ALAZKA
Intelligence, Automated

USER GUIDE

Introduction

Welcome to Alazka Customer Support Platform! This guide will help you get started with our AI-powered customer assistance platform, designed to enhance your e-commerce support experience.

Getting Started

1. Account Setup

 - Sign Up: Visit our website and click on "Sign Up" to create your account.
 - Verification: Verify your email address through the link sent to your inbox.
 - Login: Use your credentials to log in to your account.

2. Platform Integration

 - Start with chatbot section
 - Configure your agent according to your business requirement
 - Make sure to integrate Excel sheet for agent to work. (Navigate to integrations settings)
 - Integration: Follow the step-by-step integration guide provided in the "Help and Support section"

Using Alazka Customer Support Platform

1. Dashboard Overview

 - Settings: View you plans status and all the user related information
 - Knowledge Base: Manage and update your knowledge sources, including Excel files, databases, and product URLs.
 - Customer Interactions: Monitor and review customer interactions handled by the AI.

2. Customizing Chatbot Widget

 - Templates: Use pre-built templates to set up common chatbot widget
 - Custom Chatbot widget: Customize your widget as per your wish. Add brand name, icon and

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brand colour.

3. Analytics and Reporting

  - Reports: Access detailed reports on customer interactions, response times, and satisfaction scores.
  - Export Data: Export reports in various formats (CSV, PDF) for further analysis.

Best Practices

1. Regular Updates

  - Keep your knowledge base updated with the latest product information and FAQs to ensure accurate responses.

2. Monitor Performance

  - Regularly review analytics to identify areas for improvement and optimize workflows accordingly.

3. Customer Feedback

  - Encourage customers to provide feedback on their support experience to help improve the service.

Support

1. Help Center

  - Visit our Help Center for detailed articles and FAQs.

2. Contact Support

  - Email: business@alazka.ai
  - Phone: +91-9663581095

Security and Compliance

- Data Protection: We adhere to industry-standard security protocols to ensure your data is protected.
- Compliance: Our platform complies with GDPR and other relevant regulations.

Thank you for choosing Alazka Customer Support platform. We are committed to providing you with the best customer support experience. For any further assistance, please do not hesitate to contact us.