking.

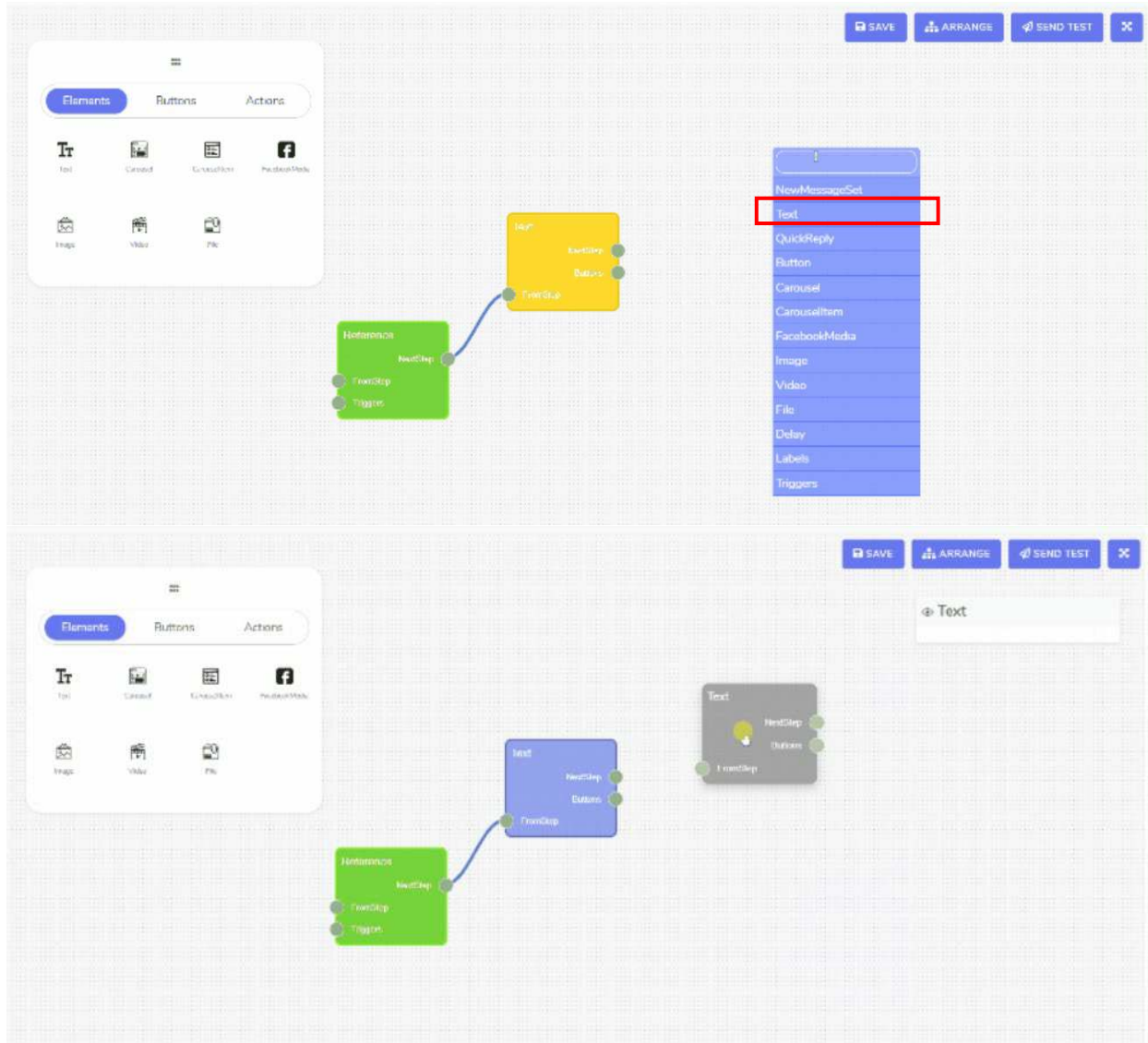
CREATING A COMPONENT





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

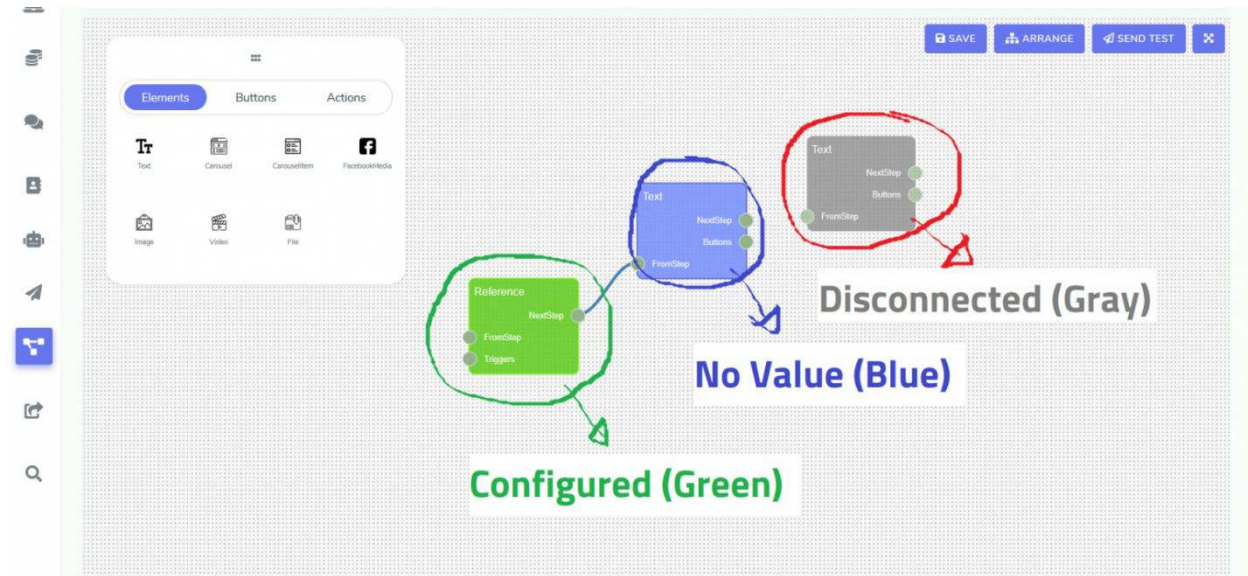




You can also create a component by RIGHT-CLICKING anywhere on the editor screen, then the Context Menu will show. Once the context menu appears, simply click on your chosen component and it will be created on the editor screen.



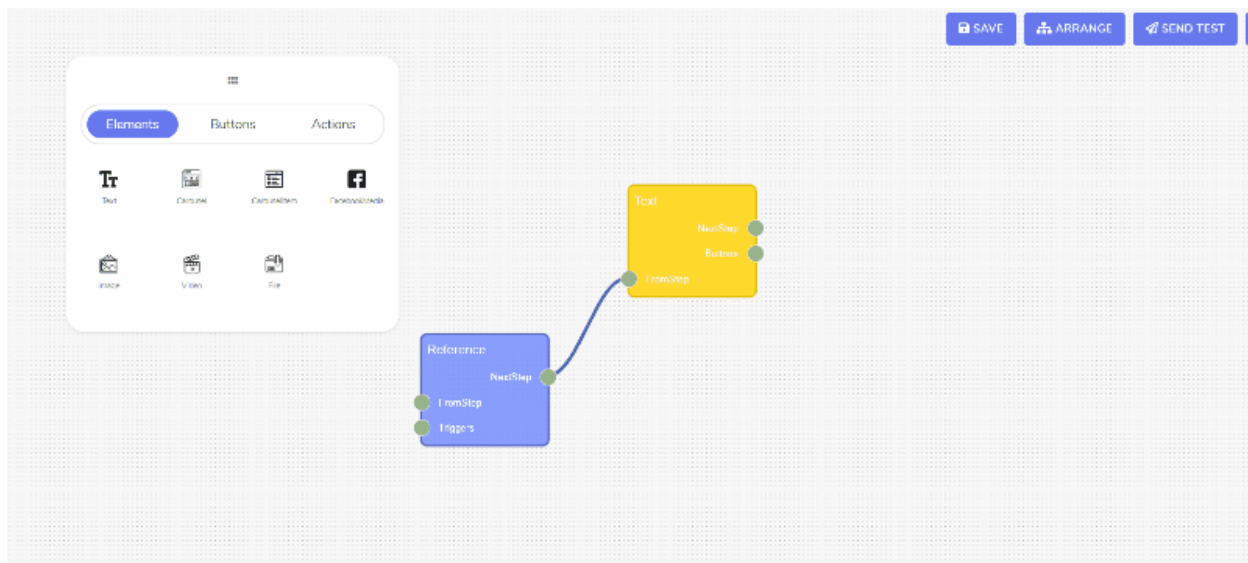
COMPONENT STATUS TYPES



There are three statuses of Components:

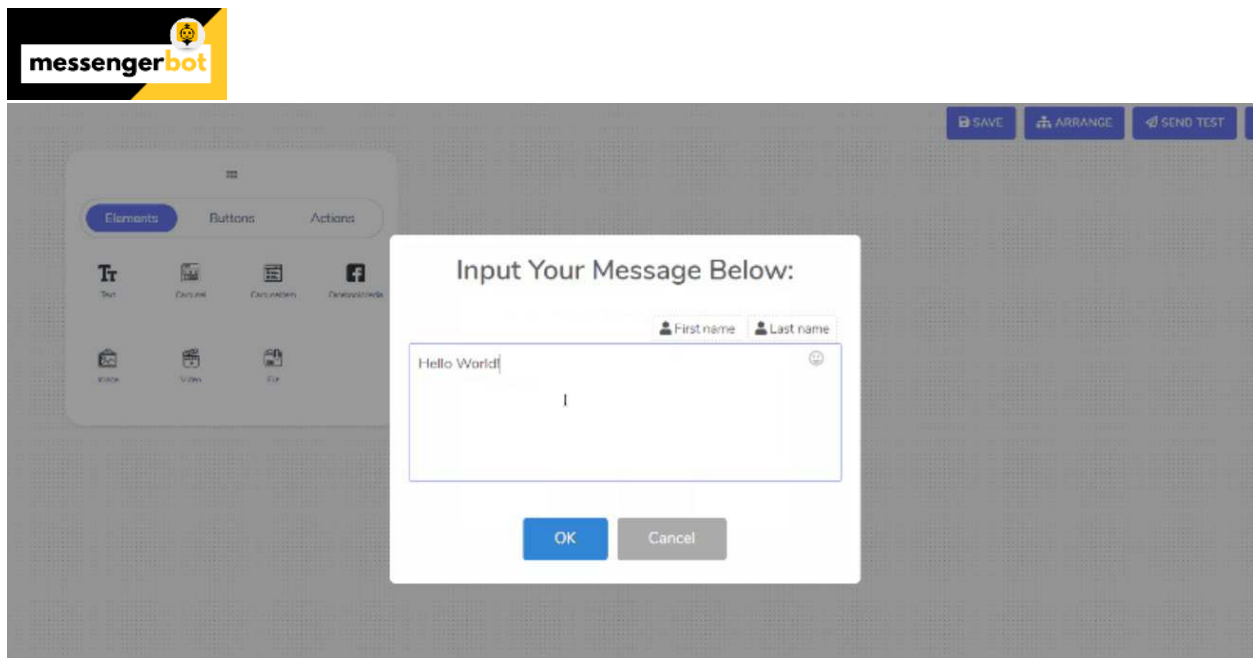
1. Configured - Means that the component has a value and is configured. (colored green)
2. No Value - Means that the component is disconnected from the Reference component link-tree, but it has no value. (colored blue)
3. Disconnected - This component may have or have not a value, but it is disconnected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

CONFIGURING A COMPONENT

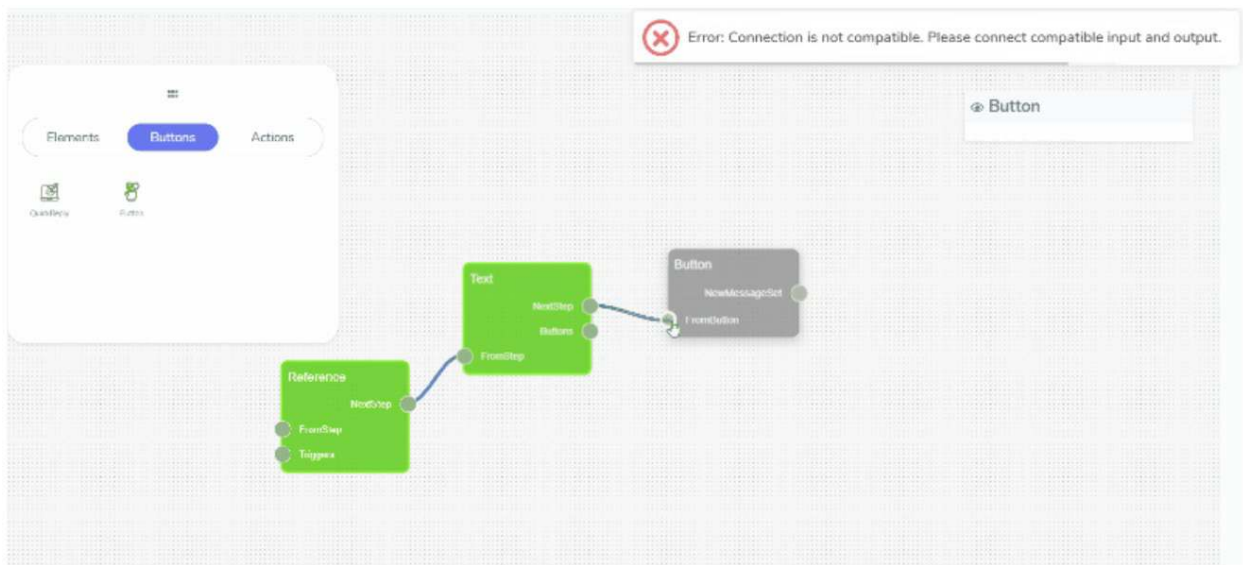


You can configure a component, all you have to do is to **DOUBLE CLICK** the component and a pop-up form will show up for the configuration.



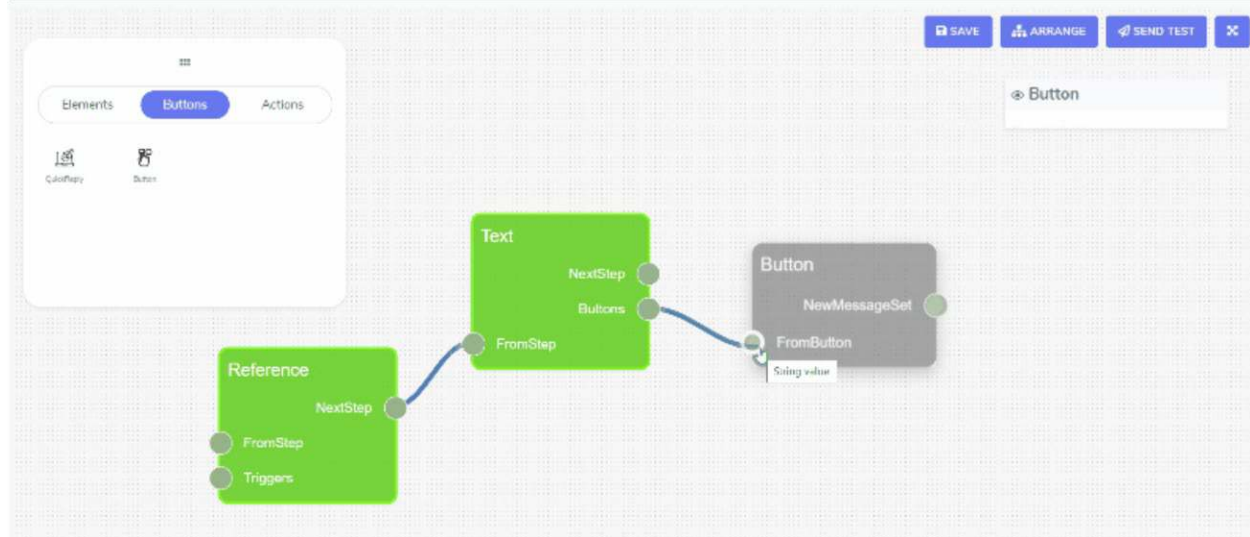


COMPONENT CONNECTIONS



The example above shows that you cannot connect incompatible sockets.





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

Connection Profile:

Text:

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

Carousel:

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

CarouselItem:

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





FacebookMedia:

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

Image:

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

Video:

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

File:

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

QuickReply:

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

Buttons:

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

NewMessageSet:

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





Reference:

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

Delays:

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

Labels:

- Input(NewMessageSet): NewMessageSet

Triggers:

- Output (NewMessageSet): Reference, NewMessageSet





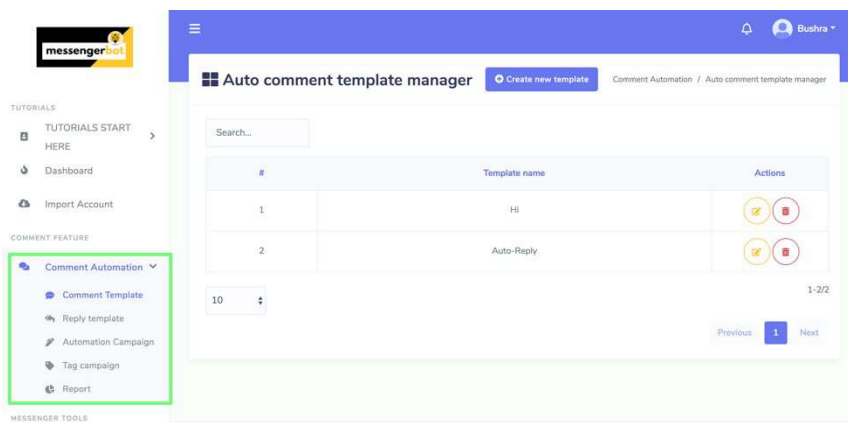
Comment Automation

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

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

The following options will appear in the sub-menu:

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



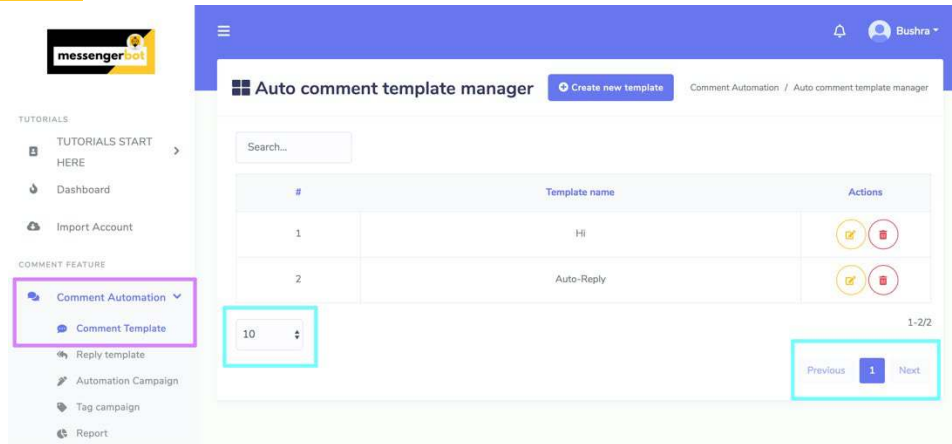
A brief description of these views is shared in their relevant sections, below.

Comment Template

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

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

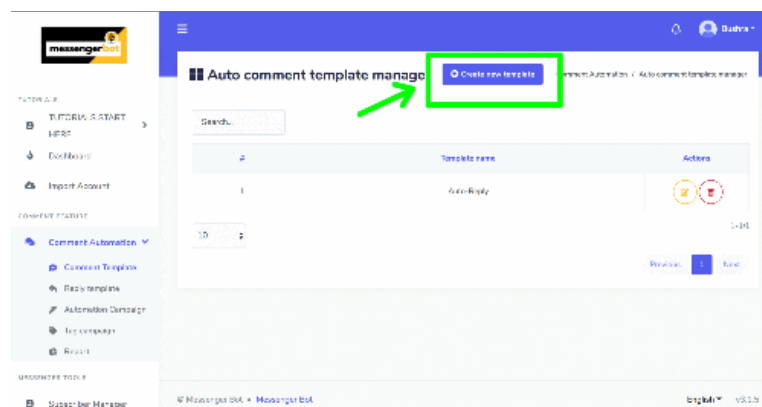




Create new template


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


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



Comment Template Options


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

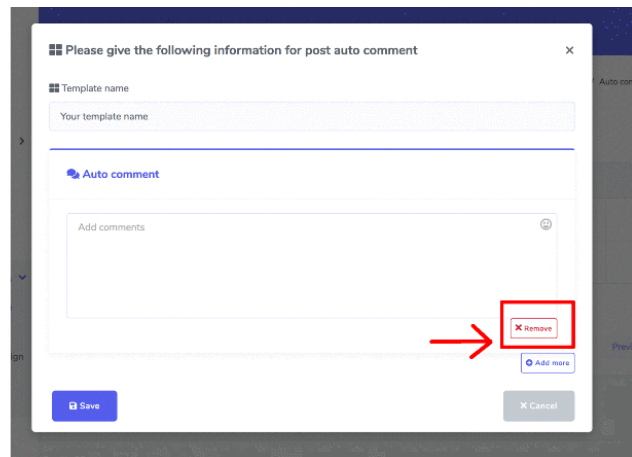
Remove the comment: You can remove the comment from the information providing screen by selecting  button at the bottom.

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





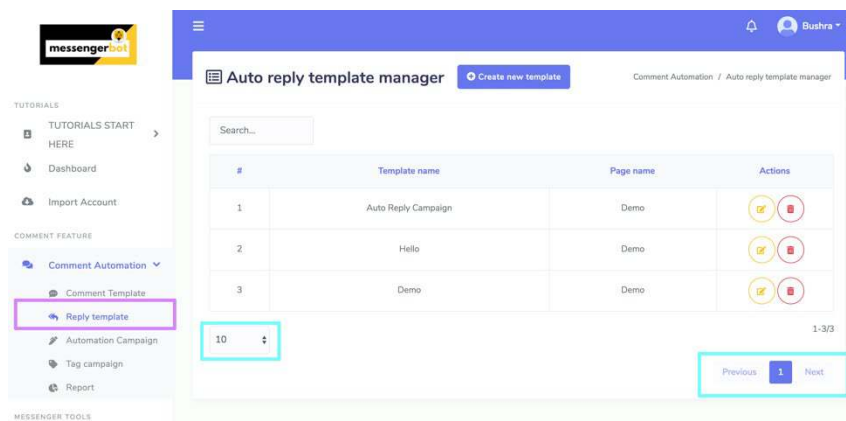
Delete the template: You can delete the template by selecting the  icon against the template to be deleted.



Reply Template

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

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



Create new template

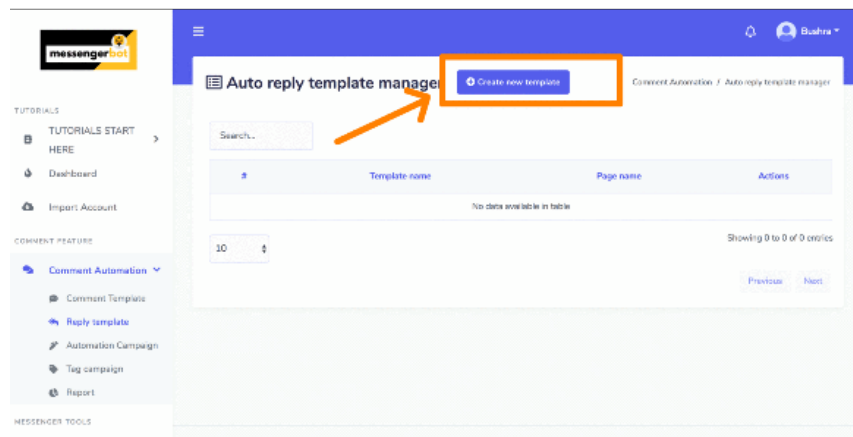
To create a new template, follow the steps given below:

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







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



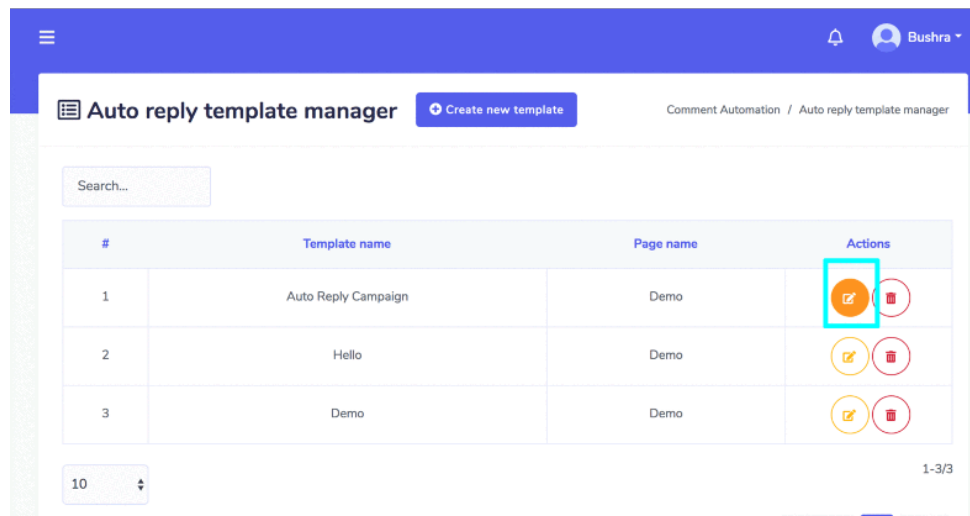
Reply Template Options







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

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

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





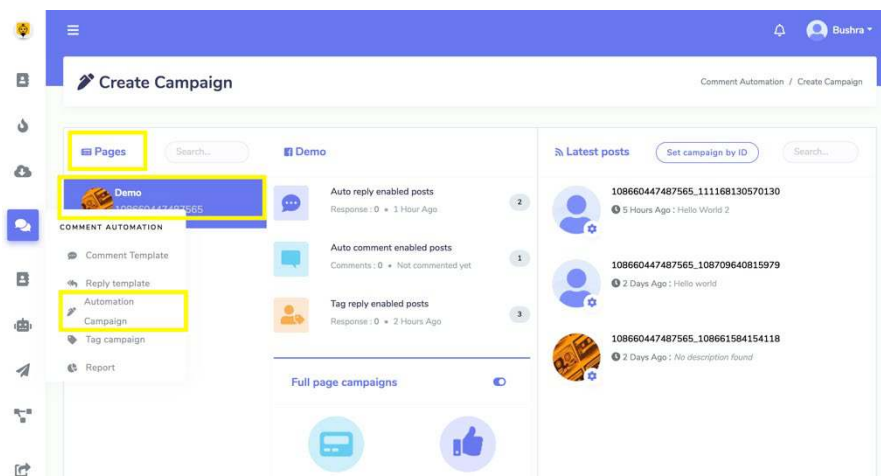
#	Template name	Page name	Actions
1	Auto Reply Campaign	Demo	 
2	Hello	Demo	 
3	Demo	Demo	 

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

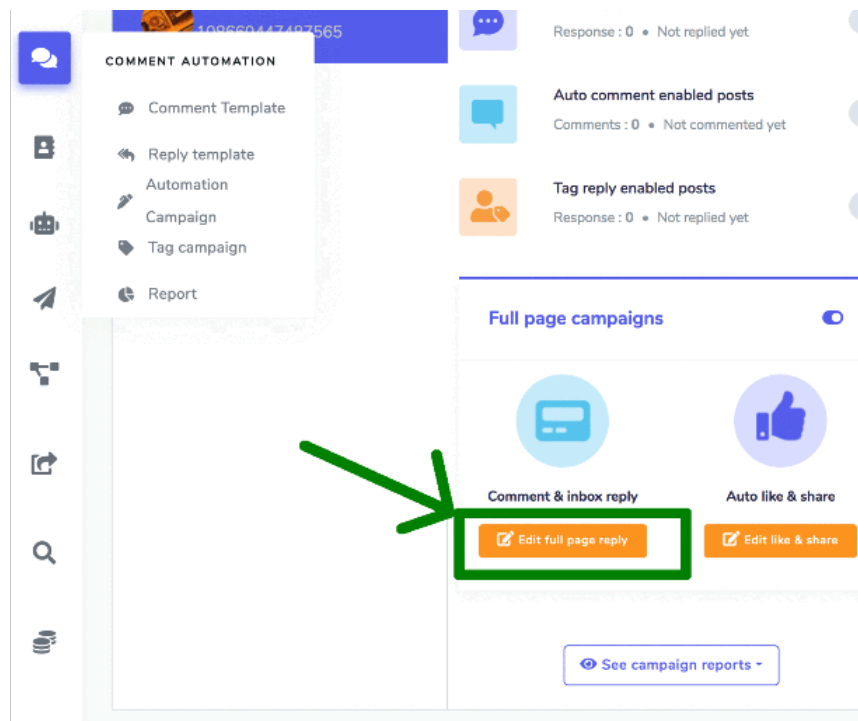
Campaigns can be set for Facebook pages. This helps a user to run an overall campaign for their page. The settings apply throughout the Facebook page and for all posts. To set a full page campaign, a user has two methods:

- 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.

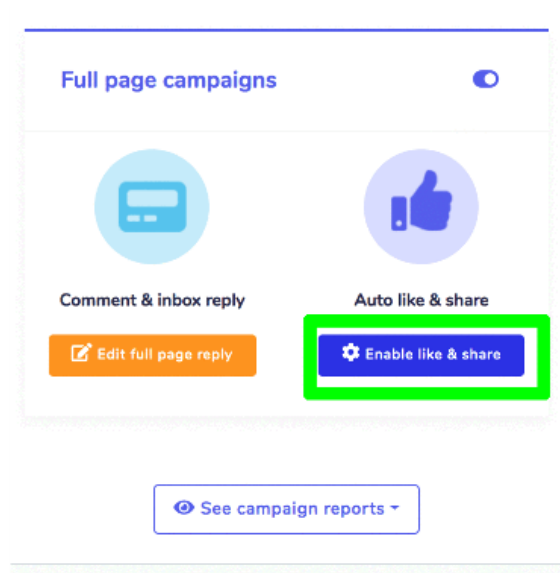


Auto like & share

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.

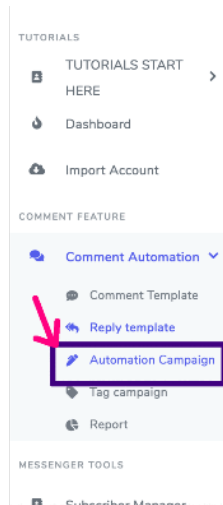
Set campaign by ID


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.

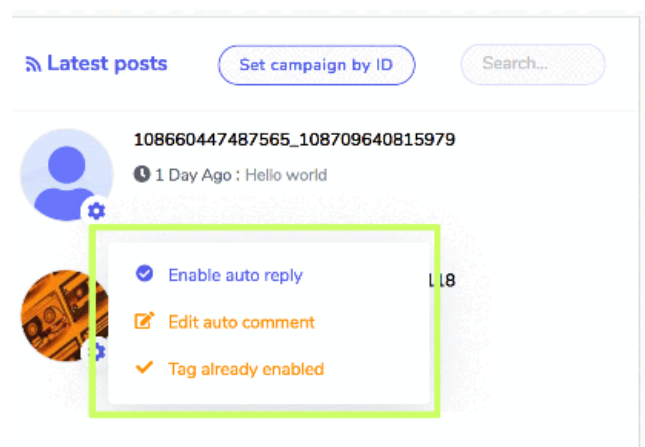





On selecting the  icon, users can perform following actions:

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

Your auto reply will be enabled.



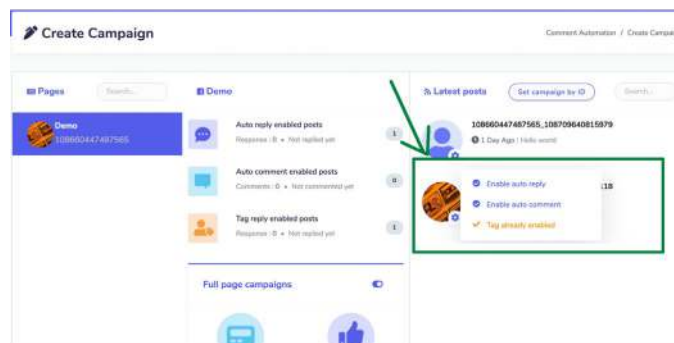



- **Enable auto comment:** You can enable the auto comment feature by selecting  icon.

A dropdown menu will appear, now select the **Enable auto comment** option. Provide the following information for **post auto comment**:

- Auto comment campaign name
- Select an Auto comment template
- Schedule a type for your post auto comment.
- Schedule a time for the post
- Select your time zone based on your location.

Your auto reply will be enabled.

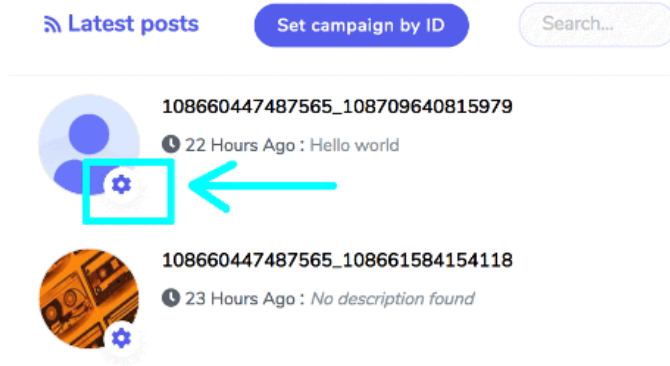


- **Enable and fetch commenter:** You can enable the auto tag feature by selecting  icon.

A dropdown menu will appear, now select the **Enable and fetch commenter** option.

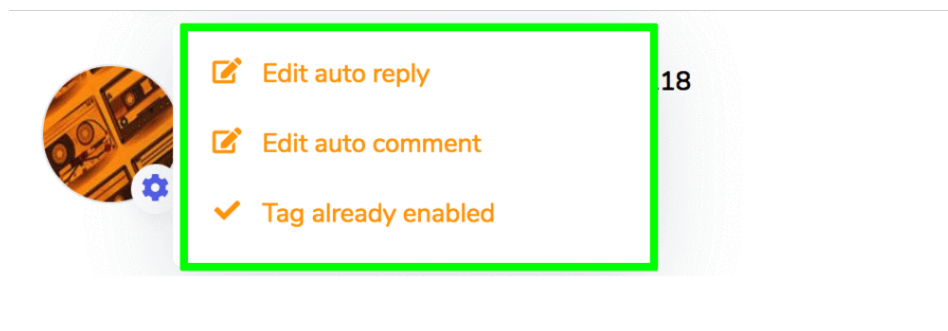
Your auto tag feature will be enabled.





Automation campaign output

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

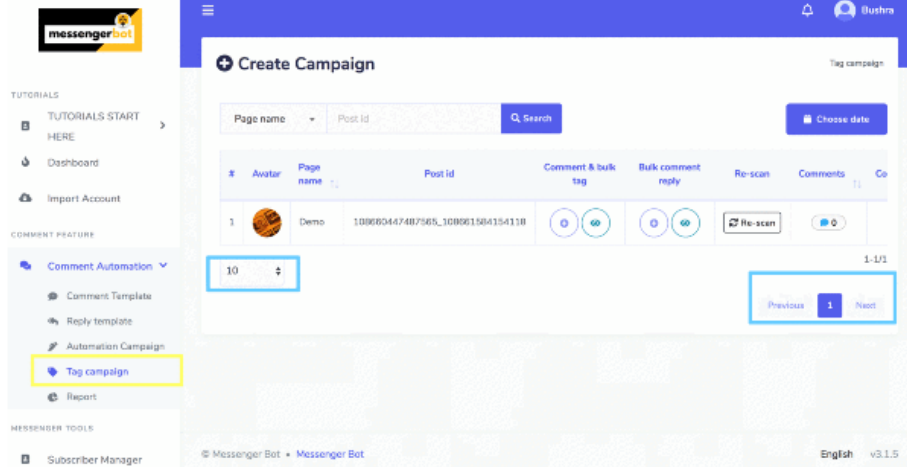


Tag campaign

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


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

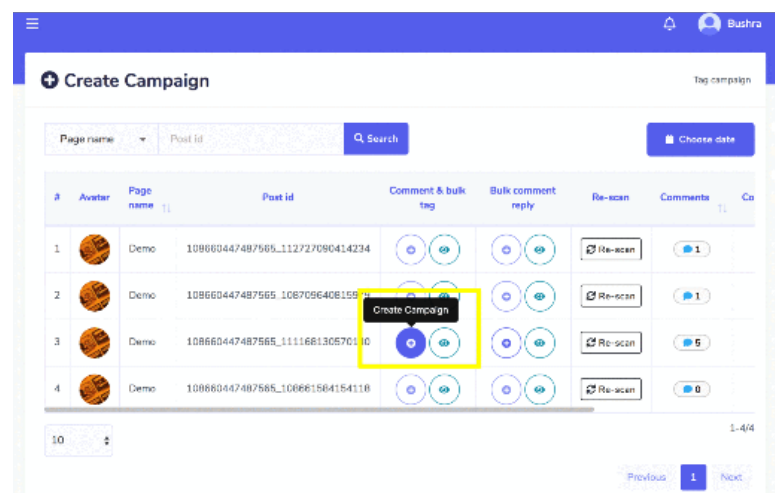






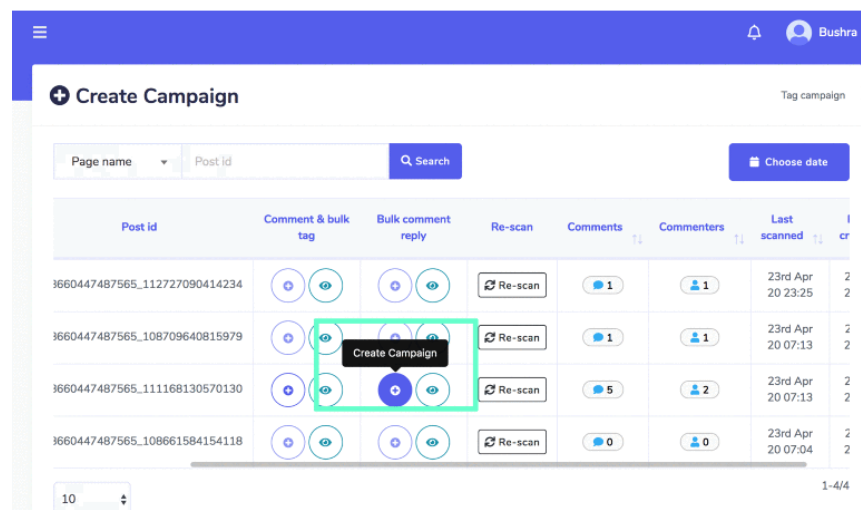
Create Campaigns


Users can perform following actions from create campaign screen:

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

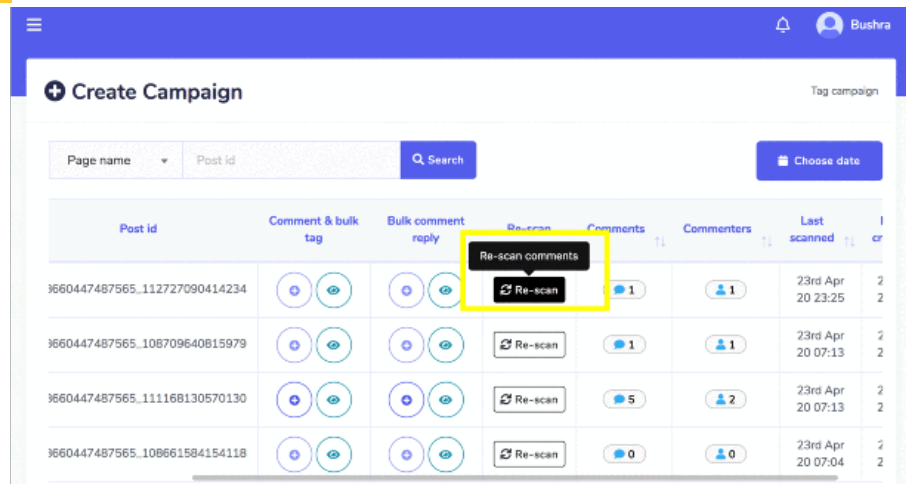


- **View report for comment & bulk tag:** By selecting the  icon against the ID for which the report is to be viewed as shown in [comment bulk tag report](#) section.
- **Create campaign for bulk comment reply:** For comment replies in a bulk, follow the steps given below:
 - Select the  icon against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



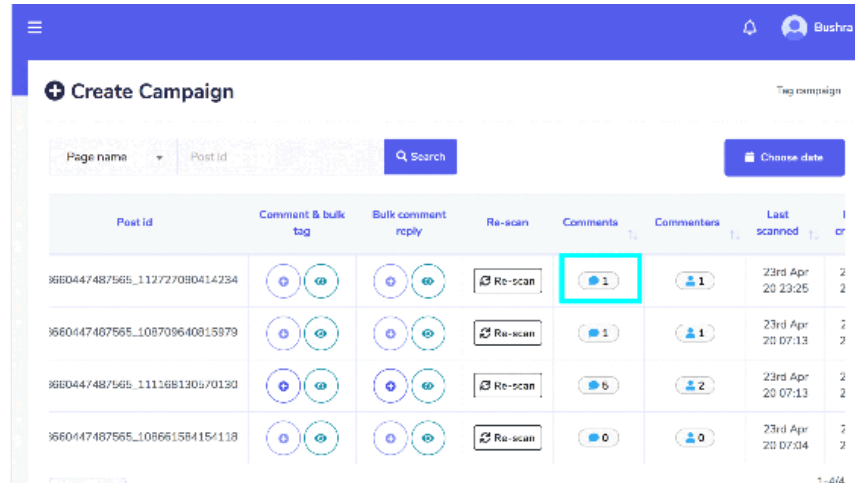
- **View report for bulk comment reply:** By selecting the  icon against the ID for which the report is to be viewed as shown in [bulk comment reply report](#) section.
- **Rescan the existing comments:** By selecting the **Rescan** option against the **Post ID** whose comments are needed to be scanned.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





Post id	Comment & bulk tag	Bulk comment reply	Re-scan	Comments	Commenters	Last scanned	
960447487565_112727090414234			Re-scan comments Re-scan	1	1	23rd Apr 20 23:25	2
960447487565_108709640815979			Re-scan	1	1	23rd Apr 20 07:13	2
960447487565_111168130570130			Re-scan	5	2	23rd Apr 20 07:13	2
960447487565_108661584154118			Re-scan	0	0	23rd Apr 20 07:04	2

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



Post id	Comment & bulk tag	Bulk comment reply	Re-scan	Comments	Commenters	Last scanned	
960447487565_112727090414234			Re-scan	1	1	23rd Apr 20 23:25	2
960447487565_108709640815979			Re-scan	1	1	23rd Apr 20 07:13	2
960447487565_111168130570130			Re-scan	5	2	23rd Apr 20 07:13	2
960447487565_108661584154118			Re-scan	0	0	23rd Apr 20 07:04	2

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





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

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

An overall demonstration of this section is given below:

TUTORIALS

TUTORIALS START HERE

Dashboard

Import Account

COMMENT FEATURE

Comment Automation

Comment Template

Reply template

Automation Campaign

Tag campaign

Report

Create Campaign

Tag campaign

Page name Post id Search Choose date

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

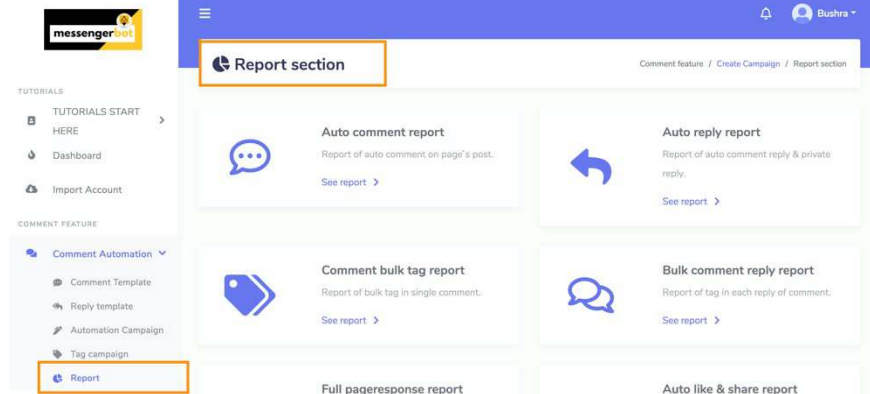
10 1-3/3

Previous 1 Next

Report

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











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

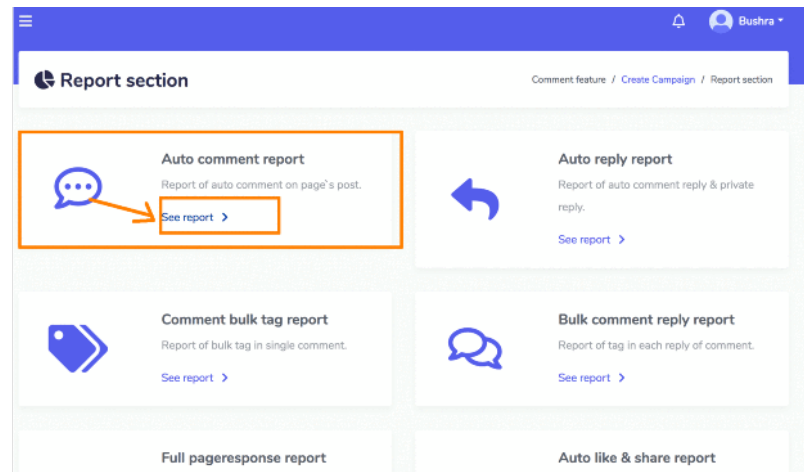
- Auto comment report
- Auto reply report
- Comment bulk tag report
- Bulk comment reply report
- Full page response report
- Auto like & share report

Auto comment report

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






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



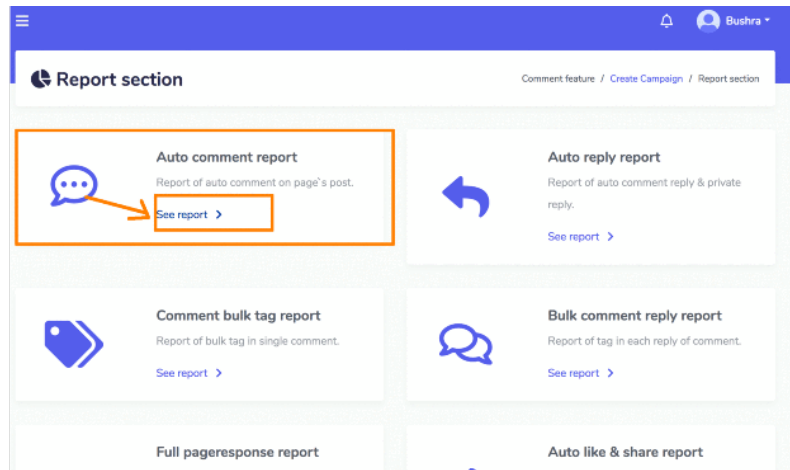


Auto reply report

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




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






Comment bulk tag report

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

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

Note

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

- 6) Select  to permanently delete a particular campaign.




Bulk comment reply report

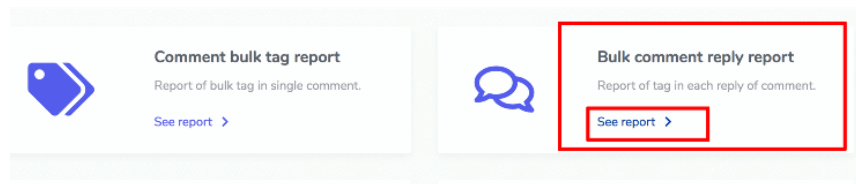
To access, the bulk comment reply report and perform different actions follow the steps given below:

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







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

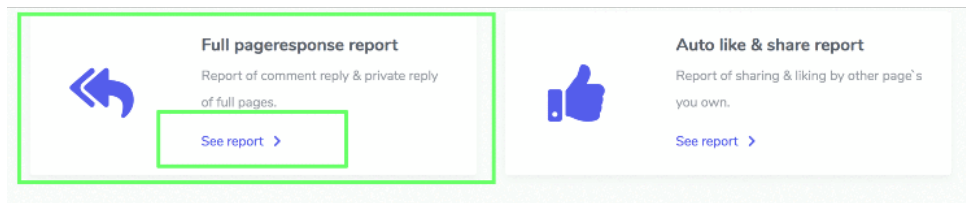


Full page response report

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


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

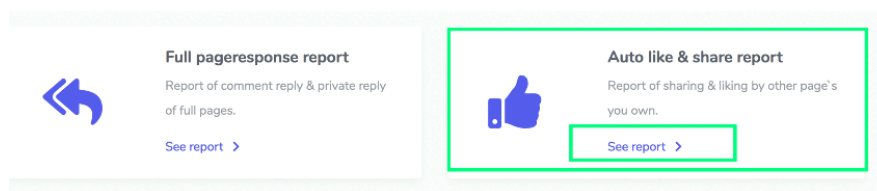




Auto like & share report

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

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



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.

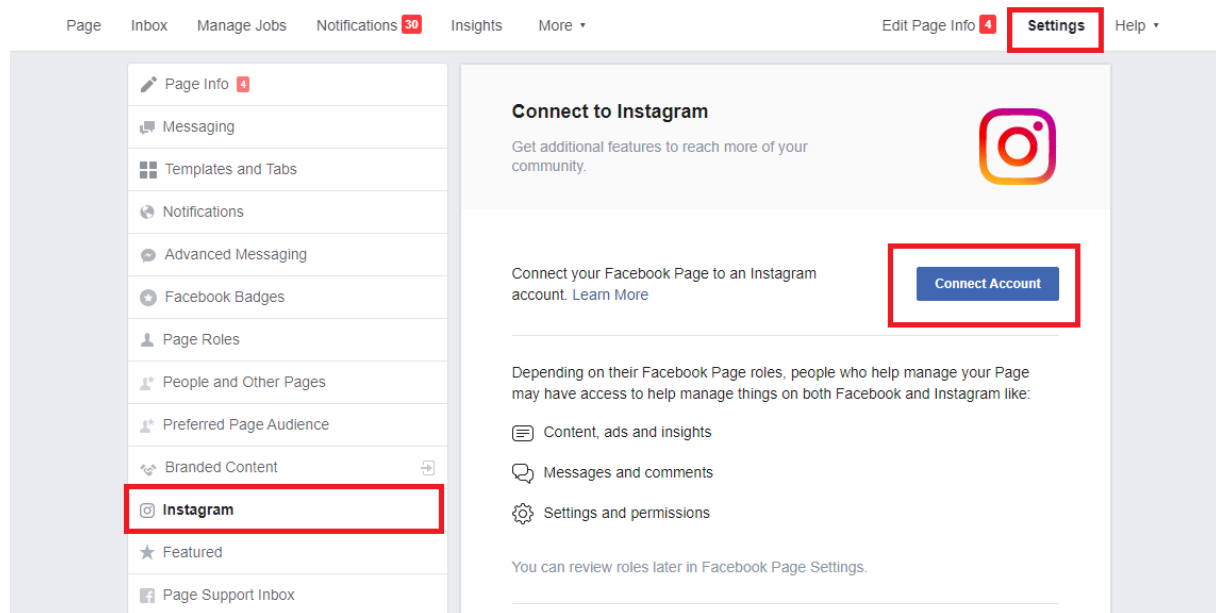
As Instagram is associated with Facebook, so at the very first stage you've to connect your Instagram business account with your Facebook page.

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.

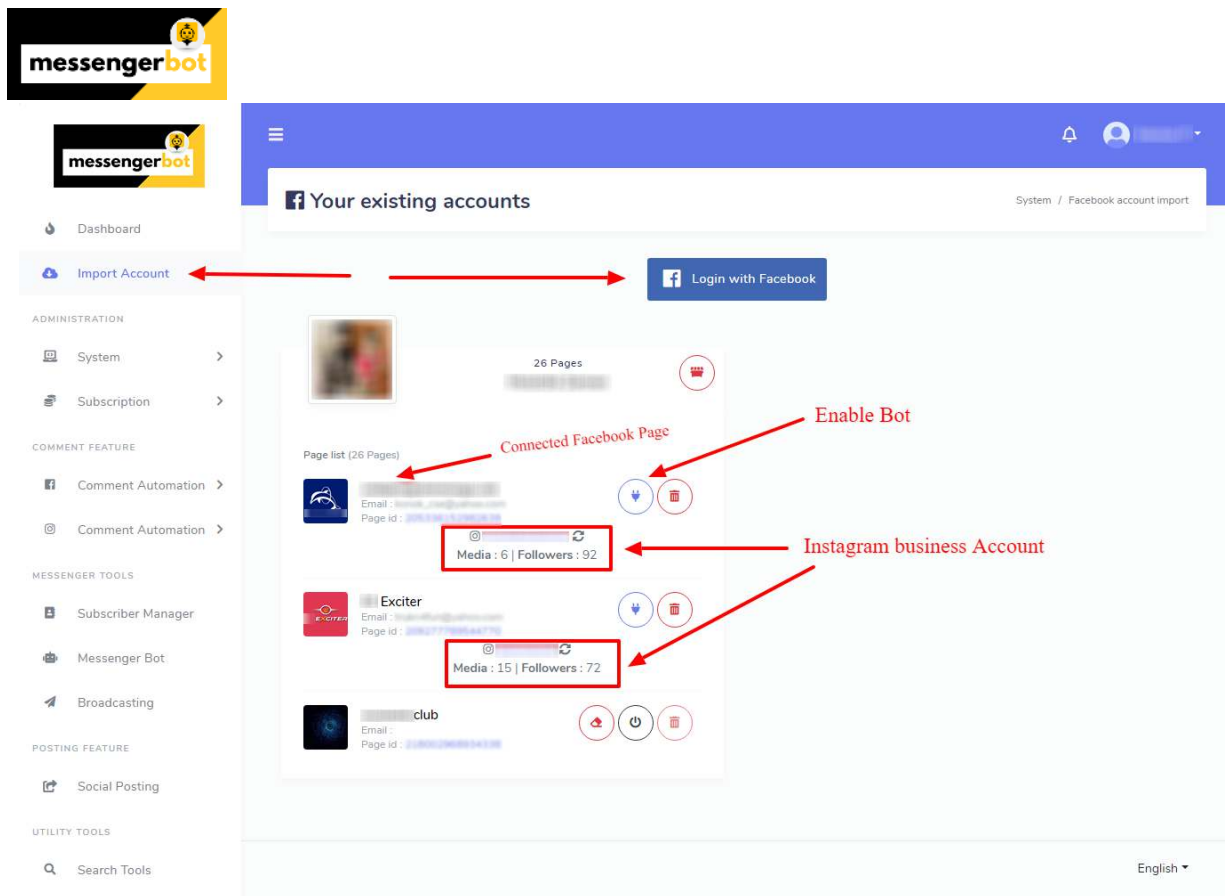
>>> Click on the **Connect Account** button to get started off adding Instagram account. Provide all information and connect your Instagram business account with your Facebook page.



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.

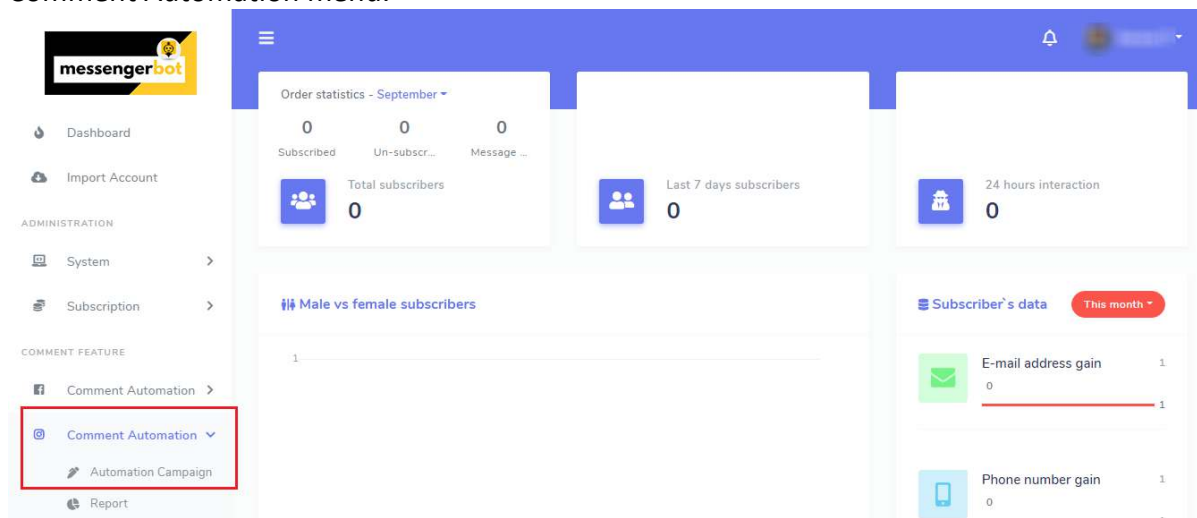




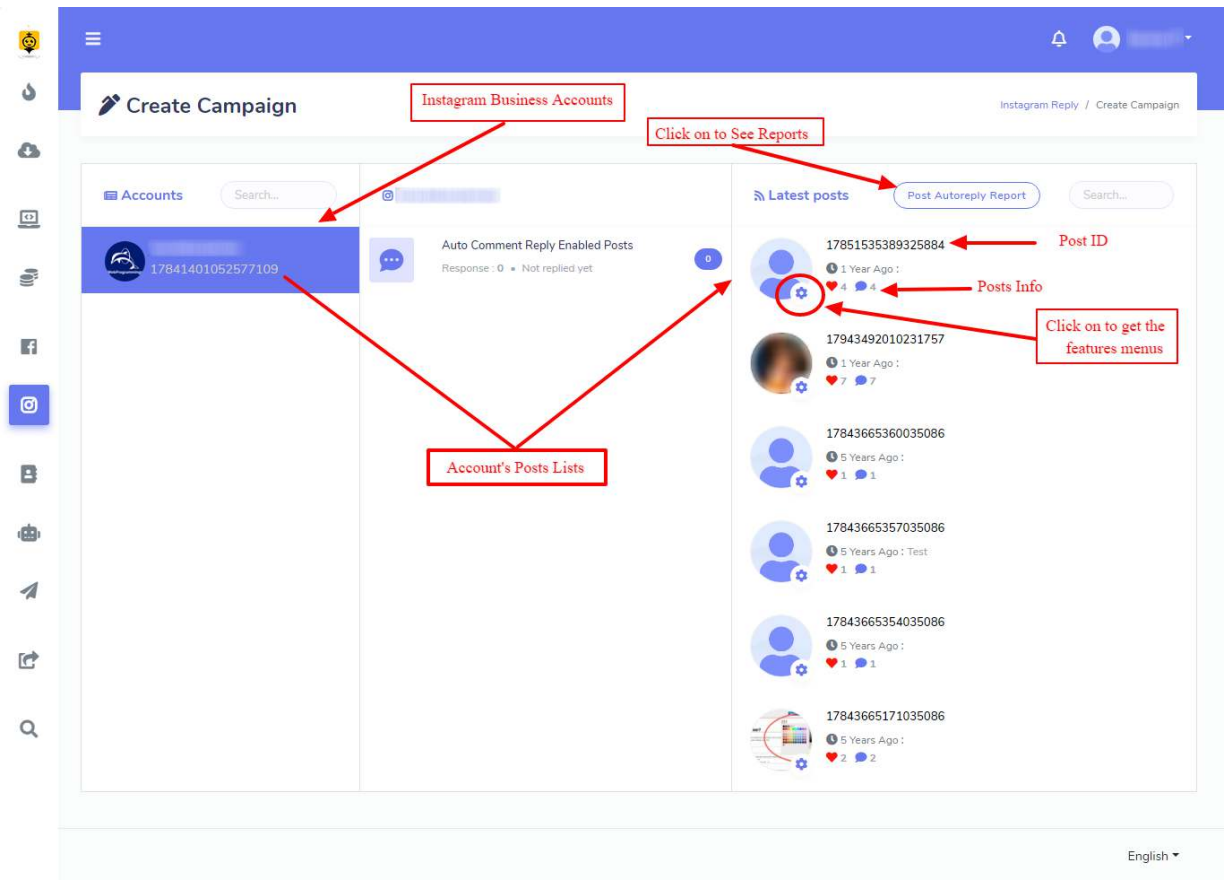
Now **Enable Bot Connection** by click on the enable bot connection button if it's not enabled before. Without enabling, you won't see your instagram account in instagram features section of Messenger Bot.

Auto Comment Reply with Messenger Bot:

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



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.



The screenshot shows the 'Create Campaign' interface for Instagram business accounts. The interface is divided into three main columns:

- Accounts:** Lists Instagram business accounts. A red arrow points to the 'Instagram Business Accounts' label.
- Auto Comment Reply Enabled Posts:** Shows the status of auto comment reply for each account. A red arrow points to the 'Account's Posts Lists' label.
- Latest posts:** Displays a list of posts from the selected accounts. A red arrow points to the 'Click on to See Reports' label.


Additional labels and arrows point to specific elements within the 'Latest posts' column:


- Post ID:** Points to the post ID '17851535389325884'.
- Posts Info:** Points to the post details (likes, comments, time).
- Click on to get the features menus:** Points to the gear icon next to the post.


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**.




Latest posts
Post Autoreply Report
Search...


17851535389325884
1 Year Ago :

 Enable auto comment reply


 Leave a comment now


 Analytics


Click on to get Auto comment Reply form


For Instant Comment on Instagram


Posts Analytics



17843665360035086
5 Years Ago :

 1

 1


17843665357035086
5 Years Ago : Test

 1

 1

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

Please give the following information for post auto reply

Do you want to reply comments of a user multiple times?
Yes

Generic comment reply for all
Select for Generic Reply On Comment

Send comment reply by filtering word/sentence
Select for Filter based Comment Reply

Auto comment reply campaign name *
Write your auto comment reply campaign name here.

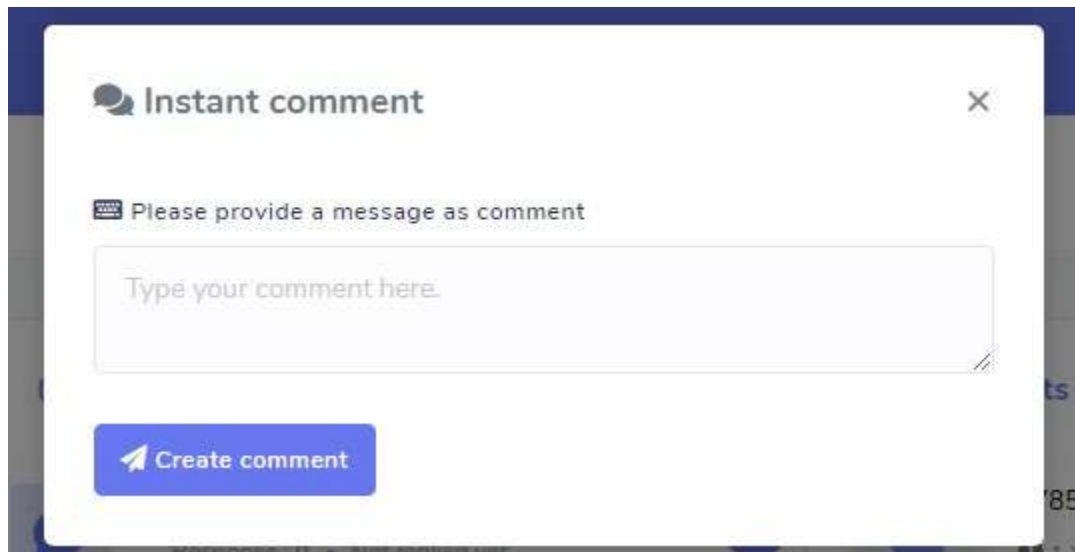
Comment reply text *
Username
Mention user

Type your comment reply here...

Submit
Cancel

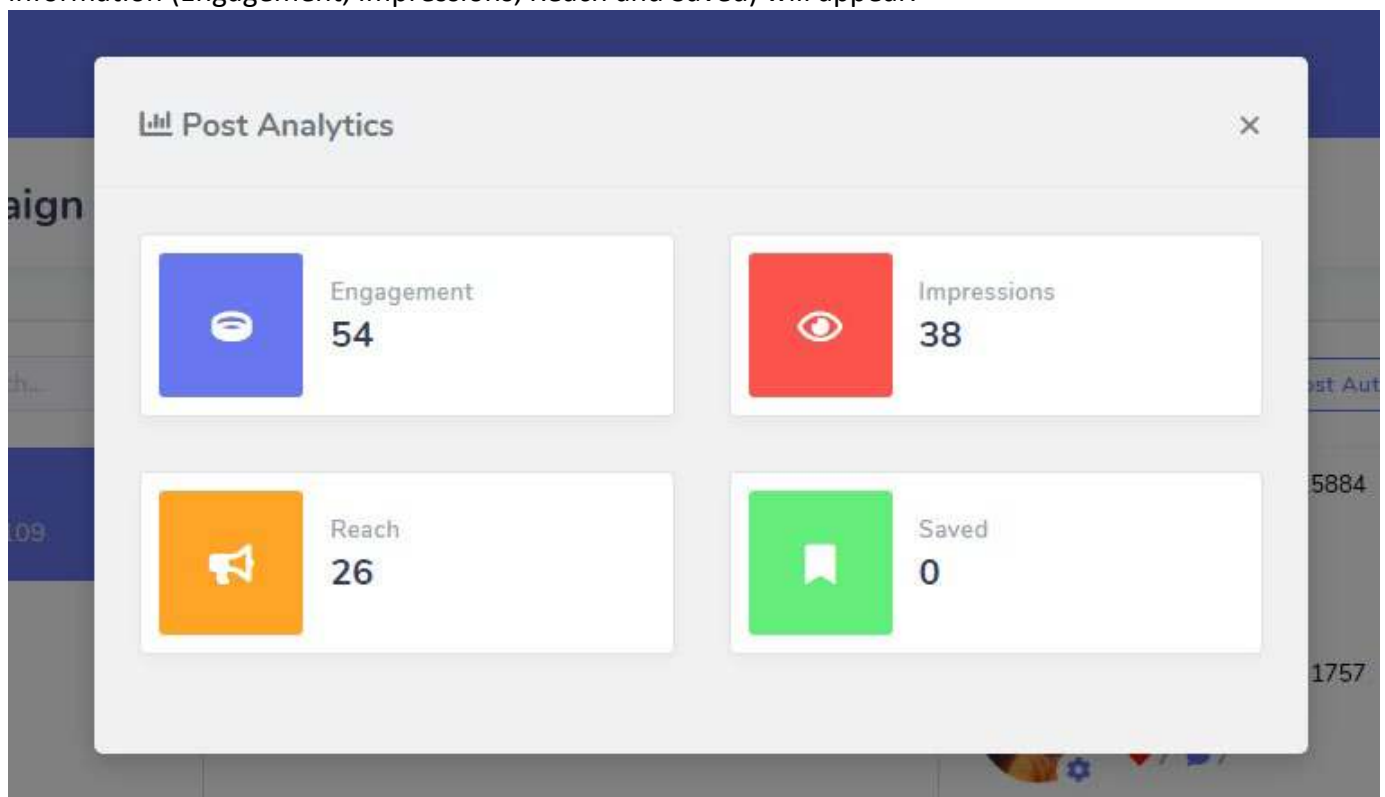


You can comment instantly on a post by **Leave a comment now** option from the dropdown.



A modal window titled "Instant comment" with a close button (X) in the top right corner. Below the title is a text input field with the placeholder "Type your comment here." and a blue button labeled "Create comment" with a paper plane icon.

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.



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.

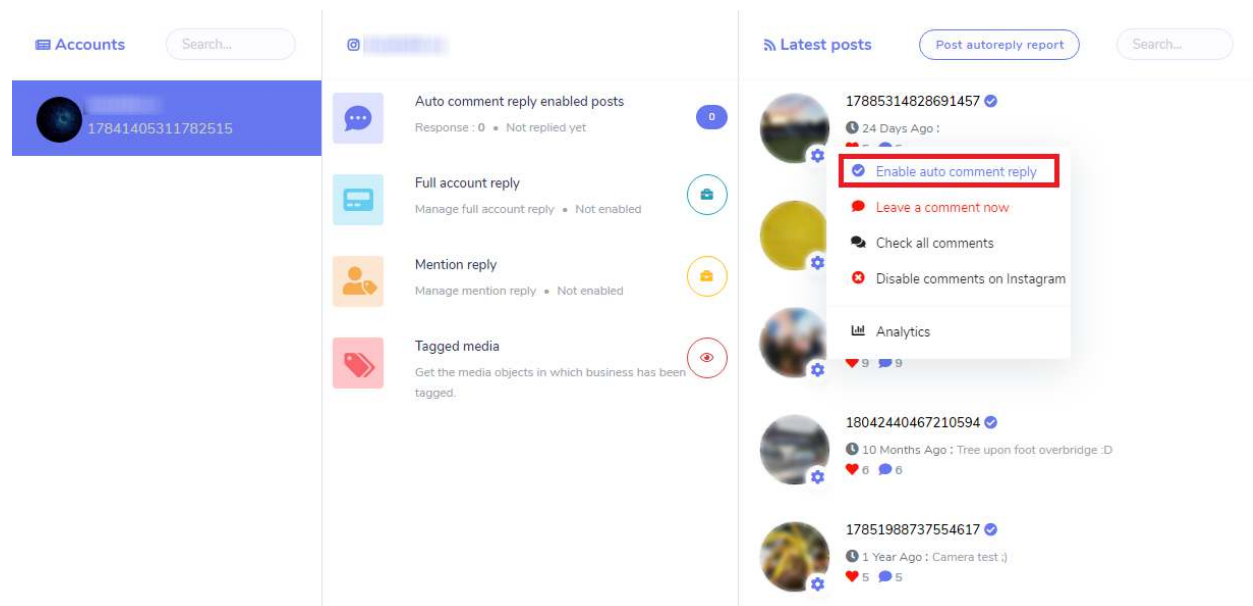
Instagram Reply Enhancers

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

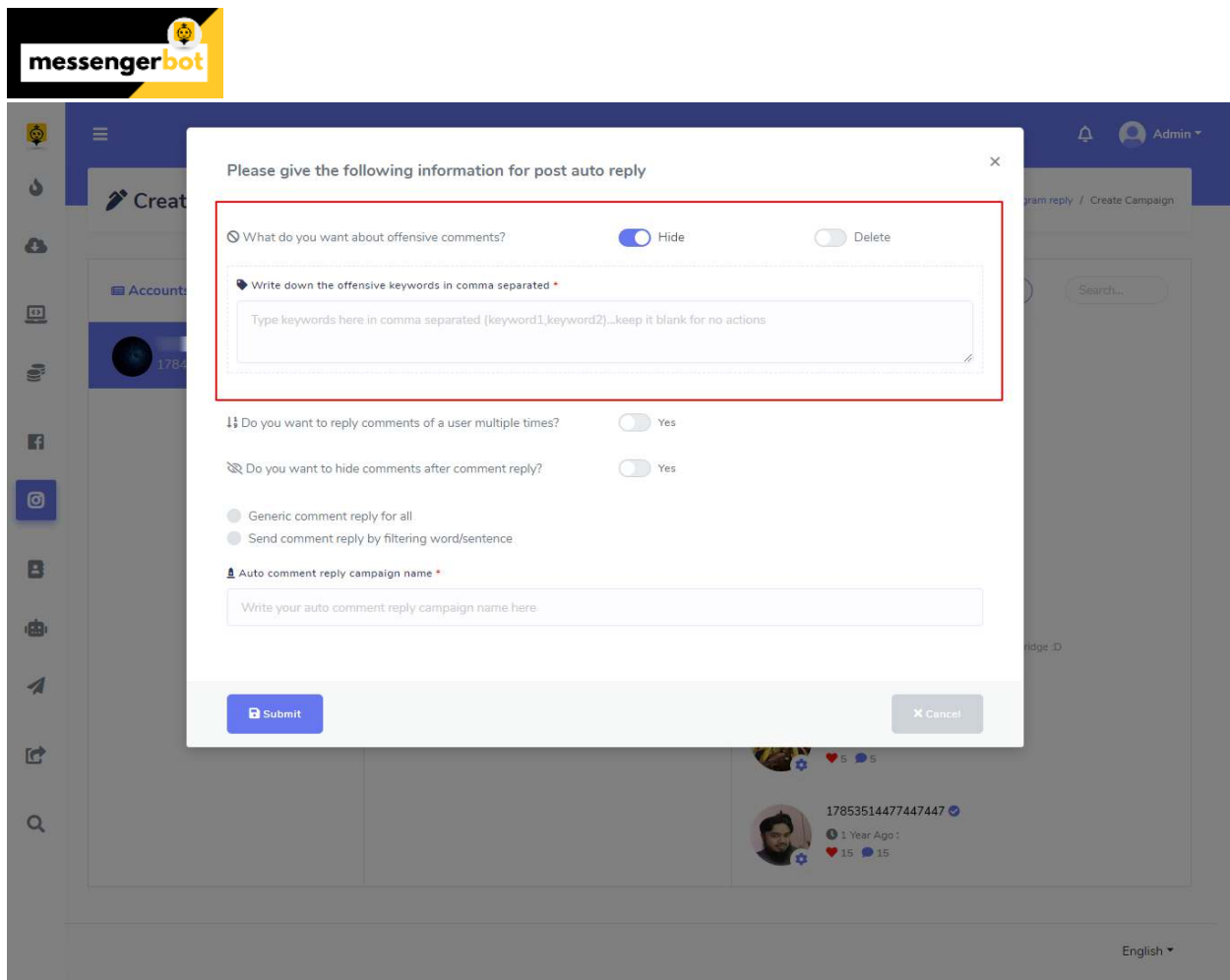
After Installing Instagram Reply Enhancers Add-on, you'll see of Choosing field for what do you want to do with offensive comments - hide or delete and also you'll be able to provide keywords as comma separated for hiding or deleting comments that matches with these keywords.

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



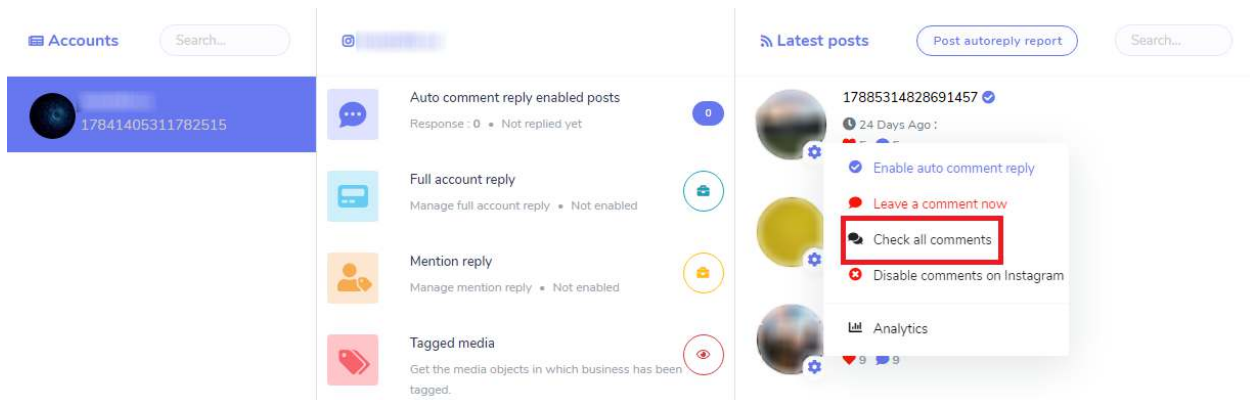
A modal of auto reply to comments will appear including this hide/delete for offensive comments. By default, the hide option is selected but you may toggle the options. Under this option, you've to provide the keywords with whom you want to perform hide/delete actions.

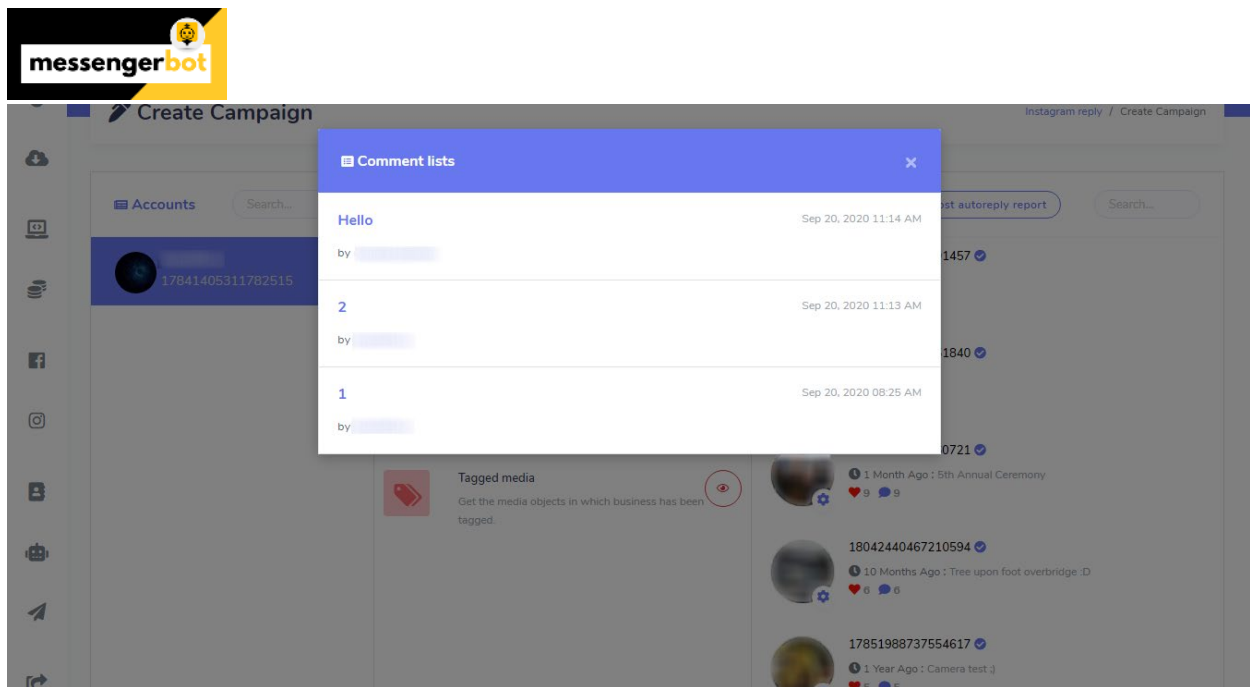




Check All Comments

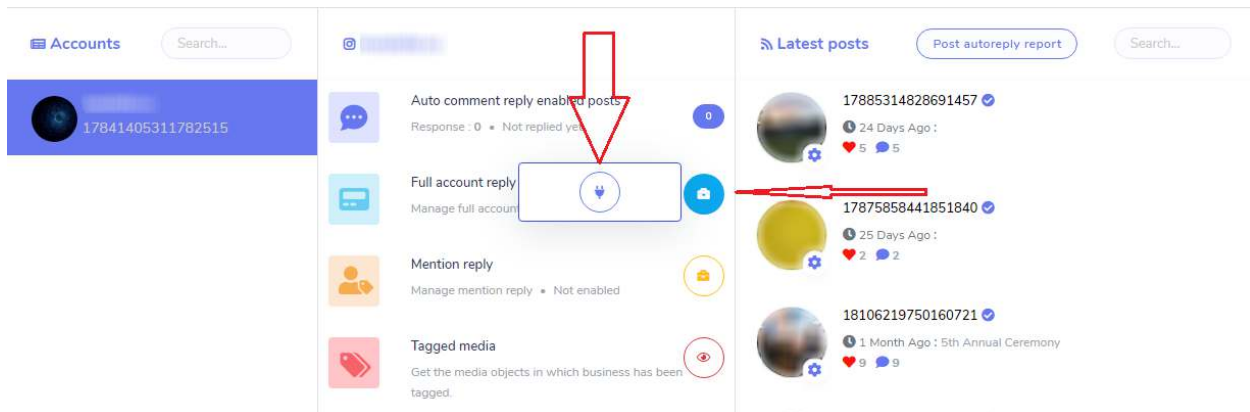
As the above description, you'll also able to see an option called **Check All Comments**, which is for getting all comments of a post in one place. Click on the option and you'll see all the comments of that post.





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.



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



What do you want about offensive comments?

☒ Hide

☐ Delete

Write down the offensive keywords in comma separated

Type keywords here in comma separated (keyword1,keyword2)...keep it blank for no actions

Do you want to send reply message to a user multiple times?

☐ Yes

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

Submit

Cancel

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.

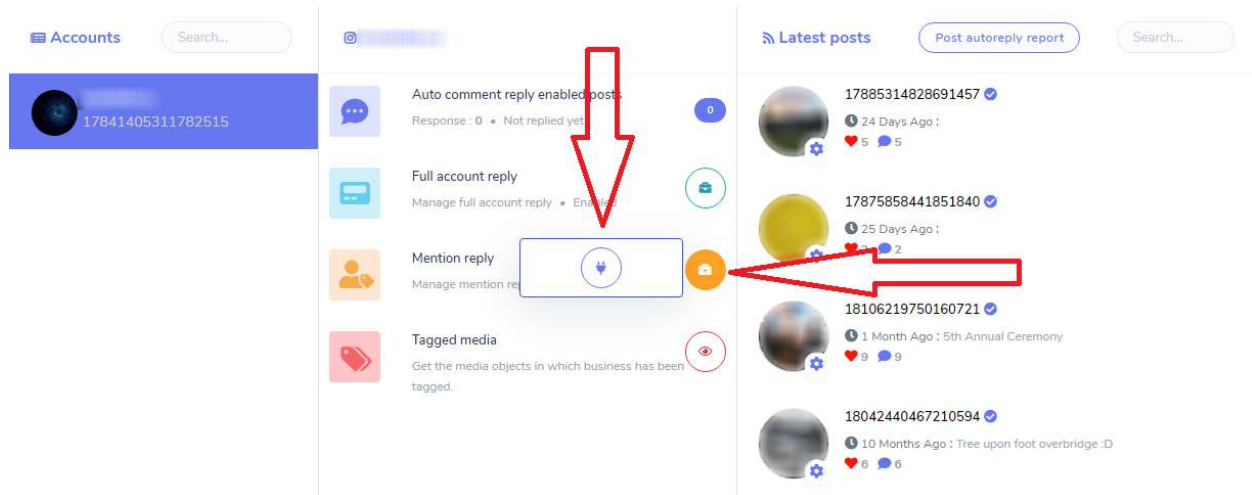
The screenshot shows the Messenger Bot dashboard with three main sections: Accounts, Settings, and Latest posts. In the Accounts section, the account 17841405311782515 is selected. In the Settings section, the 'Full account reply' setting is highlighted, and a red arrow points to the action buttons (Report, Edit, Pause/Play, Delete) for this setting. The 'Latest posts' section shows a list of posts with their respective user avatars, IDs, and engagement metrics.

Mention Reply Settings

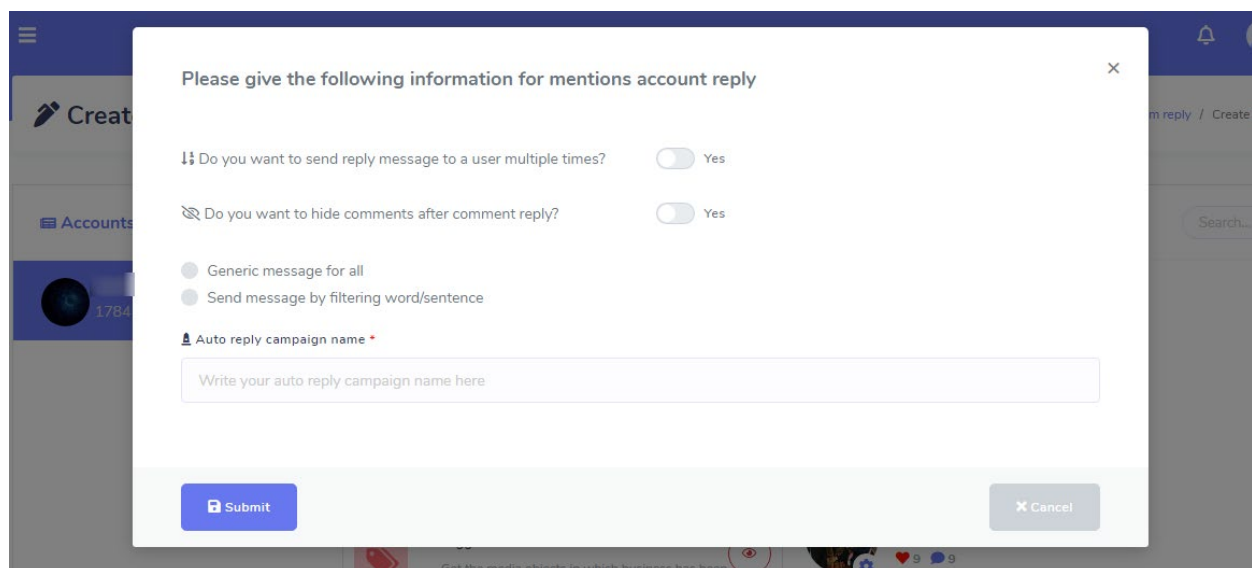




Beside full account reply, you can also be able to set mention reply for your instagram business account. As full account reply click on the icon beside mention reply and click on the enable mention reply button to get the mention reply form.

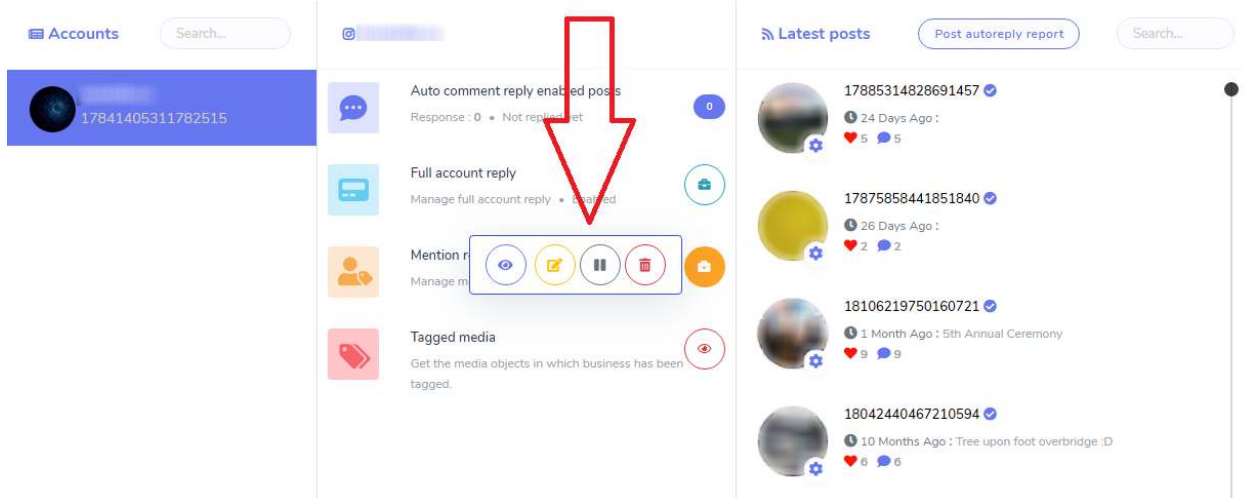


Fill up the information and hit **Submit** button. If you enable mention reply settings for your Instagram business account, whenever you get mentioned in any comments of any posts of Instagram account by any user, then system will send reply to the mentioned comments.



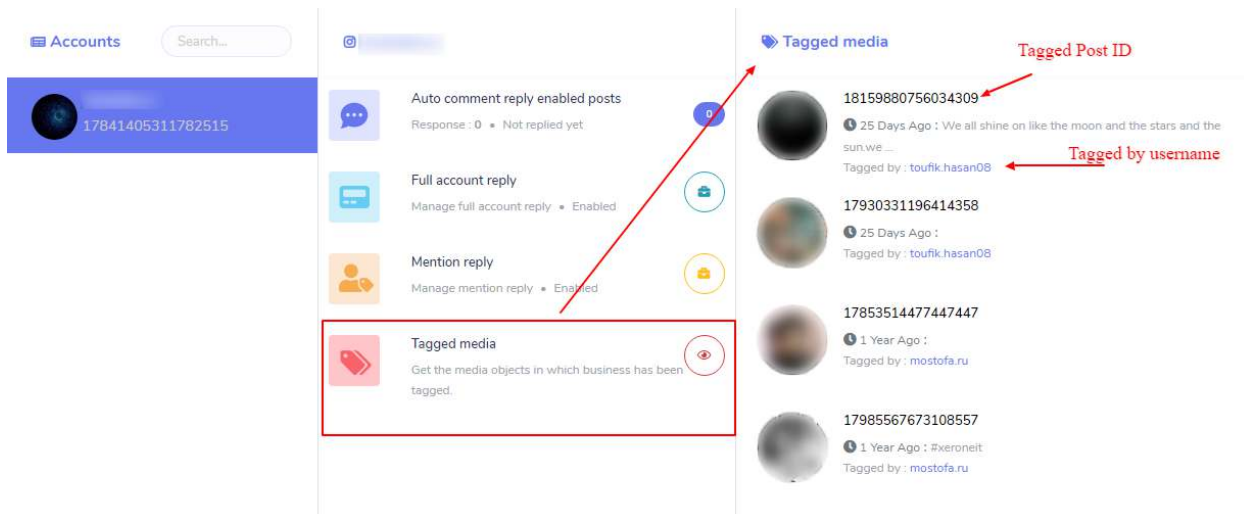
After enabling full account reply, you'll able to see the list of actions button for mention reply settings. You can see Report, edit, pause/play and also delete the reply settings button.





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.




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.








Accounts Search...

 17841405311782515


 **Auto comment reply enabled posts**
Response : 0 • Not replied yet


 **Full account reply**
Manage full account reply


 **Mention reply**
Manage mention reply • Not enabled

 **Tagged media**
Get the media objects in which business has been tagged.

Latest posts Post autoreply report Search...

 17885314828691457
24 Days Ago :
5 5

 17875858441851840
25 Days Ago :
2 2







 18106219750160721
1 Month Ago : 5th Annual Ceremony
9 9

Full Autoreply report

Instagram reply / Create Campaign / Full Autoreply report

Individual account


Search... Search


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


10


1-2/2


Accounts Search...

 17841405311782515


 **Auto comment reply enabled posts**
Response : 0 • Not replied yet


 **Full account reply**
Manage full account reply • Enabled


 **Mention reply**
Manage mention reply


 **Tagged media**
Get the media objects in which business has been tagged.

Latest posts Post autoreply report Search...

 17885314828691457
24 Days Ago :
5 5

 17875858441851840
26 Days Ago :
2 2

 18106219750160721
1 Month Ago : 5th Annual Ceremony
9 9

 18042440467210594
10 Months Ago : Tree upon foot overbridge :D
6 6





Full Autoreply report

Instagram reply / Create Campaign / Full Autoreply report

Individual account

Search...

Search

Details Report

Post's Analytics

Delete Report

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

10

1-2/2

Previous 1 Next

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.

messengerbot

Dashboard

Import Account

ADMINISTRATION

- System >
- Subscription >

COMMENT FEATURE

- Comment Automation >
- Comment Automation >
- Automation Campaign
- Report**

Report section

Instagram reply / Report section

Auto comment reply report

Report of auto comment on Instagram accounts's post.

[See report >](#)

Full account reply reports

Report of posts comment reply of Instagram full account.

[See report >](#)

Mention reply report

Report of mention of Instagram accounts's post.








[See report >](#)





Full Reply report

[Instagram reply](#) / [Create Campaign](#) / [Full Autoreply report](#)








Instagram accounts ▾ Search... Search				
#	Thumbnail	Post id	Actions	Last replied at
1		18042440467210594	   	27, 2020 09:02 AM
2		17885314828691457		Sep 27, 2020 09:03 AM

10 ▾ 1-2/2

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

Mention Reply report

[Instagram reply](#) / [Create Campaign](#) / [Mention Autoreply report](#)

Instagram accounts ▾ Search... Search				
#	Thumbnail	Post id	Actions	Last replied at
1		17889350893615836	   	27, 2020 09:04 AM
2		18114940318095355		Sep 27, 2020 09:04 AM

10 ▾ 1-2/2

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





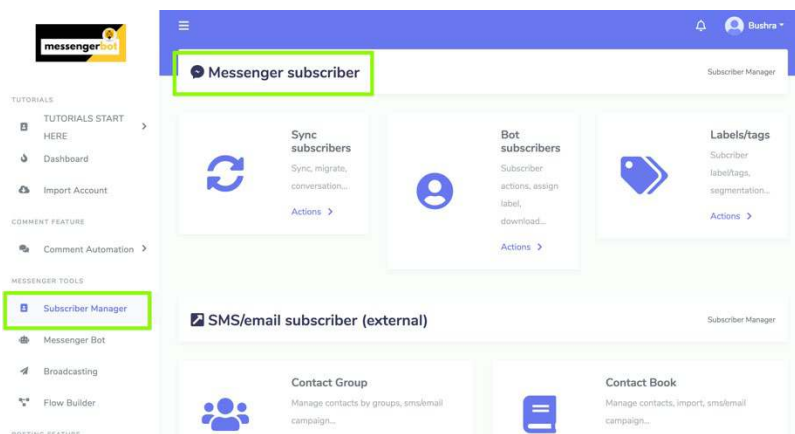
Subscriber Manager

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

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

A screen containing following two sections will appear:

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



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

Messenger Subscriber

It has further following three sections:

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

Sync subscribers

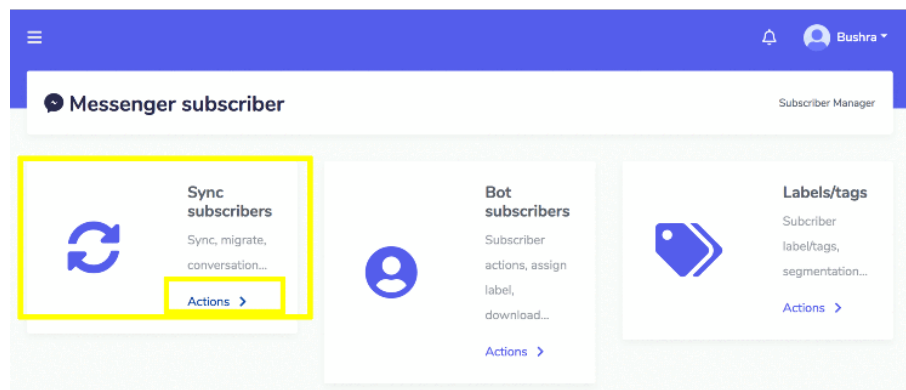
To access the sync subscribers section, select **Sync subscribers**, then select **Actions**, a dashboard will appear containing a number of each of the following subscribers:

- Conversation subscriber





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




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


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

Subscriber list

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

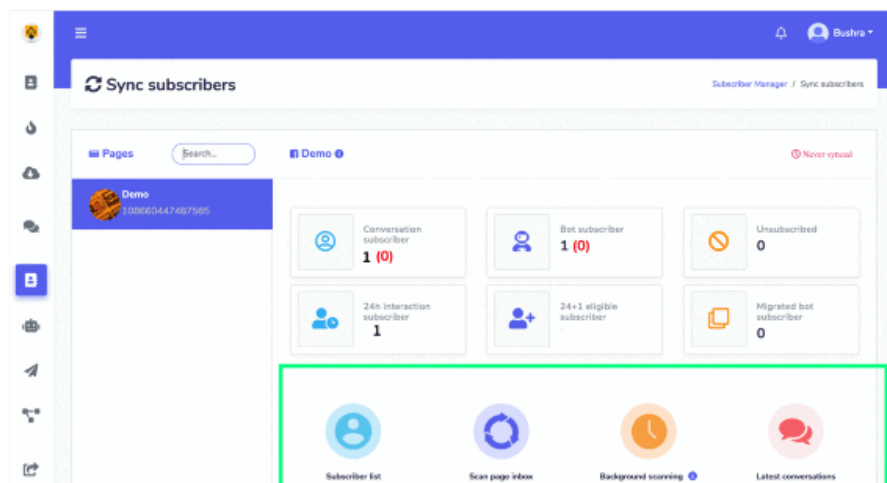
- 1) Select **See list** option from the **Subscriber List**.
- 2) A modal containing a list of all subscribers names and IDs will appear on the screen.
User can search for a particular subscriber by using the **search bar**. User can also bulk select the subscribers to perform different actions like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



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

Note

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



Scan page inbox

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

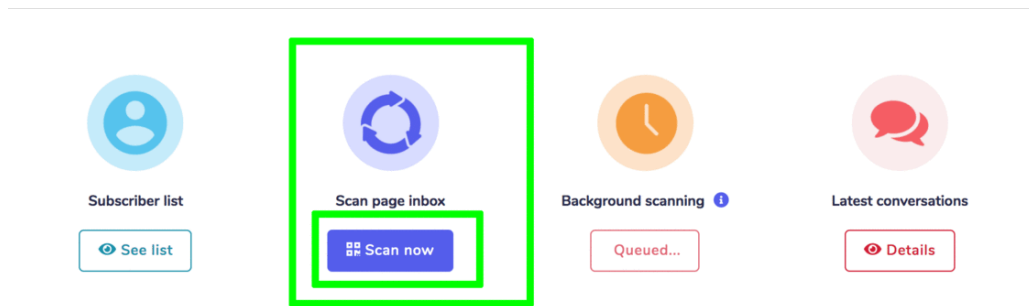
- 1) Select **Scan now** option from the **Scan page inbox**.





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

All selected subscribers will be imported successfully.



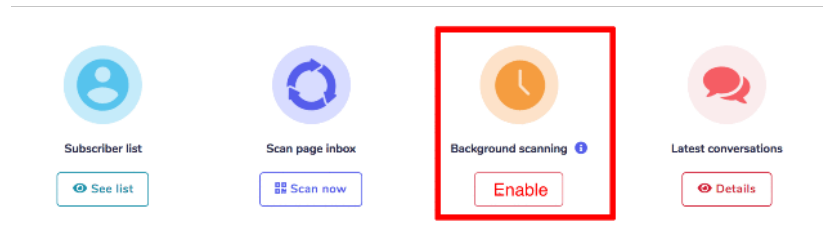
Background scanning

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

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


Your page inbox will be scanned.

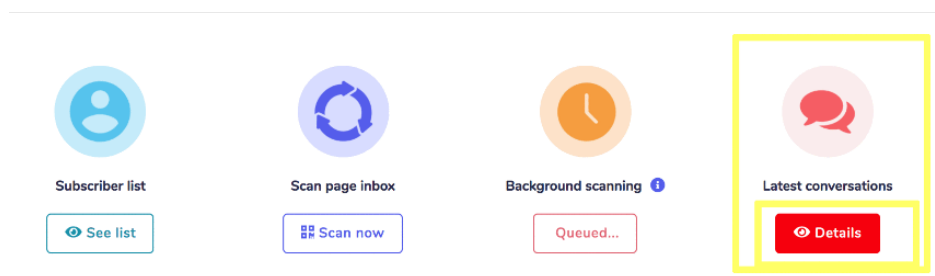




Latest Conversations

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

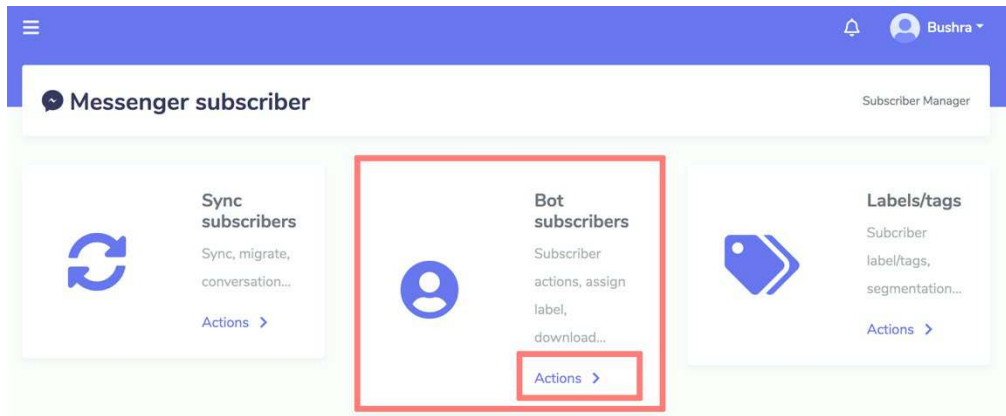
- 1) Select **Details** option from **Latest Conversations** section.
- 2) A modal will appear containing a list of messages from different subscribers. You can order the list by selecting the arrows in ascending or descending order. You can refresh the list by selecting  option. You can search for a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





Bot subscribers





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



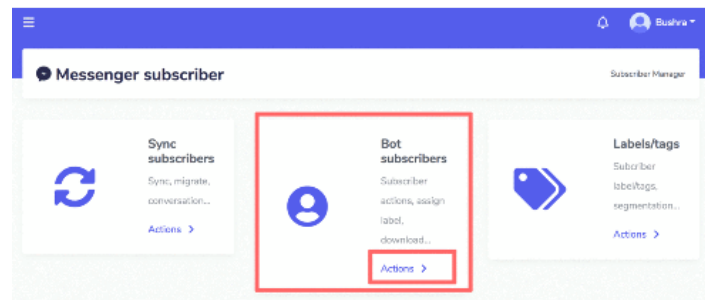
A list of bot subscribers will appear on your screen. It will provide information of your bot subscribers, which includes the avatar, first & last name of the bots and the time they synced. You can arrange the list in **ascending** or **descending** order by selecting the arrows from the table header.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

Subscriber Actions

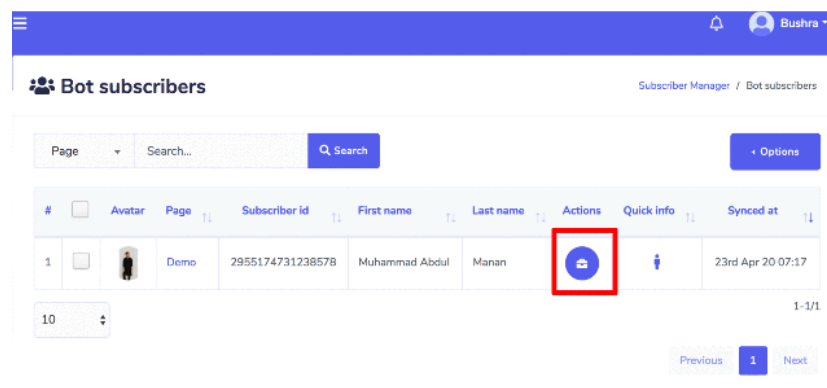
To perform different bot subscriber actions, follow the steps given below:

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



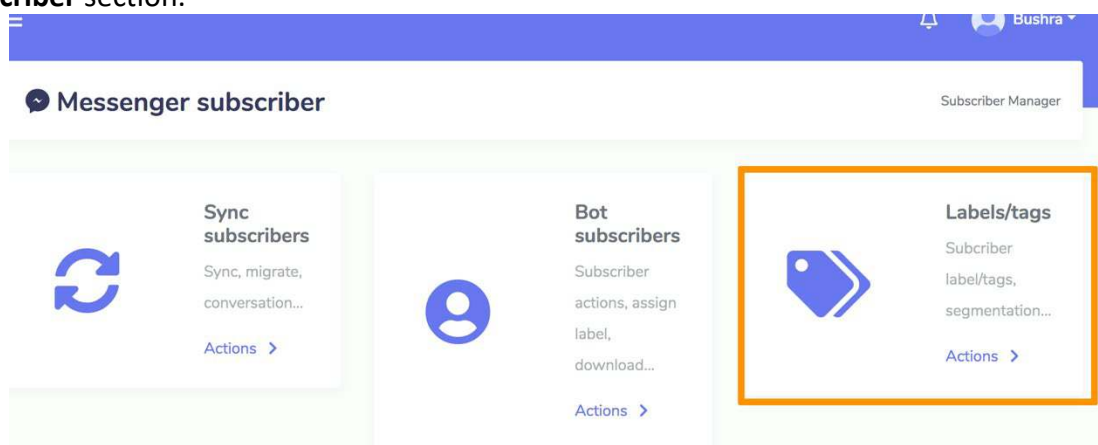


5) Select **Save changes** option to save your actions in **Subscriber data**.




Labels/tags

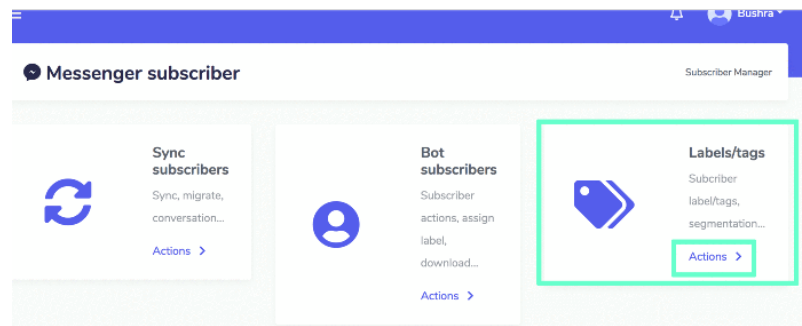
You can create new labels/tags and use them in your posts and comment. Each label has a specific ID. These labels can be used throughout multiple features of MessengerBot application. To access the labels/tags section, select **Labels/tags**, then select **Actions** in **Messenger Subscriber** section.





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

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

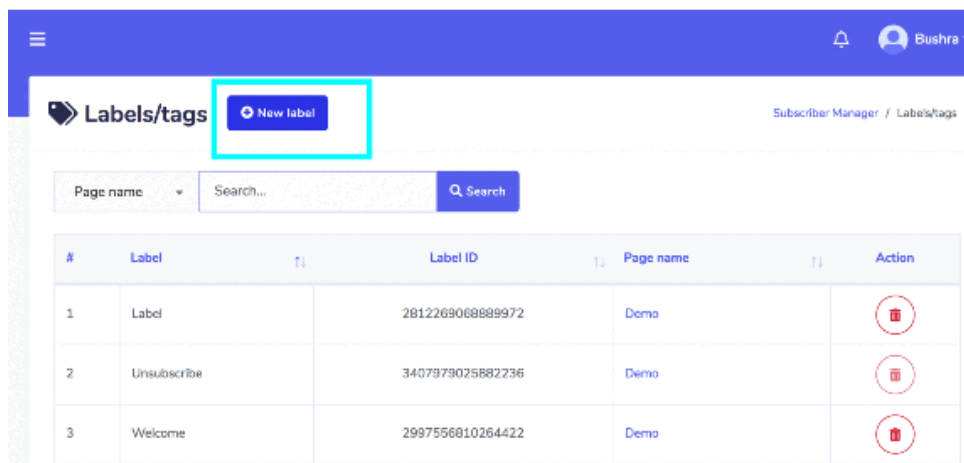


Create New Label

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

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





SMS/email subscriber (external)

It further has two sections:



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

Contact Group

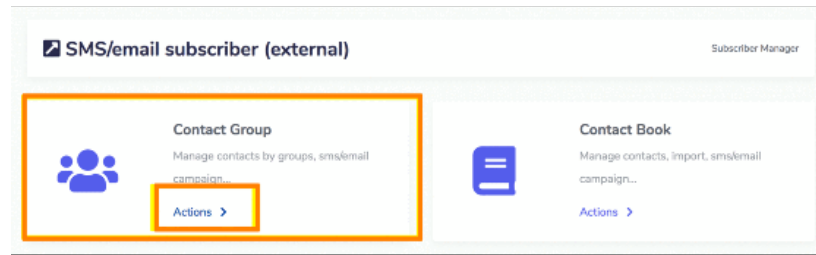
You can create a contact group to perform different bulk actions and manage the SMS/emails group wise. Each group will have multiple contacts.

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

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

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

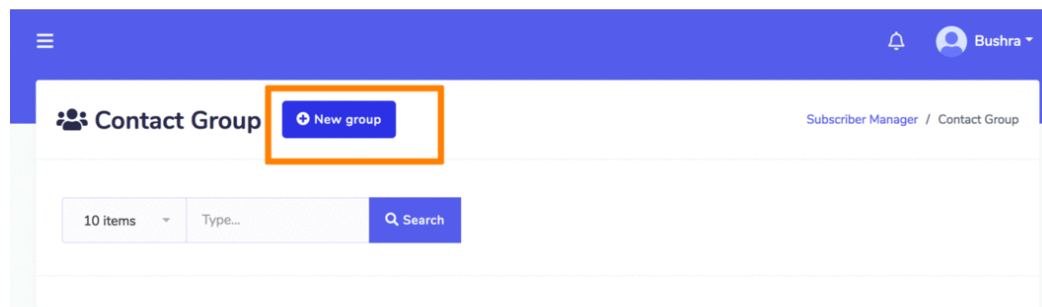




Create New Group

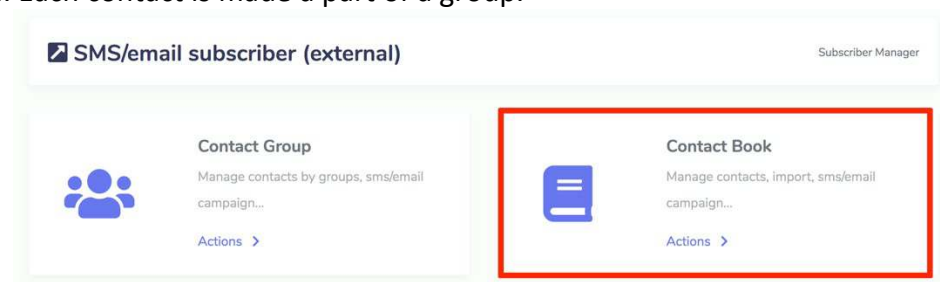
You can create a new group from the **Contact Group** screen. Just follow the steps given below:

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



Contact Book



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

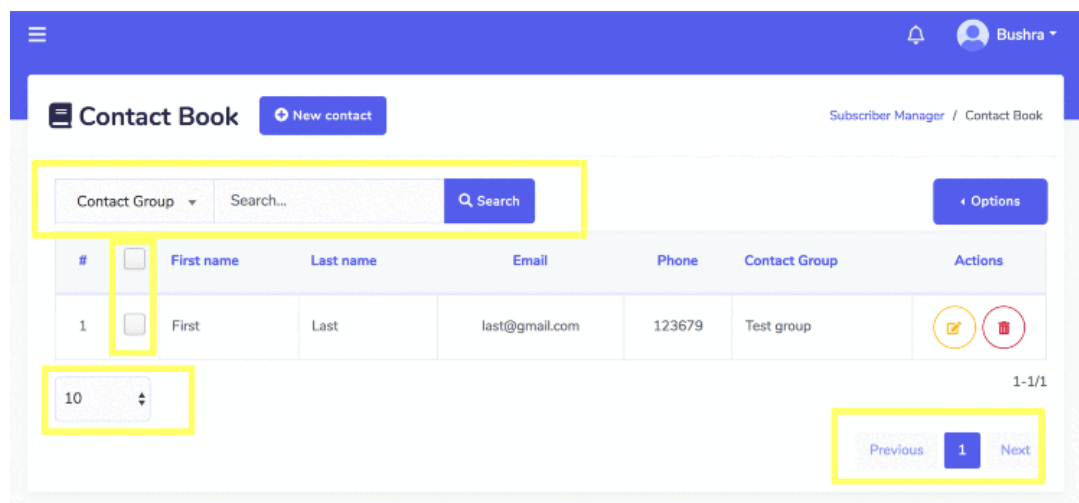


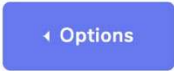


To access contact group section, select **Contact Book**, then select **Actions** in **SMS/email subscriber (external)** section.

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

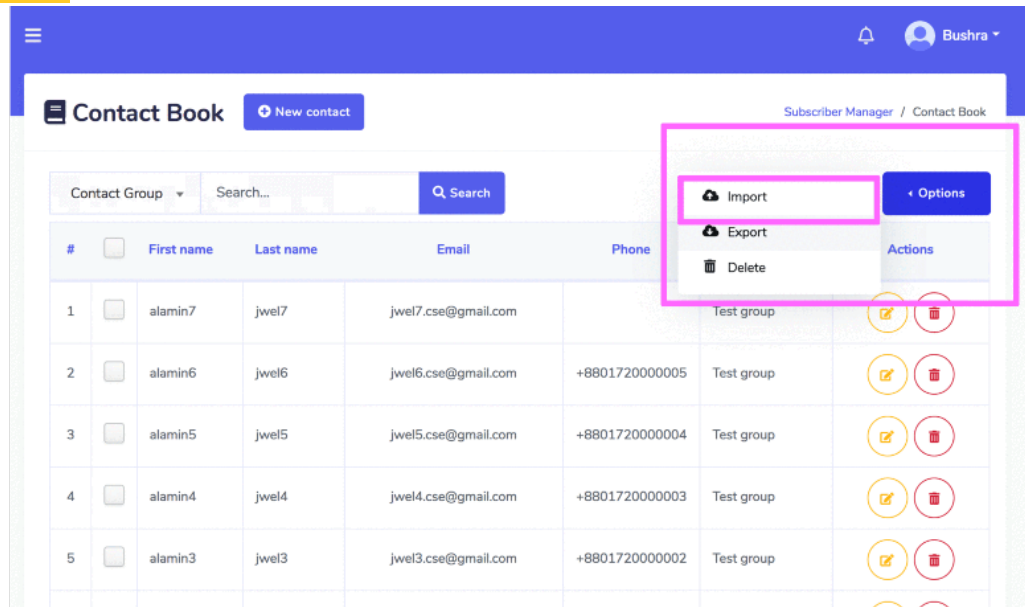
- You can adjust the number of contacts to be viewed at a time.
- You can edit the contacts by selecting the  icon for a particular contact.
- You can delete the contacts by selecting the  icon for a particular contact.
- You can search for a particular contact by using the search bar.



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

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

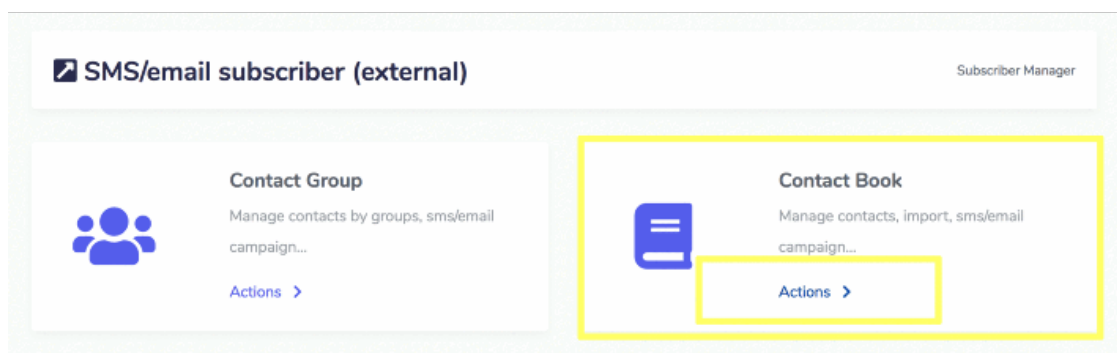




Create New Contact

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

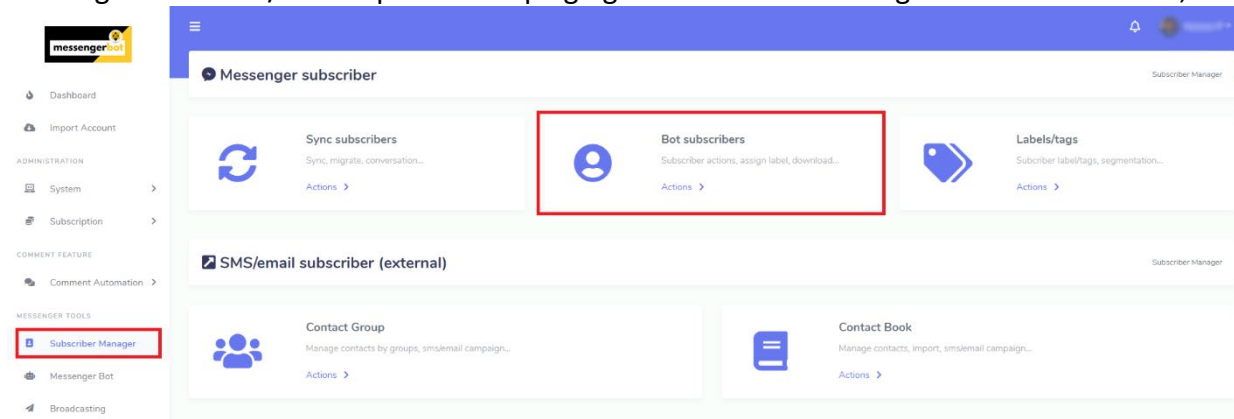
- 1) Select **New contact** from the top of the Labels/tags screen.
- 2) A modal Add label will appear on the screen. You need to provide in **Add contact group** screen:
 - **First name**
 - **Last name**
 - **Email**
 - **Phone number**
 - **Contact group:** to which the contact will be added
- 3)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



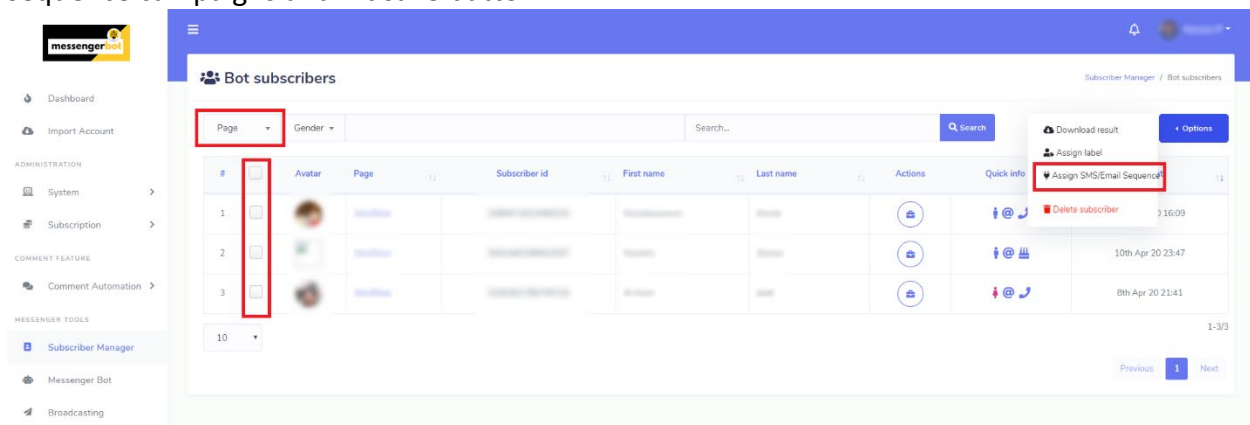


Bulk Assign Email SMS Sequence Campaign

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



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



↑ Assign sms/email Sequence

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

Select Sequence Campaign

Assign Sequence

Close

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





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

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

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

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

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





Contact Group **New group**

Subscriber Manager / Contact Group

10 items Type... Search

Jan 15, 20		
Jan 15, 20		
Nov 5, 19	Nov 5, 19	
Nov 5, 19	Nov 5, 19	
Nov 5, 19	Nov 5, 19	
Nov 5, 19	Nov 5, 19	
Nov 5, 19	Nov 5, 19	
Nov 5, 19	Nov 5, 19	
Nov 5, 19	Nov 5, 19	
Nov 5, 19	Nov 5, 19	

Manual Contact Add:

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

Contact Book **New contact**

Subscriber Manager / Contact Book

#	First name	Last name	Email	Phone	Contact Group	Actions
1	66			923	Group 2	
2	fffd	fdiof	fdiof@gmail.com		Group 2, Group 3	
3	dkdd	sddef	dkdd@gmail.com	132	Group 3, Group 4	
4	test	user	test@gmail.com		Group 2	
5	stg	gs	gs@ff.com	eg	Group 2	

+ Add contact group



Group name

Save

Close

Contact Import From CSV File Upload:

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





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

Contact Book [New contact](#)

Subscriber Manager / Contact Book

Contact Group: Search... [Search](#)

#	First name	Last name	Email	Phone	Contact Group
1	GG			323	Group 2

[Import](#) [Export](#) [Delete](#) [Options](#)

Import contact (csv) [Sample csv](#)

Contact Group:

Csv file [?](#)

Upload

Message

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

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

[Import](#) [Close](#)

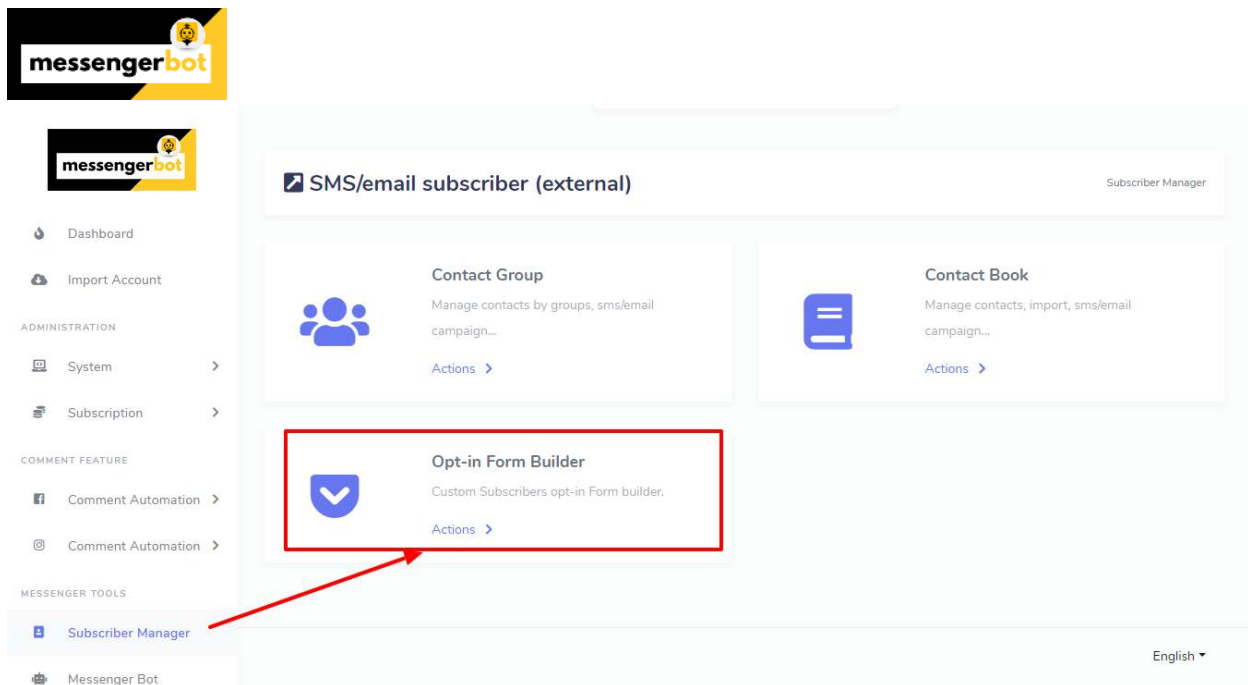
Email Phone Opt-in Form Builder

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.





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.

★ Email/Phone Opt-in Form Builder

[+ Create opt-in form](#)

Subscriber Manager / Email/Phone Opt-in Form Builder

Search...

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

10

1-4/4

Previous 1 Next

In the form you'll have to fill up some required information with form builder 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

Form name ⓘ

Contact Group ⓘ [Create group](#)

Email sequence ⓘ
Select email sequence ▼

Sms sequence ⓘ
Select sms sequence ▼

Form position ⓘ
Select form position ▼

Background image (Max 1MB) ⓘ
[Upload](#)

H Header

First Name

Last Name

Email

Phone number

Subscribe button

Paragraph

☒ Agreement Text

Clear

Save

FORM BUILDER

First Name *
Enter your first name

Last Name *
Enter your Last name

Email *
Enter your Email

I agree to receive your newsletters and accept the [data privacy statement](#)

Button

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.





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, through 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](#)

Form name ⓘ <input type="text"/>	Contact Group ⓘ + Create group <input type="text"/>
Email sequence ⓘ <input type="text" value="Select email sequence"/>	Sms sequence ⓘ <input type="text" value="Select sms sequence"/>
Form position ⓘ <input type="text" value="Bottom-Right"/>	Background image (Max 1MB) ⓘ <input type="button" value="Upload"/>
Interval time ⓘ <input type="text"/>	

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 * <input type="text" value="Enter your first name"/>
First Name	Last Name * <input type="text" value="Enter your Last name"/>
Last Name	Email * <input type="text" value="Enter your Email"/>
Email	I agree to receive your newsletters and accept the data privacy statement
Phone number	<input type="button" value="Button"/>
Subscribe button	
Paragraph	
<input checked="" type="checkbox"/> Agreement Text	
<input type="button" value="Clear"/> <input type="button" value="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.

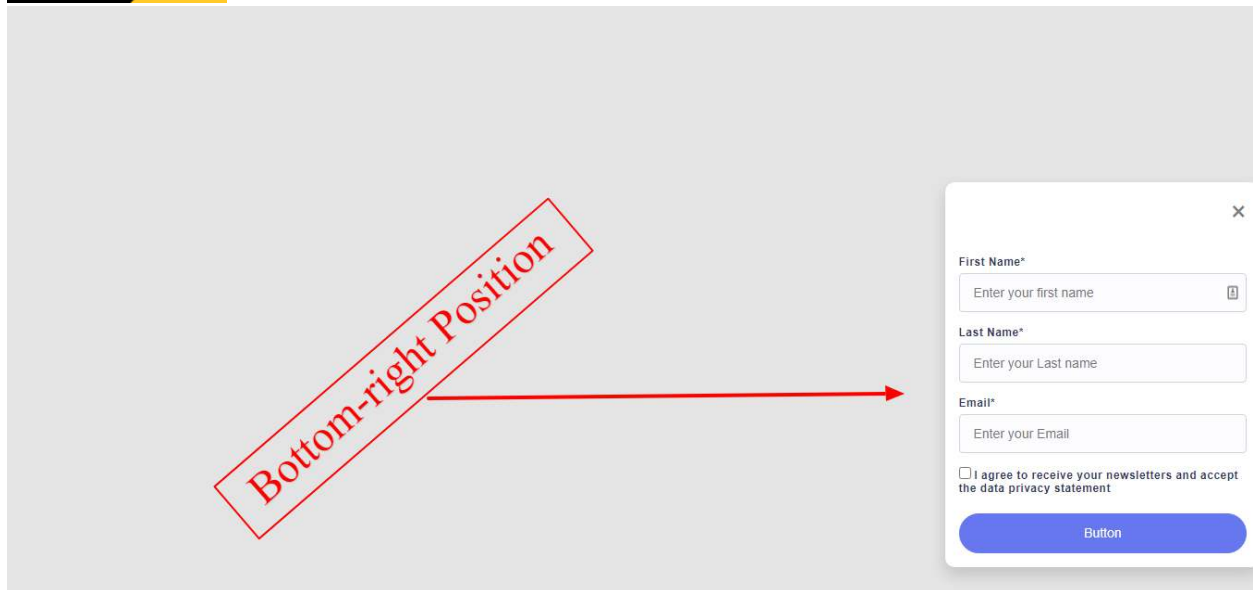
- Header: Drag & drop header option for Form header. You can choose different header types.
- Paragraph: Drag & Drop paragraph as a text field to set a short information for the form.
- First Name: Drag & Drop First Name option to set and get first name of the Subscriber. You can make it required or 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.

The screenshot displays the 'messengerbot' form builder interface. On the left, a sidebar lists available components: Header, First Name, Last Name, Email, Phone number, Subscribe button, Paragraph, and Agreement Text. Each component has a red circle and an arrow pointing to its corresponding element in the form preview on the right. The preview shows a form titled 'Welcome to Our Site' with a 'Field Actions Button' (containing delete, edit, and duplicate icons) in the top right corner. The form content includes a header, a paragraph, and input fields for First Name, Last Name, Email, and Phone number, each with a red circle and an arrow pointing to its respective component in the sidebar. Below the input fields is an 'Agreement Text' section with a checkbox and a 'Subscribe' button. The sidebar also features 'Clear' and 'Save' buttons at the bottom.

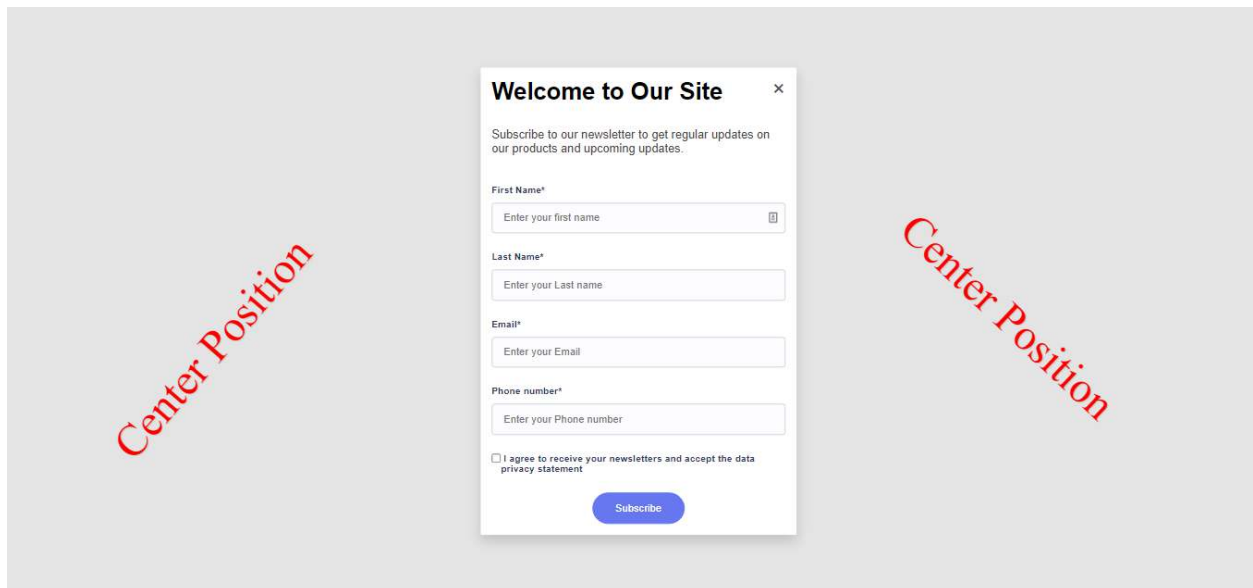
Form Examples

1. Bottom-right Position





2. Center Position



3. Fixed Position





✕

Email*

Enter your Email

☐ I agree to receive your newsletters and accept the data privacy statement

Subscribe

Fixed Position

4. Direct URL

⏪ ⏩ ↺ 🏠 🌐 example.com

Direct URL

Welcome to Our Site

Subscribe to our newsletter to get regular updates on our products and upcoming updates.

First Name*

Enter your first name

Last Name*

Enter your Last name

Email*

Enter your Email

Phone number*

Enter your Phone number

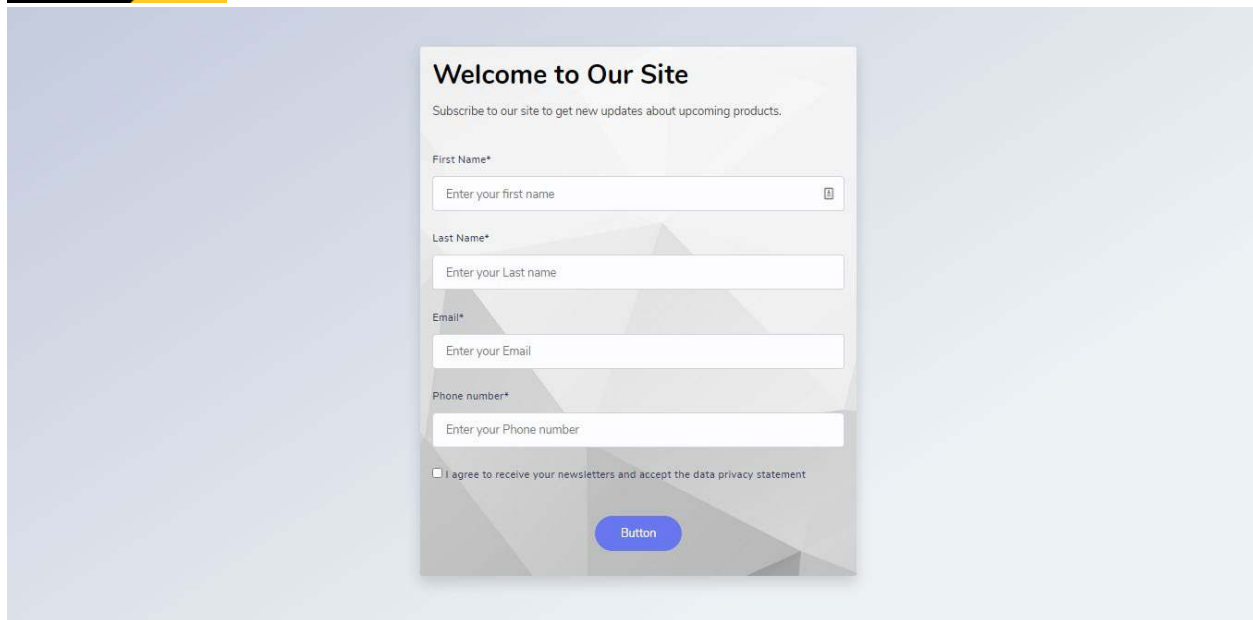
☐ I agree to receive your newsletters and accept the data privacy statement

Subscribe

Rendered Form

5. Form With Background Image





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

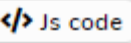
Phone number*

Enter your Phone number

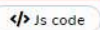


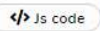



















☐ I agree to receive your newsletters and accept the data privacy statement

Button

How to Use Embedded URL & Direct URL

After Build a form, click on the  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	Embedded code	Form position	Interval time(sec)	Contact Groups	Created at	Actions
example 3	 Js code	Fixed	0	dasdsad	Oct 4, 2020 10:48 AM	  
Exmapple 2	 Js code	Bottom-right	1 sec	Updated Contact Group	Oct 4, 2020 09:29 AM	  
example 1	 Js code	Center	1 sec	Group 1	Oct 4, 2020 09:22 AM	  
Form 4	 Js code	Direct	0	10th Shop Campaign	Oct 1, 2020 12:35 PM	  
Form 3	 Js code	Fixed	0	Boss, Hello	Oct 1, 2020 12:34 PM	  
Form 2	 Js 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	  





Get embed code

Copy the code below and paste inside the html element of your webpage where you want to display this plugin.

```
<div class="bg-modal" id="demo"></div><script type="text/javascript" src="https://example.com/"></script>
```

Copy this URL

Close

Form	Js code	Position	Delay	Groups	Date	Actions
Form 2	</Js code>	Bottom-right	1 sec	Group 6, Group 7	Oct 1, 2020 12:22 PM	[Eye] [Edit] [Delete]
Form 1	</Js code>	Center	0.5 sec	Group 1, Group 4, Group 3	Oct 1, 2020 06:19 AM	[Eye] [Edit] [Delete]

1-7/7

Previous 1 Next

Get embed code

Copy the below URL and paste it into your browser tab to get your Page.

https://example.com

Direct URL

Close

Form	Js code	Position	Delay	Groups	Date	Actions
Form 2	</Js code>	Bottom-right	1 sec	Group 6, Group 7	Oct 1, 2020 12:22 PM	[Eye] [Edit] [Delete]
Form 1	</Js code>	Center	0.5 sec	Group 1, Group 4, Group 3	Oct 1, 2020 06:19 AM	[Eye] [Edit] [Delete]


1-7/7

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.





The screenshot shows the Messenger Bot dashboard interface. At the top, there is a header with the 'messengerbot' logo and a profile picture of a person with glasses. Below the header, there are two main menu items: 'Dashboard' and 'Import Account'. Under the 'ADMINISTRATION' section, there are two items: 'System' and 'Subscription'. Under the 'COMMENT FEATURE' section, there are two items: 'Comment Automation' and 'Comment Automation'. Under the 'MESSENGER TOOLS' section, there are two items: 'Subscriber Manager' and 'Messenger Bot'. The 'Subscriber Manager' item is highlighted with a red rectangular box.

ACTIONS >

SMS/email subscriber (external)Subscriber Manager

Contact Group

Manage contacts by groups, sms/email campaign...

Actions >

Contact Book

Manage contacts, import, sms/email campaign...
















Actions >

Email/Phone Opt-in Form Builder

Custom Subscribers opt-in Form builder.

Actions >

[Contact Book](#)
[+ New contact](#)
[Subscriber Manager](#) / [Contact Book](#)

Contact Group		Search...		Q Search		Options	
#	<input type="checkbox"/>	First name	Last name	Email	Phone	Contact Group	Actions
1	<input type="checkbox"/>	John	Doe		88 2421 32152415	10th Shop Campaign	  
2	<input type="checkbox"/>	Michael	Bolton		0172224816054	Group 6, Group 7	  
3	<input type="checkbox"/>	Test	User		880172556568	Updated Contact Group	  
4	<input type="checkbox"/>	Moti	Mia		0171839535	Updated Contact Group	  
5	<input type="checkbox"/>	uncle			0123456789	Group 1	  

1-5/5

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.

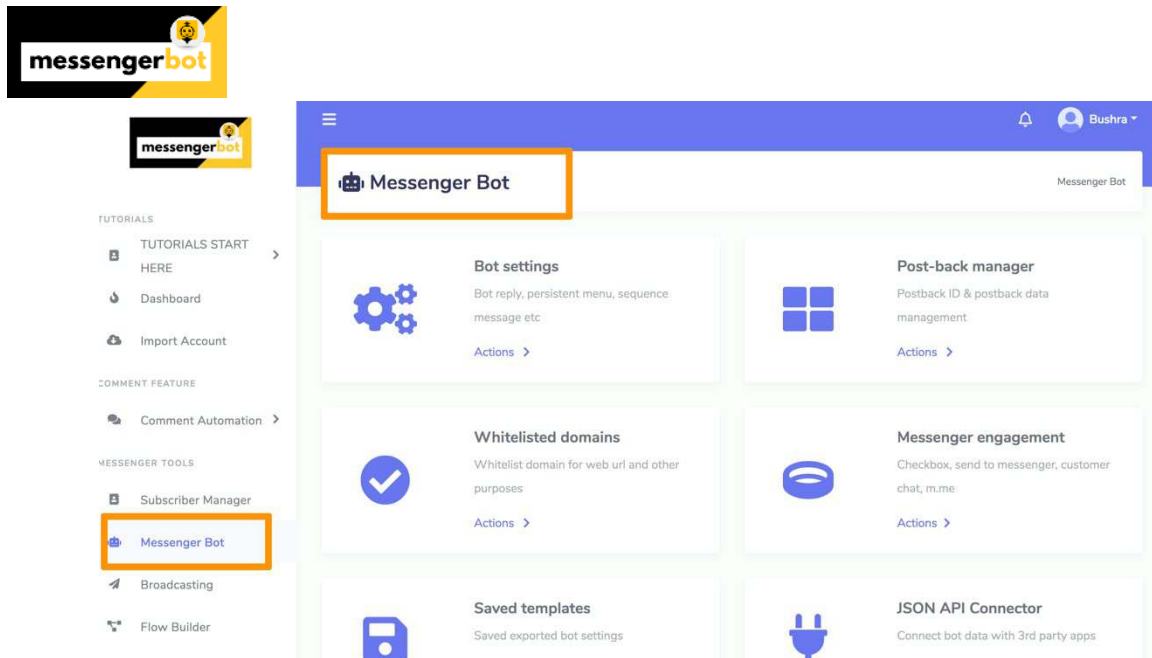
To view this section, navigate to **Messenger Bot** from the navigation menu located at the left under **Messenger Tools** section. Tab on **Messenger Bot**.

A screen containing following two sections will appear:

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

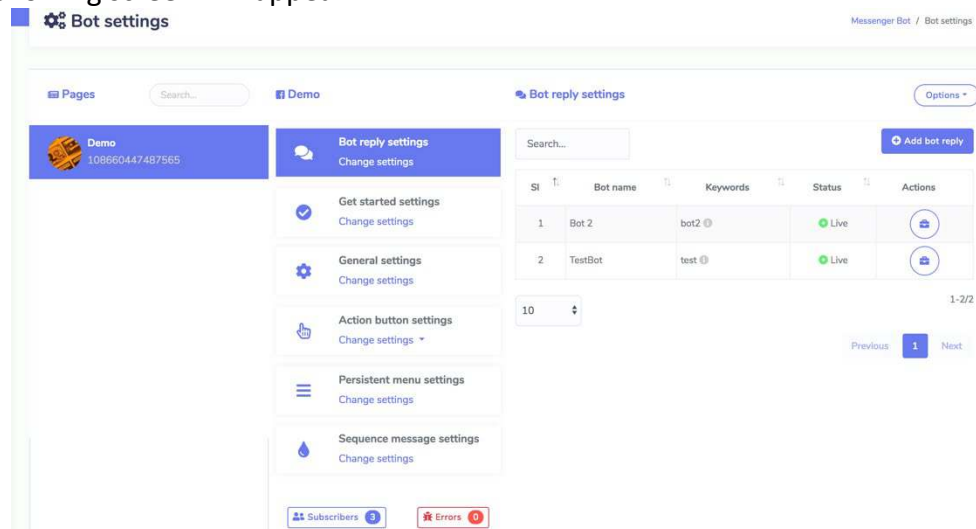
A brief description of these views is shared in their relevant sections, below.





Bot settings

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



This view allows you to perform following actions:

- 1) Select **Subscribers** from the bottom of the settings menu. This option will redirect you to [Bot Subscribers](#) 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  against each graphical view to know more about it.

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

- Latest summary





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

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

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

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

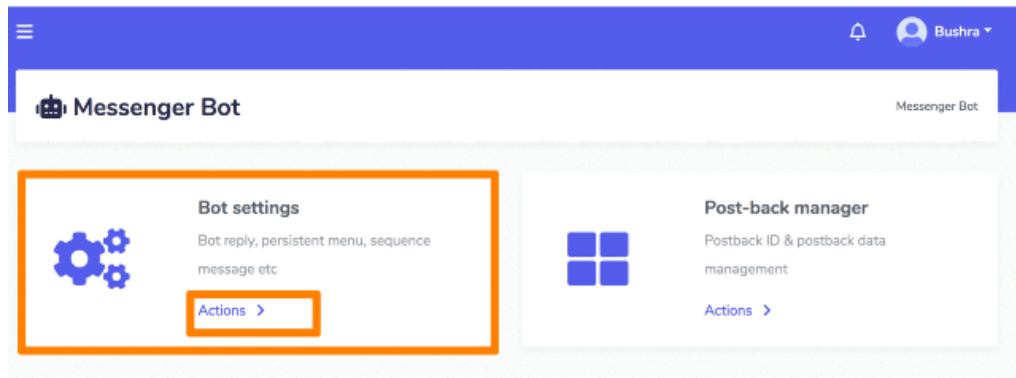
6) Select **Export bot settings** option, a modal will appear on your screen.

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

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

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






You can adjust following Bot settings:

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

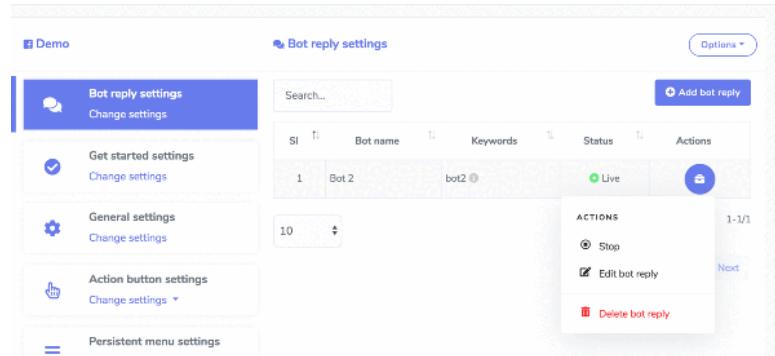
A detail of these settings can be found in next headings.

Bot reply settings

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


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

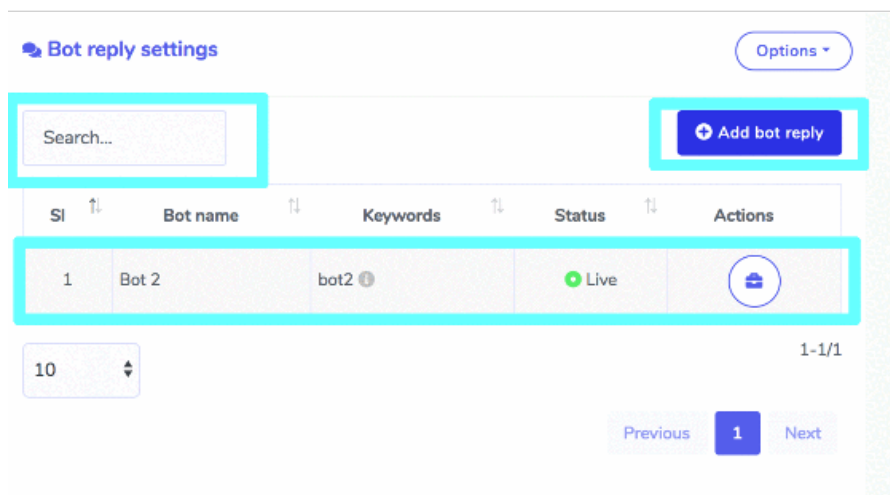




Add a bot reply

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

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





Types of bot reply

Bot replies are of following different types:

Text

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

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

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

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 Options

Bot reply settings Change settings

Get started settings Change settings

General settings Change settings

Action button settings Change settings

Persistent menu settings Change settings

Sequence message settings Change settings

Subscribers 3 Errors 0

Submit Back

Bot name Please provide your keywords in comma separated

Reply 1

Select reply type Image

Typing on display: Enable Delay in reply 0 Sec

Please provide your reply image

Upload

Add more reply

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**.

Demo Bot reply settings Options

Bot reply settings Change settings

Get started settings Change settings

General settings Change settings

Action button settings Change settings

Persistent menu settings Change settings

Sequence message settings Change settings

Subscribers 3 Errors 0

Submit Back

Bot name Please provide your keywords in comma separated

Reply 1

Select reply type Audio

Typing on display: Enable Delay in reply 0 Sec

Please provide your reply audio

Upload

Add more reply





Video

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

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

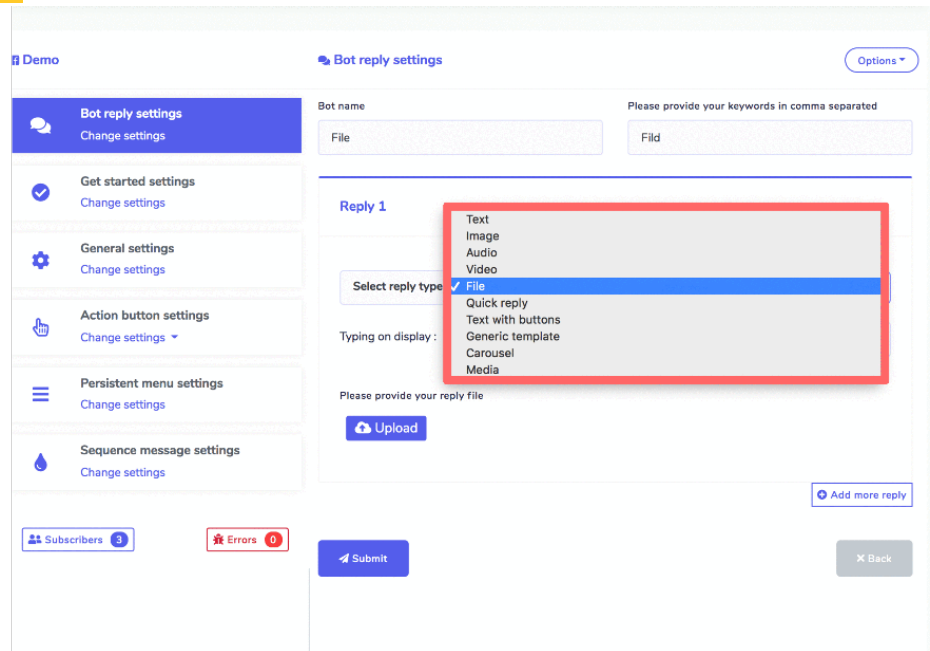
The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: 'Bot reply settings' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. The main area is titled 'Bot reply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

File

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

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





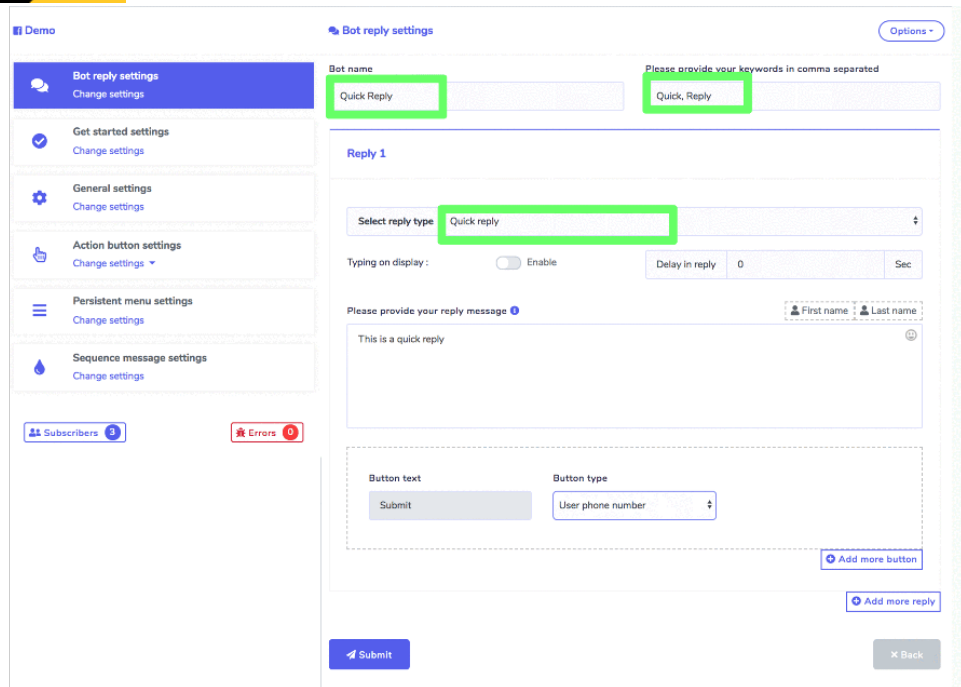
The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation options: 'Bot reply settings' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. The main area is titled 'Bot reply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

Quick Reply

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

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





The screenshot shows the 'Bot reply settings' interface. On the left is a sidebar with navigation links: 'Bot reply settings' (selected), 'Get started settings', 'General settings', 'Action button settings', 'Persistent menu settings', and 'Sequence message settings'. Below these are 'Subscribers' and 'Errors' counts. The main area is titled 'Bot reply settings' and contains the following fields: 'Bot name' (with 'Quick Reply' entered), 'Keywords' (with 'Quick, Reply' entered), 'Select reply type' (with 'Quick reply' selected), 'Typing on display' (toggle), 'Delay in reply' (0 seconds), 'Please provide your reply message' (with 'This is a quick reply' entered), and 'Button text' (with 'Submit' entered) and 'Button type' (with 'User phone number' selected). At the bottom are 'Add more button' and 'Add more reply' links, and a 'Submit' button.

Text with buttons

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

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





Demo Bot reply settings Options

Bot name: Text with Buttons Please provide your keywords in comma separated: Button 1, 2

Reply 1

Select reply type: Text with buttons

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

Please provide your reply message: First name Last name

Button text: Button type: Please select a type

Add more button

Generic template

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

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





Bot reply settings

Get started settings
Change settings

General settings
Change settings

Action button settings
Change settings

Persistent menu settings
Change settings

Sequence message settings
Change settings

Subscribers 3 | Errors 0

Bot name: Test with Buttons | Buttons: 1, 2

Reply 1

Select reply type: Generic template

Living on display: ☐ Enable | Delay in reply: 0 Sec

Generic template

Please provide your reply image (Optional) | Image click destination link (Optional)

Upload

Title: | Sub-title: | (Optional)

Button text: | Button type: Please select a type

Carousel

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

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



Bot reply settings Options ▾

Bot name

Template

Please provide your keywords in comma separated

Reply 1

Select reply type

Typing on display : ☐ Enable Delay in reply Sec

Carousel template 1

Please provide your reply image (Optional)

Image click destination link (Optional)

Subscribers 3 Errors 0

Media

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

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





[Demo](#) [Bot reply settings](#) [Options](#)

Bot reply settings
[Change settings](#)

☒ **Get started settings**
[Change settings](#)

General settings
[Change settings](#)

Action button settings
[Change settings](#)

Persistent menu settings
[Change settings](#)

Sequence message settings
[Change settings](#)

Bot name

Template

Please provide your keywords in comma separated
template

Reply 1

Select reply type

Typing on display : ☐ Enable Delay in reply Sec

Please provide your media url

Button text

Button type

[Add more button](#)

[Add more reply](#)

Assign Email SMS Sequence Campaign during Opt-in

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

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





Bot reply settings

Options ▾

Bot name

Please provide your keywords in comma separated

Reply 1

Select reply type

Quick reply ▾

Typing on display :



Enable

Delay in reply

0

Sec

Please provide your reply message ⓘ

First name

Last name

Button text

Button type

User e-mail address ▾

+ Add more button

+ Add more reply

Submit

Back

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

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





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

Pages Search... Friends Forever

Bot reply settings
Change settings

Get started settings
Change settings

General settings
Change settings

Action button settings
Change settings

Persistent menu settings
Change settings

Sequence message settings
Change settings

Subscribers 177 Errors 0

General settings Options

Mark as seen status
Disabled

Chat with human email
Ready if no match found

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

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

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

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

SMS reply message
First name Last name

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

Email reply message
First name Last name

Email subject

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

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

Save

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





Subscriber actions

Subscriber data Custom form data Purchase history

Subscribed (Unsubscribe)

Male

English (US)

GMT +6

Labels

Create label

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

Message sequence

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

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

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

Opt-in through DIRECT

Save changes Close

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

XeroDevs

Bot reply settings Change settings

Get started settings Change settings

General settings Change settings

Action button settings Change settings

Persistent menu settings Change settings Published

Sequence message settings Change settings

Messenger sequence settings

Sms/email sequence settings Errors 20

Sms/email sequence settings Options

Campaign report

2 Targeted 0 Sent 0 Delivered (0%)

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

10

Previous 1 Next

Get started settings

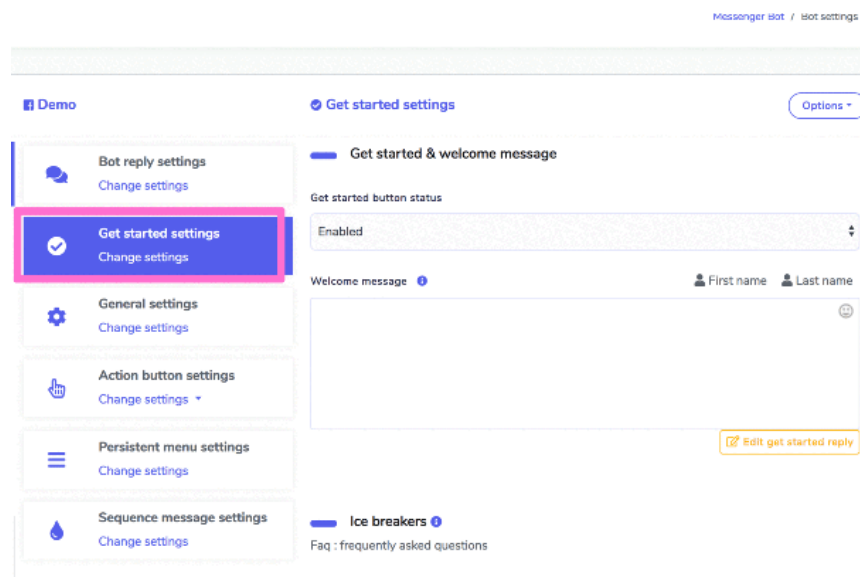
Select **Get started settings** option from the menu then select **change settings**. A Get started settings screen will appear, you can perform following steps to enable your settings:

- 1) Select your get started button **status**.





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

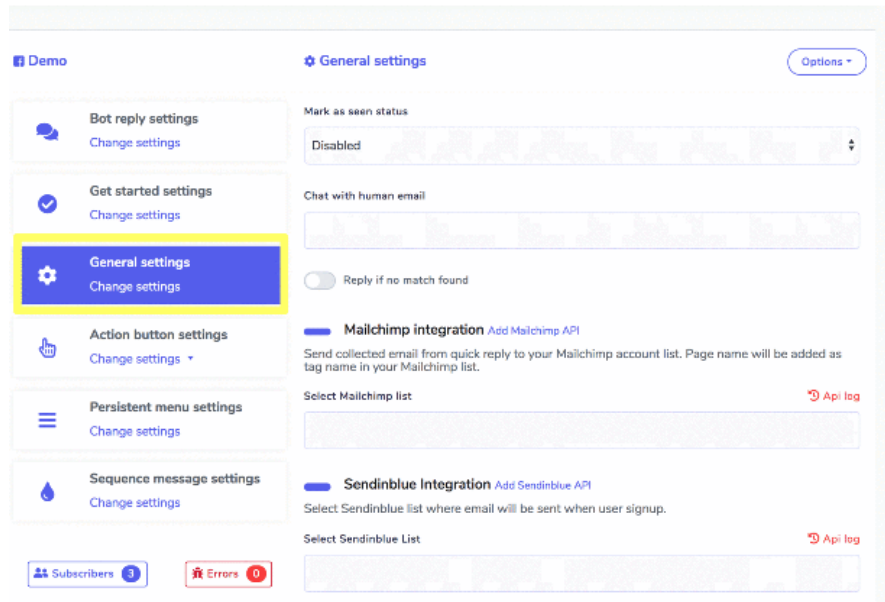


General settings

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

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



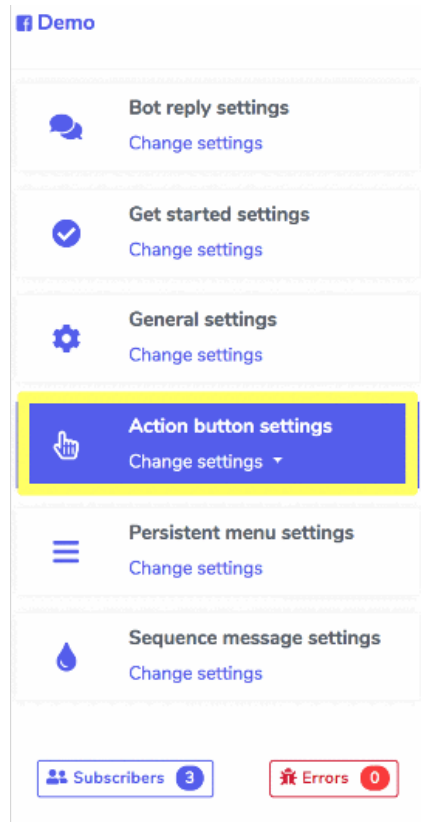


Action button settings


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

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



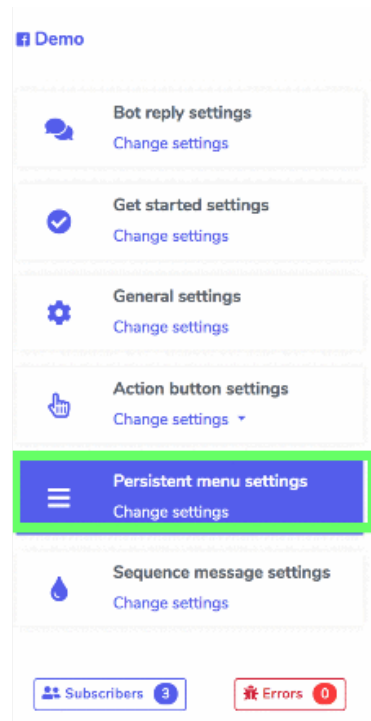


Persistent menu settings

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


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



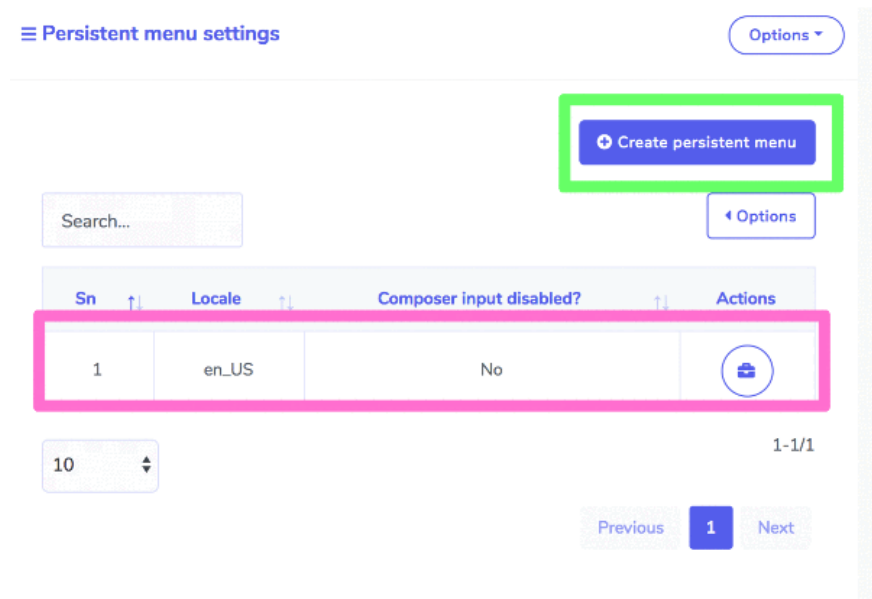


Create persistent menu

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


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





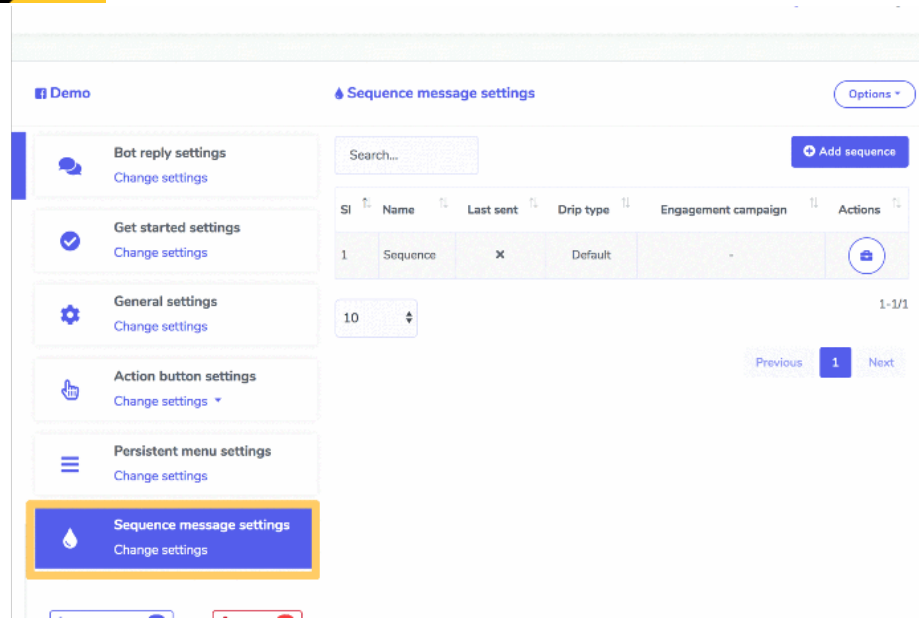
Sequence message settings

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

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


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



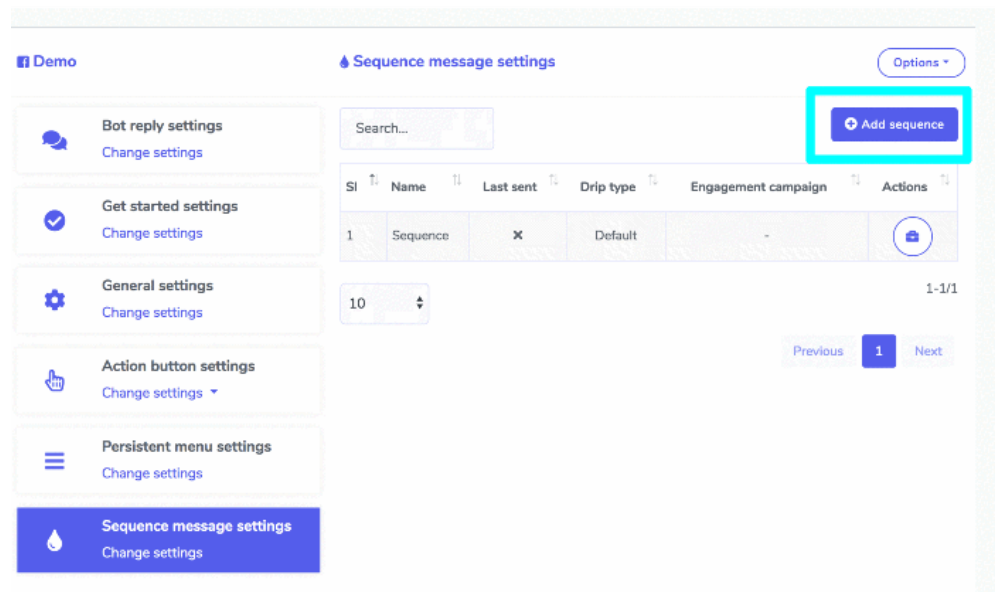


Add sequence

You can add sequence by following the steps given below:

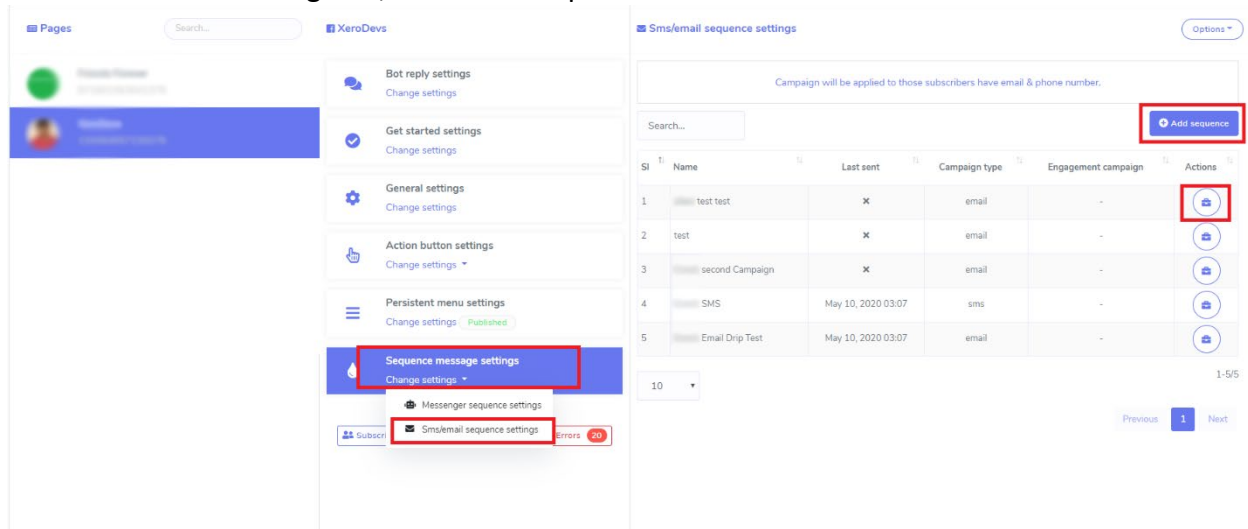
- 1) Select  from the top right of the screen.
- 2) Provide **Campaign name** and **sequence type**.
- 3) Select the timer settings.
- 4) Select the pages for which you want to apply sequence settings.
- 5) Select **Create campaign**.





Create Email & SMS Sequence Campaign

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



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





Sms/email sequence settings

Options ▾

Campaign name

Sequence type

Email

Sms

⌚ Sequence time

24 Hour Daily

⌚ 30 mins	--- Do not send message --- ▾	↺
⌚ 1 Hour	--- Do not send message --- ▾	↺
⌚ 2 Hour	--- Do not send message --- ▾	↺
⌚ 3 Hour	--- Do not send message --- ▾	↺
⊕ Add more hour		✖ Remove last hour

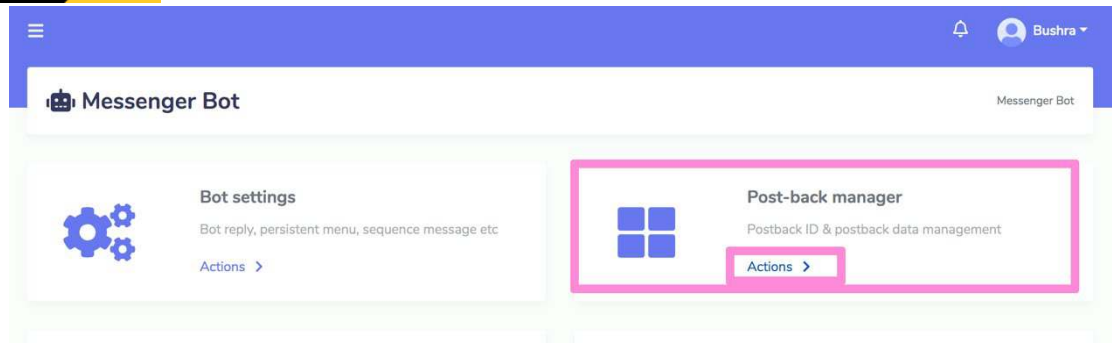
↗ Create Campaign

✕ Back

Post-back manager



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

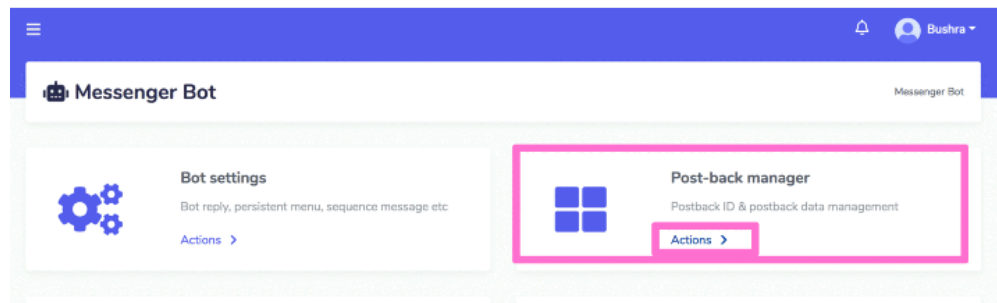




Post-back manager screen consists of a list of templates, you can search for a specific template by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

The following are the actions that can be performed:

- **Copy post-back template:** Select  to copy the json code which can be used in Messenger or Facebook ads.
- **Edit template:** You can edit and update the template
- **Clone post-back template:** Select  to clone the post back template. Select the **template name, postback type, postback id, sequence campaign**. Provide a reply and your reply **message**, then select **Clone**.
- **Delete the template**




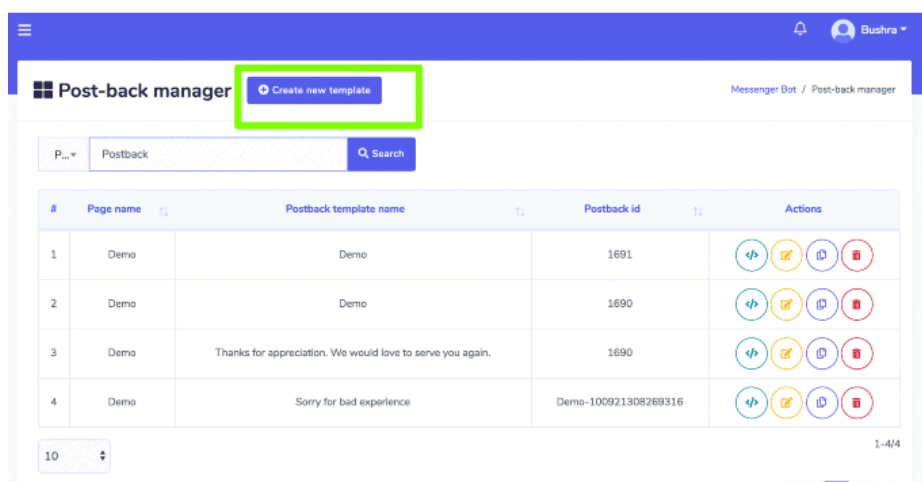
Create new template

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



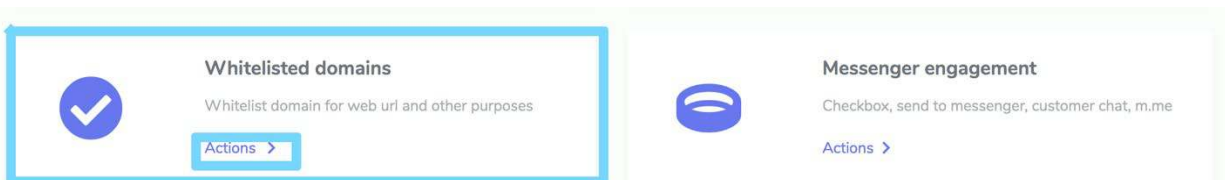


- 1) Select  from the top right of the screen.
- 2) Provide **Template name**.
- 3) Select a page for which you want to create a template.
- 4) Select the type of postback, and turn on the toggle button for that option.
- 5) Provide a **Postback id**.
- 6) Select a **reply type** and provide your message.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




Whitelisted domains

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




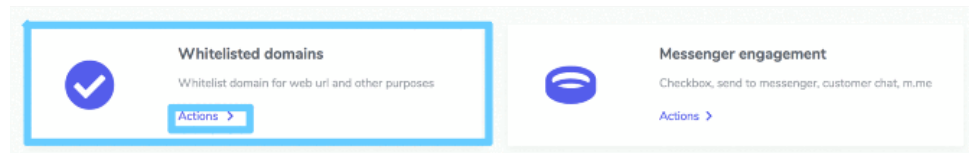
Whitelisted domain screen consists of a list of domains that are added in the white list, you can search for a specific domain by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the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

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






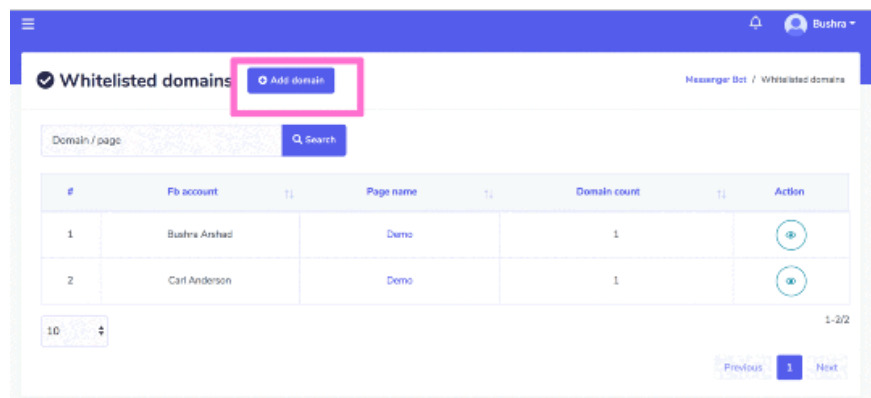
A modal will appear containing the domain list. This displays the time at which the domain was added and the domain name. You can delete the domain by selecting the  icon.



Add domain

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

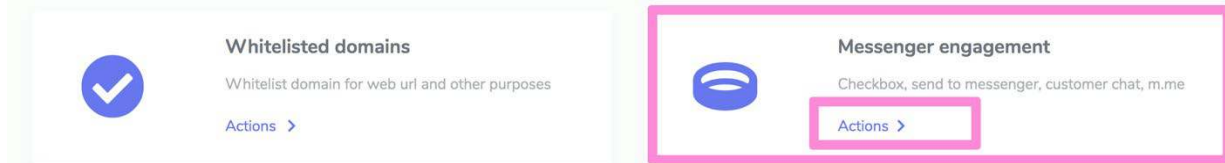
- 1) Select  from the top of the whitelisted domain screen.
- 2) A modal will appear. Select the **page** for which you want to add a new domain.
- 3) Provide the **domain** which is to be added in whitelisted list.
- 4) Select **Save** to make changes.



Messenger engagement

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





A dropdown menu containing following options:

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

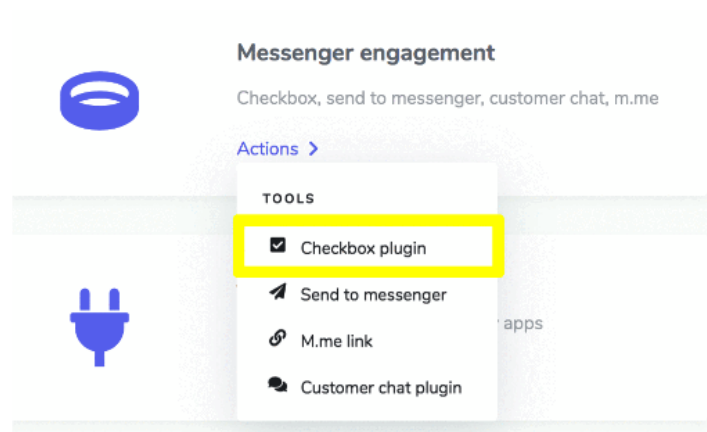
A detail of these settings can be found in next headings.

Checkbox plugin

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

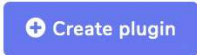
Following actions can be performed from the checkbox plugin view:

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



Create plugin

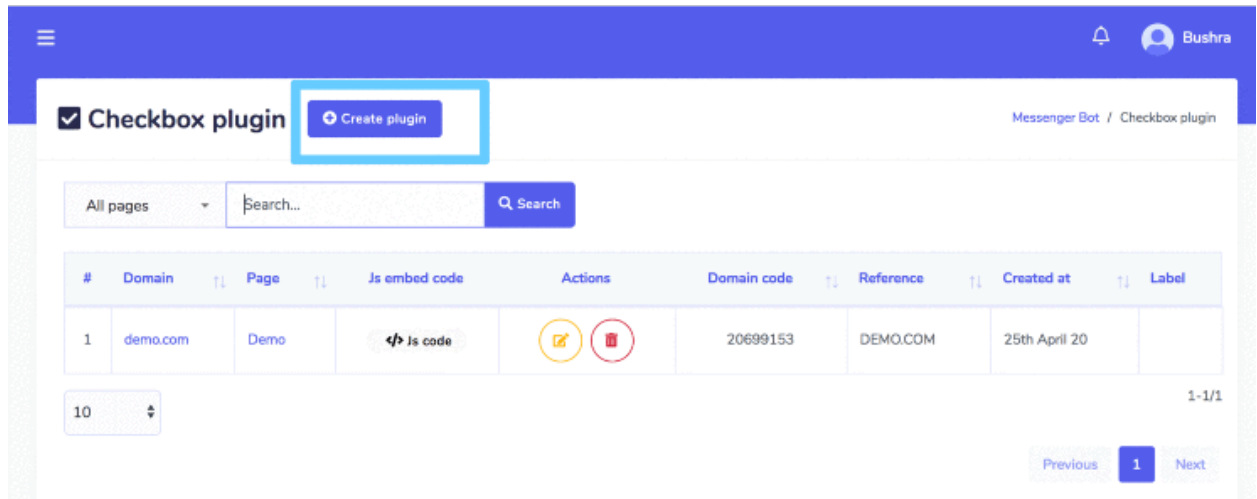
You can create a plugin by following the steps given below:

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





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

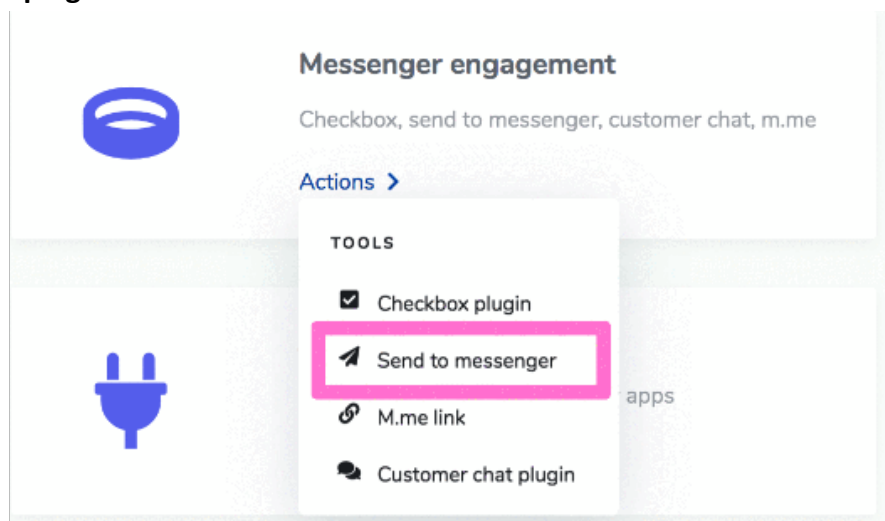


Send to messenger

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

Following actions can be performed from the checkbox plugin view:


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

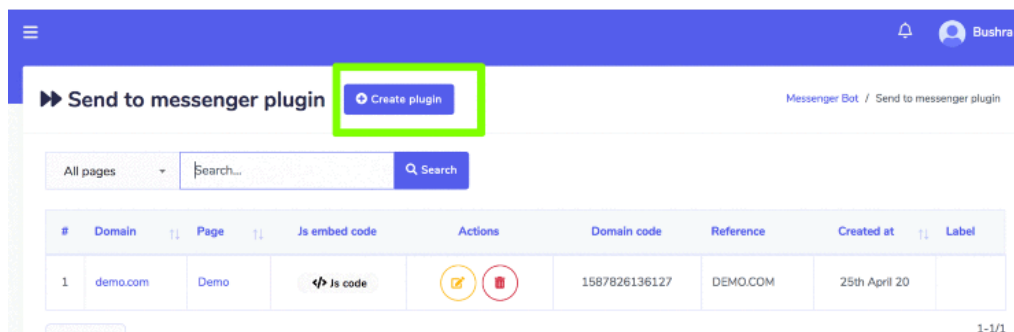




Create plugin

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

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



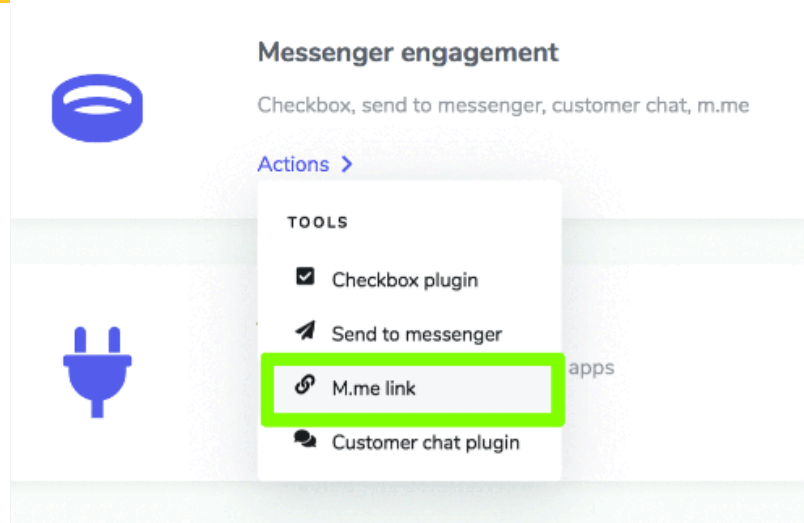
M.me link

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

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


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

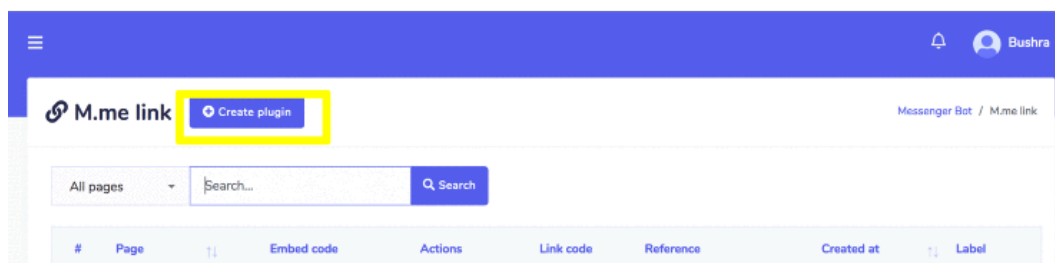




Create plugin

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

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




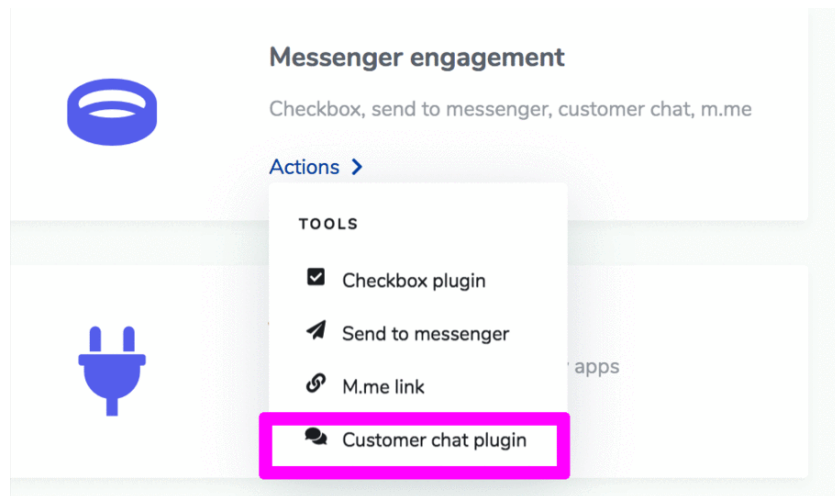


Customer chat plugin

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


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

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

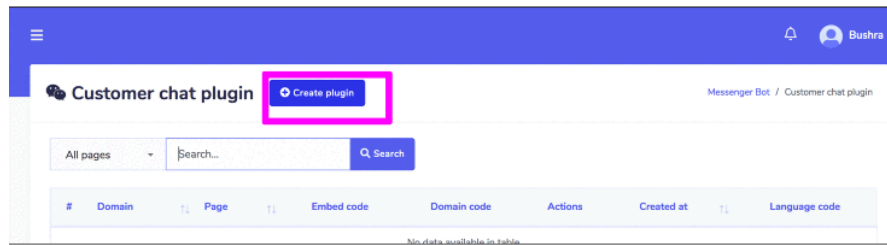


Create plugin

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

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








Saved templates

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

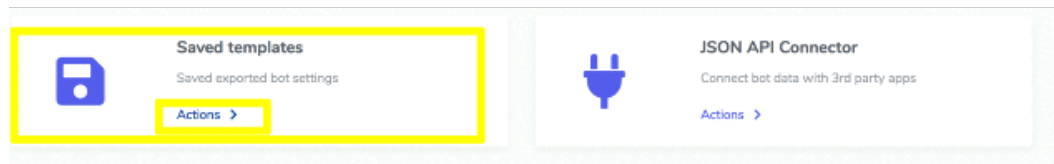


Saved templates screen consists of a list of templates, you can search for a specific template by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header. Select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

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

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







JSON API Connector

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

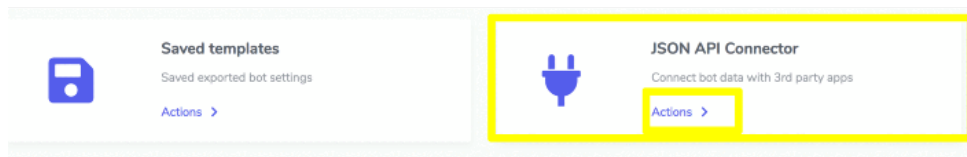


JSON API Connector screen consists of a list of webhook urls, you can search for a specific url by using the **search bar**. You can adjust the number of urls to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header. Select the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

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


- View report by selecting 
- Edit campaign
- Delete record

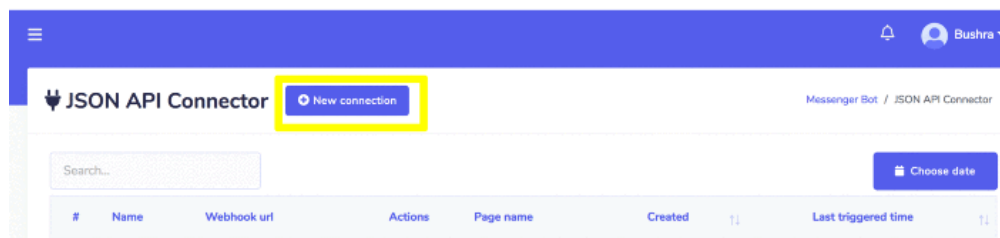




Create Connection

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

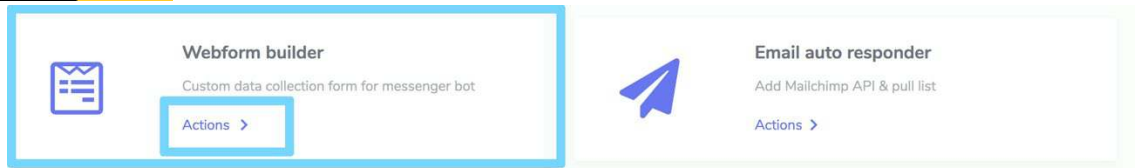
- 1) Select  from the top right of the screen.
- 2) Provide the **Name** and select the **page** for which you want to add the connection.
- 3) Enter the **webhook url** in the field.
- 4) Mark the checkboxes against the field for which you want to **change trigger webhook**.
- 5) Mark the checkboxes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




Webform builder




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

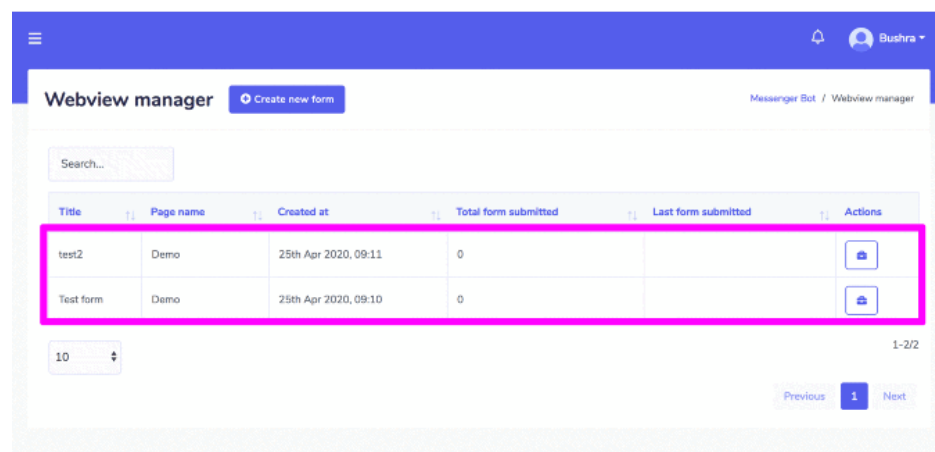




Webview manager screen consists of a list of pages, you can search for a specific page by using the **search bar**. You can adjust the number of pages to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.

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

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



Webform elements

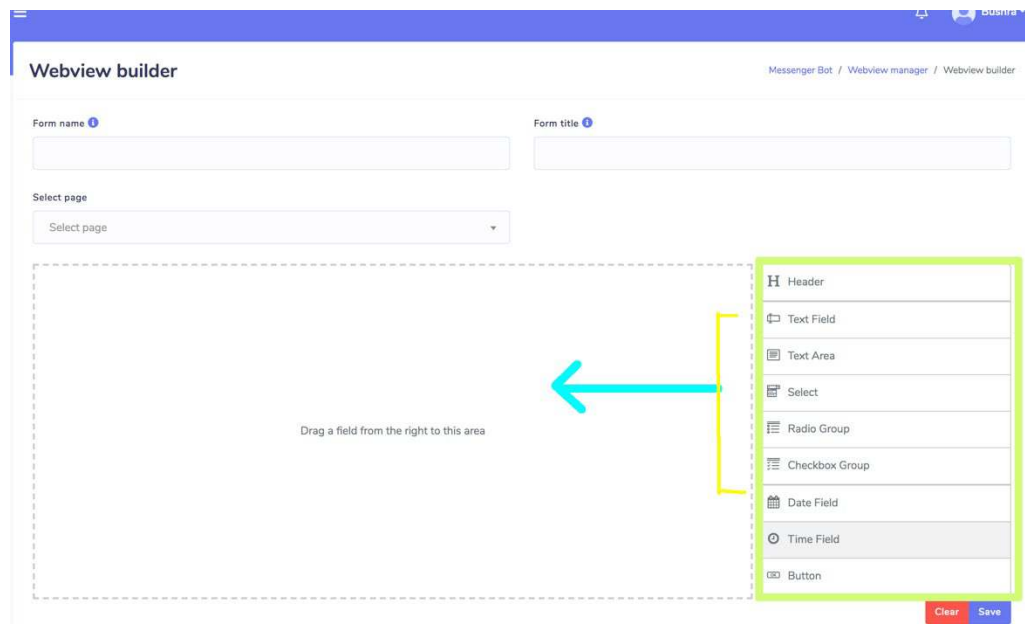
To create a webform by dragging and dropping the elements from right side to the canvas on the left side. You can add as many components as you want in the form. You can rename these components. For this purpose, you have following set of elements:

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






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



Create new form

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

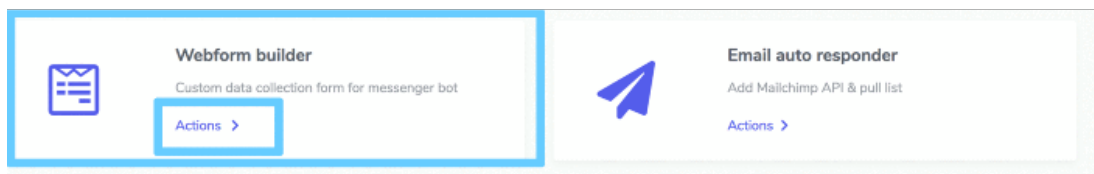
- 1) Select  from the top right of the screen.
- 2) Provide the **Form name** and **Form title** for your new form.
- 3) Select the **page** for which you want to create your form.
- 4) Drag and drop the fields you want to drag in the form as described in [Webform elements](#).
- 5) Select **Save** to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





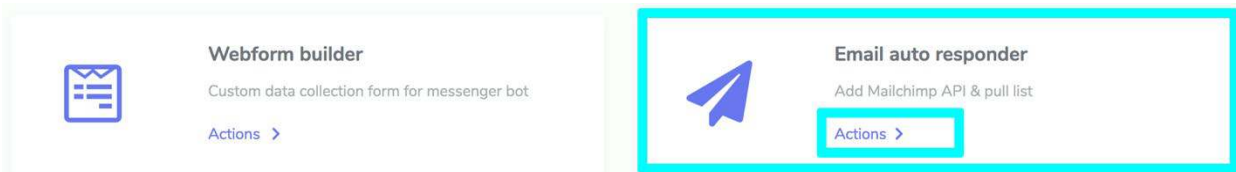
Note

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



Email auto responder

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



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

- Mailchimp Integration
- Sendin Blue Intergration
- Activecampaign Intergration







Note

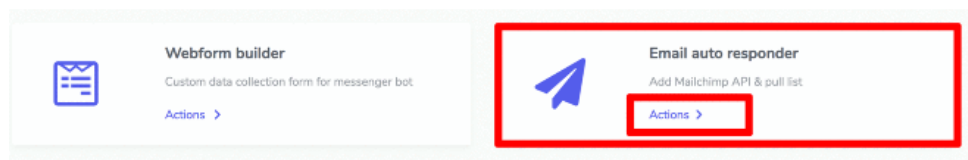
- It is mandatory to have accounts in all three options to make the integration possible.

Mailchimp integration

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

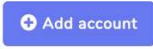
The following are the actions that can be performed:

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

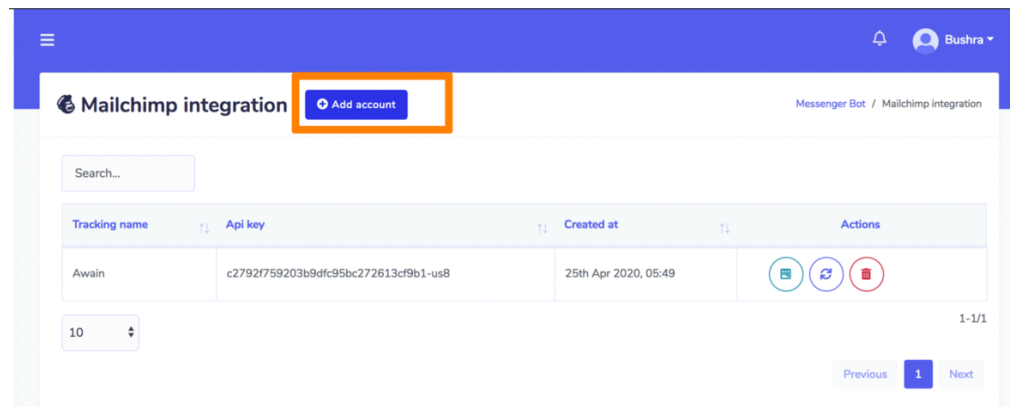


Add account

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

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





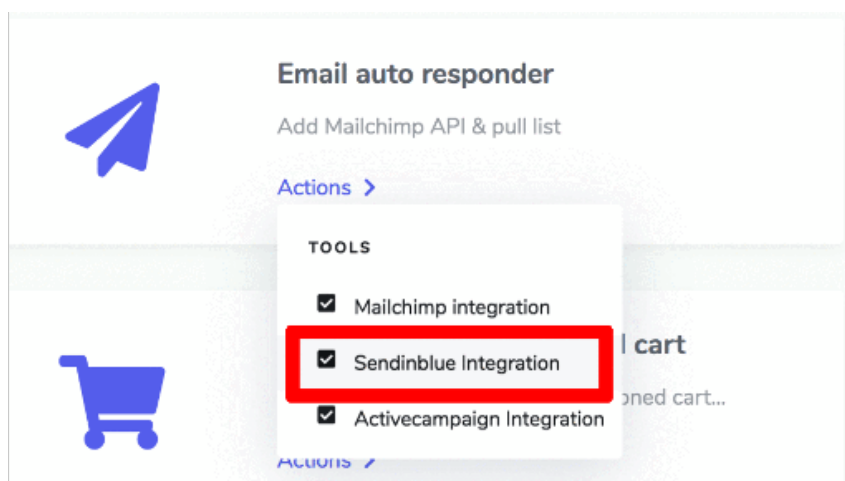


Sendin Blue integration

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


The following are the actions that can be performed:

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



Add account

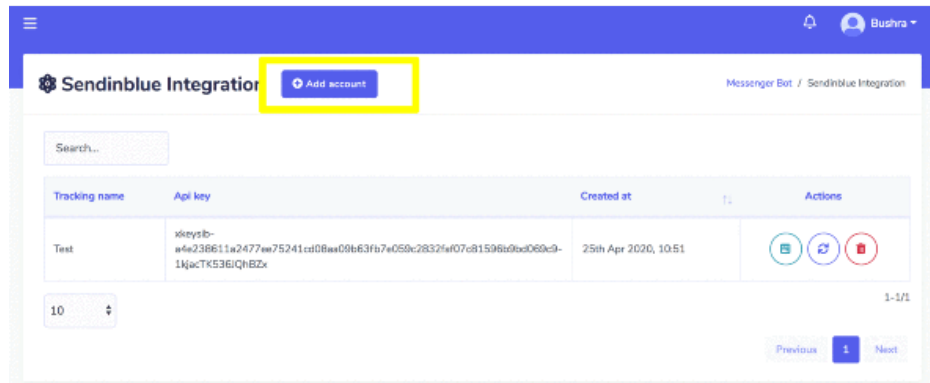
You can add an account by following the steps given below:

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







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

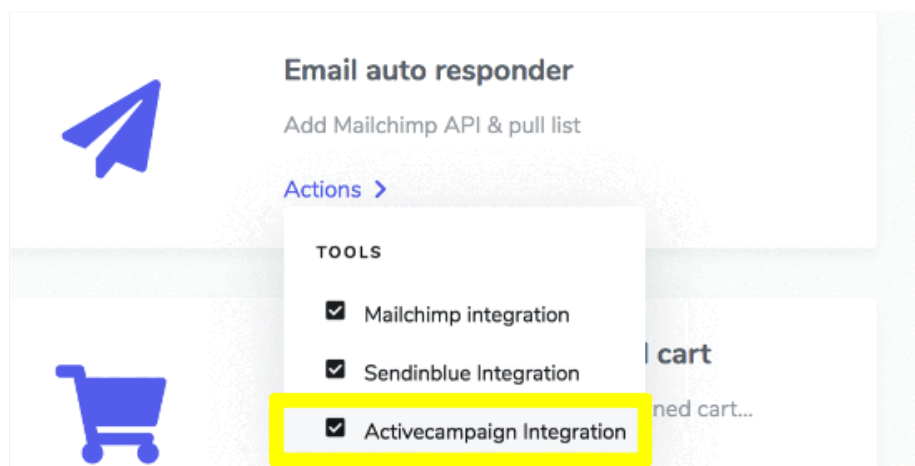


Activecampaign integration

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

The following are the actions that can be performed:


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

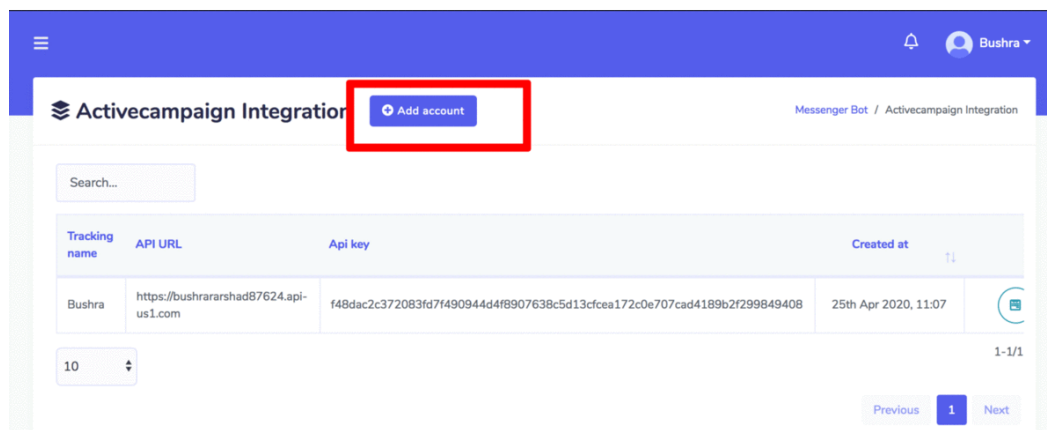




Add account

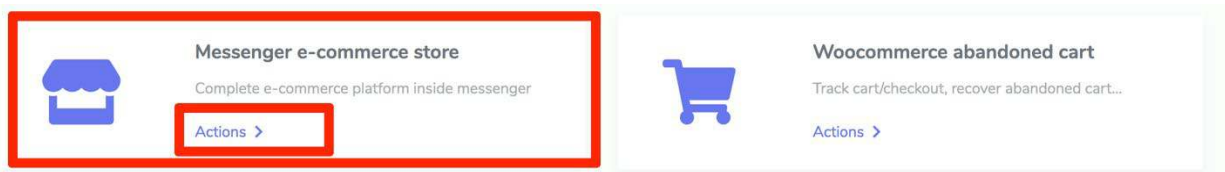
You can add an account by following the steps given below:

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



Messenger e-commerce store

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



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

- Stores
- Payment Accounts

Stores

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




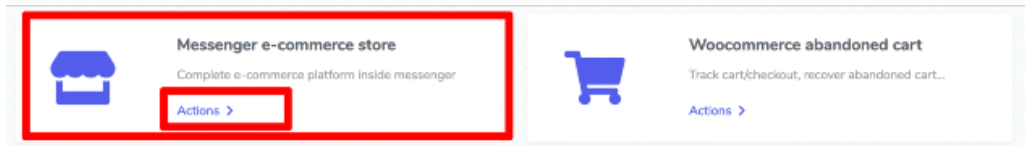


- You can simply apply **date filters** to track down the narrowed search.
- You can perform actions from **Action** button.
- You can switch between the different stores you created and analyze the stats.


Create store

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

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



Actions

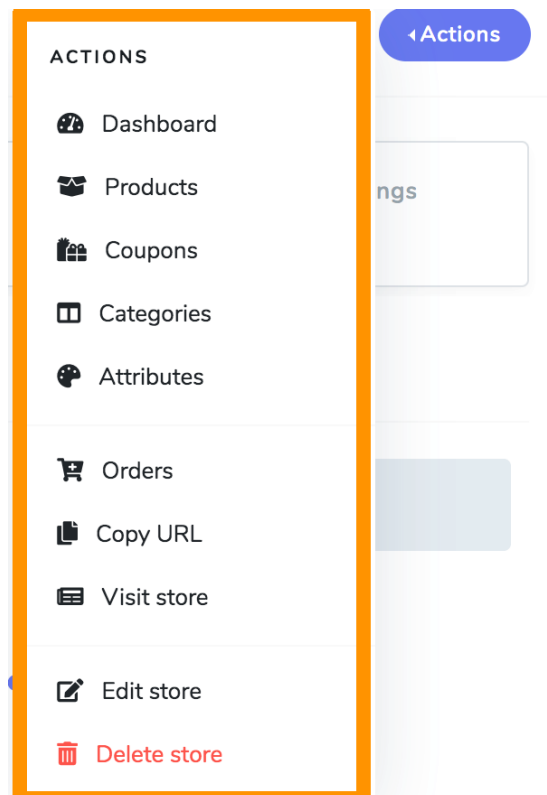
Select  option from **Ecommerce store** screen. A dropdown menu containing following options will appear:

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





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



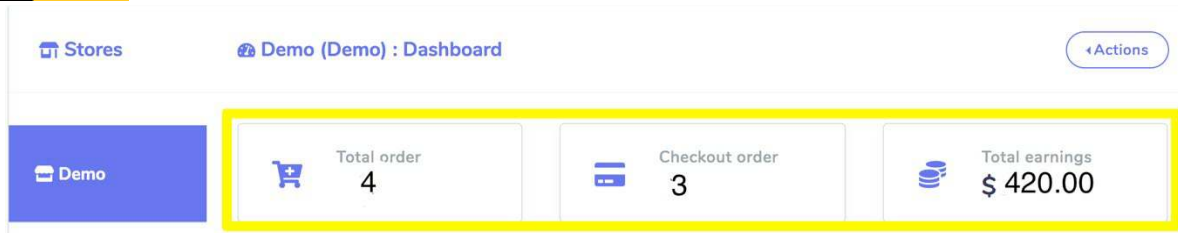
A description of each section is given below:

[Dashboard](#)

It displays a summary of the statistics will include:


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






Products

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

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

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

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





Stores Demo (Demo) : Products Actions

Search... Search

Add product

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

10 1-1/1


Previous 1 Next

Coupons

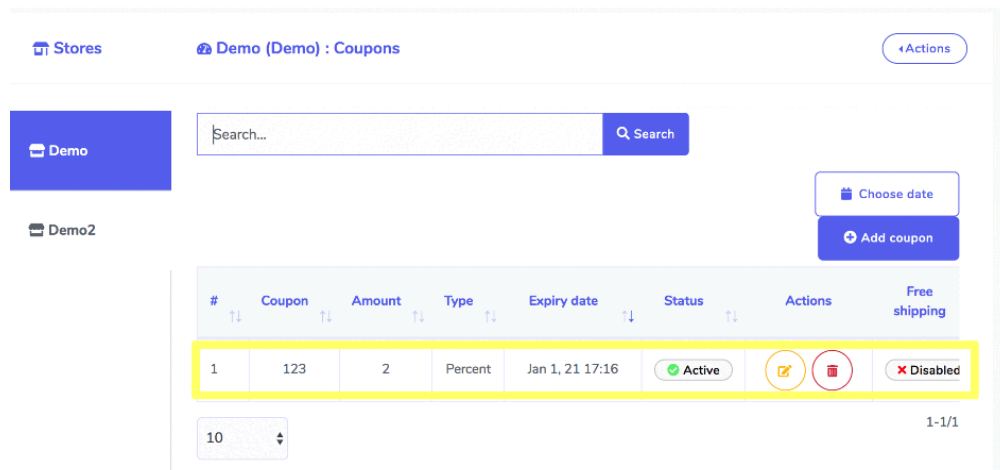
The products option allows you to get access to all existing coupons. You can perform following actions:




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






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

Categories

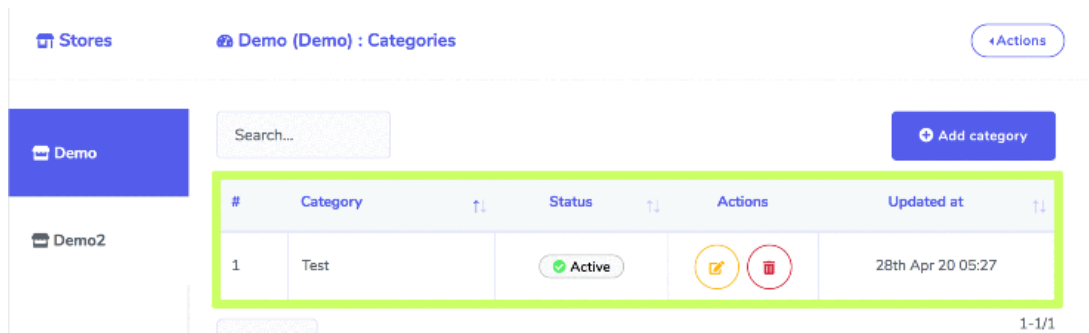
The categories for your stores appear in this section. You can perform following actions:



- Edit the category
- Delete the category

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

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






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

Attributes

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

- Edit an attribute
- Delete an attribute

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

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

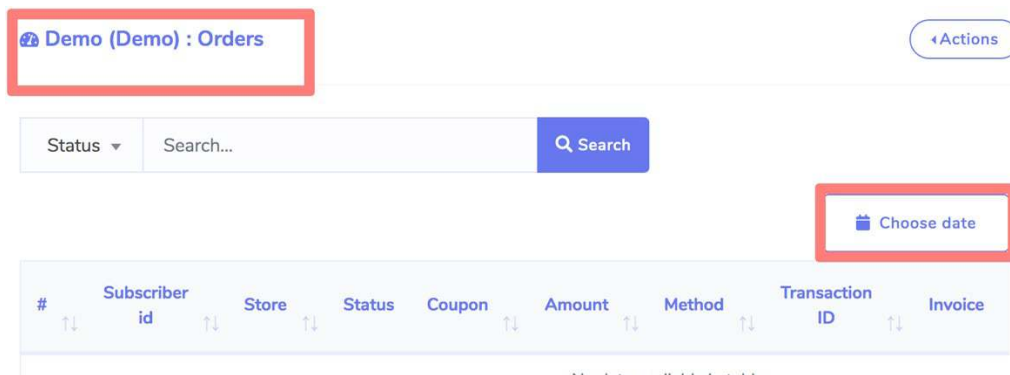




#	Attribute	Values	Status	Actions	Updated at
1	Attribute	One, Two	Active	 	28th Apr 20 05:30

Orders

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

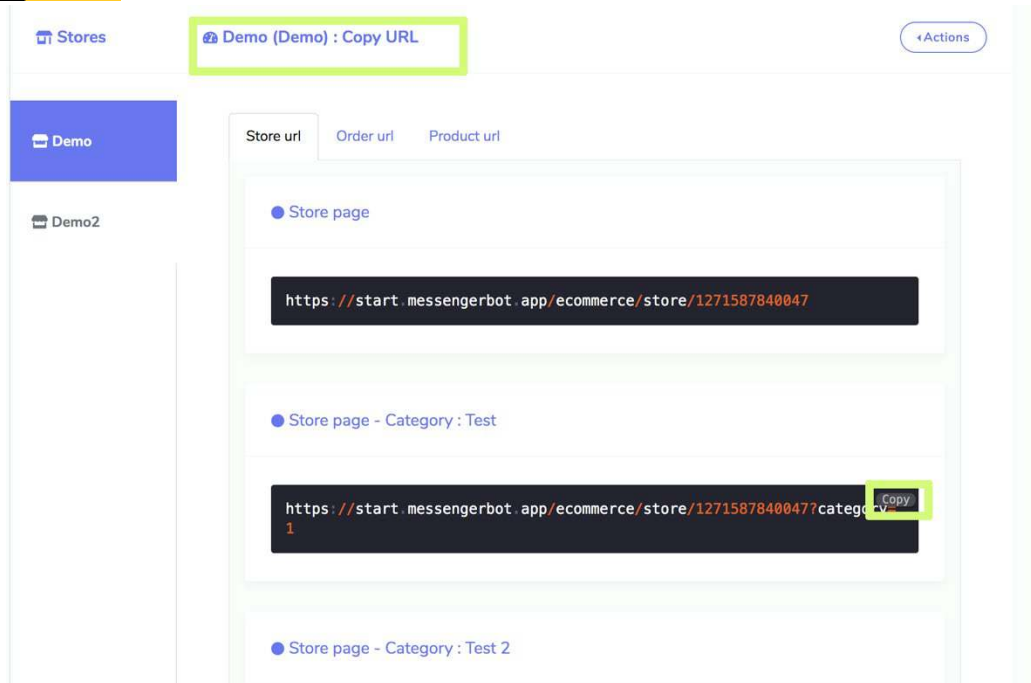


#	Subscriber id	Store	Status	Coupon	Amount	Method	Transaction ID	Invoice
---	---------------	-------	--------	--------	--------	--------	----------------	---------

Copy URL

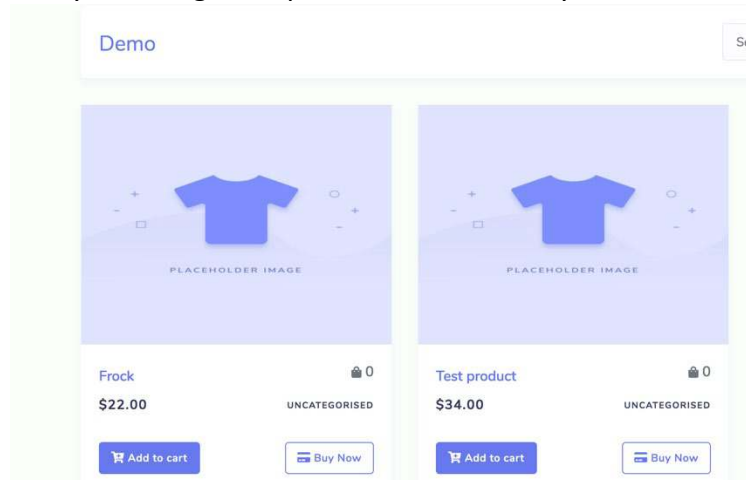
You can copy your store page, order and product URL. Hover over the code, then select the Copy option that appears over the code line.





Visit Store

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



Edit store

You can edit the store information using this option.

Delete store

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

Payments

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

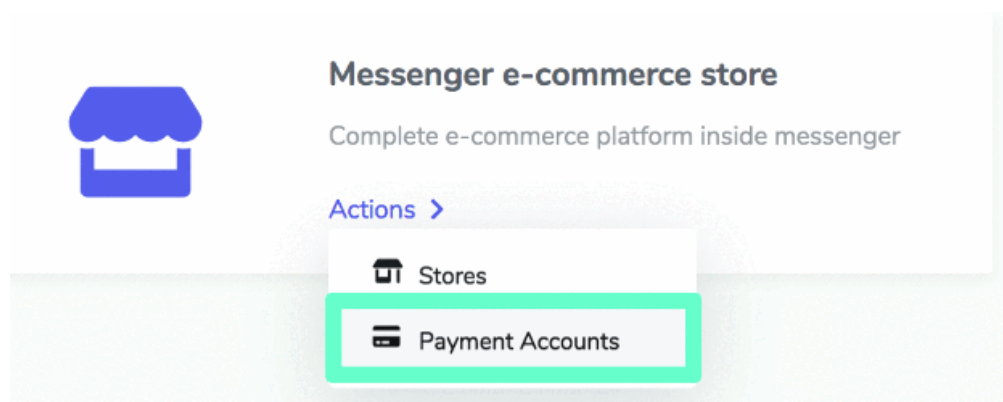
- 1) Provide the **PayPal email address**.





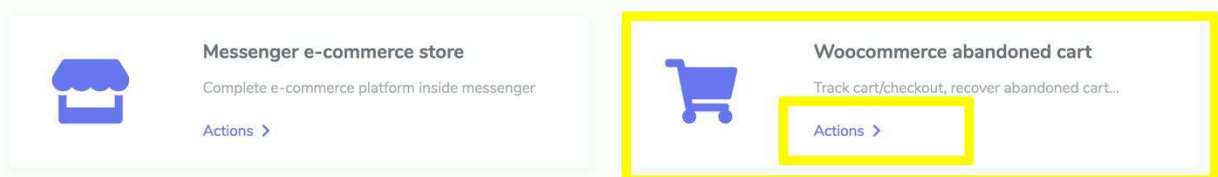
- 2) Enter a **stripe secret key**.
- 3) Enter a **stripe publishable key**.
- 4) Select the **currency**.
- 5) You can also provide **Manual payments instructions** in the field available.
- 6) Select **Save** to make changes.

Your data will be updated in the database.



Woocommerce abandoned cart

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



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


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

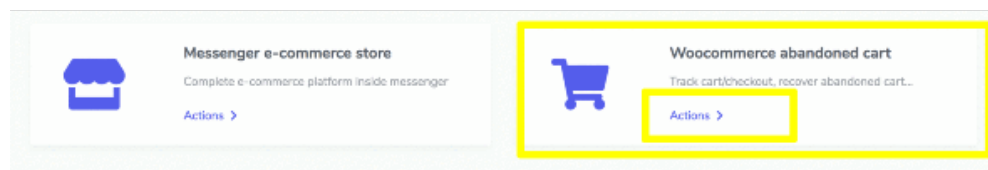




- Dashboard allows you to view **Total, Reminded** and **Recovered** carts.
- It allows you to view the earnings.

Create plugin


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




Assign Email SMS Sequence Campaign with Postback Click


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







Messenger Bot


Messenger Bot




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




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



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



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


Post-back manager









[Create new template](#)


Messenger Bot / Post-back manager

Page

Postback

Search

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


Add a postback template

Messenger Bot / Post-back manager / Create new template

Template name

Postback type

☒ Parent
 ☐ Child

Choose labels

[Create label](#)

Choose a page

Friends Forever [Al Amin Jewel]

Postback id

Choose sequence campaigns

Select

Reply 1

Select reply type

Text

Typing on display

☐ Enable

Delay in reply

0

Sec

Please provide your reply message

First name

Last name


Add more reply

Submit

Back

Page Name

This is test post






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

Menu

Support

Settings

Help

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





Bot reply settings

Options ▾

Bot name

Please provide your keywords in comma separated

Reply 1

Select reply type

Text with buttons ▾

Typing on display :



Enable

Delay in reply

0

Sec

Please provide your reply message ⓘ

First name

Last name

Button text

Postback sequence

Button type

Post back ▾

Postback id

Select ▾


Add

Refresh

Add more button

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





Subscriber actions

Subscriber data Custom form data Purchase history

Subscribed (Unsubscribe)

Male

English (US)

GMT +6

Message sequence

Labels

Opt-in through

Save changes

Close

Send Promotional Message Using One Time Notifications For Facebook Messenger

What is One Time Notification (OTN)?

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

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

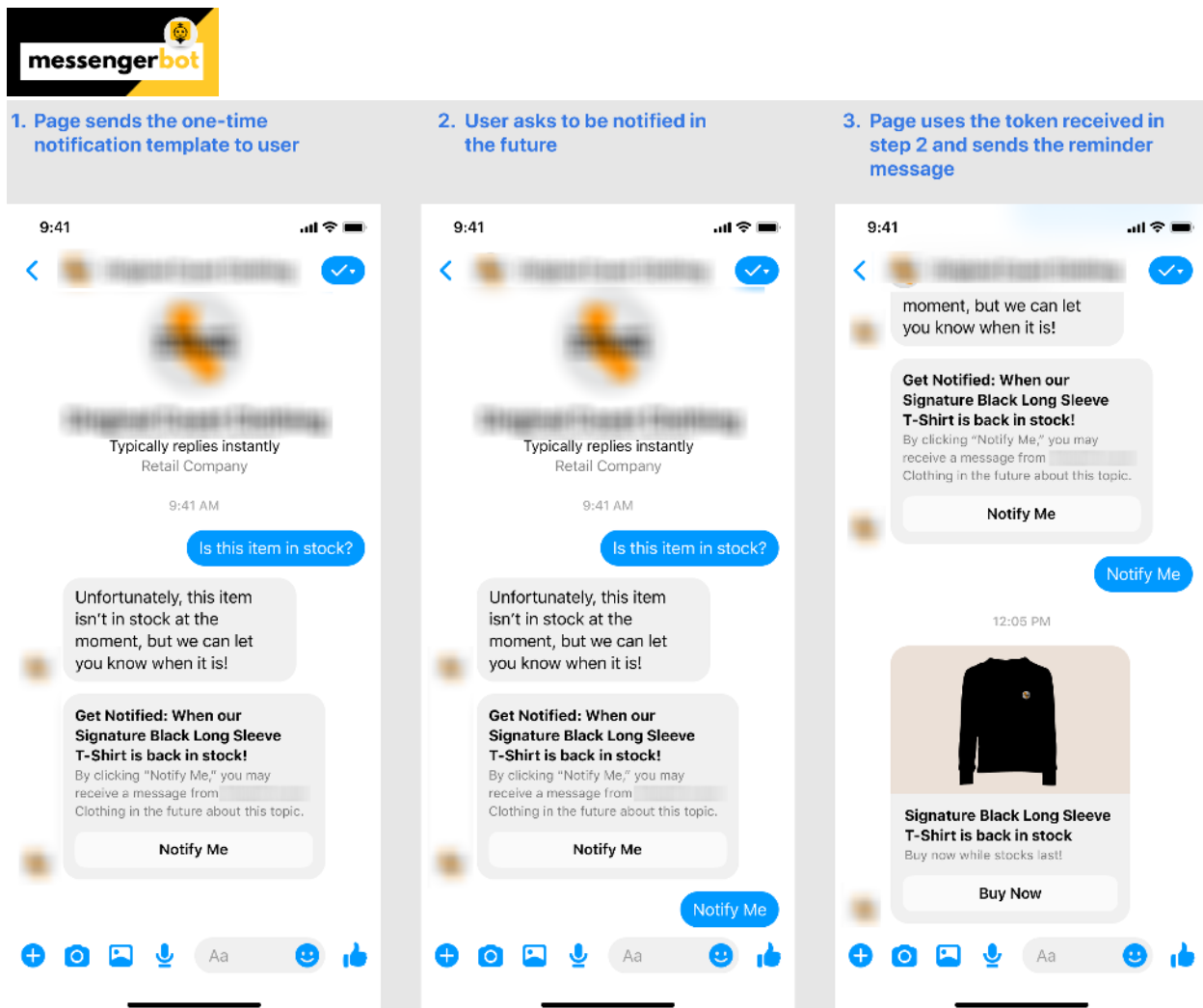
After 24 hours, you are not allowed to send any message (Except using some specific tag only for non promotional message.)

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

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

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





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?

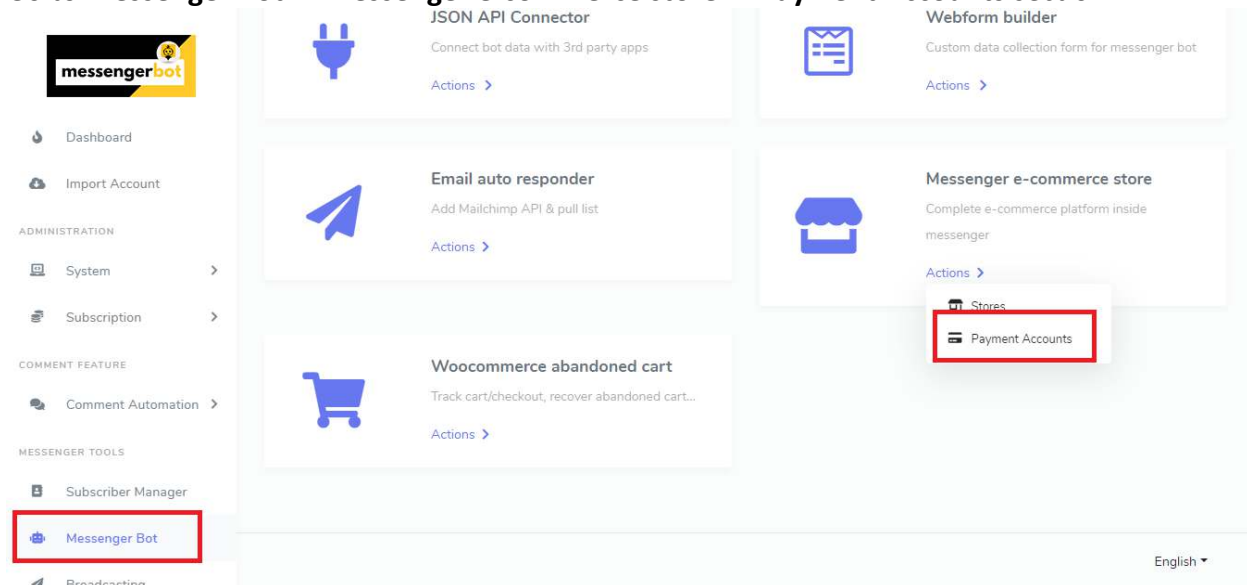
First, you will need to apply for One Time Notification Access from Facebook Pages. It's just a click easy.

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 email

Paypal sandbox mode

☐ Enable

Stripe secret key

Stripe publishable key

Razorpay Key ID

Razorpay Key Secret

Paystack Secret Key

Paystack Public Key

Mollie API Key

Currency

USD (Dollar) - PayPal & Stripe

Right Alignment

☐ Yes

Two Decimal

☒ Yes

Display Comma

☐ Yes

i Manual payment instructions

 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.



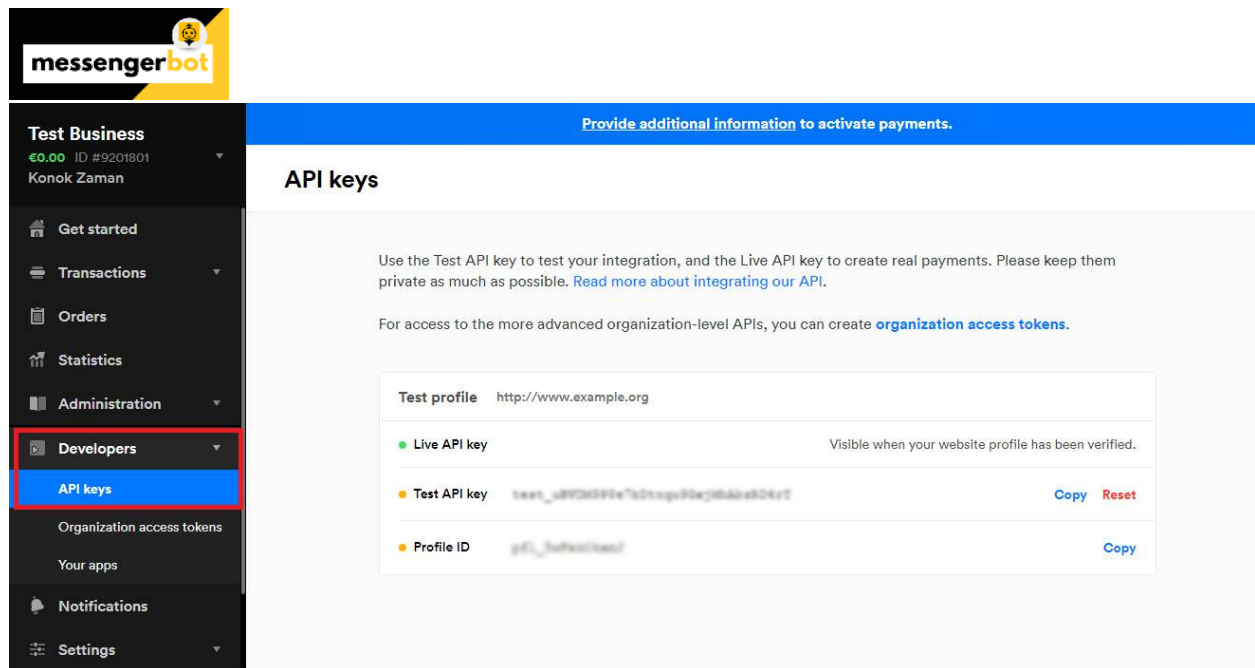


Razorpay Key ID & key secret: If you want to integrate Razorpay payment method then you've to put your razorpay key id and secret key. Visit [Razorpay](#) and go to **Settings > API Keys** and copy your key id and key secret and paste into the corresponding field.

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.

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.





Test Business
€0.00 ID #9201801
Konok Zaman

Get started
Transactions
Orders
Statistics
Administration
Developers
API keys
Organization access tokens
Your apps
Notifications
Settings

Provide additional information to activate payments.

API keys

Use the Test API key to test your integration, and the Live API key to create real payments. Please keep them private as much as possible. [Read more about integrating our API.](#)

For access to the more advanced organization-level APIs, you can create [organization access tokens](#).

Test profile		http://www.example.org
Live API key	Visible when your website profile has been verified.	
Test API key	test_08P2000Pte7oDnugp0Keg0B4keR0KvT	Copy Reset
Profile ID	gR1_hufed0e0d	Copy

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.

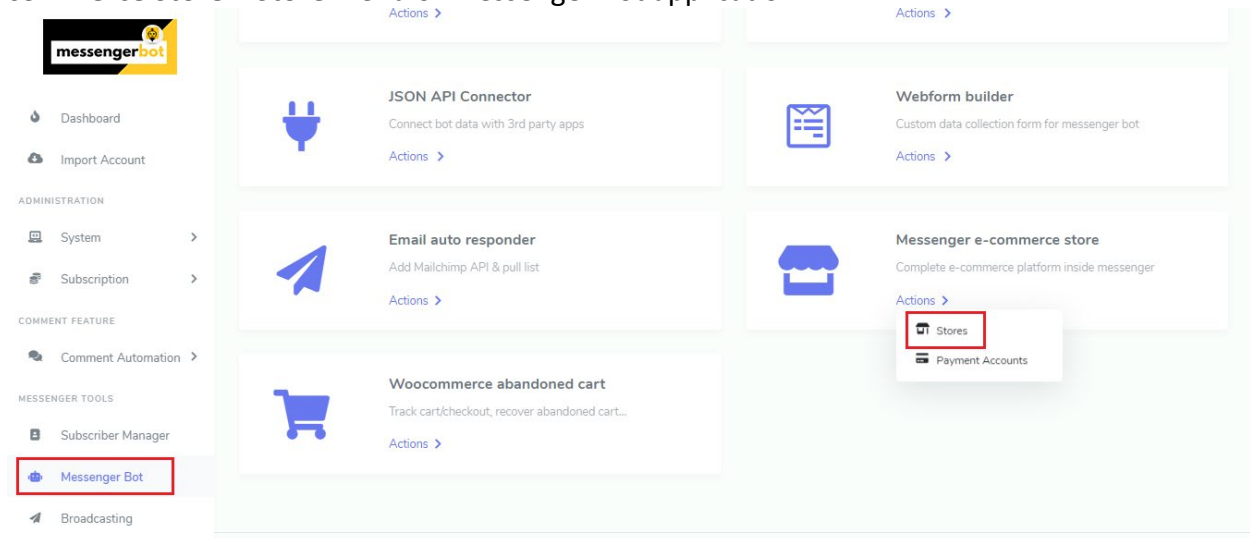
Besides very powerful and rich features, Messenger Bot has the Messenger E-commerce



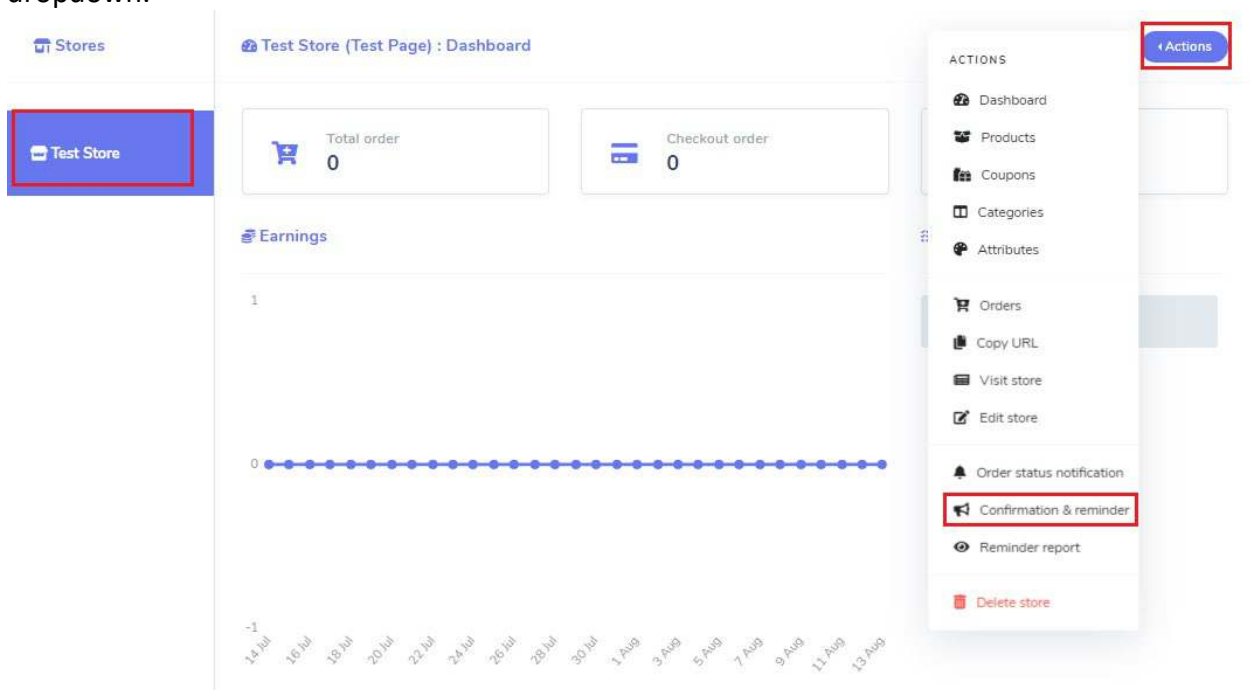


Platform which you already know. So in this blog, I'll write about how you can send a reminder message to your customers who added their desired products into the cart but forgot to check out. So I'm not going more details on E-commerce, moving to the blog on how you can do that, let's start.

>>> 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.



>>> 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.

Stores

Test Store

Test Store (Test Page) : Confirmation & abandoned cart reminder

Actions

Variables

Reset

Messenger


Sms

Email

Messenger content

Congratulations {{last_name}}!
Thanks for shopping from our store. You made the right choice. If you need any information, just leave us a message here.

Order confirmation



Cart item title
Price : XX
Qty : XX

Paid with

Payment method

Deliver to

Delivery address...

Total

\$xx.xx

You can see your order history and status here.

MY ORDERS

Messenger reminder #1

After 1 hour

Messenger reminder #2

--Do not send--

Messenger reminder #3

--Do not send--

Checkout Messenger

Save

Cancel





Variables

{{store_name}}

{{store_url}}

{{order_no}}

{{order_url}}

{{checkout_url}}

{{my_orders_url}}

{{last_name}}

{{first_name}}

{{email}}

{{mobile}}

OK





Stores

Test Store

Test Store (Test Page) : Confirmation & abandoned cart reminder

Actions

Variables

Reset

Messenger

Sms

Email

SMS content

Thanks for shopping from our store. You made the right choice.
{{store_name}}

SMS reminder #1

--Do not send--

SMS sender

Select sender

SMS reminder #2

--Do not send--

SMS reminder #3

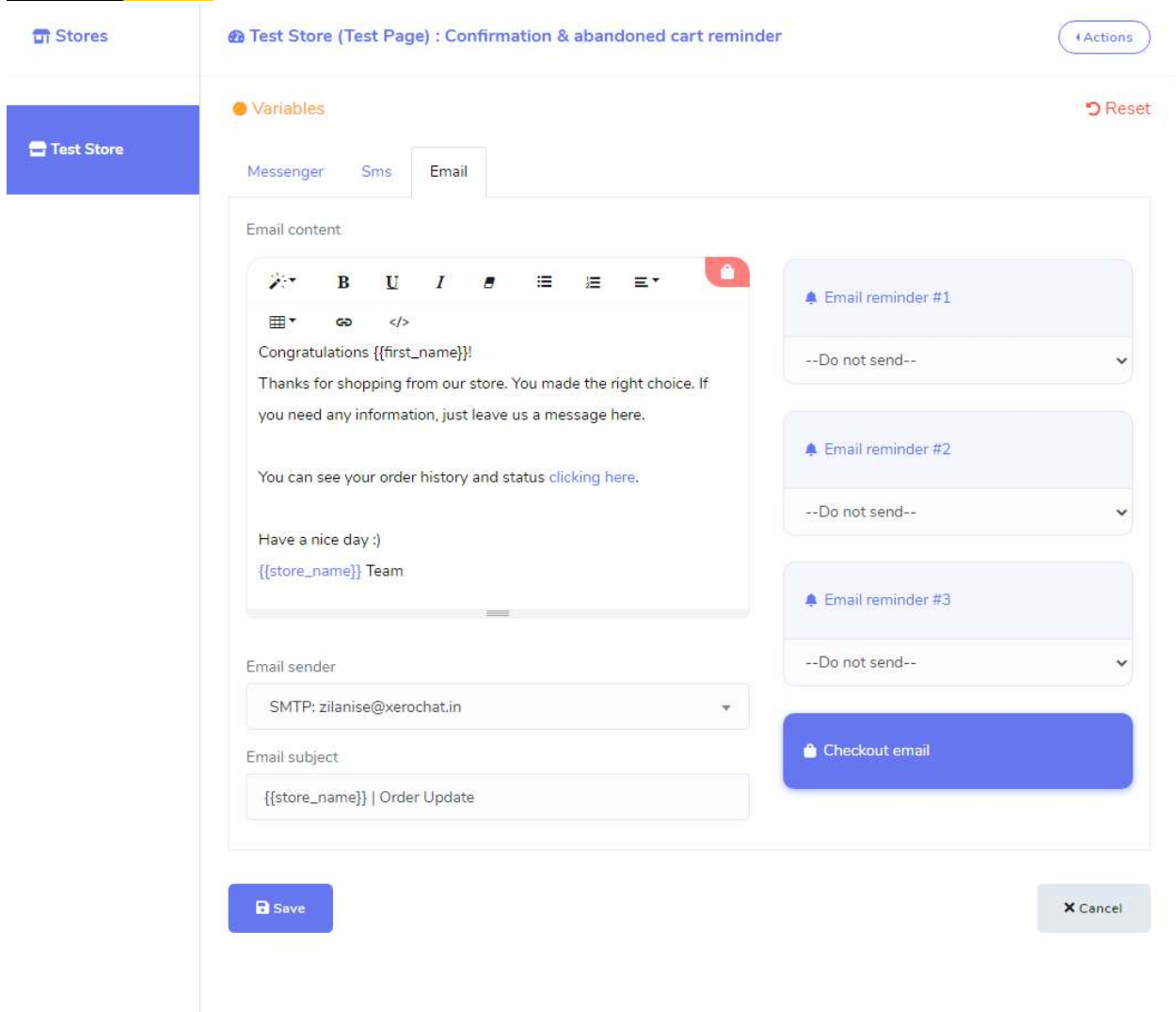
--Do not send--

Checkout sms

Save

Cancel





>>> 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.





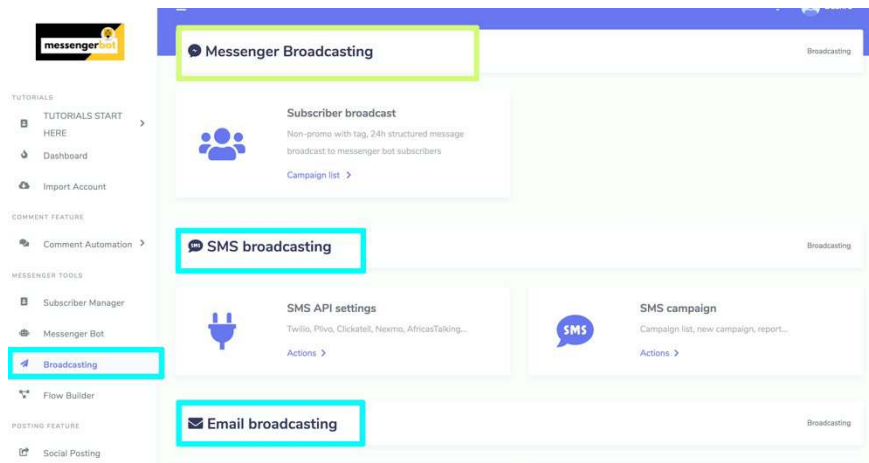
Broadcasting

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 [Twilio SMS campaign demo section](#) and [SMTP API](#) , [Mandrill API](#), in the respective sections.

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

A screen containing following three sections will appear:

- [Messenger broadcasting](#)
- [SMS broadcasting](#)
- [Email broadcasting](#)
- SMS/Email Templates:



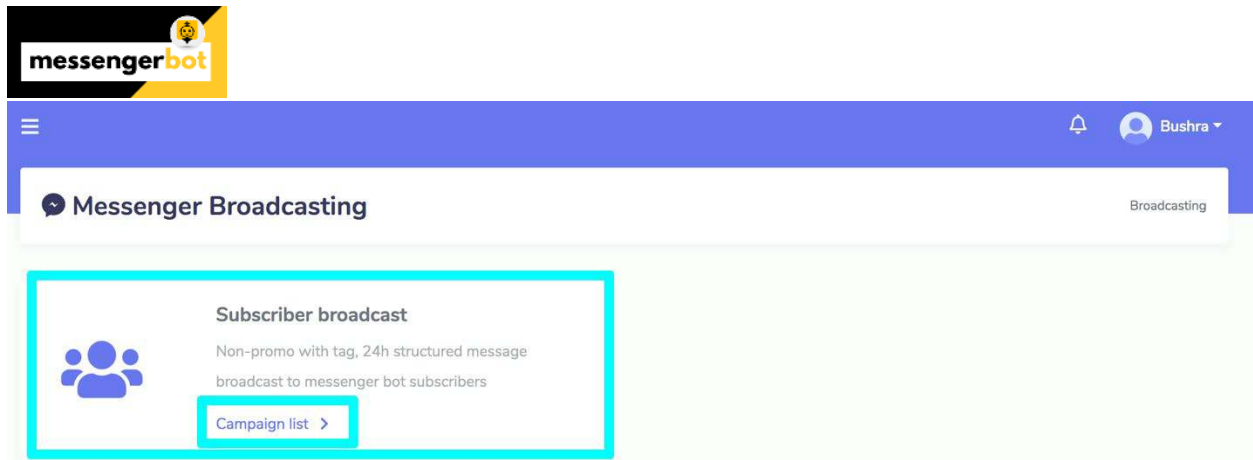
Messenger broadcasting

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


Subscriber broadcast



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

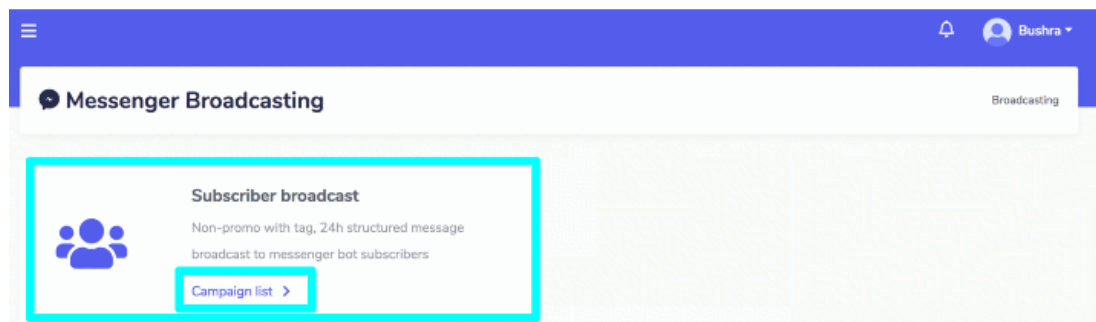




Subscriber broadcast screen consists of a list of page numbers, you can search for a specific page by using the **search bar**. You can adjust the number of templates to be viewed per page. You can also arrange them in either ascending or descending order by selecting the **arrows** from the header.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

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

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



Create campaign

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





+ Create Campaign

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

Note

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

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



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

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

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

10 1-2/2


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

SMS Broadcasting


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

- SMS API settings
- SMS campaign

SMS broadcasting Broadcasting



SMS API settings
Twilio, Plivo, Clickatell, Nexmo, AfricasTalking...
[Actions >](#)



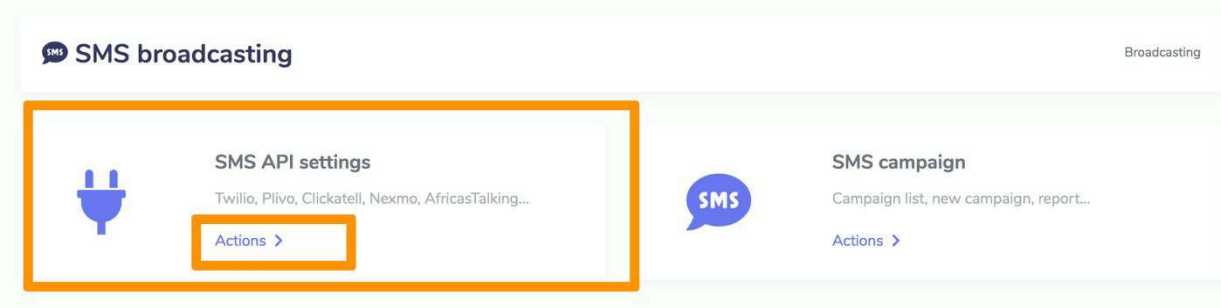
SMS campaign
Campaign list, new campaign, report...
[Actions >](#)

The details of these option are given below:



SMS API settings

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



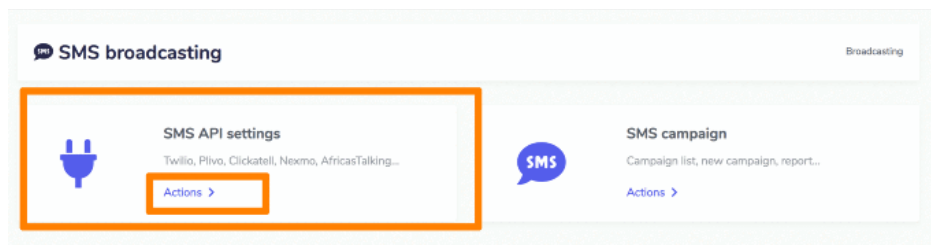


A list of gateways will appear on the SMS API screen. You can perform following actions from this view.

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

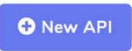
Note

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



Create API

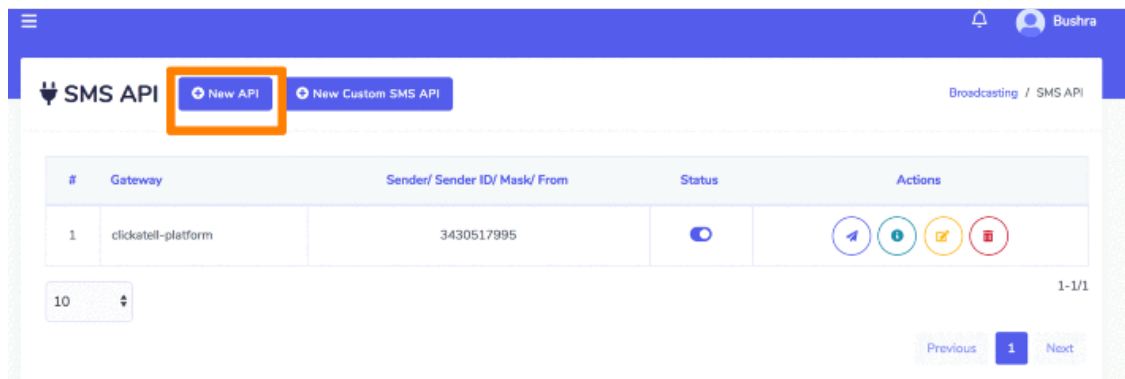
You can also create a new API from SMS API screen. Follow the steps given below:

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



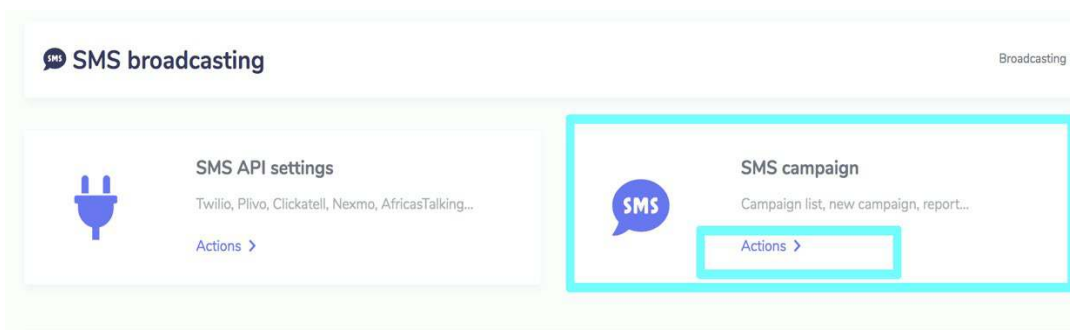


- 3) Provide the **Authentication key/ API Key**.
- 4) Enter your **secret password** you want to set.
- 5) Enter the **ID** of your API.
- 6) Provide the **Sender ID**.
- 7) Set the **status** of your API.
- 8) Once you have done all these settings, click on **Save**.




SMS campaign

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




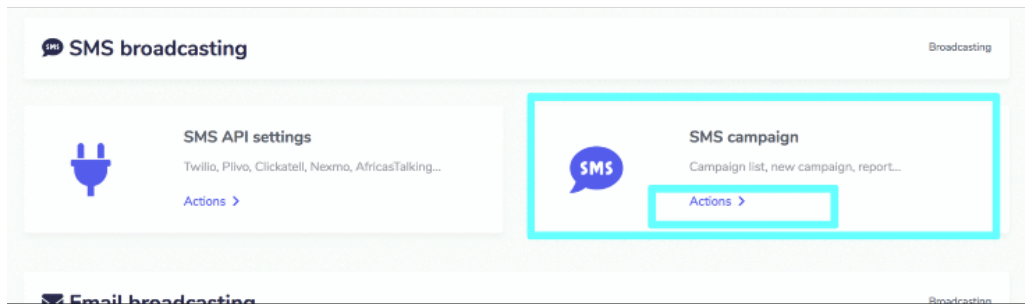
SMS campaign screen consists of a list of SMS API, you can search for a specific API by using the **search bar**. You can adjust the number of APIs to be viewed per page. You can choose the date range for narrowed search. You can also sort them out based on their status.

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






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

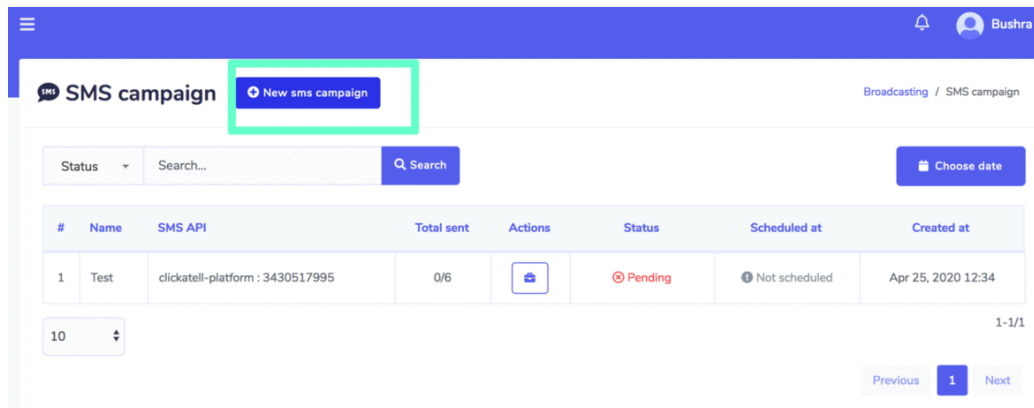


Create sms campaign

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



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





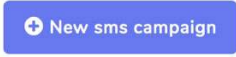
Twilio SMS campaign Demo

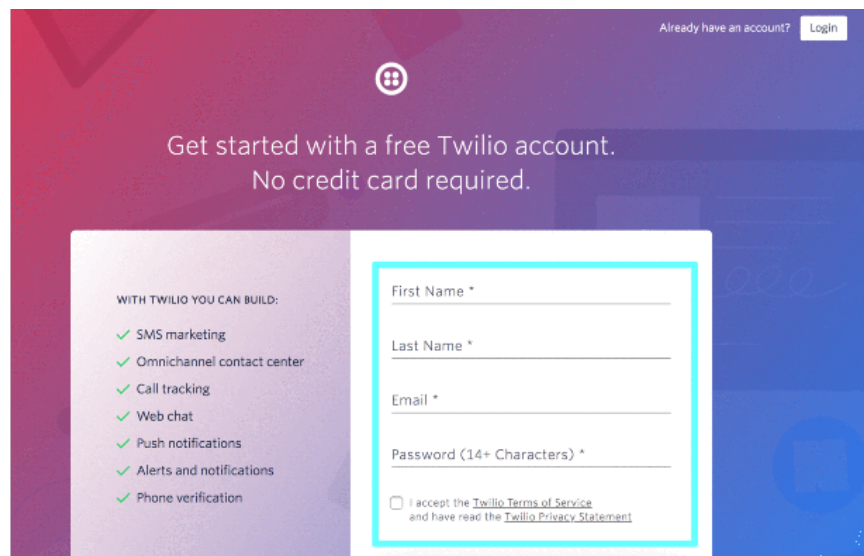
To start an SMS campaign, you need to get an API key for integration from Twilio. You can access Twilio from your web browser. Follow the steps given below:

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





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



Already have an account? [Login](#)

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

WITH TWILIO YOU CAN BUILD:

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

First Name *

Last Name *

Email *

Password (14+ Characters) *

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

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

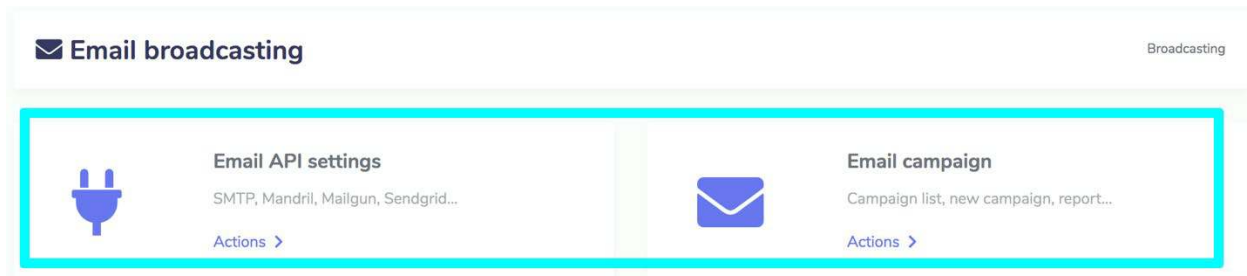




Email broadcasting

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

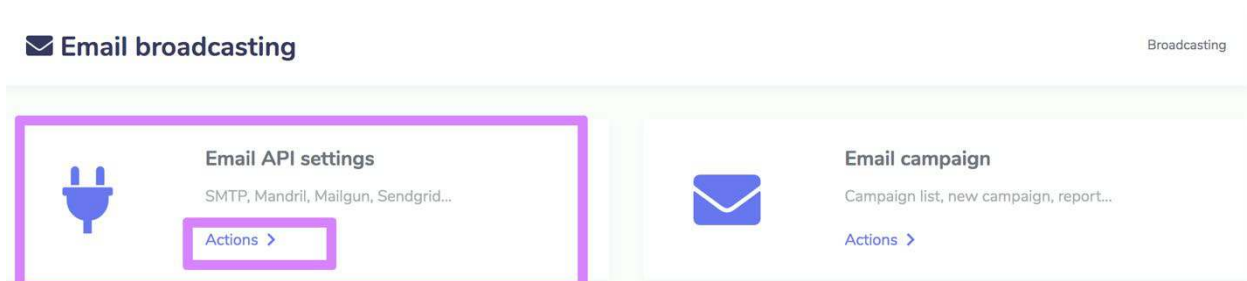
- Email API settings
- Email campaign



The details of these options are given below:

Email API settings

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



A list of four following options will appear:

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

Note


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

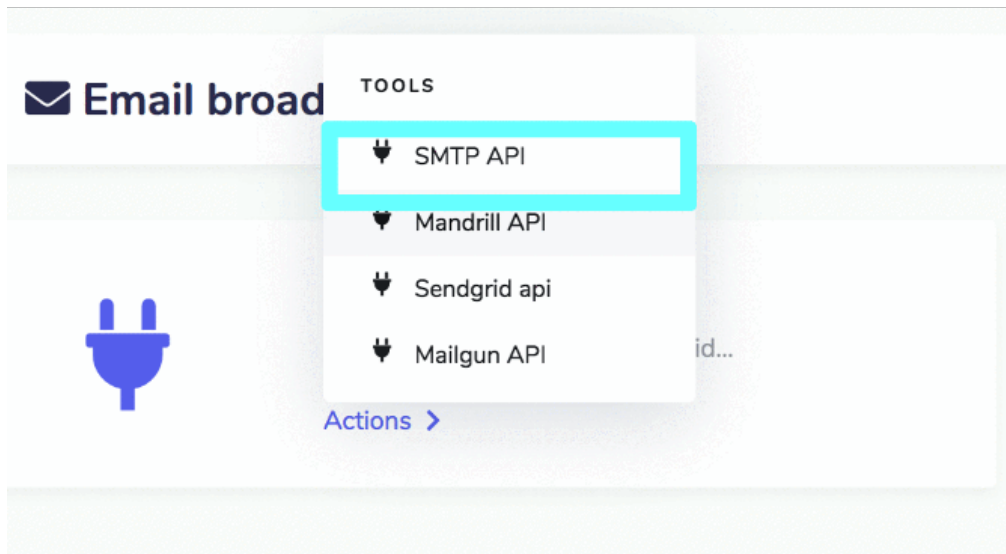




SMTP API


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

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

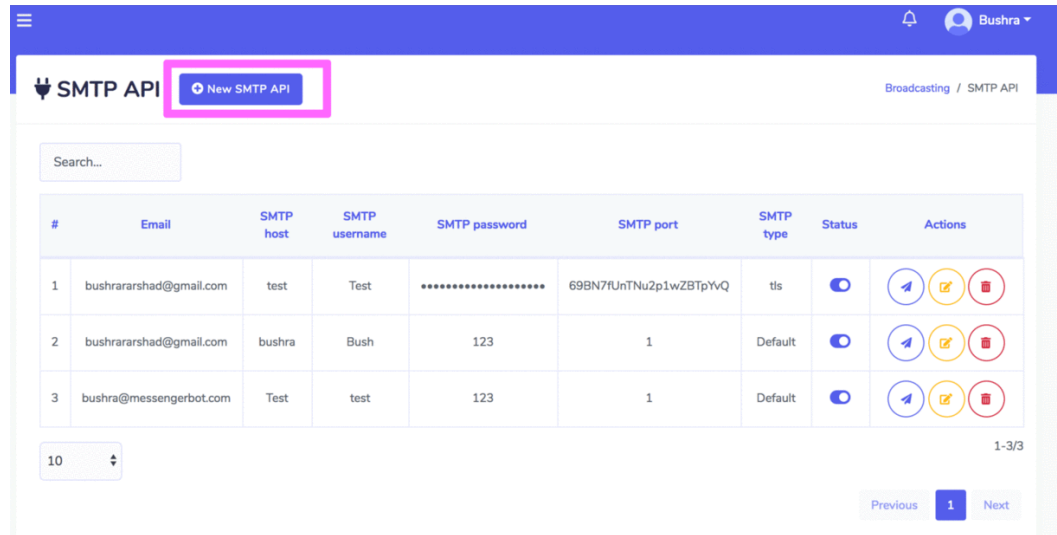


Create SMTP API

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

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




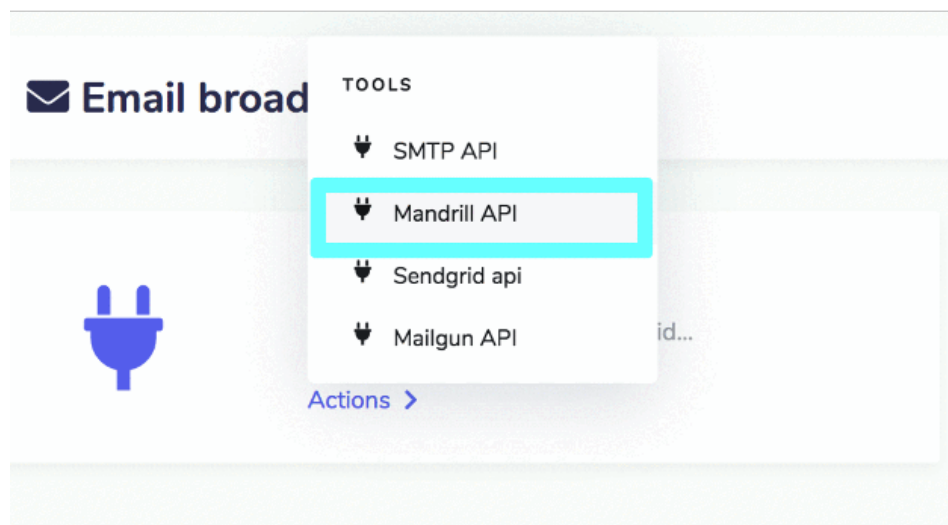


#	Email	SMTP host	SMTP username	SMTP password	SMTP port	SMTP type	Status	Actions
1	bushrararshad@gmail.com	test	Test	*****	69BN7fUnTNu2p1wZBTpYvQ	tls		
2	bushrararshad@gmail.com	bushra	Bush	123	1	Default		
3	bushra@messengerbot.com	Test	test	123	1	Default		

Mandrill API

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

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



Create Mandrill API

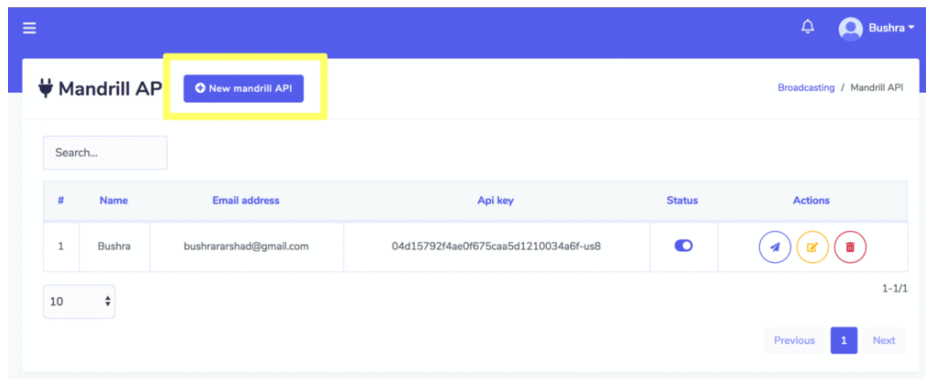
You can create a new mandrill API by following the steps given below:

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






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

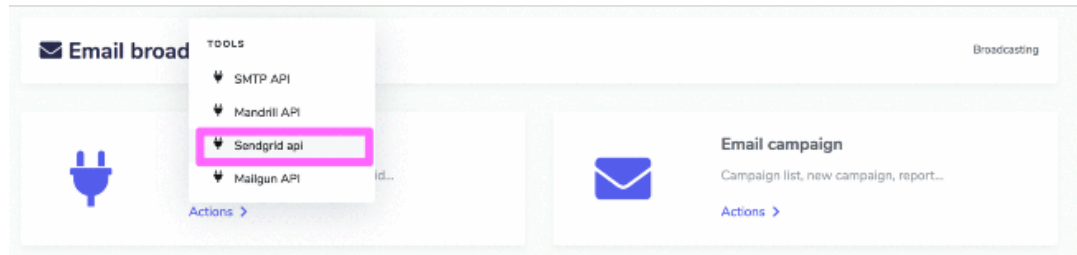


Sendgrid API

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

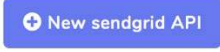
- Send test email by selecting the  icon against a particular email address
- Edit the API you want to update
- Delete the API



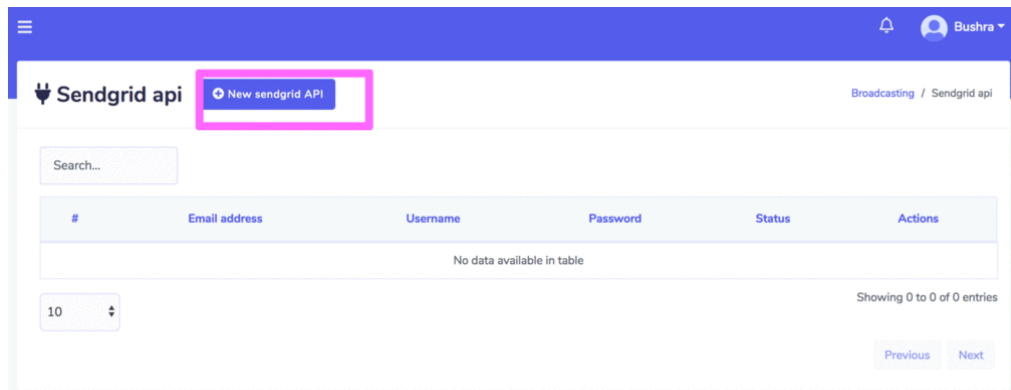


Create Sendgrid API

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


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

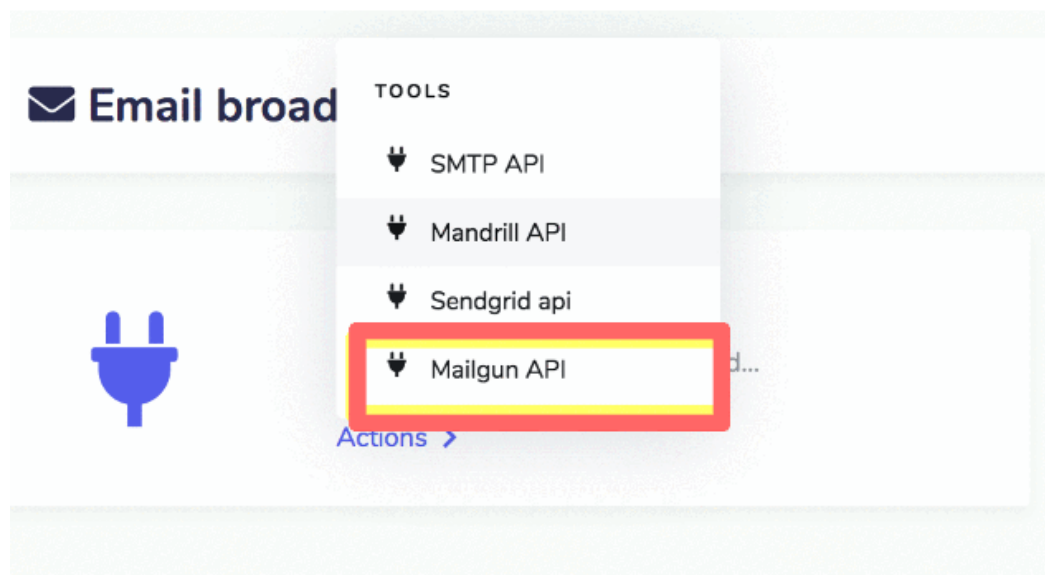




Mailgun API

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


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

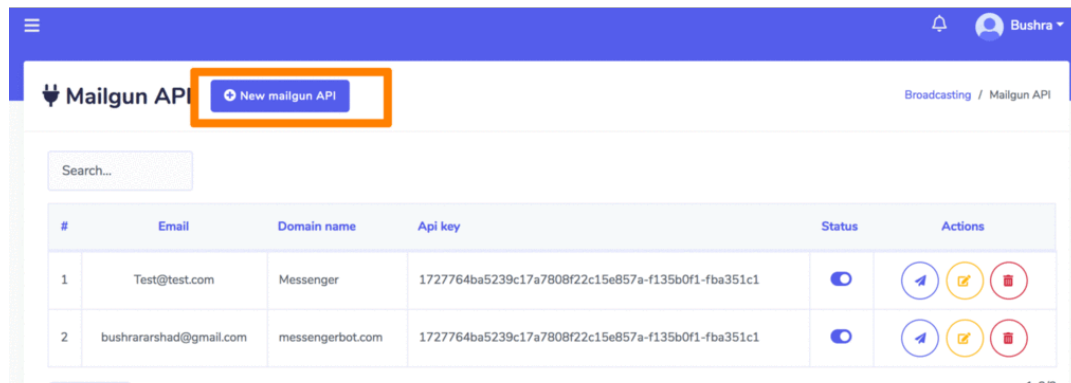




Create Mailgun API

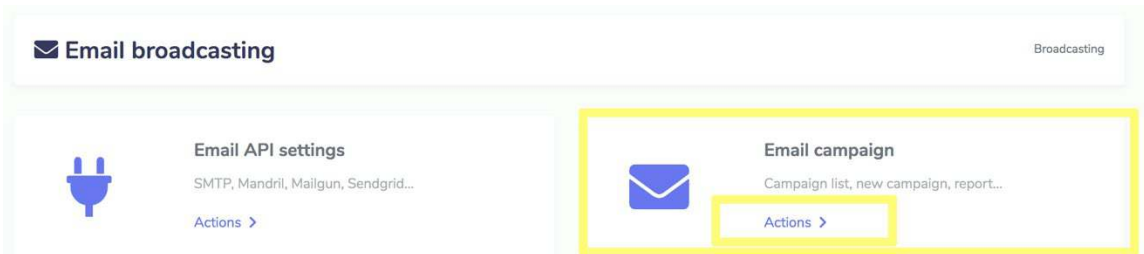
You can create a new mailgun API by following the steps given below:

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




Email campaign


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

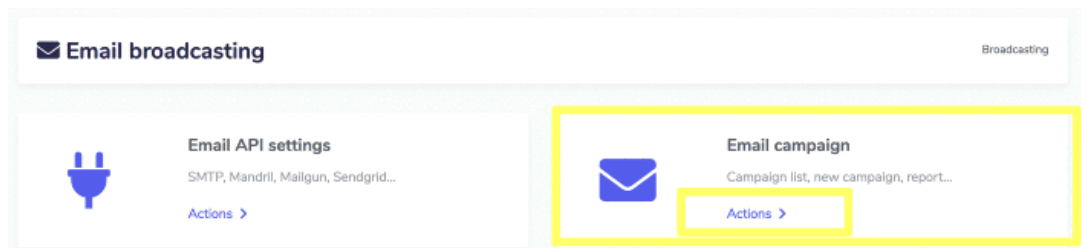




Email campaign screen consists of a name of campaigns you can search for a specific campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the date range for narrowed search. You can also sort them out based on their status. You can arrange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


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

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



Create email campaign

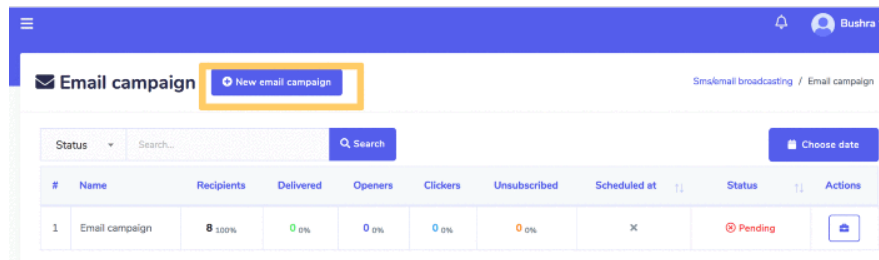
You can create a new email campaign by following the steps given below:

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



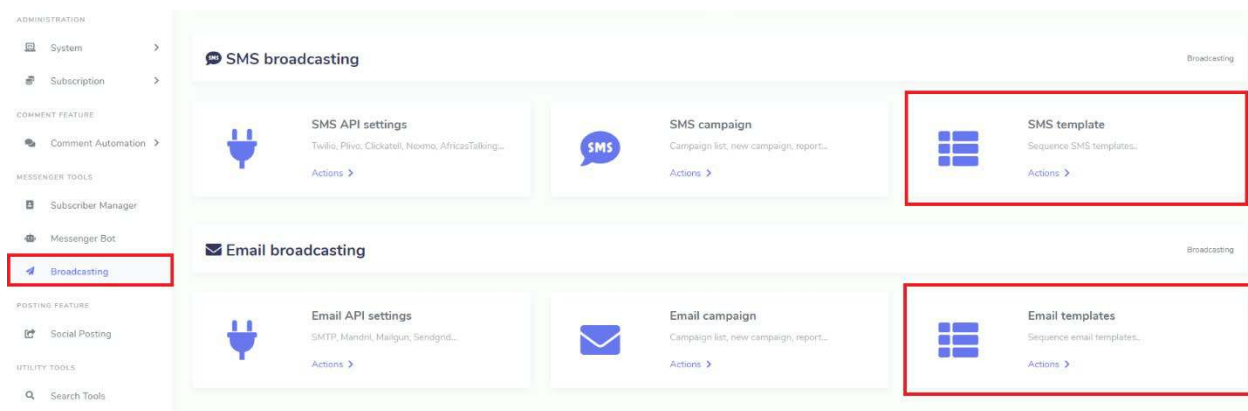


- 5) You can choose a sending **time**.
- 6) Once all information is added, select **Create campaign**.



























SMS/Email Templates

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



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



#	Name	Type	Actions
1	Email Template	Email	  
2	Email	Email	  
3	Email	Email	  
4	kkk	Email	  
5	kkk	Email	  
6	fzzzzzzzzz	Email	  
7	Test 123	Email	  
8	Test 123	Email	  

1-8/8

10 ▼

Previous 1 Next

[+ Create template](#)

Template name

Subject

Content

 Save

X Cancel

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

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.

The screenshot shows the Messenger Bot dashboard. On the left is a sidebar with navigation options: Dashboard, Import Account, ADMINISTRATION (System, Subscription), COMMENT FEATURE (Comment Automation), MESSENGER TOOLS (Subscriber Manager, Messenger Bot), and POSTING FEATURE (Broadcasting, which is highlighted with a red box). The main content area has a top section for 'Email broadcasting' and a bottom section for 'SMS/Email Sequence Campaigner (External Contacts)'. The 'Sequence Campaign' option in the bottom section is highlighted with a red box.

Sequence Campaign

[Add sequence](#)

Broadcasting / Sequence Campaign

Search...

#	Name	Last sent	Campaign type	Actions
1		Jun 13, 2020 16:41	SMS	Add
2		Jun 13, 2020 16:41	Email	Add

10

1-2/2

Previous1Next





+ Add sequence

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

Campaign name

Sequence type

Email

Sms

Select email api

Select API

⌚ Sequence time

24 hour Daily

⌚ 30 mins

--- Do not send message ---



⌚ 1 Hour

--- Do not send message ---



⌚ 2 Hour

--- Do not send message ---



⌚ 3 Hour

--- Do not send message ---



+ Add more hour

✖ Remove last hour

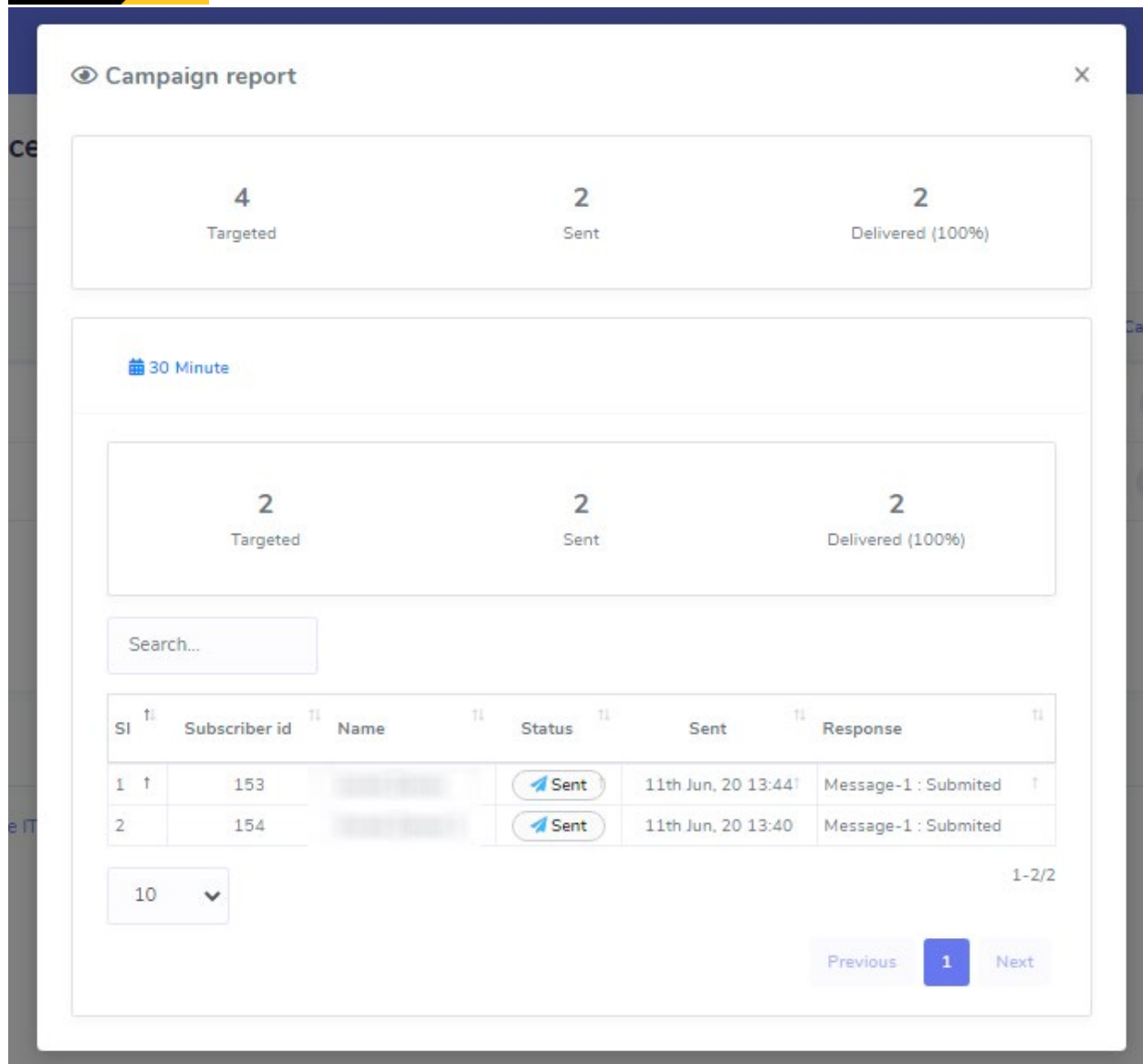


➤ Create Campaign

✕ Back

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





Assign Sequence To External Subscribers:

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





Dashboard

Import Account

ADMINISTRATION

System

Subscription

COMMENT FEATURE

Comment Automation

MESSANGER TOOLS

Subscriber Manager

Messenger Bot

Broadcasting

Contact Book



subscribers

Sync, migrate,
conversation...

Actions >



subscribers

Subscriber
actions, assign
label, download...

Actions >



Subscriber
label/tags,
segmentation...

Actions >

SMS/email subscriber (external)

Subscriber Manager



Contact Group

Manage contacts by groups, sms/email
campaign...

Actions >



Contact Book

Manage contacts, import, sms/email
campaign...

Actions >

+ New contact

Subscriber Manager / Contact Book

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



Assign sms/email sequence

Bulk sequence assign is available for Email & SMS campaign.

Select sequence campaign

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

Contact Book

[+ New contact](#)
[Subscriber Manager](#) / [Contact Book](#)

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

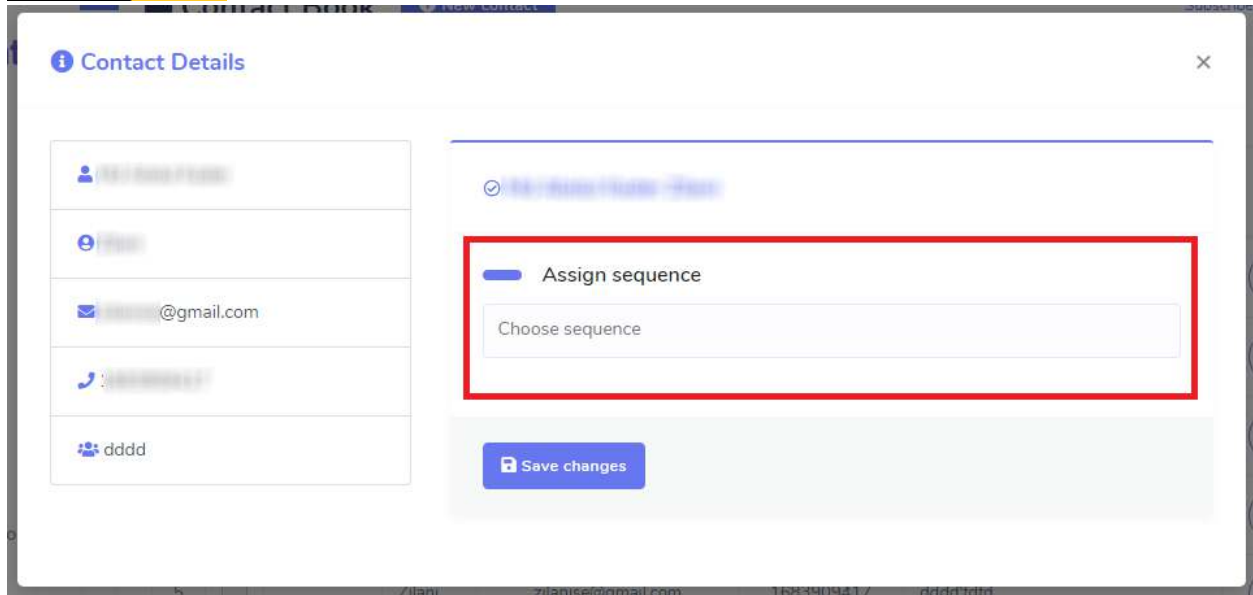
10

1-4/4

[Previous](#)

1

[Next](#)

How To Create Email Templates In Messenger Bot

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

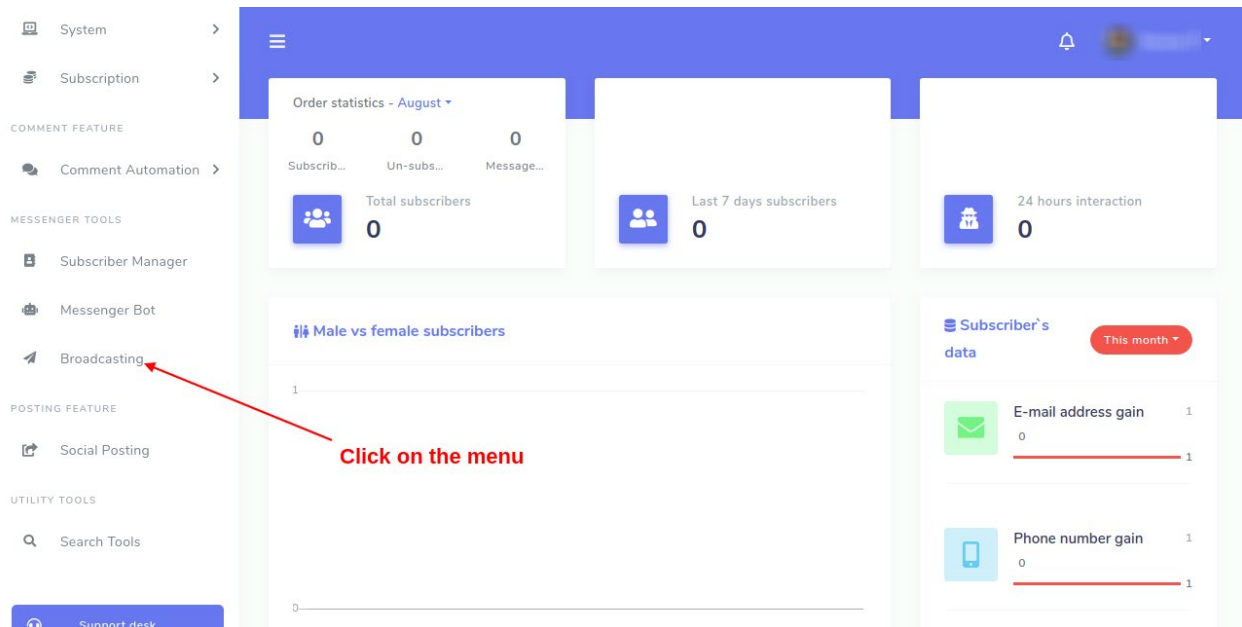
Messenger Bot has come up with a brand new module called Drag & Drop Email Template Builder. It has a very simple interface. It has been made such a way that its user can create an HTML Email template within a few seconds. Just drag and drop the elements you need and build your HTML email templates without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

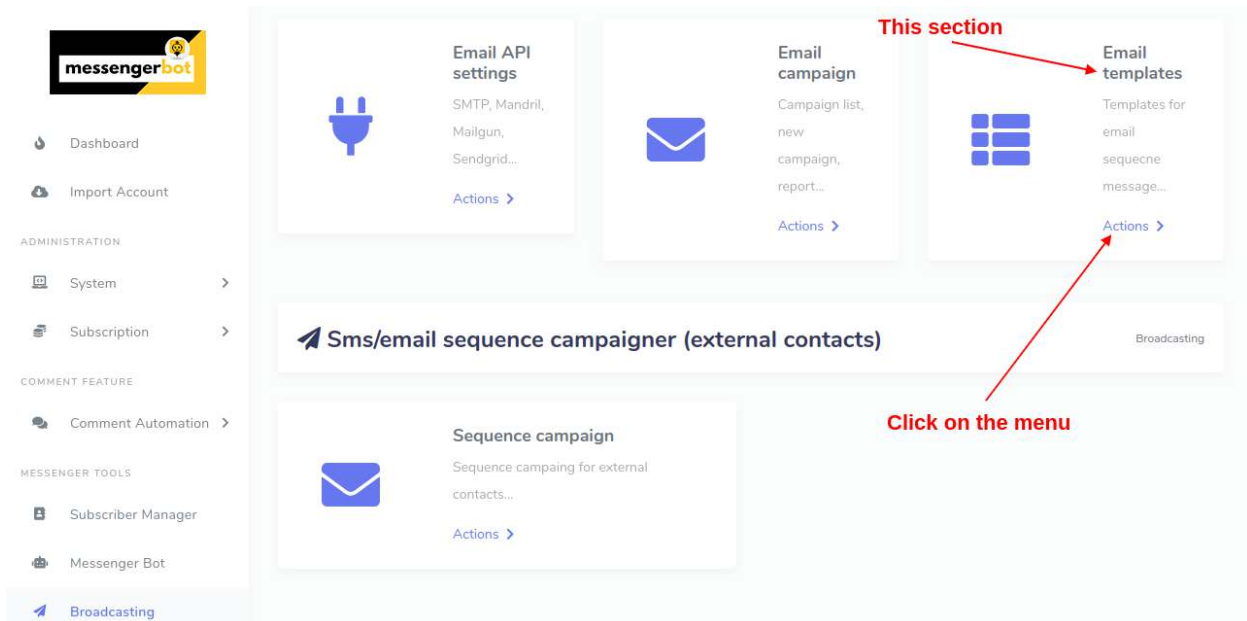




Log in to your Messenger Bot's dashboard. Click on the menu named **Broadcasting**.



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.



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.





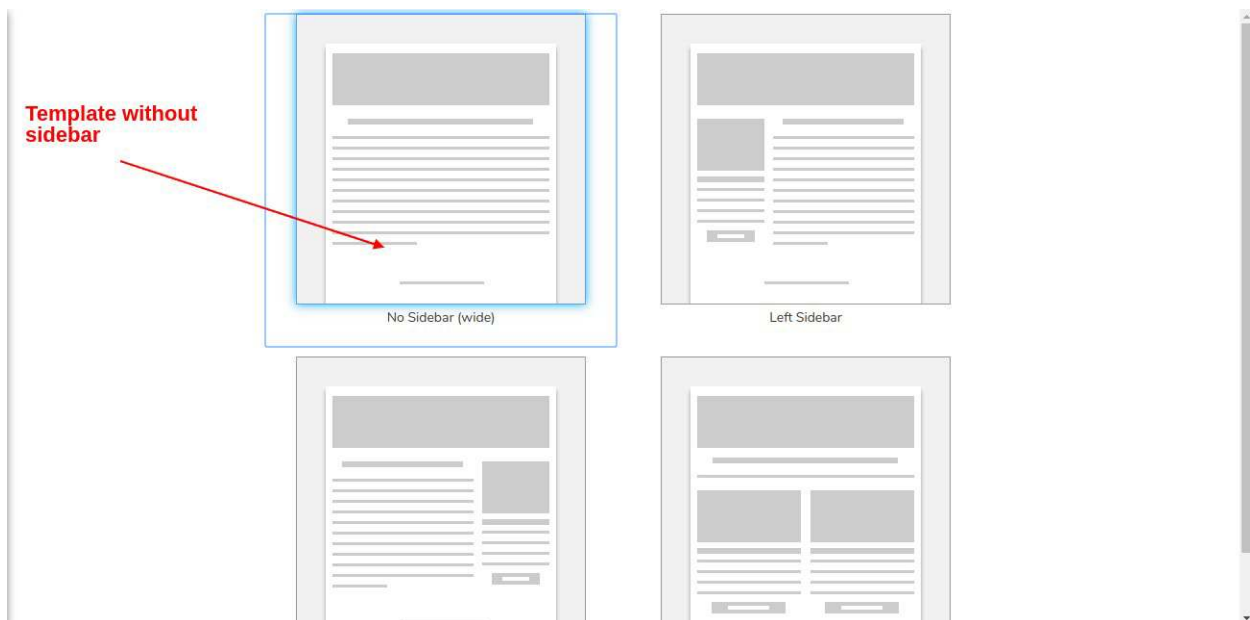
- Dashboard
- Import Account
- ADMINISTRATION
 - System >
 - Subscription >
- COMMENT FEATURE
 - Comment Automation >
- MESSANGER TOOLS
 - Subscriber Manager
 - Messenger Bot
 - Broadcasting

Email Template New template ▾ Click on the button

Search... Rich Text Editor Drag & Drop Click on the menu

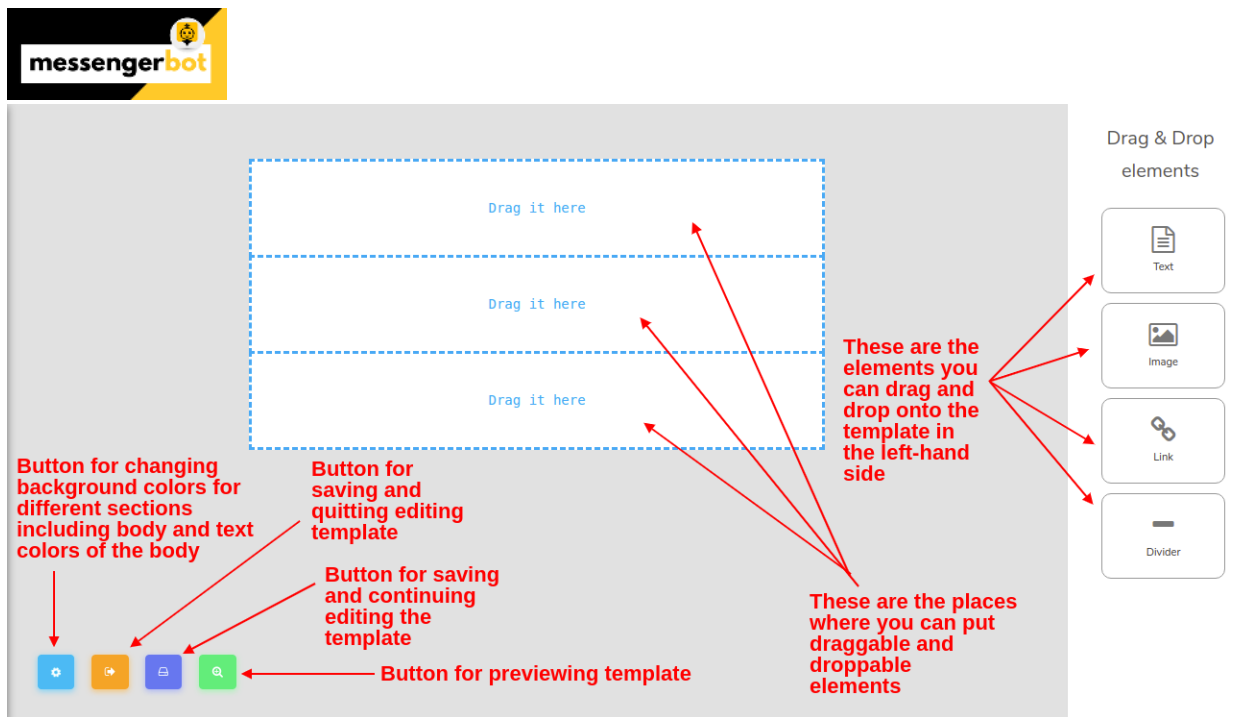
#	Name	Type	Editor Type	Actions
1		Email	Drag & Drop	
2		Email	Drag & Drop	
3		Email	Drag & Drop	
4		Email	Drag & Drop	
5		Email	Drag & Drop	
6		Email	Drag & Drop	

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

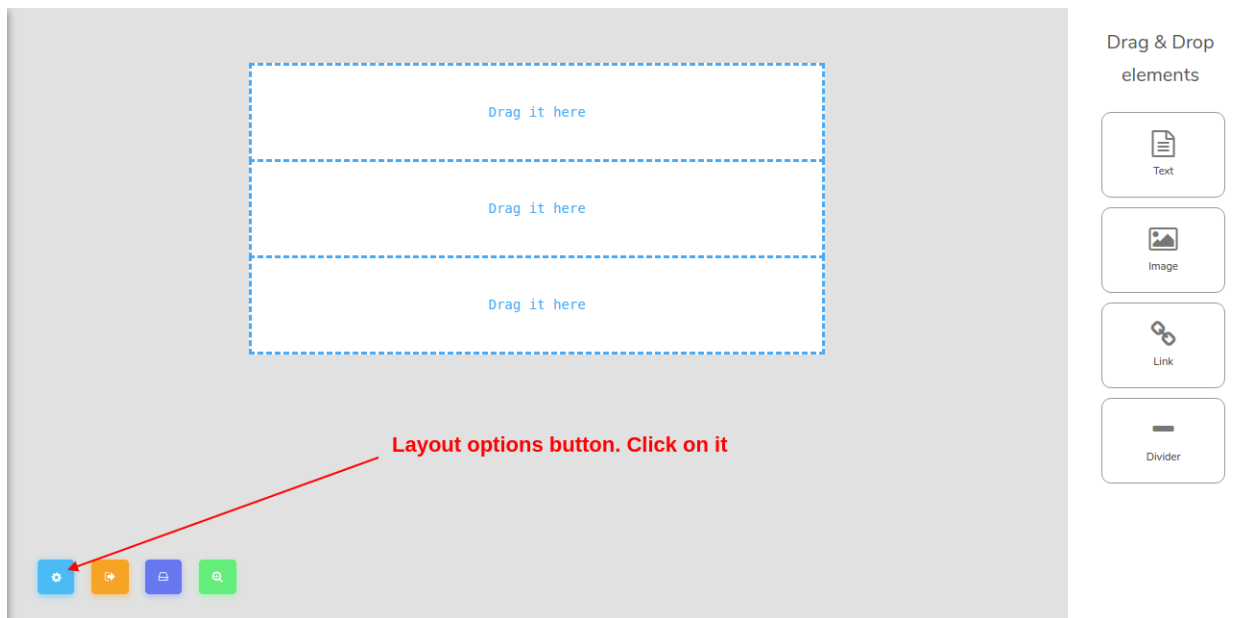


Now it's time to build the email template for the product I want to promote/campaign with. But before starting, let me tell you what components do what tasks. Please check out notes on the following screenshot:



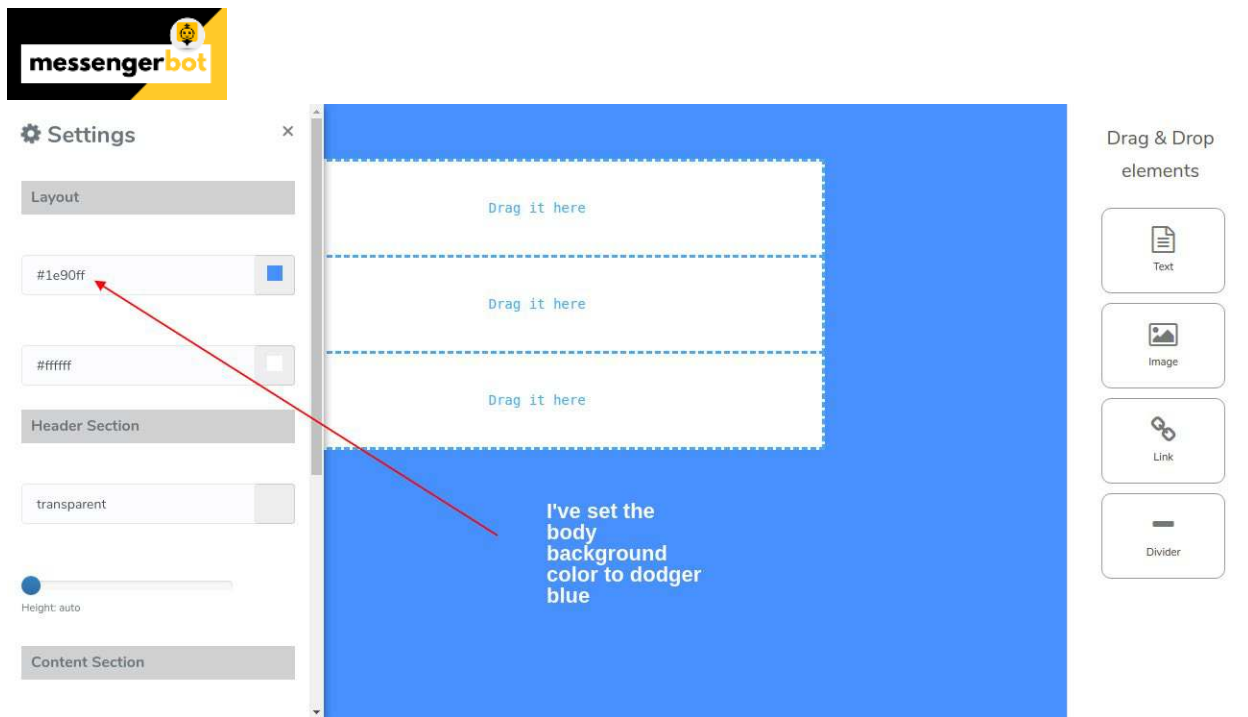


Well, assuming, we are now somewhat familiar to the components and parts of the template builder. Let start building our template. First, I will change the background color of the body. To do that you need to click on the **Layout options** button which is the 1st button from the left side as the screenshot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

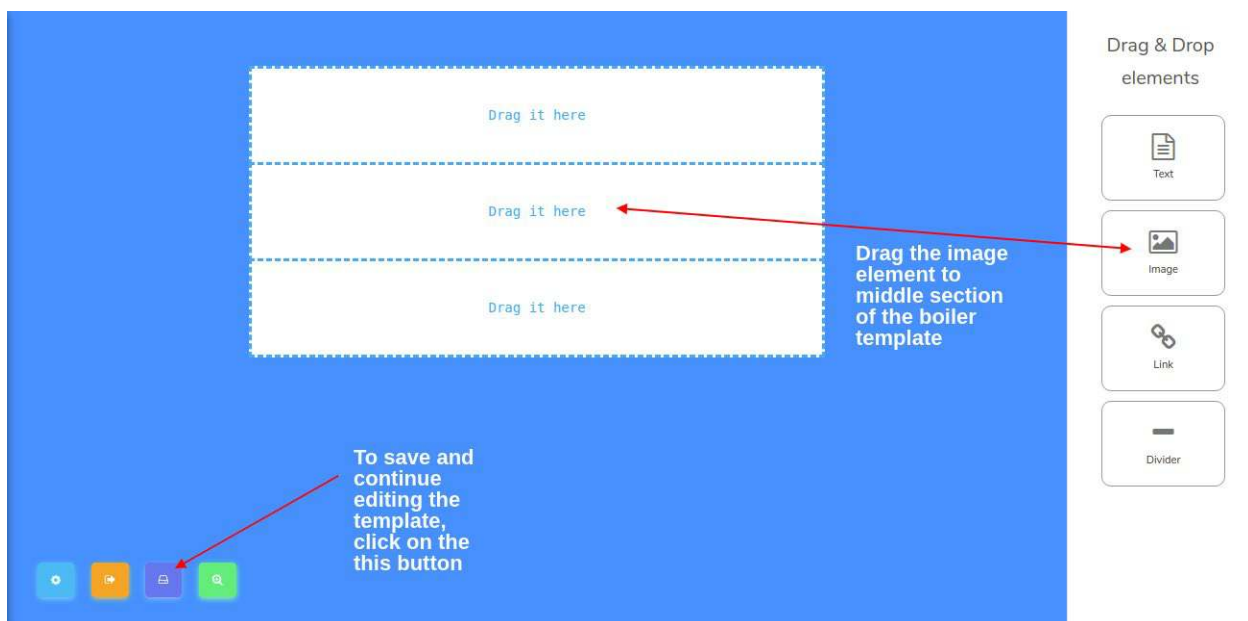


Upon clicking on that button, it will open up a box from the left side. See the screenshot below:



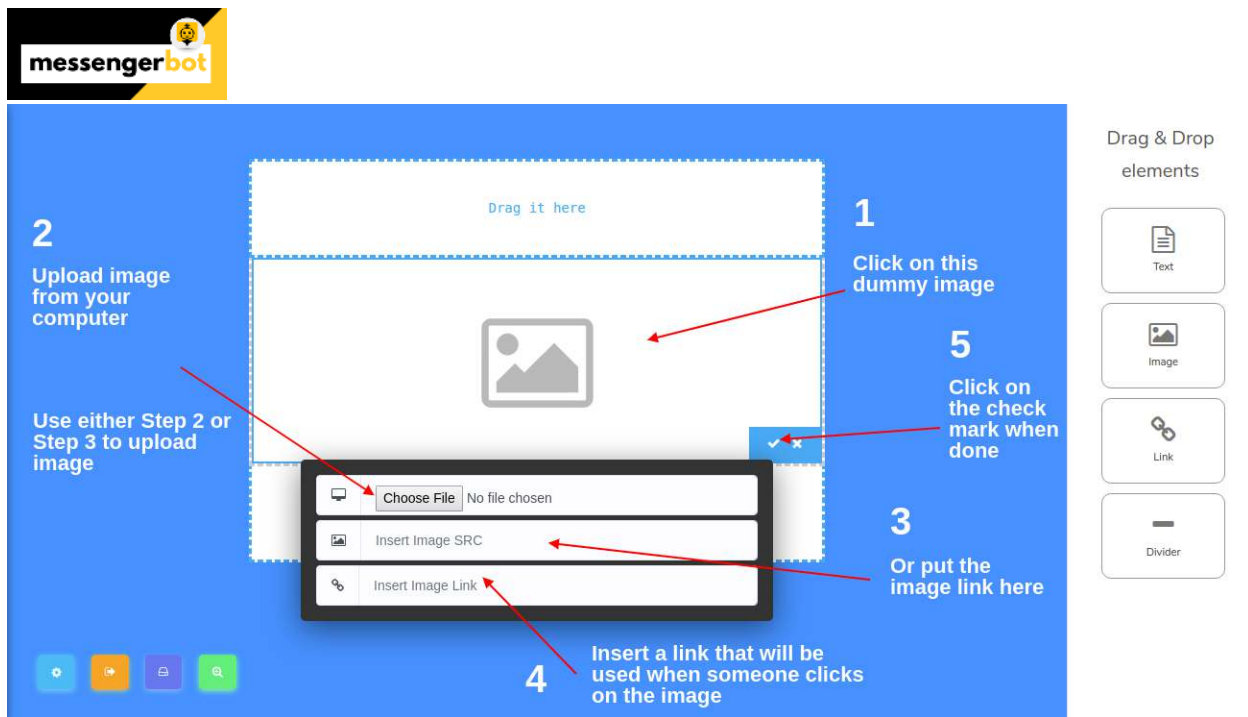


I've set up the body background color to dodger blue. You may choose one that you prefer. Now I will save the template and continue editing. To save and continue editing the template, I will click on the **Save template** button. Okay, now our template has been saved. Now I will drag the image element 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 field. Check out the following screenshot:





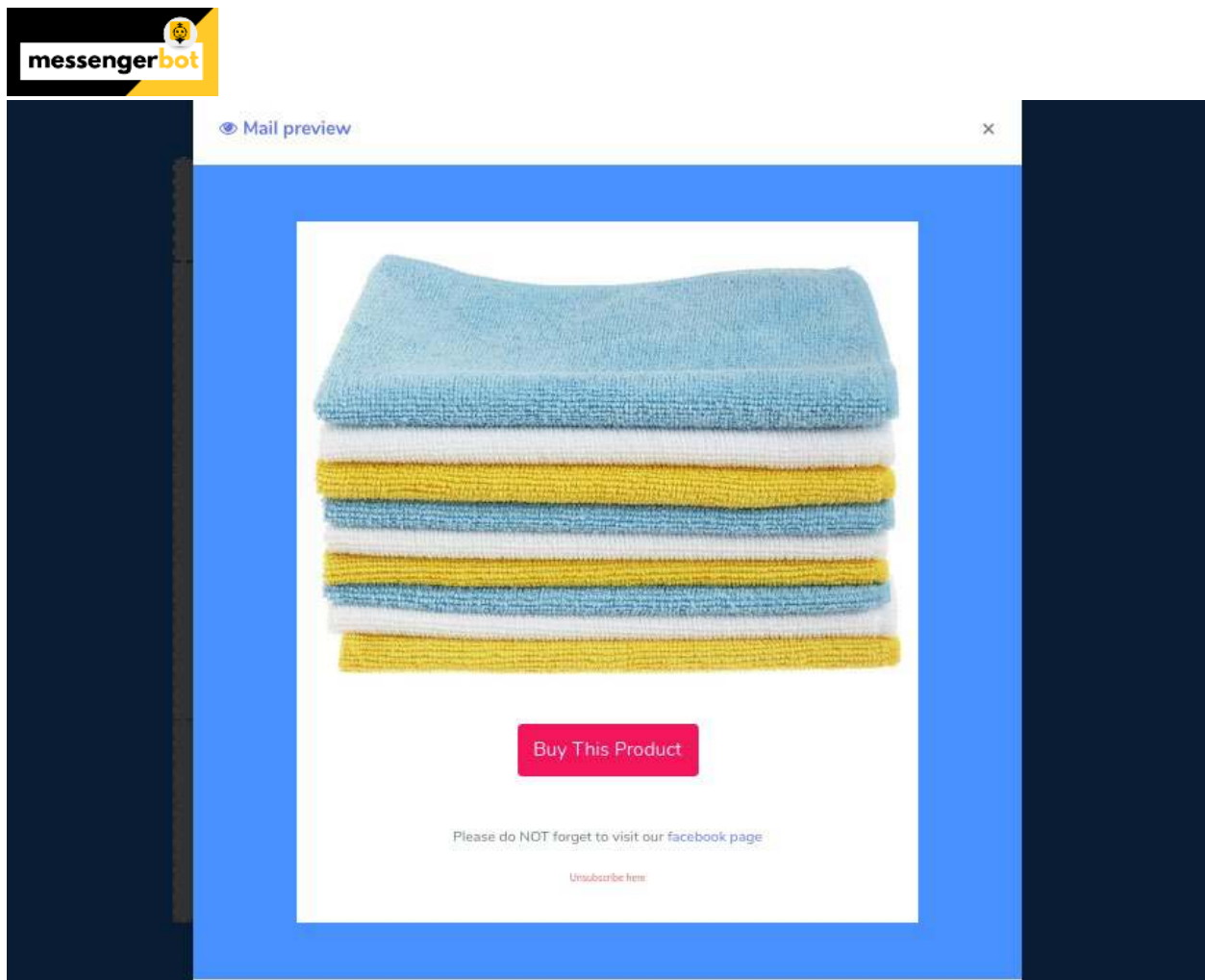
Now I will upload my product's image, for example, and set the product's link to the image as described in the screenshot above.

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

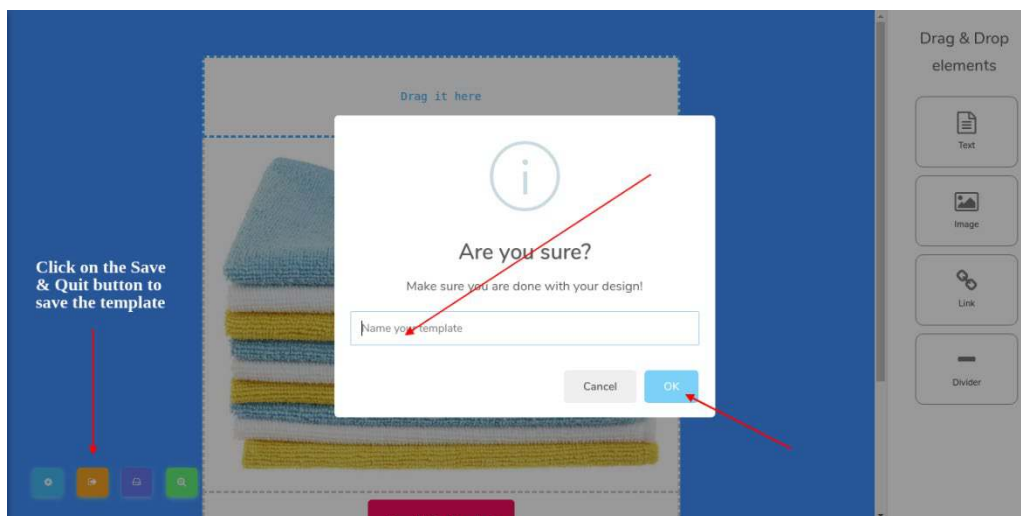


And to change its background color and to set up a link of the product's page I need to click on the button. I get this modal when clicking the button:





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:







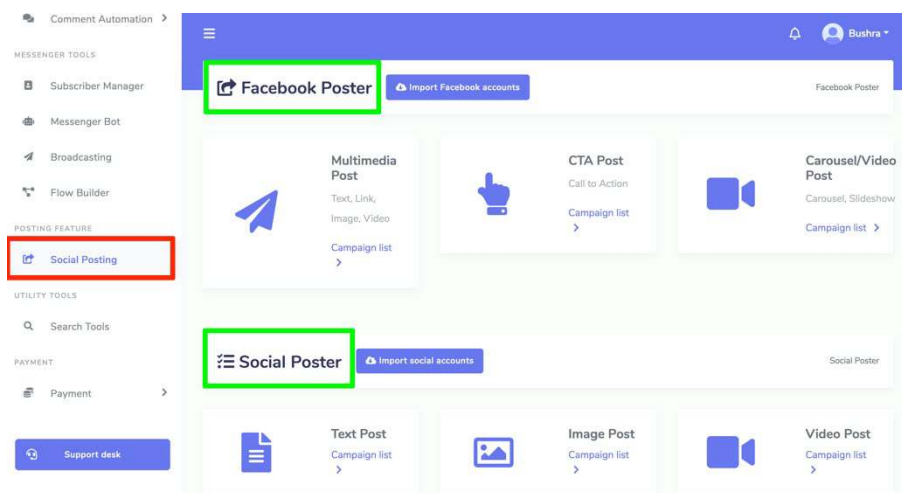
Social Posting

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

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

A screen containing following two sections will appear:

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



Facebook Poster

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

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

The details of these three is discussed in upcoming sections.

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

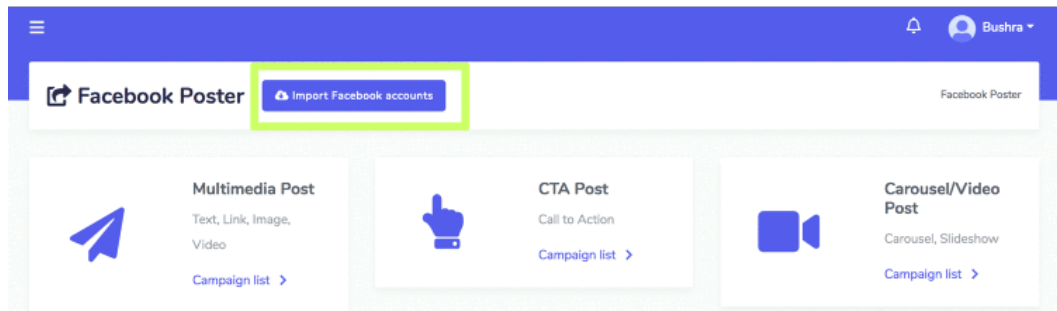
1. Select **Import Facebook accounts** from the top of your screen.
2. Select **Login with Facebook**.





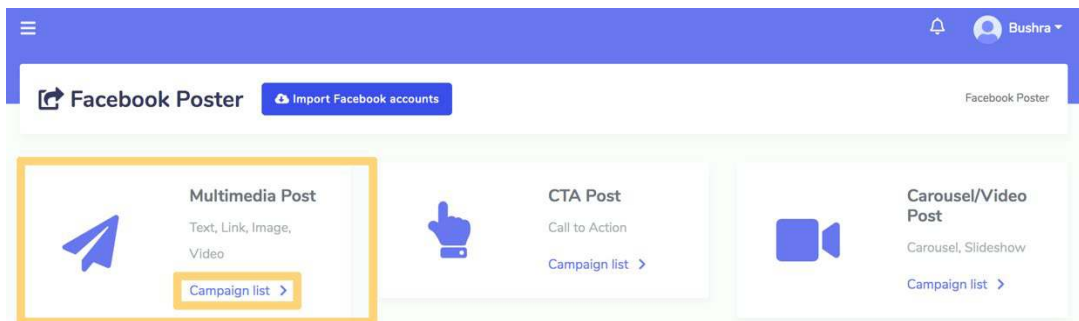
3. Your account will be imported successfully.

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







Multimedia Post

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



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

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

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

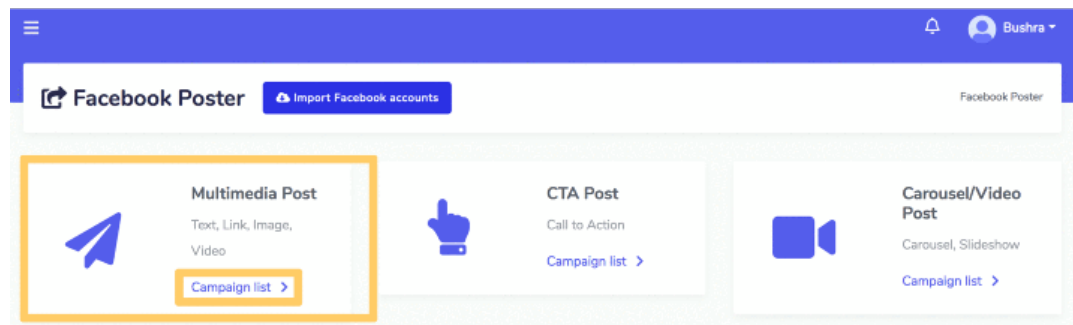




- Edit a campaign
- Delete a campaign


Note

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



Create new Multimedia Post

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

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

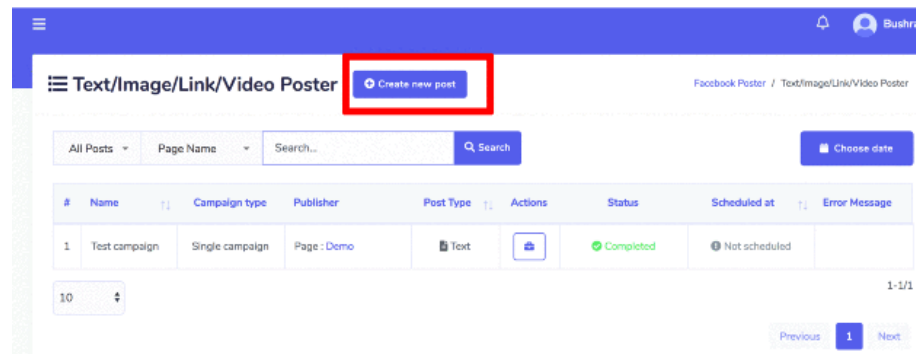




4. Select the **pages** to which this needs to be posted.
5. Select an **Auto reply template** as well.
6. Schedule a **Posting time**.
7. Once done, you need to select **Create campaign** option.

Note

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



CTA Post

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




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





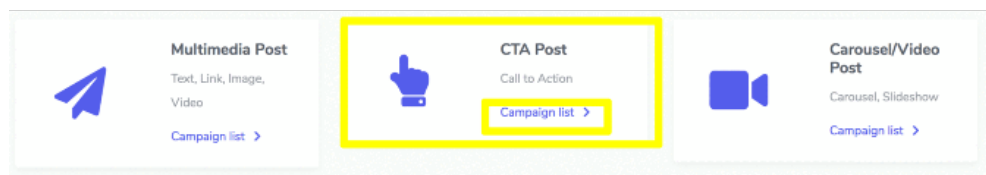
campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based on their status. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table. You can narrow down your search by selecting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

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

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


Note

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



Create new CTA Post

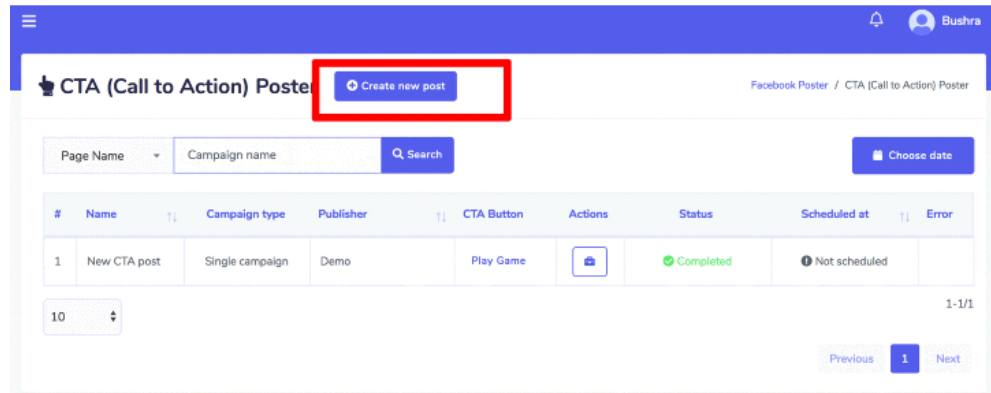
To create a new CTA post, follow the steps given below:

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





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



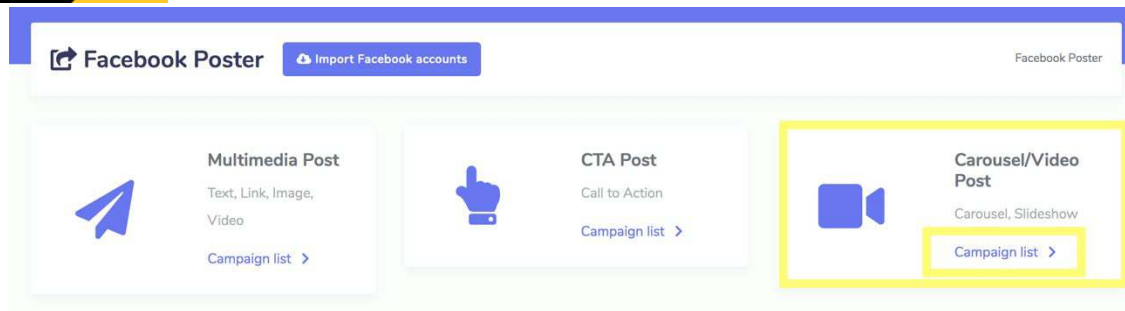
Note

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


Carousel/Video Post




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





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

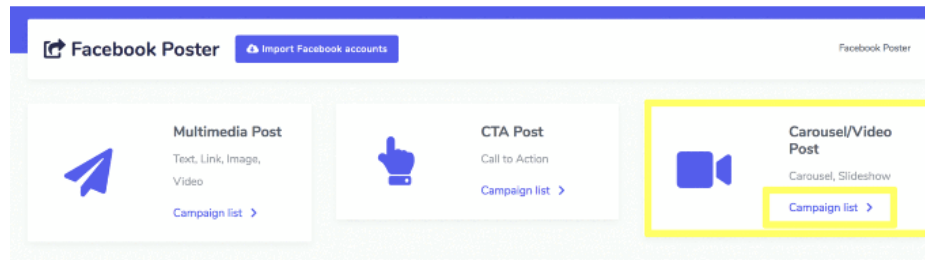
To perform different actions on the campaigns, select  option against the campaign you want to perform actions on. The following are the actions that can be performed:

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

Note


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



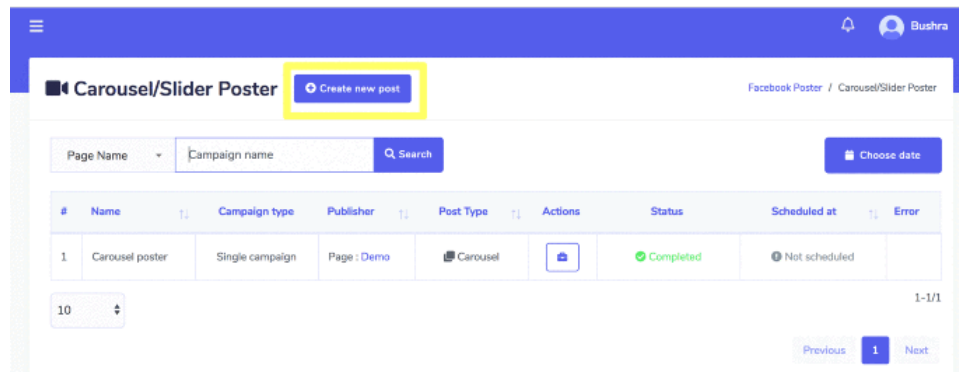


Create new Carousel/Video Post

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

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





Social Poster

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

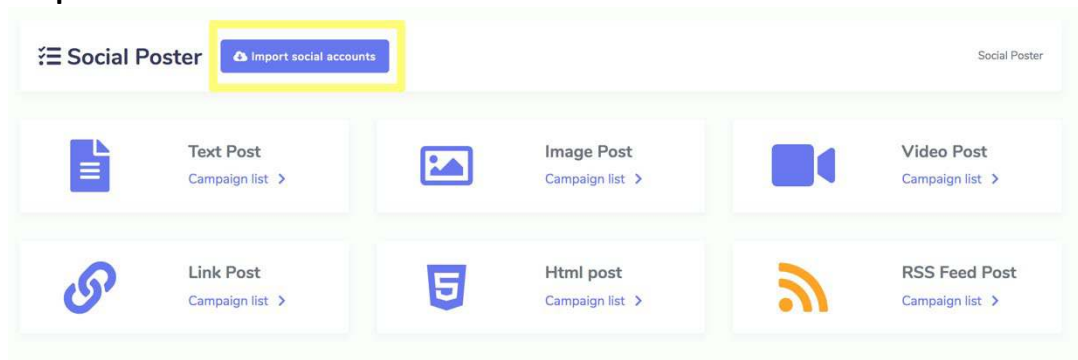
- Text Post
- Image Post
- Video Post
- Link Post
- Html Post
- RSS Feed Post

The details of these three is discussed in upcoming sections.

Import social accounts

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

Tab on **Import social accounts**.



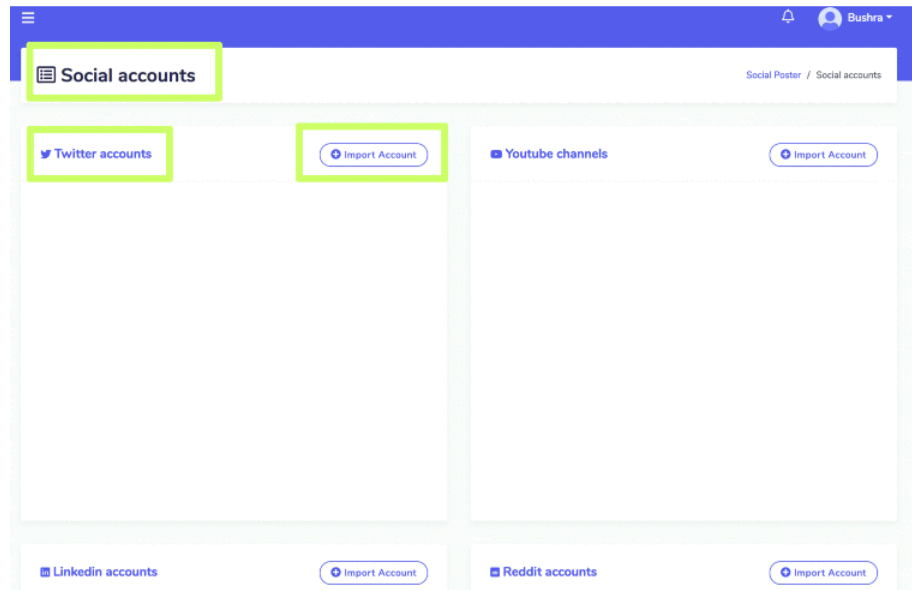


A **Social accounts** window will appear on the screen.

Twitter

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

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



YouTube channels

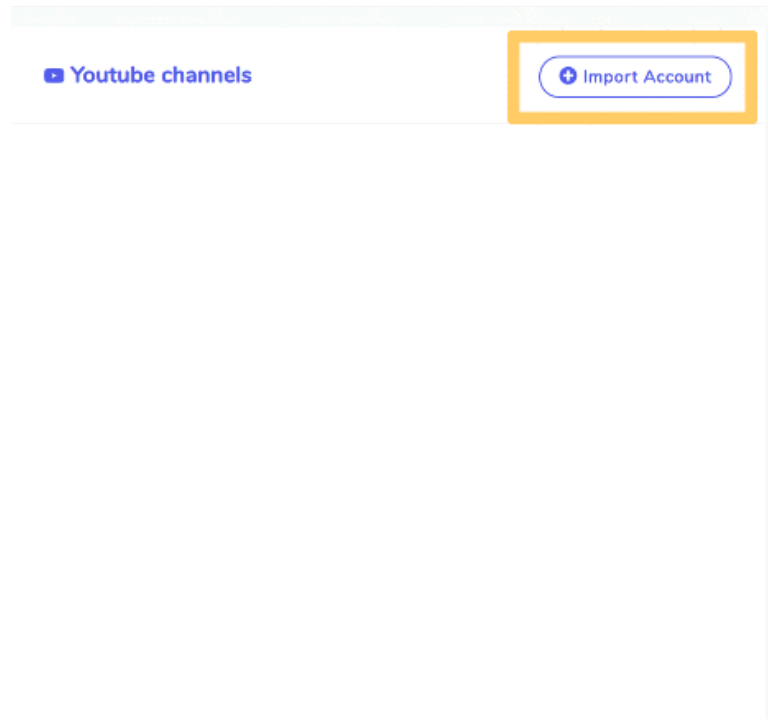
To import your YouTube account, follow the steps given below:

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

Note


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



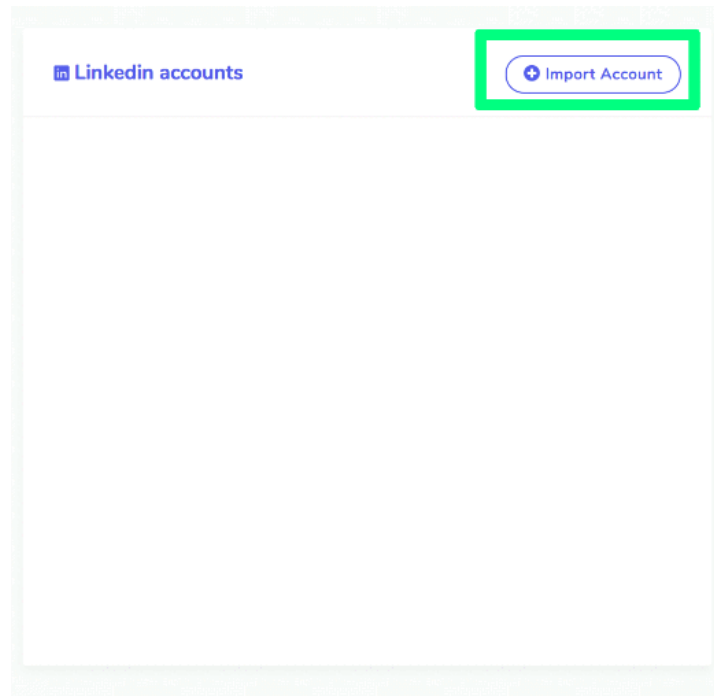


LinkedIn accounts

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


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

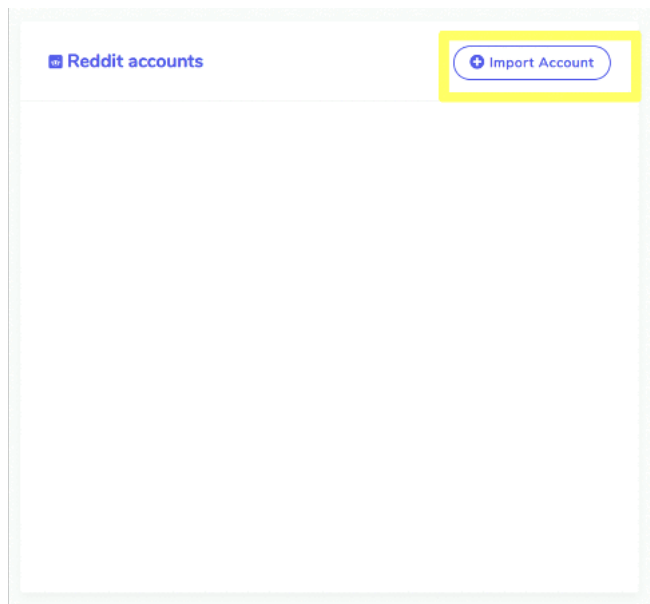




Reddit accounts

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


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

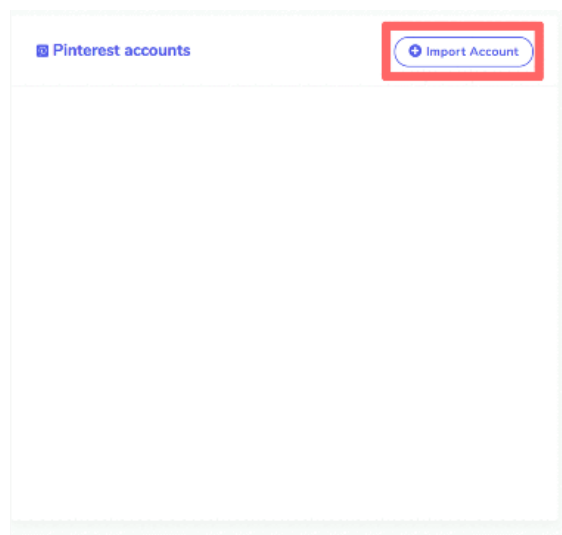




Pinterest accounts


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

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

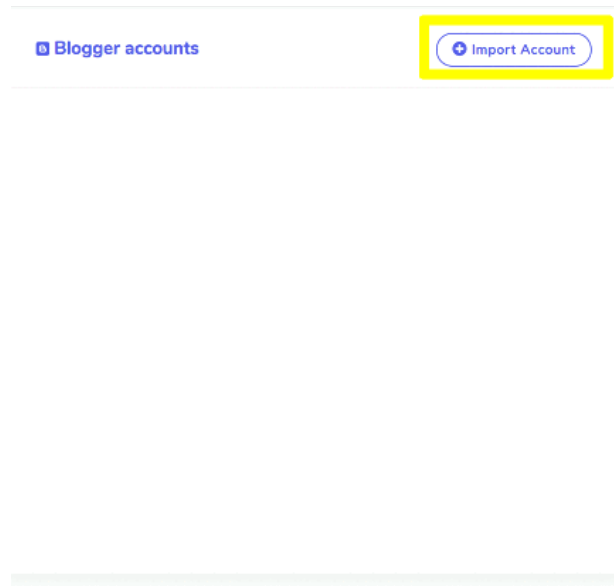


Blogger accounts

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


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



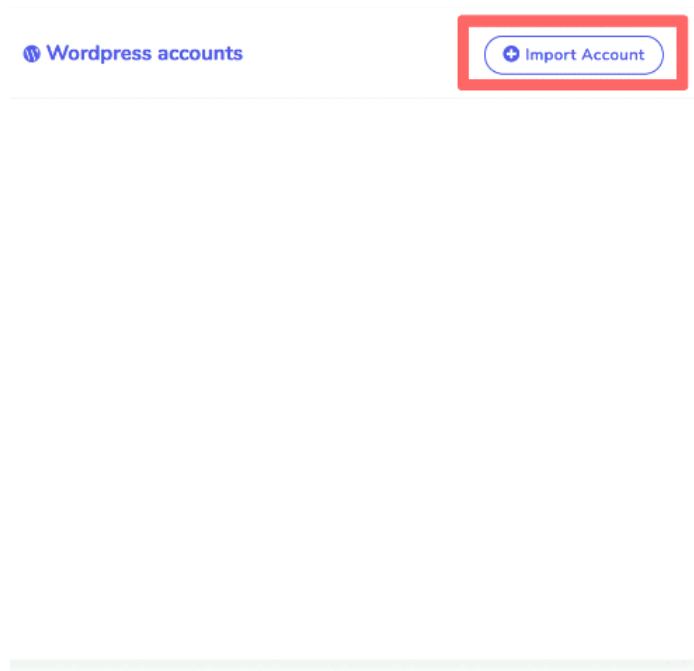


WordPress accounts

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


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



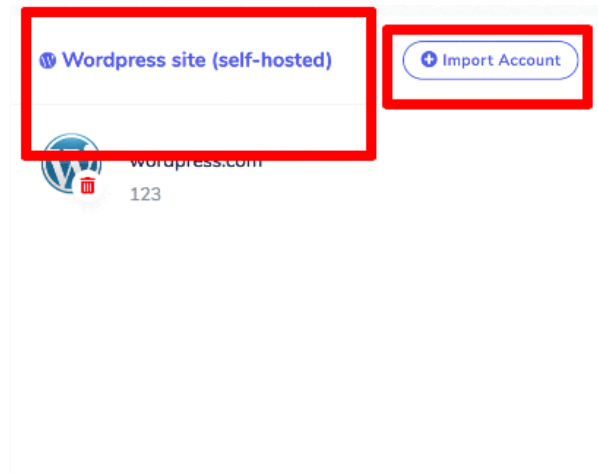


WordPress site (self-hosted)

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

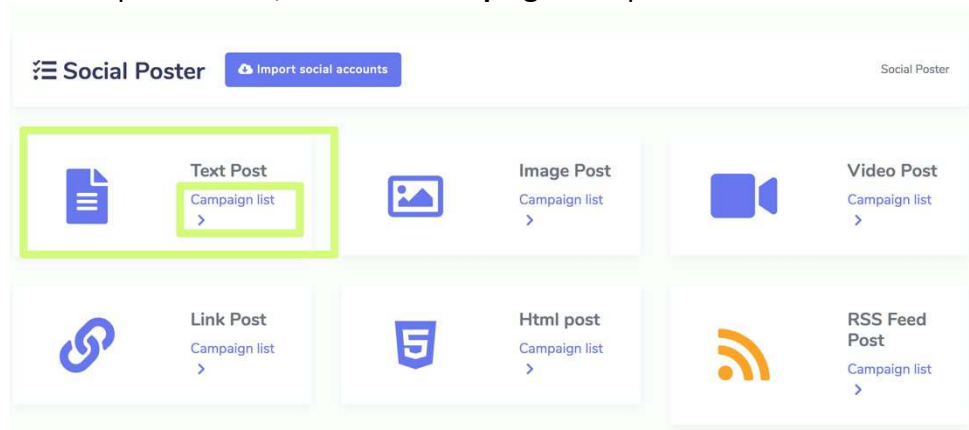
1. Select  from the top left of the **WordPress site (self-hosted)** screen.
2. You will be redirected to **WordPress site (self-hosted)** screen.
3. You can add new site by selecting the **Add new site** option.
4. Provide the **Domain name**, **User key** and **Authentication key**, then select **Save**.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







Text Post

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

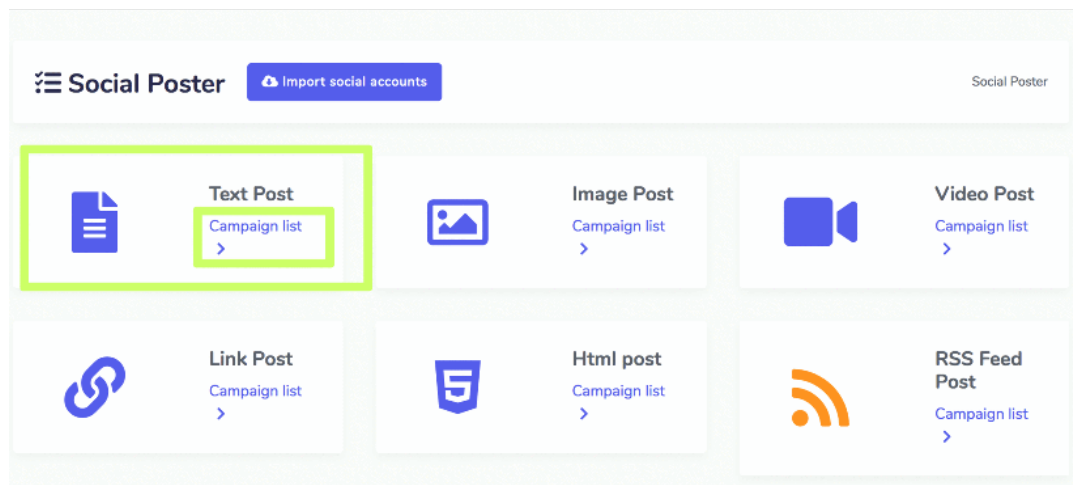


A **Text post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based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

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


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





Create new Text Post

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

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

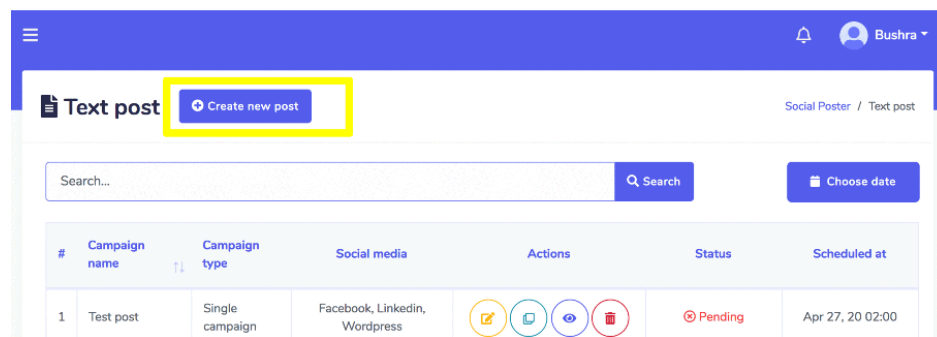
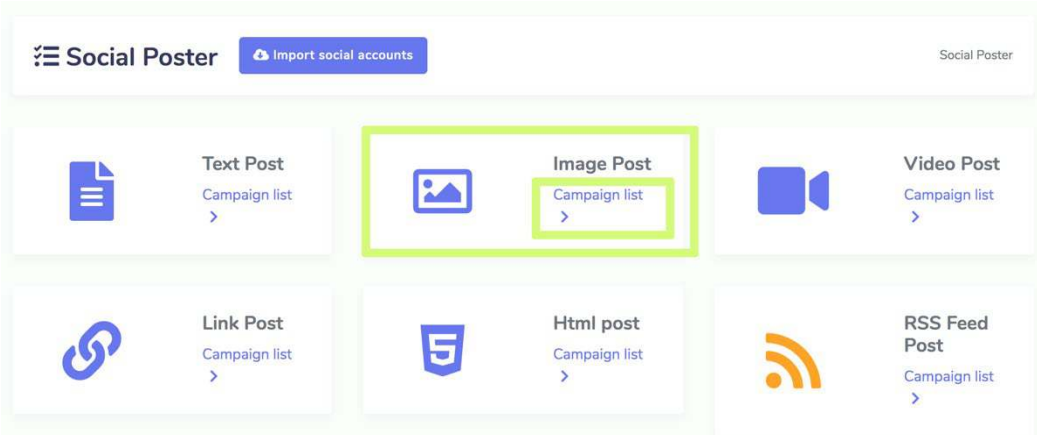


Image Post



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

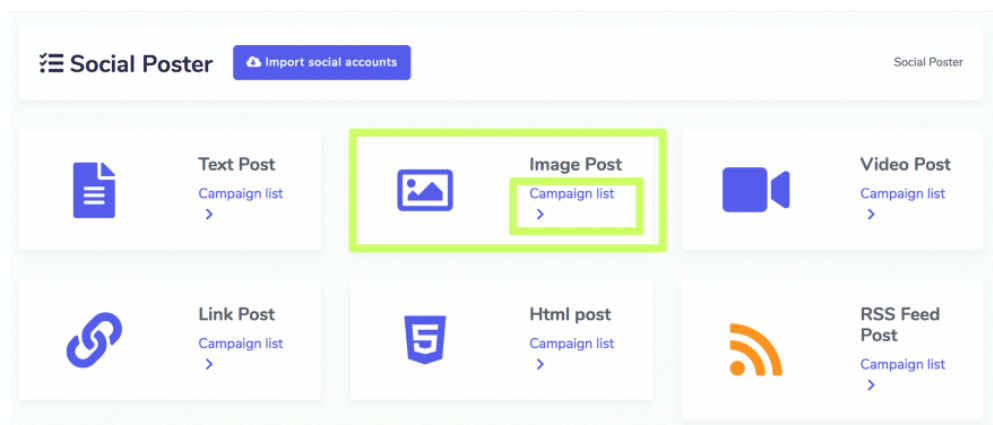




An **Image post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based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

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

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



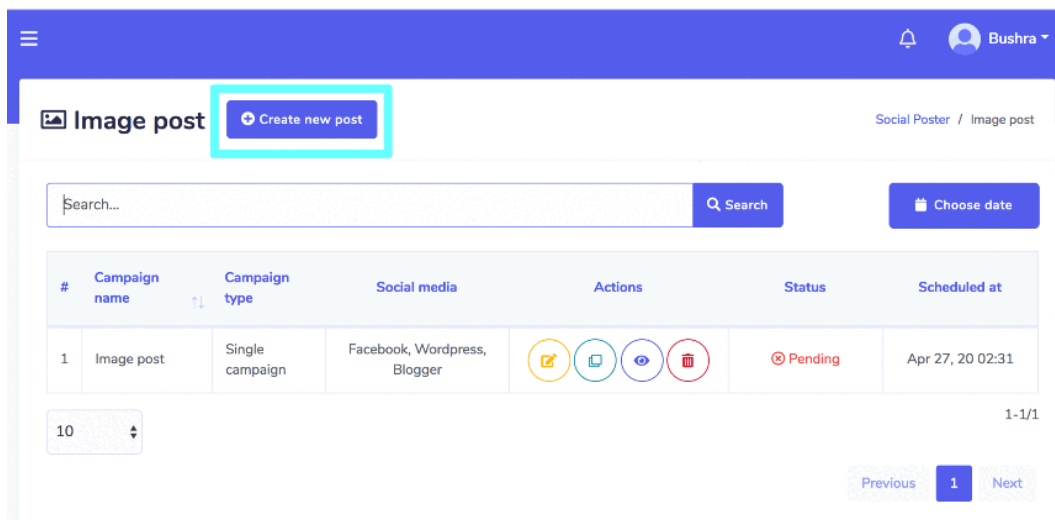
Create new Image Post

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



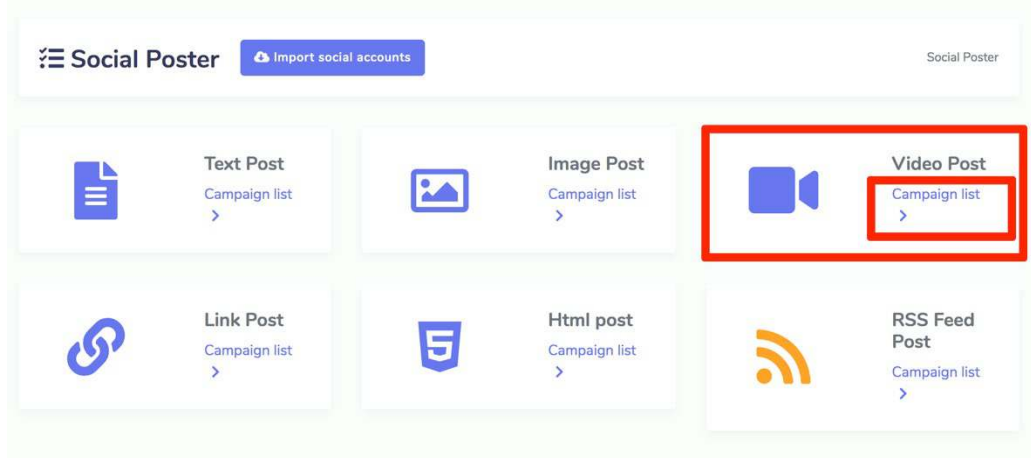


1. Select **Create new post** from **Text post** screen.
2. Provide a **Campaign name, title** and a **message**.
3. Provide a **Link** for pinterest and **rich content**.
4. Select a **Posting time** for the text post.
5. Select the **social accounts** from which this needs to be posted.
6. Once selected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



Video Post



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

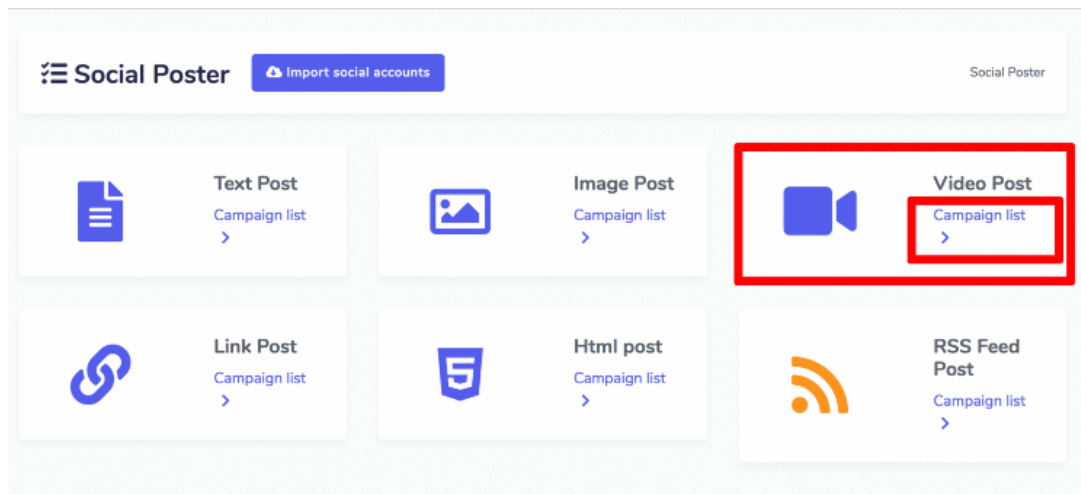




A **Video post** screen will appear, it consists of a list of campaign types and campaign names you can search for a campaign by using the **search bar**. You can adjust the number of campaigns to be viewed per page. You can choose the **date range** for narrowed search. You can also sort them out based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

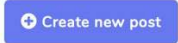
The following are the actions that can be performed against the campaign you want to perform actions on:

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



Create new Video Post

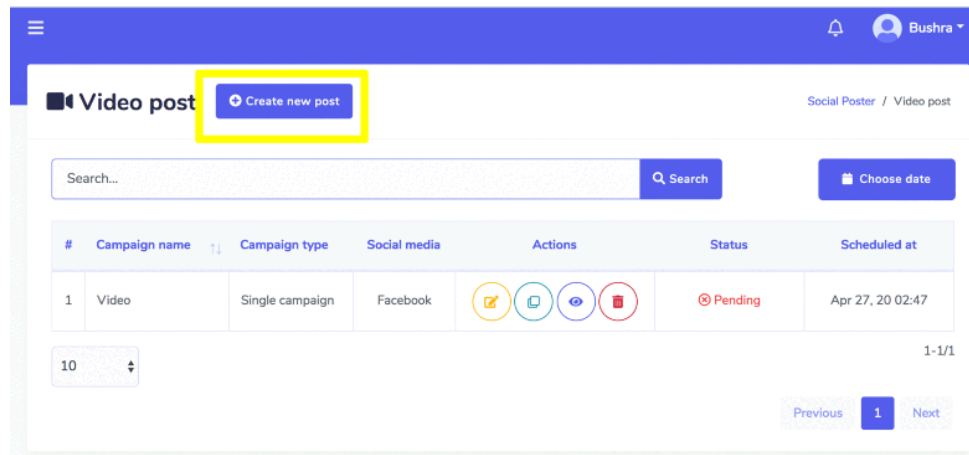
To create a new Video post, follow the steps given below:

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



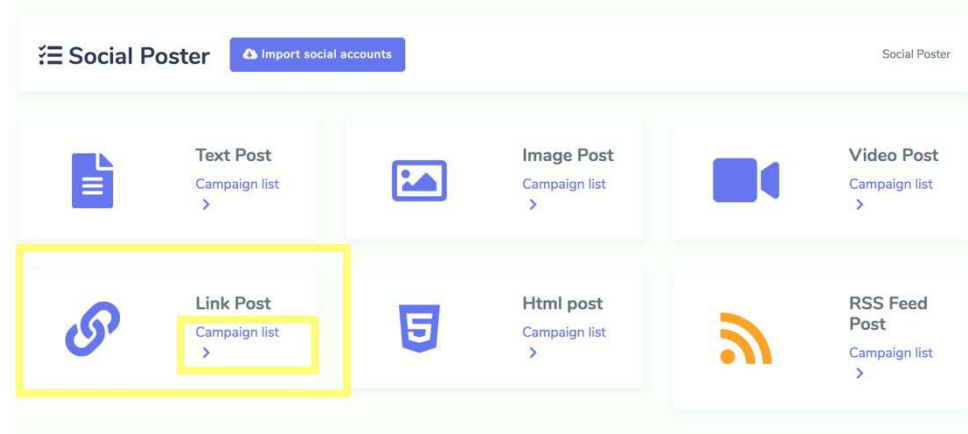


7. Select the **social accounts** from which this needs to be posted.
8. Once selected all required options, you need to select **Create campaign** option.



Link Post

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





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

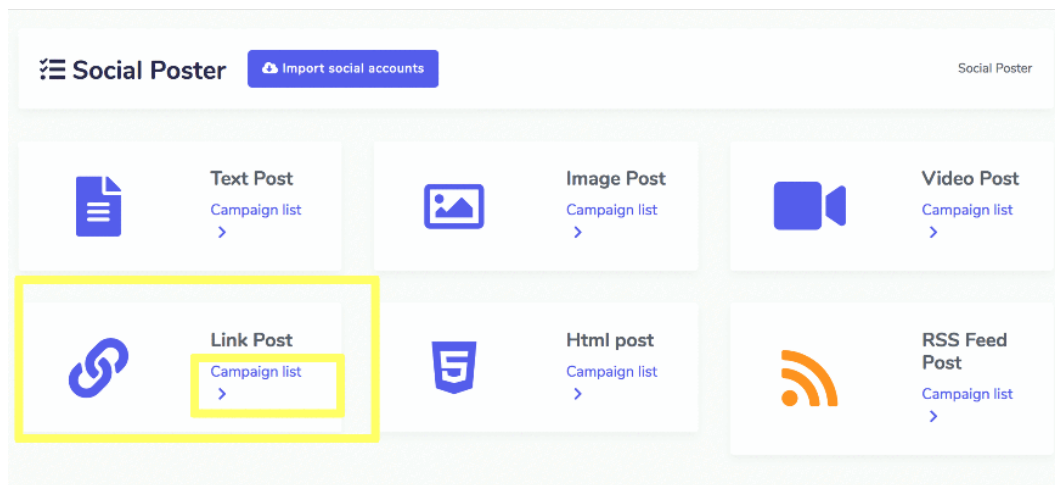
The following are the actions that can be performed against the campaign you want to perform actions on:

- Edit a campaign



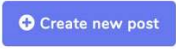


- Clone the campaign by selecting 
- View the campaign report by selecting 
- Delete a campaign

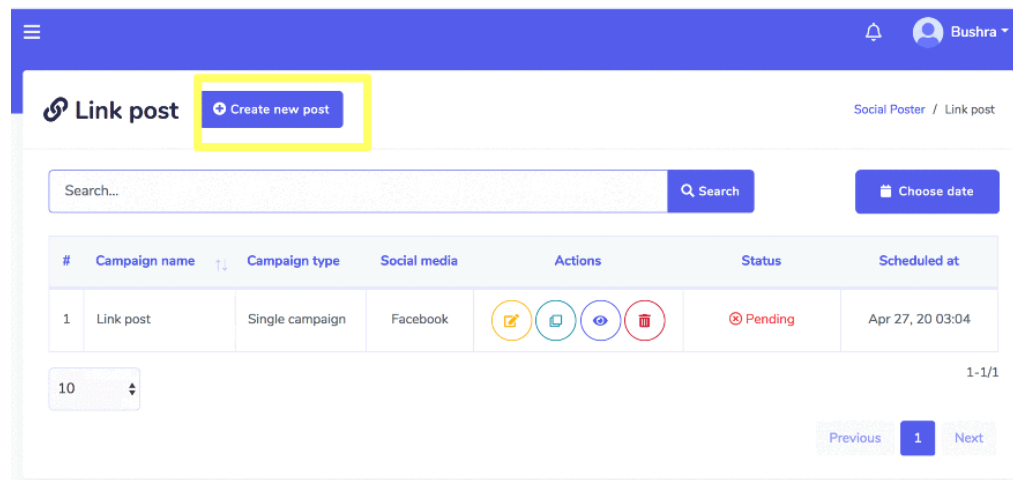


Create new Link Post

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

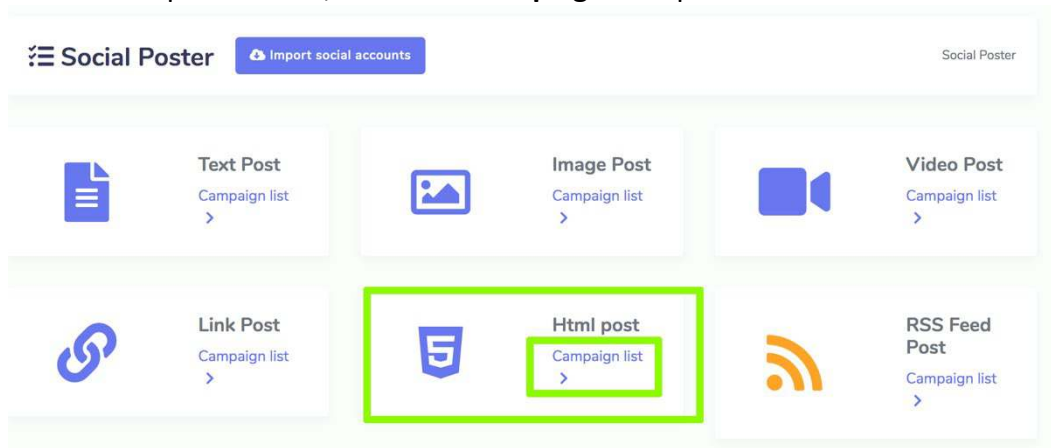
1. Select  from **Link post** screen.
2. Provide a **Campaign name, title**.
3. If needed, provide a **Link**.
4. Select a **Posting time** for the text post.
5. Upload a **thumbnail** by dragging and dropping the files.
6. Enter a **message** to be send via this post.
7. Select the **social accounts**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






Html Post

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




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

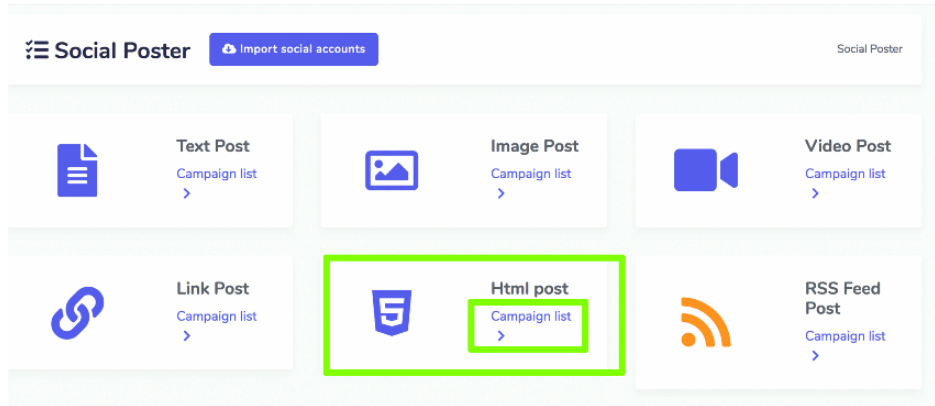
The following are the actions that can be performed against the campaign you want to perform actions on:

- Edit a campaign
- Clone the campaign by selecting 



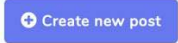


- View the campaign report by selecting 
- Delete a campaign

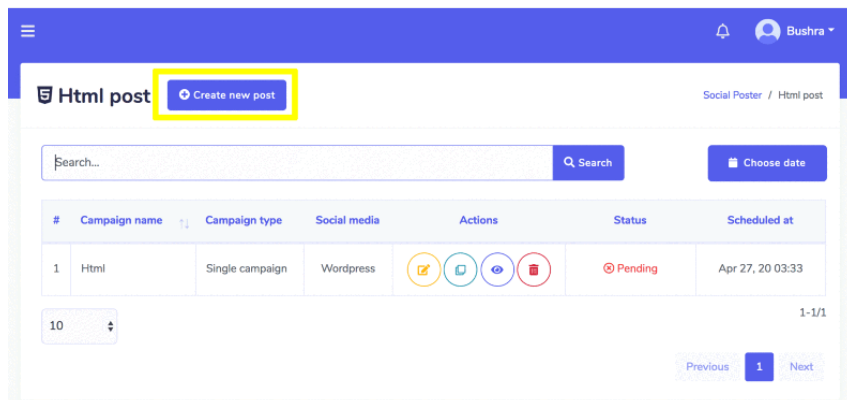


Create new Html Post

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

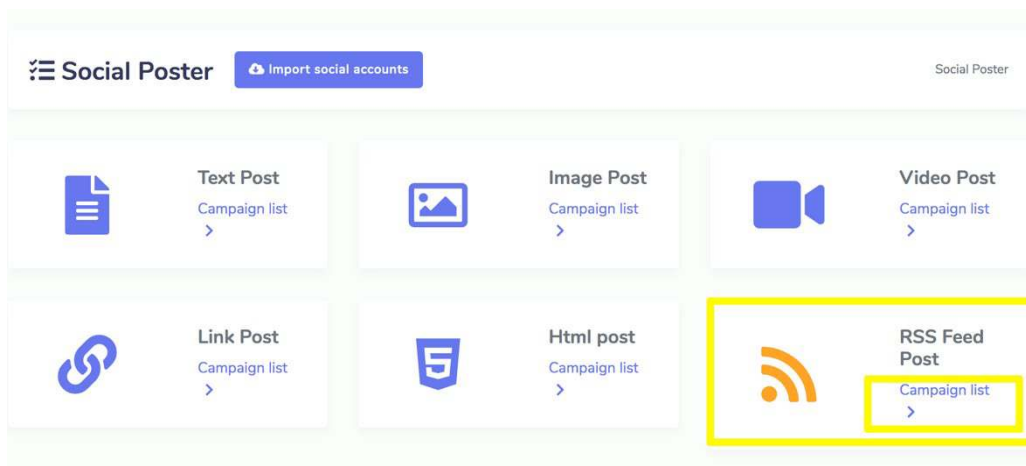
1. Select  from **Html post** screen.
2. Provide a **Campaign name, title**.
3. Select a **Posting time** for the text post.
4. Provide the rich content message in field provided.
5. Select the **social accounts** from which this needs to be posted.
6. Once selected all required options, you need to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





RSS Feed Post

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



Note


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




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

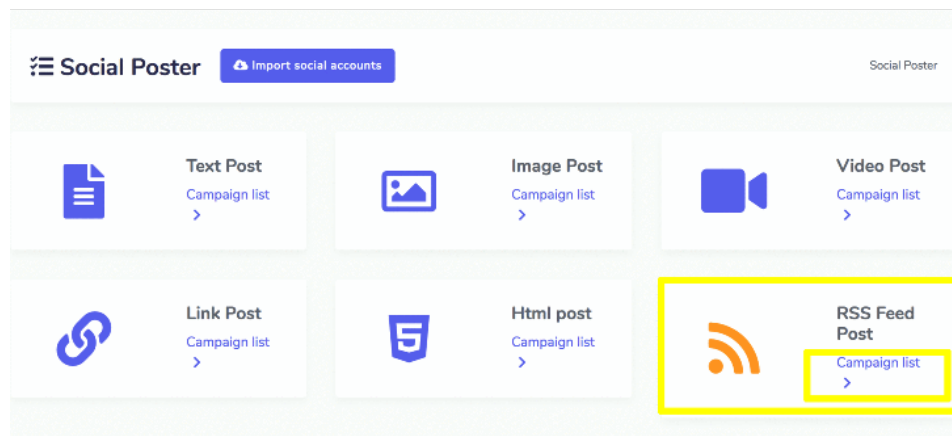




can choose the **date range** for narrowed search. You can arrange the names either in ascending or descending order by using the **arrows** in the header of the table.


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

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

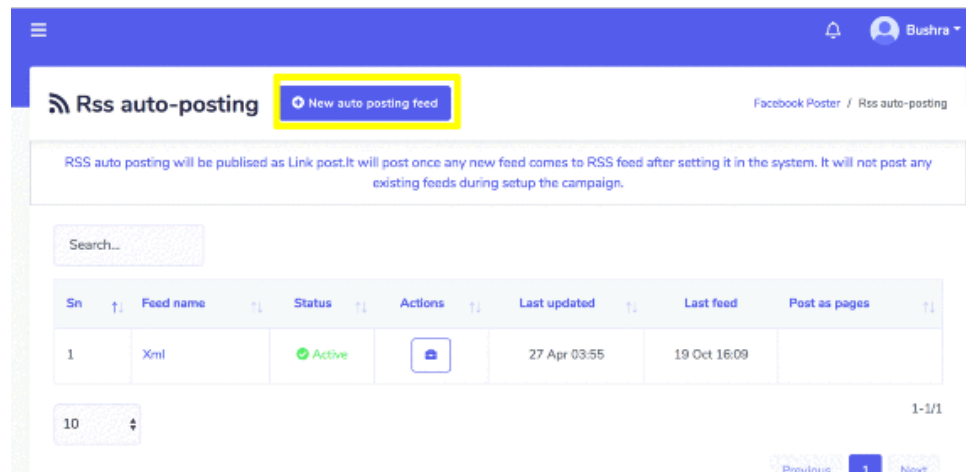


Create new auto posting feed

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

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





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

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

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

Facebook Pages

Twitter Accounts

LinkedIn Accounts

Reddit Accounts

Create YouTube RSS Auto Posting Feed :

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





Subscription

COMMENT FEATURE

Comment Automation

MESSENGER TOOLS

Subscriber Manager

Messenger Bot

Broadcasting

POSTING FEATURE

Social Posting

UTILITY TOOLS

Search Tools

video

Campaign list

Campaign list

slideshow

Campaign list

Social Poster

Import social accounts

Social Poster

Text post

Campaign list

Image post

Campaign list

Link post

Campaign list

Html post

Campaign list

TOOLS

Rss feed post

Wp feed post

Youtube video post

Actions

Youtube video auto-posting

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

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

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


10

1-1/1

[Previous](#)


1


[Next](#)


Youtube video auto-posting
×

Feed name *


Youtube channel id *



Add feed


Close

Create YouTube RSS Auto Posting Campaign :

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






Youtube video auto-posting


Add new youtube channel

Facebook Poster / Youtube video auto-posting

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

Search...

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

10

Previous

1

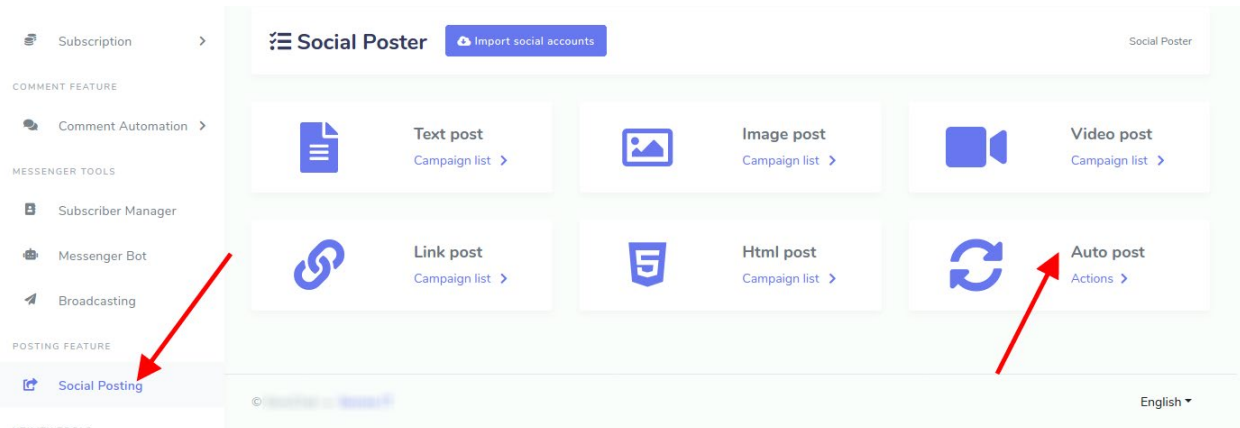
Next



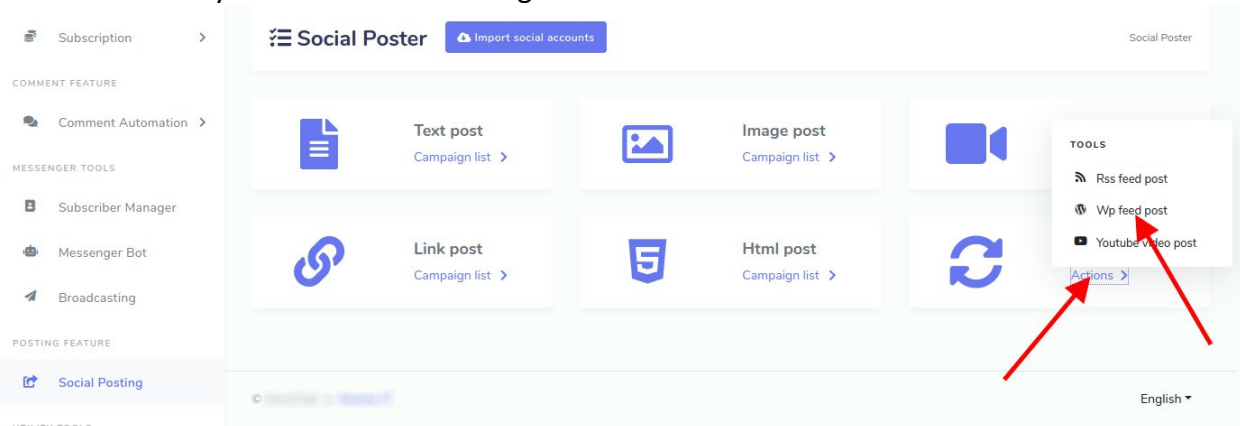
How To Share WordPress Blog Post To Social Media Automatically



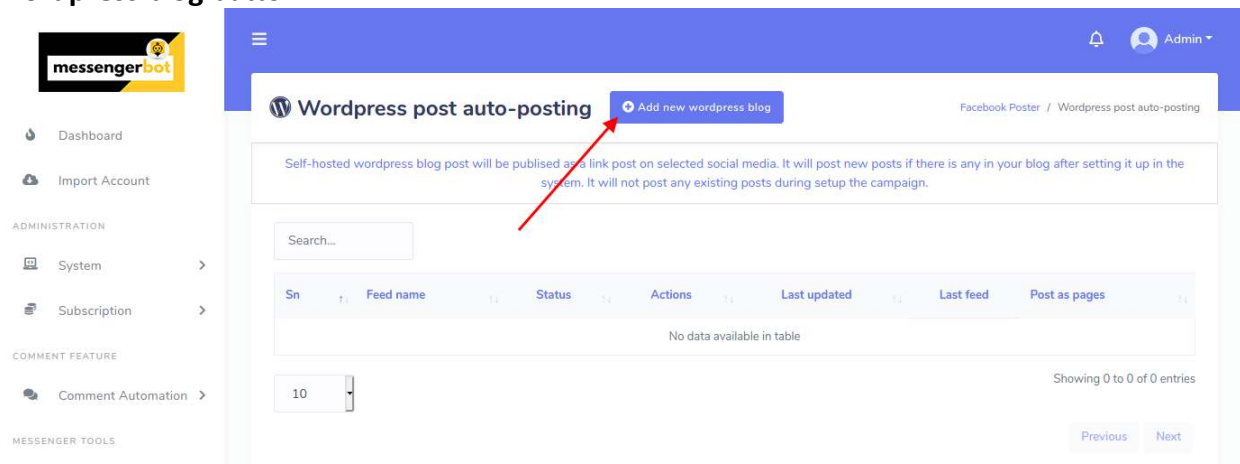
To get started with Wordpress blog post, you've to add the Wordpress blog URL. Click on the **Social Posting** menu in the dashboard. It will take you to an interface. Find out **Auto post** section there. Check out the screenshot below:



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



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

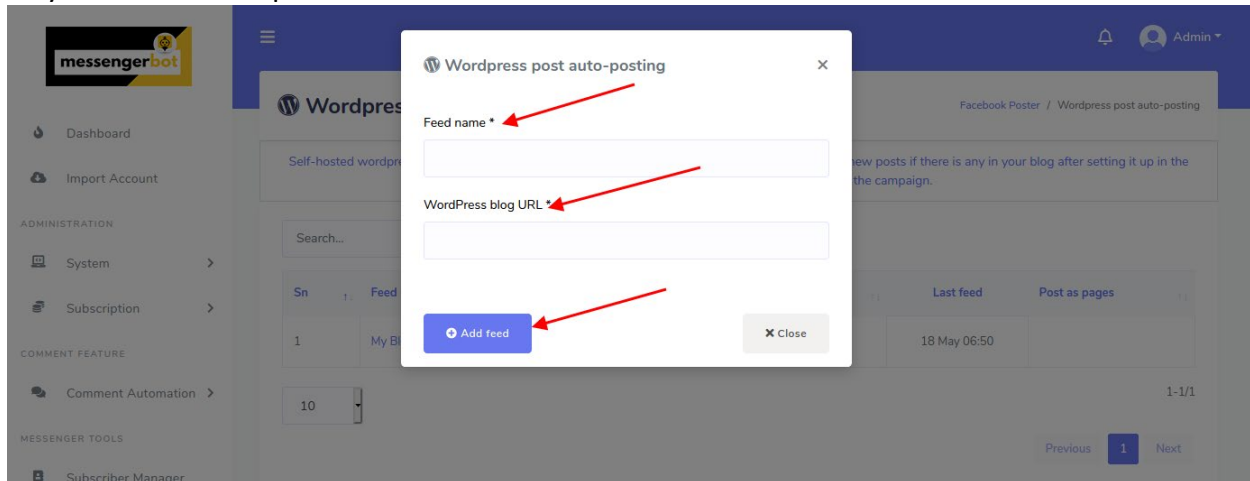


This time it will open up a modal asking for **Feed Name** and **WordPress blog URL**. Fill in the two fields. You can put a name for the **Feed name**. Select the blog URL from the dropdown. Note

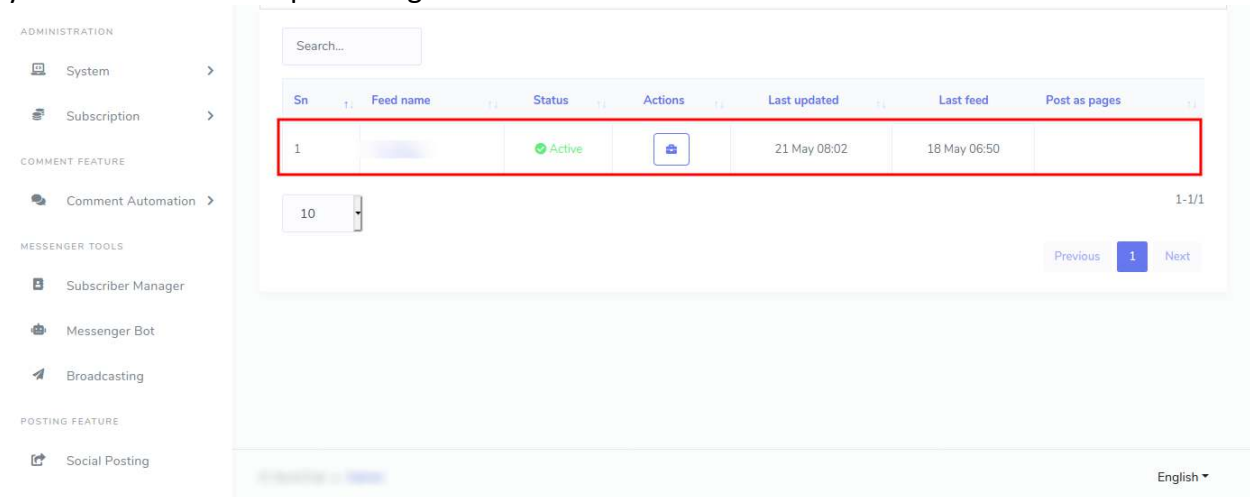




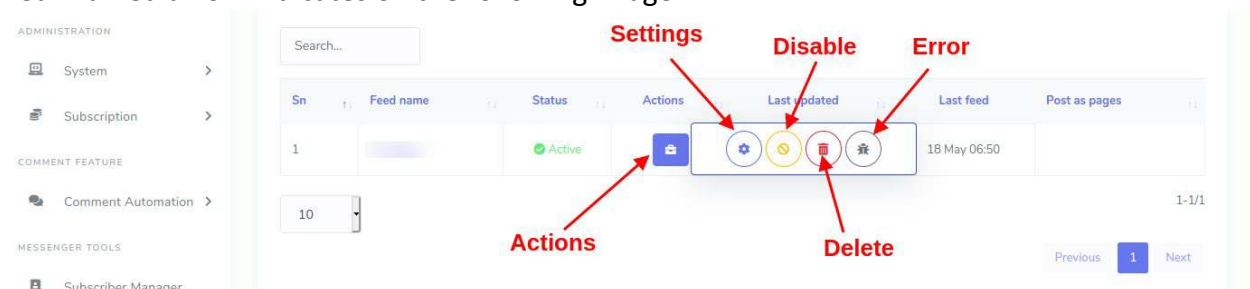
that blog URL comes from **Social Apps > Wordpress (self-hosted)** this section in the dropdown. So you need to set up that first. So do it.



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



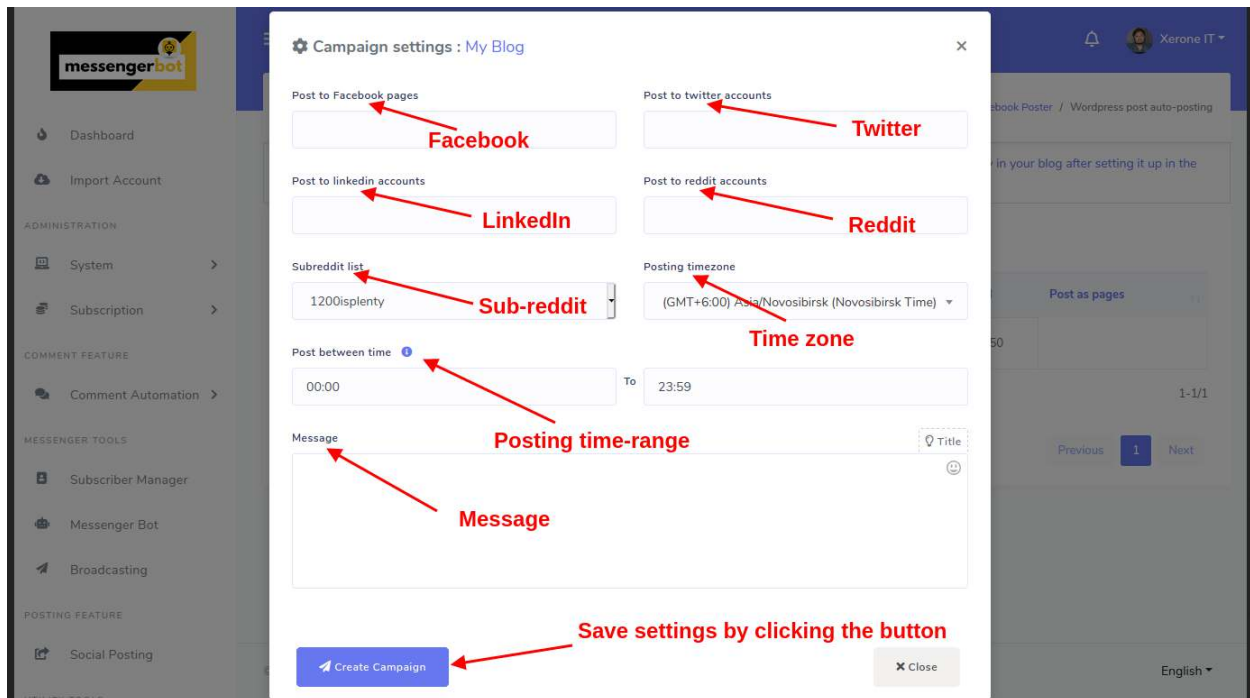
Now it's time to tell the system on which social media your blog posts will be published. To do that click on the **Actions** button and then click on the round (gear-icon) **Settings** button as the red-marked arrow indicates on the following image.





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

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



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.

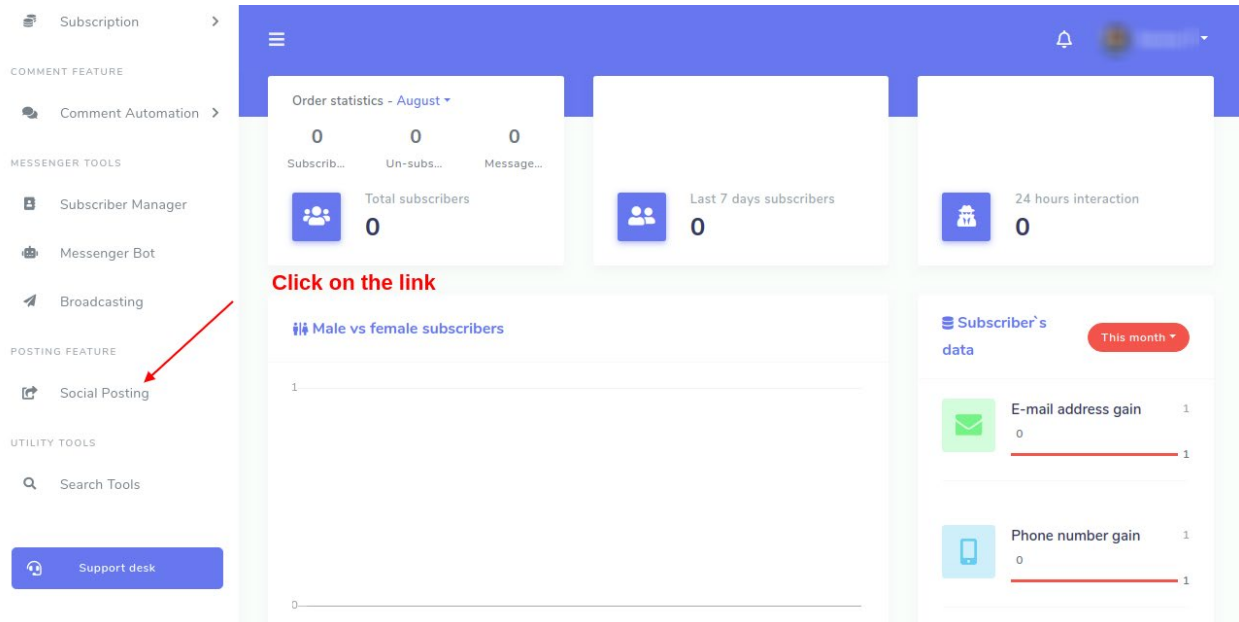
The CSV file has to have 4 header fields with the exact name as the following – **campaign_name**, **campaign_type**, **message**, and **source**. These are the required header fields. The values for the **campaign_name** field may be optional. But you have to put values for the **campaign_type** and **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.



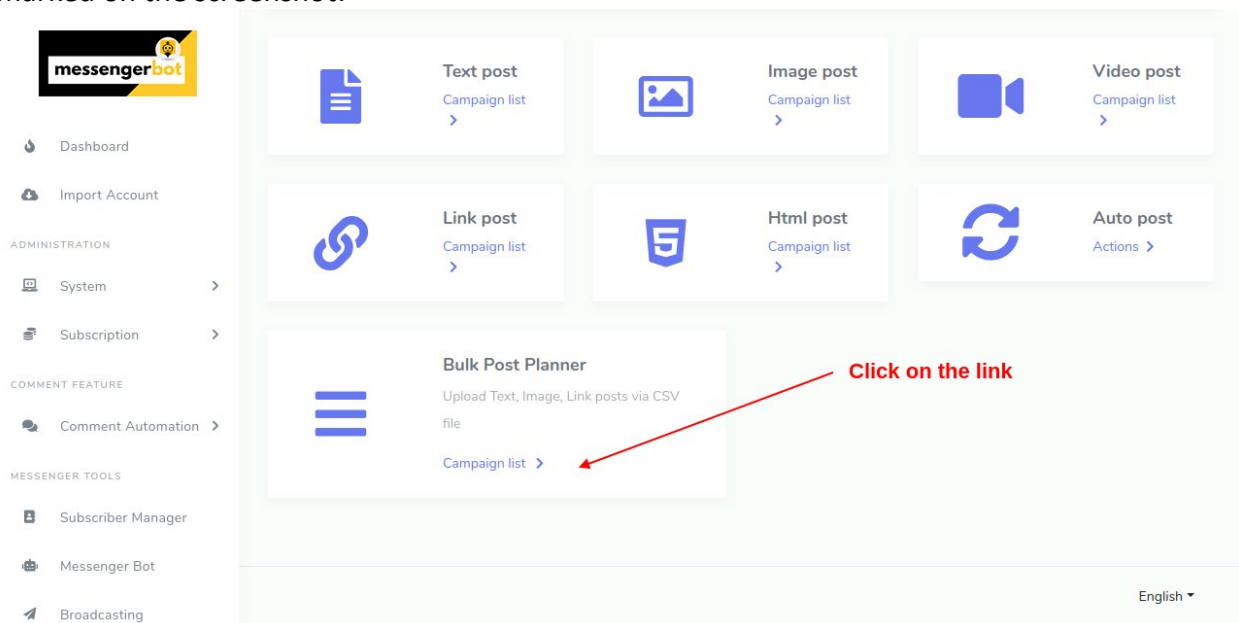


How it Works

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:



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

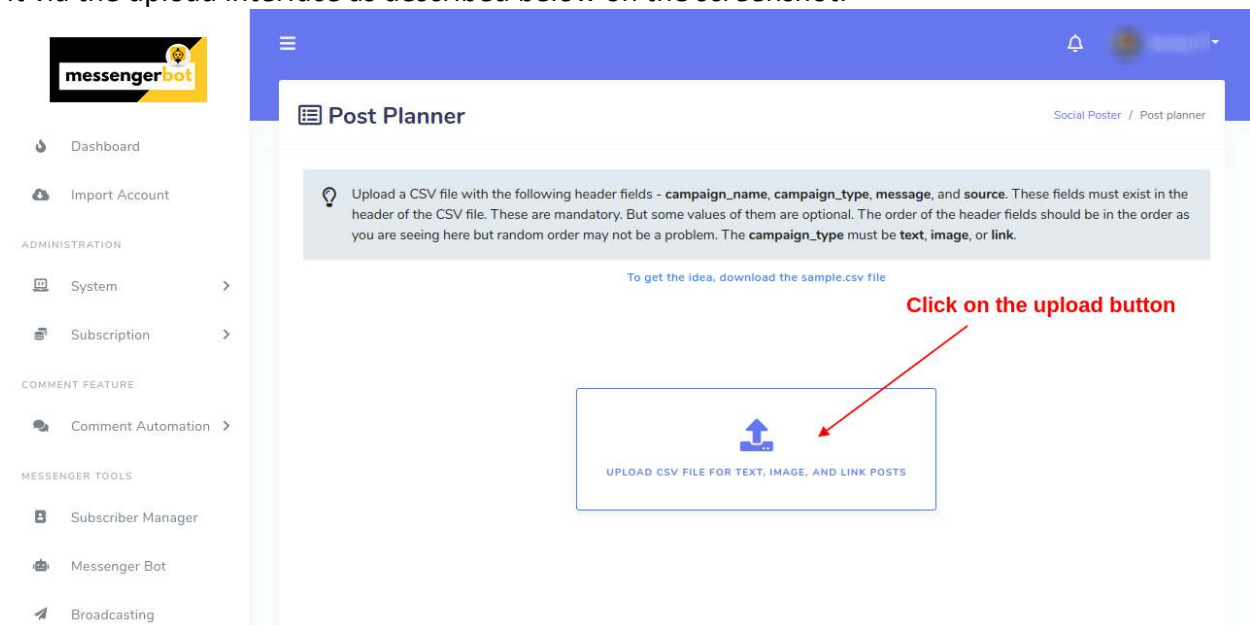




CSV file should be formatted. To get the idea, you could download the **sample.csv** file. Do it as described in the image below:



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:



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**.





Post Planner

Click on a button below to set up campaign settings

Manual **Automatic**

Search...

#	Campaign name	Campaign type	Source	Actions
4	Name 4	text		Automatic
3	Name 3	image	Link	Automatic
2	Name 2	link	Link	Automatic
1	Name 1	link	Link	Automatic

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, post-interval, 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.





- Dashboard
- Import Account
- ADMINISTRATION
 - System >
 - Subscription >
- COMMENT FEATURE
 - Comment Automation >
- MESSANGER TOOLS
 - Subscriber Manager
 - Messenger Bot
 - Broadcasting

Post Planner

Click on a button below to set up campaign settings

Manual Automatic

Schedule settings

Post start-datetime*

2020-08-20

Post between two times

From 18:00 To 22:00

Post interval*

1 day

Do not post on day(s)

x Saturday x Sunday

Once you're done with settings, click on the "Next" button to set up timezone and social settings

Next

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.

Campaign settings

Posting timezone

(GMT+6:00) Asia/Dhaka (Bangladesh Time)

Post to Facebook pages

x Forever

Post to twitter accounts

Post to linkedin accounts

Post to reddit accounts

Post to subreddit accounts

Create Campaigns

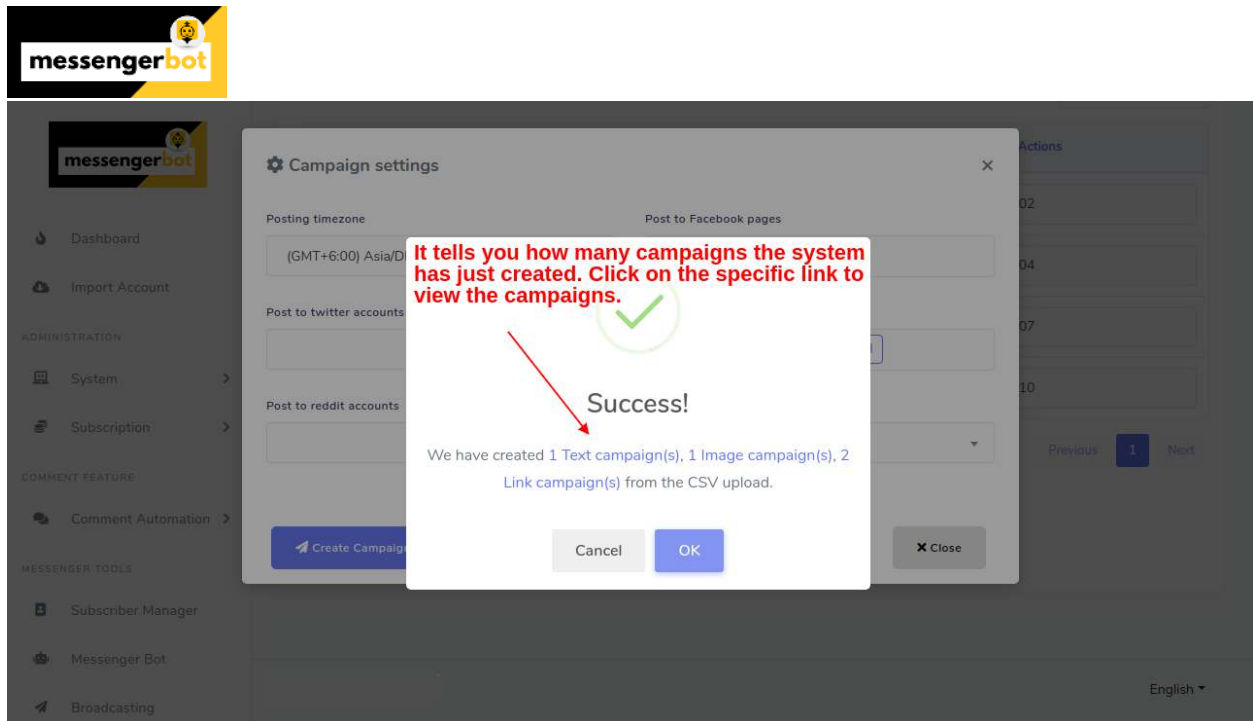
Done with setup! Click on "Create Campaigns" button

Close

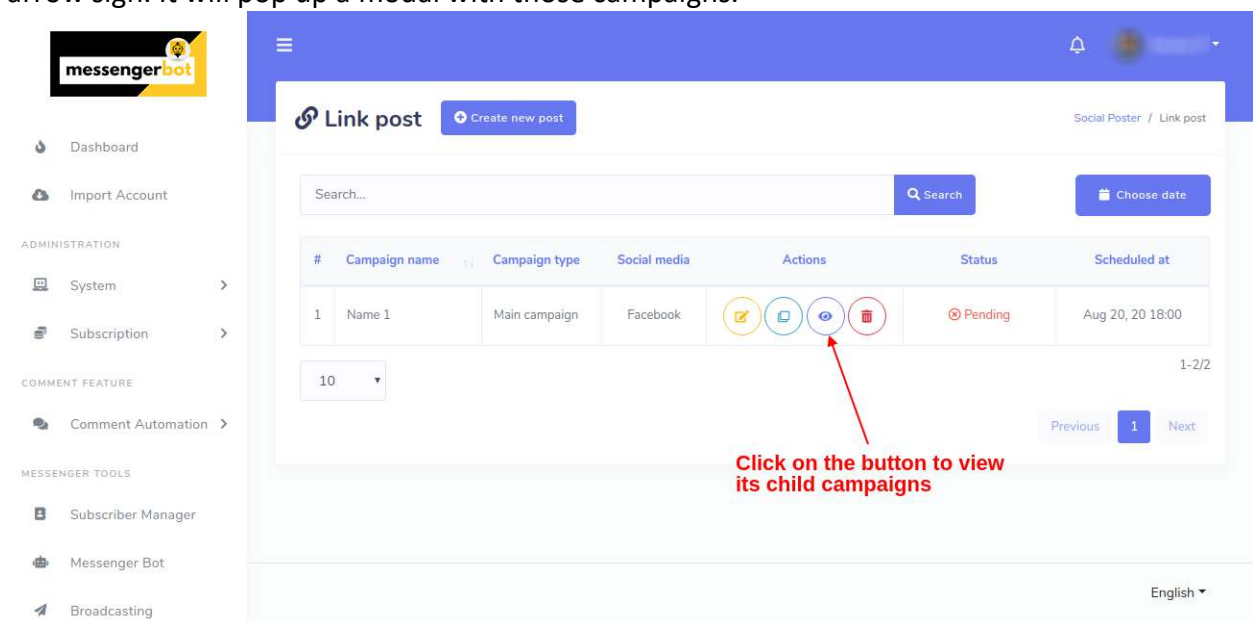
Once you're done with the setup, you can create campaigns. To create campaigns, click on the button named **Create Campaigns**.

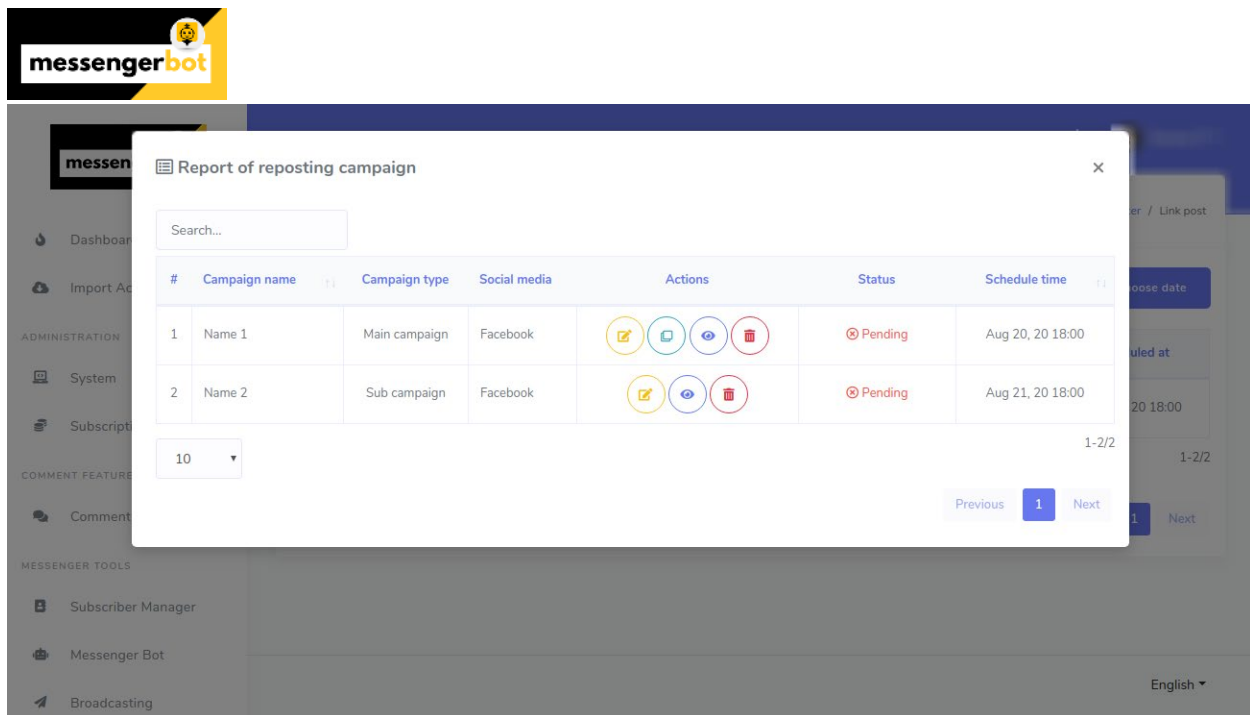
If everything goes well, the system will tell you about how many campaigns have been created from your CSV file upload. Now you can navigate to those campaigns created just now by clicking on them one by one. See the screenshot below:





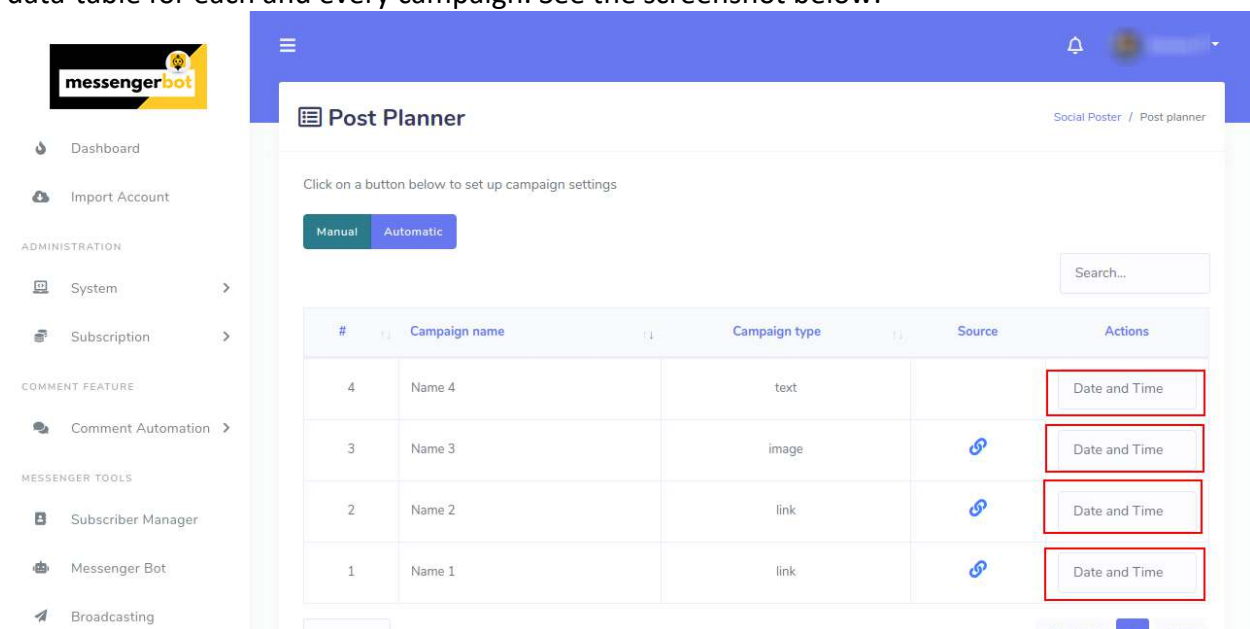
To view the child campaigns you need to click the on the button indicated by the red-marked arrow sign. It will pop up a modal with those campaigns.





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:



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:





- Dashboard
- Import Account
- ADMINISTRATION
 - System >
 - Subscription >
- COMMENT FEATURE
 - Comment Automation >
- MESSANGER TOOLS
 - Subscriber Manager
 - Messenger Bot
 - Broadcasting

Post Planner

Click on a button below to set up campaign settings

Manual Automatic Clear cached CSV data

Search...

#	Campaign name	Campaign type	Source	Actions
4	Name 4	text		Date and Time
3	Name 3	image		
2	Name 2	link		
1	Name 1	link		

Click on the "Date and Time" field to select a specific datetime

August - 2020 -

Sun	Mon	Tue	Wed	Thu	Fri	Sat	
26	27	28	29	30	31	1	17:00
2	3	4	5	6	7	8	18:00
9	10	11	12	13	14	15	19:00
16	17	18	19	20	21	22	20:00
23	24	25	26	27	28	29	21:00
30	31	1	2	3	4	5	22:00

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.

Live Streaming Campaign List

Create new campaign

Facebook Poster / Live Streaming Campaign List

All posts Publisher/campaign name Search Choose schedule date

#	Publisher	Campaign name	Live	Status	Actions	Scheduled time	Stream started	Stream ended	Ffmpeg error log
1	Page: [redacted]	schedule crosspost test	No	Pending	[edit] [clone] [delete] [refresh]				
2	Page: [redacted]	final check	No	Pending	[edit]	22 Jun, 20 12:00	X	X	
3	Page: [redacted]	yuyu	No	Pending	[edit]	21 Jun, 20 17:00	X	X	
4	Page: [redacted]	streaming test	Yes	Completed	[edit]	X	10 Jun, 2020 18:02:54	X	
5	Page: [redacted]	polo	No	Pending	[edit]	10 Jun, 20 20:00	X	X	





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 and 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 live campaign

Facebook Poster / Livestreaming / Create live campaign

Campaign form

Campaign name

Post content

Broadcast pre-recorded video from system



Yes



No (I'll use third party broadcasting software)

Upload video 



Upload

Video width

Please select

Video height

Please select

Schedule type *



Now



Later

Planned time to go live *

Time zone *

(GMT+6:00) Asia/Novosibirsk (No...▼

- ☒ I want to create live event now.
- ☐ I do not want to create live event, go live directly.

Upload thumbnail image 



Upload

Post to timeline/page/group *

(Timeline)

Auto share as pages / crosspost to pages 



Nothing



Crossposting



Auto share as pages

Auto comment



Enable



Disable

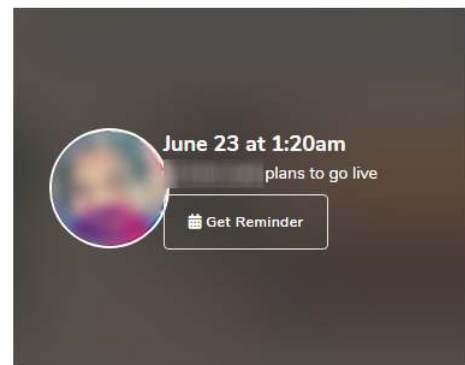
Create Campaign

Preview



plans to go live.

Now localhost test



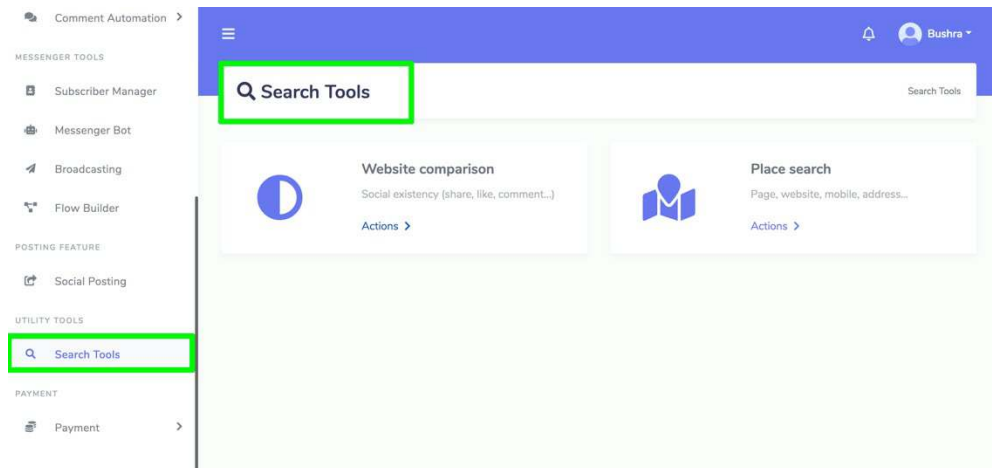




Search Tools

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

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



A screen containing following two sections will appear:

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

Website comparison

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



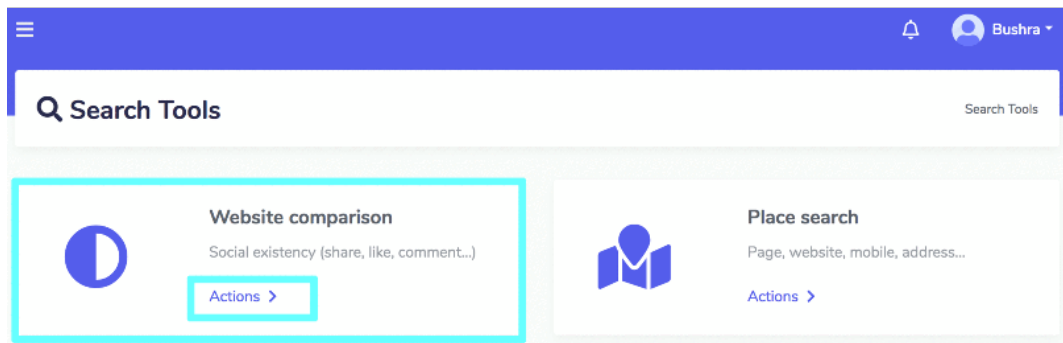
1. A **Website comparison** screen will appear.
2. Enter both the websites to be compared in **Website** and **Competitor website** field respectively.





3. Hit **Search**.

A website comparison report will appear on the screen.



Place Search

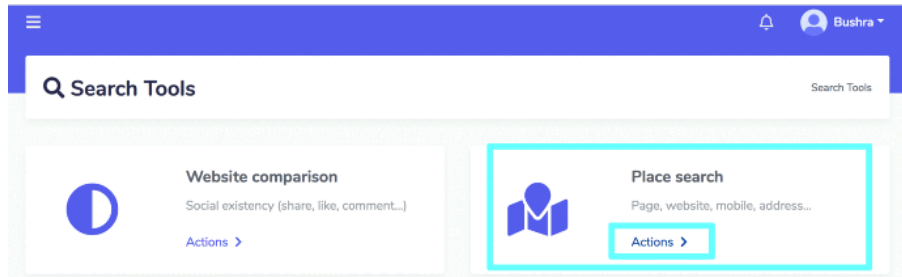
You can search for places in a certain area by providing the dimensions. To access the Place search section, select the **Actions** option from **Place search** section.



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

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



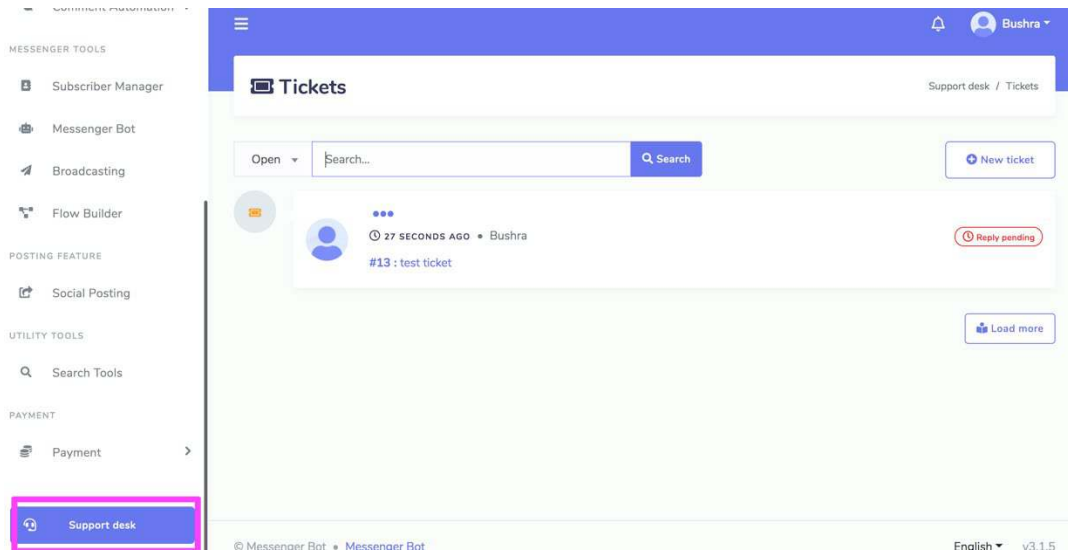




Support Desk

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

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



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

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

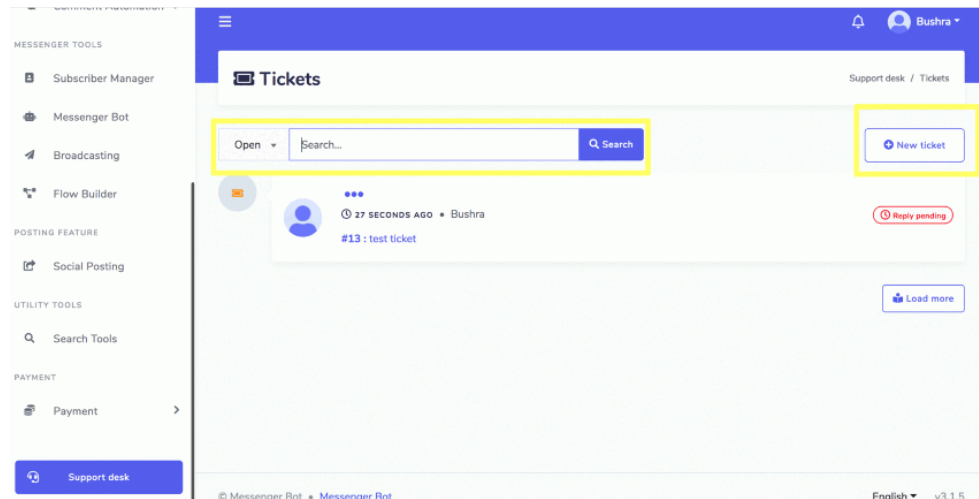
Create new ticket

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

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

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





Logout

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

