



Guidebook for Microsoft Teams Inbox

Prepared by Sanuker

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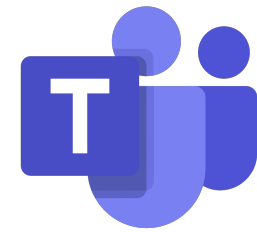
- 01 Overview
- 02 Subscription from Azure Marketplace
- 03 Teams Inbox Set up
- 04 Functionality
- 05 Dashboard



01. Overview

- Overview
- Teams Interface
- Inbox and Ticketing Channel
- Supported Message Types

Overview

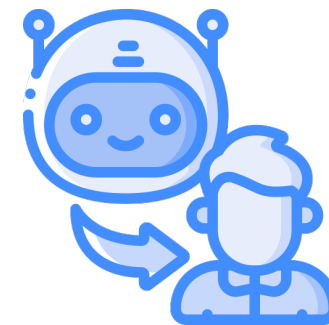


Microsoft Teams

Microsoft Teams is a **business communication platform** developed by Microsoft, as part of the Microsoft 365 family of products, which is beneficial in organising live chat request from various platform, including but not limited to WhatsApp, Facebook Messages, WeChat, Signal, etc.



Keep track with **ALL** incoming conversation



Jump in the chat **anytime**



Multiple agents in single platform

Teams Interface

- Teams organises conversations under your team, and into dedicated spaces called channels.
- Each conversation from users will be displayed as thread. Each user will have his/her own thread.

The screenshot displays the Microsoft Teams interface. On the left sidebar, under 'Your teams', 'Sanuker Inc. Limited' is highlighted with an orange box and a green callout labeled 'Team'. Below it, under 'Hidden teams', 'Stella-Teams Inbox Integration' is highlighted with an orange box and a green callout labeled 'Channel'. The main chat area shows a message from 'Stella-Teams Inbox Integration' dated '16 July 2021' at '15:48'. The message content includes 'Customer LiveChat', 'Platform: FBMessenger', and a bot message: 'Hey , I'm the Fantastic Furniture Virtual Assistant, please first choose a language.' A green callout labeled 'Thread' points to this message. At the bottom of the chat area, there is a 'New conversation' button.

Inbox and Ticketing Channel

Inbox Channel

- Inbox channel display all messages from users and chatbots.
 - Agents can check client's interaction with chat bot or other agents in the inbox channel.
 - One user will only have one thread on the inbox channel.
-

Ticketing Channel

- Only live chat request, by chatbot or commands, will be transferred to ticketing channels.
- Businesses can create multiple ticketing channels for different usage, for example different departments.
- Each live chat request will be displayed as a new thread on the ticketing channel.

Supported Message Types

Text

Vicky Lee:
Hi, how can I help you?

Client:
hi

Client:
I have some technical issues

Vicky Lee:
OK, I will transfer you to technical team

Image

Bot:
If the image cannot be shown. Please open the file in browser to view it.



[Open Image in Browser](#)

File

Bot:
Bot has just sent a video
File name: videoplayback.mp4

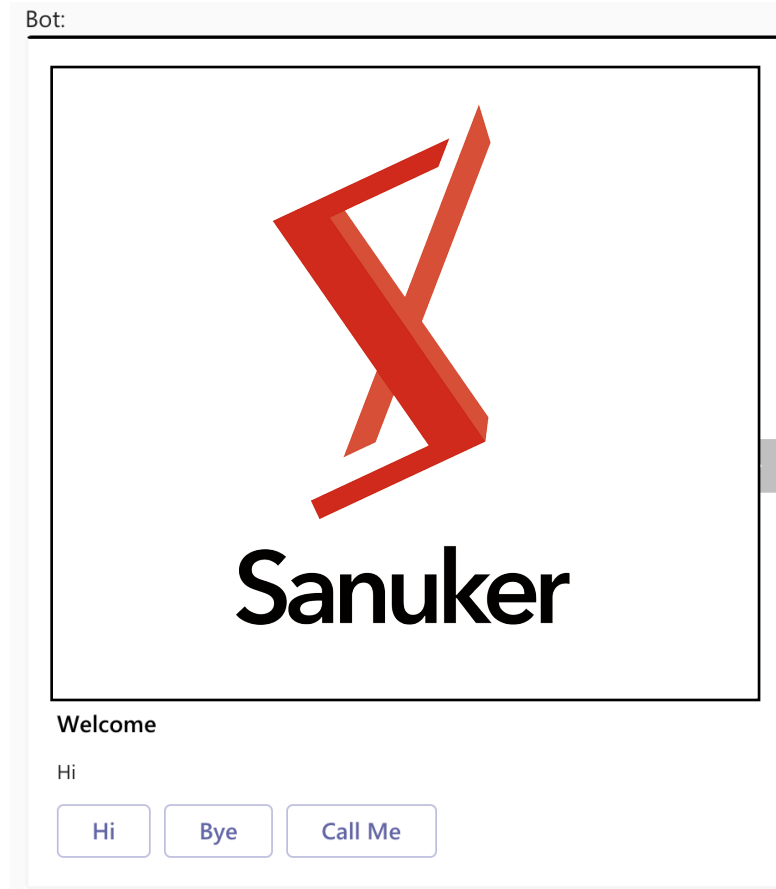
[Open Video](#)

Bot:
Bot has just sent a file
File name: test%20doc.docx

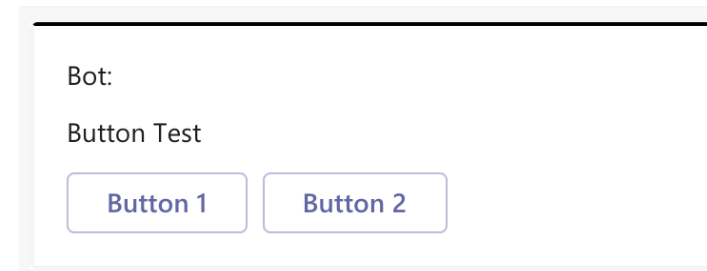
[Open File](#)

Supported Message Types

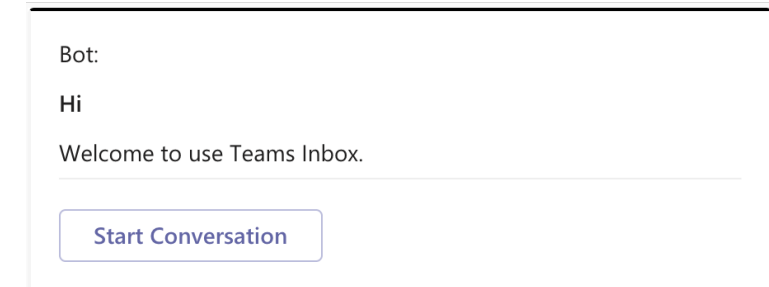
Carousel



Button



WhatsApp Reply Button



Supported Message Types

WhatsApp List Message

Bot:
[\(List Message\)](#)
What pets do you like?
Do you like common pets or rare pets? >

Common

WhatsApp Contact

Bot:

Sanuker

First Name: Sanuker Last Name: Inc. Limited
Middle Name: Suffix:
Prefix: Mr.
Birthday:

Phone Numbers

Type: Main
Contact Number: 8193 0577

Address

Type: Home
City: Hong Kong Country: PRC Country Code:
State: Hong Kong Street: Lam Chak Street

Address

Type: Work

WhatsApp Location

Bot:

A Location was sent.

Sanuker Inc. Limited

Address: 20F, 8 Lam Chak Street

Latitude: 22.27871133311541

Longitude: 114.15745676217023

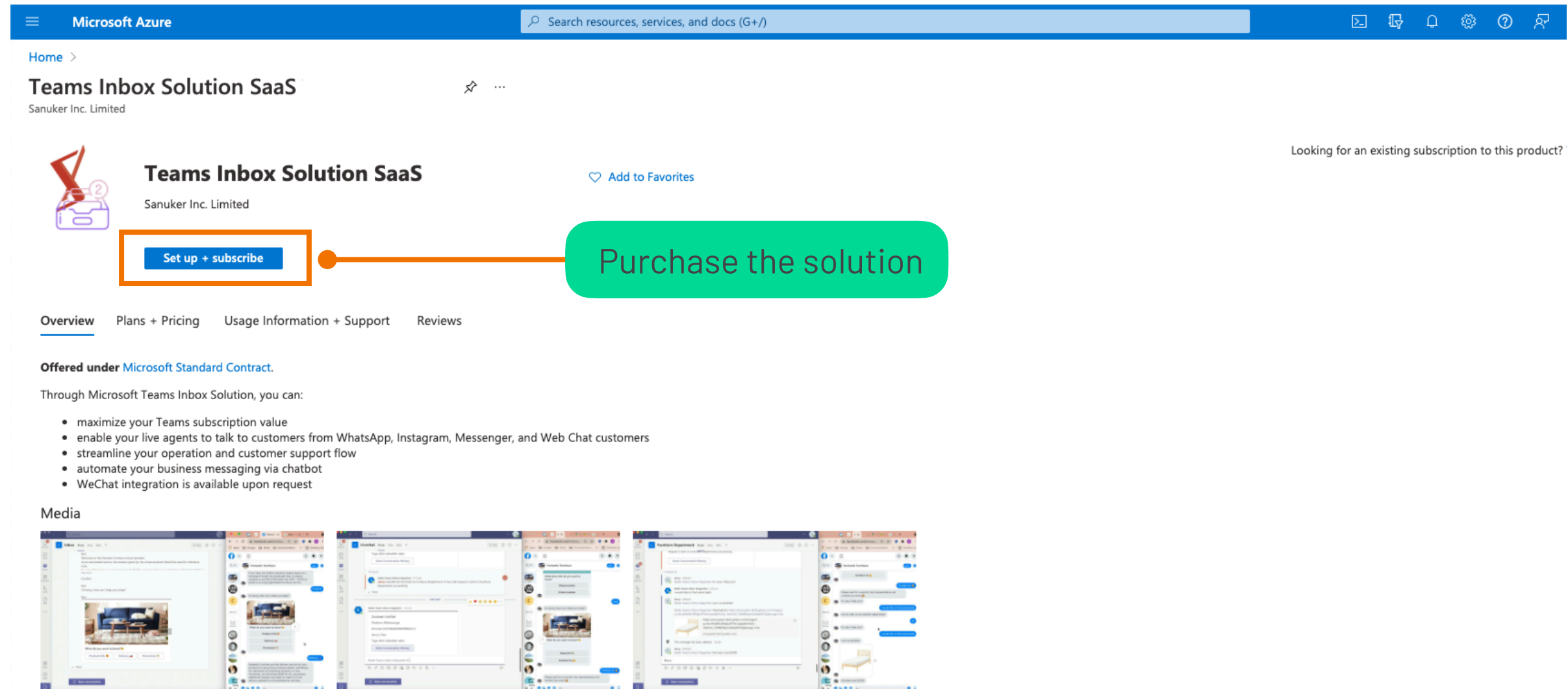


02. Deployment and Installation

- Subscription from Azure Marketplace
- Installation

Purchase on Azure Marketplace

Only **1 subscription is allowed per organisation** (tenant). The organisation purchasing the solution must be the **same as the one purchasing the Microsoft Teams license**. The person purchasing this solution **must be the admin of the organisation**.



Microsoft Azure


Search resources, services, and docs (G+)

Home >

Teams Inbox Solution SaaS

Sanuker Inc. Limited

Looking for an existing subscription to this product?

 **Teams Inbox Solution SaaS** [Add to Favorites](#)

Sanuker Inc. Limited

Set up + subscribe **Purchase the solution**

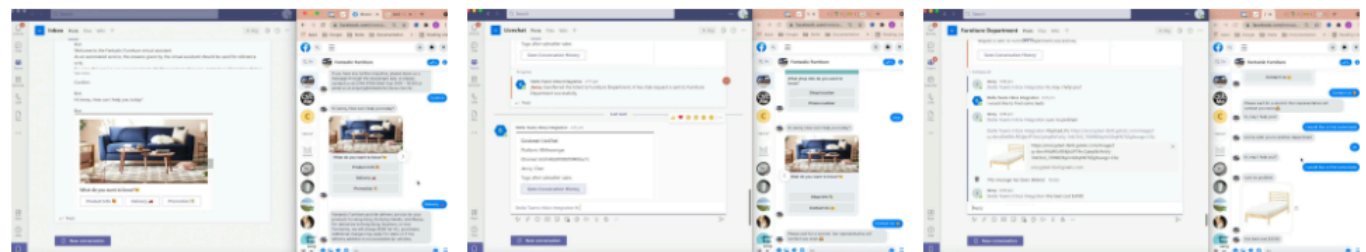
[Overview](#) [Plans + Pricing](#) [Usage Information + Support](#) [Reviews](#)

Offered under Microsoft Standard Contract.

Through Microsoft Teams Inbox Solution, you can:

- maximize your Teams subscription value
- enable your live agents to talk to customers from WhatsApp, Instagram, Messenger, and Web Chat customers
- streamline your operation and customer support flow
- automate your business messaging via chatbot
- WeChat integration is available upon request

Media



Resource Set Up

Project details

Subscription * ⓘ

Resource group * ⓘ [Create new](#)

SaaS details

Name * ⓘ

Plan

test2 - Monthly

test 2 [Change plan](#)

Billing term: Monthly

Price ⓘ: Pricing not available

Recurring billing ⓘ: On Off

Fill in your organisation name

Please fill in "Stella Teams Inbox"

Please fill in "Stella Teams Inbox"

Select the plan

Select "On" to allow auto-payment to Microsoft

Subscribe the service



Microsoft Azure Search resources, services, and docs (G+)

Home > Teams Inbox Solution SaaS Test (preview) >

Subscribe To Teams Inbox Solution SaaS Test ...

Subscribe to plan

* Basics Tags Review + subscribe

Product + plan details

Teams Inbox Solution SaaS Test - test2
by Sanuker Inc. Limited

[Microsoft Standard Contract](#) | [privacy policy](#)

For pricing information and to determine which offerings may be purchased using monetary commitment funds or subscription credits, please contact your reseller.

Terms of use

By clicking "Subscribe" and completing the purchase with the provider, I (a) agree to the legal terms and privacy statement(s) associated with each Marketplace offering above, and (b) agree that Microsoft may share my contact information and transaction details (including usage volume associated with the offering) with the seller(s) of the offering(s). Microsoft does not provide rights for third-party products or services. See the [Azure Marketplace Terms](#) for additional terms.

Basics

Subscription	sanuker
Resource Group	test
Name	Stella Teams Inbox
Plan	test2
Billing term	Monthly
Price	Pricing not available
Recurring billing	On

i After subscribing, remember to configure your SaaS account on the publisher's website.

Subscribe < Previous: Tags Next >

Account Configuration

Microsoft Azure Search resources, services, and docs (G+)

Home > Teams Inbox Solution SaaS Test (preview) > Subscribe To Teams Inbox Solution SaaS Test >

Subscription progress

✔ Your SaaS subscription is complete. Configure account to enjoy your purchase.

SaaS resource name: Stella Teams Inbox
Purchase start time: Thursday, September 23, 2021, 9:51:07 AM
Offer & plan details: Teams Inbox Solution SaaS Test - test2 - Monthly

^ Next steps

i To complete the purchase, configure your SaaS account on the publisher's website.

Configure account now

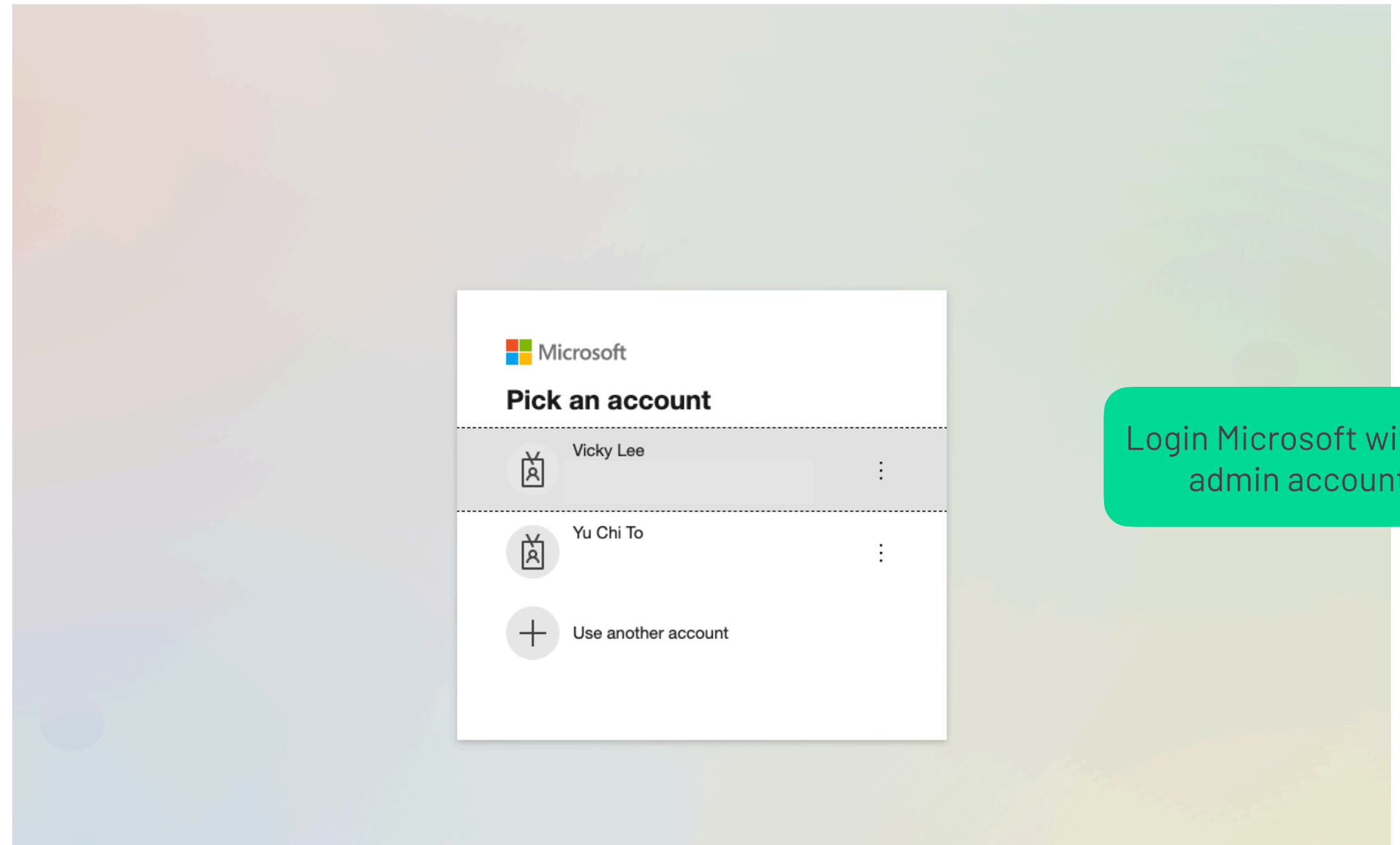
Important to know

Billing will start after your account is configured on the publisher's website.

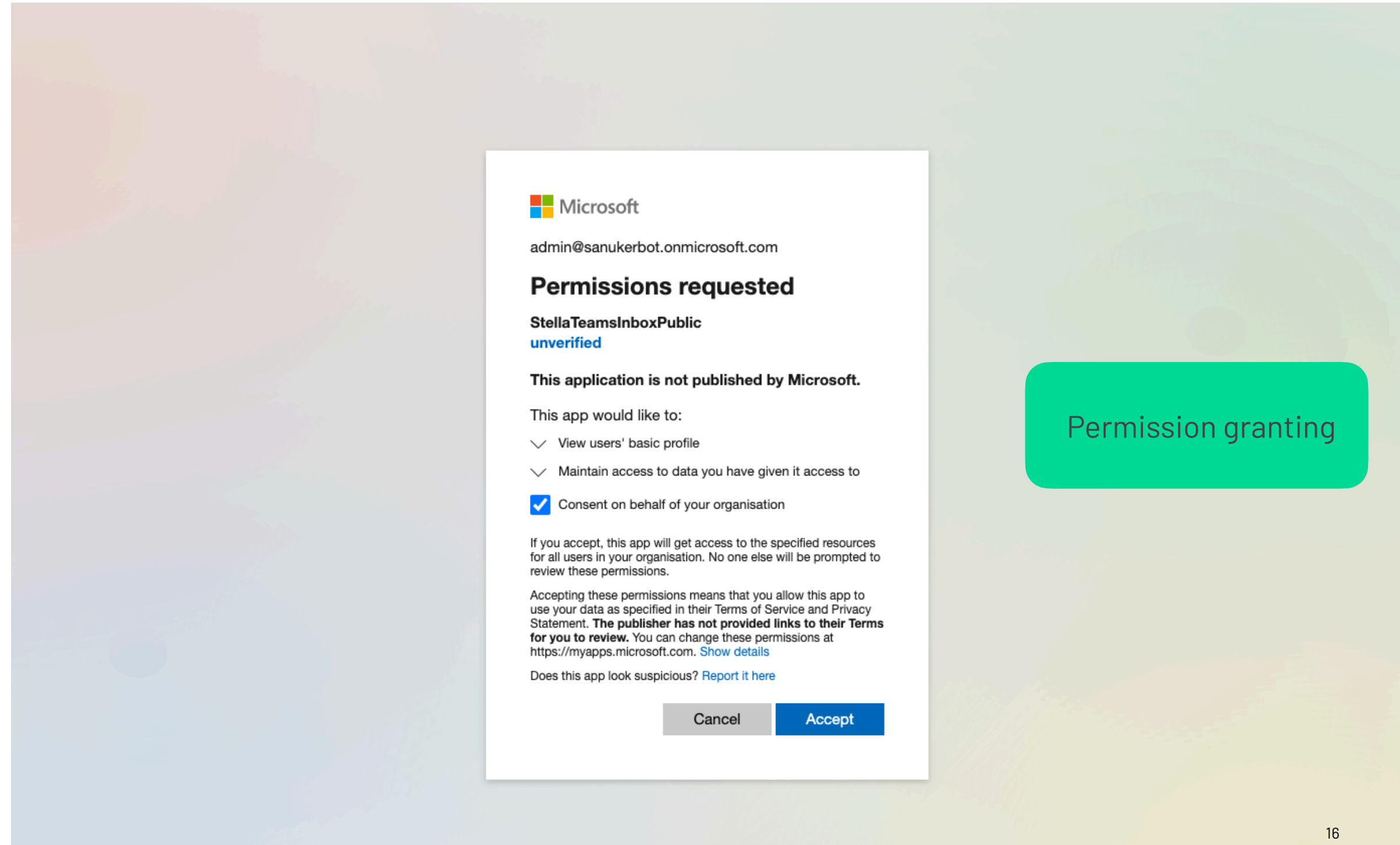
If no action is taken within 30 days, this SaaS subscription will be automatically deleted.

Your SaaS subscription will appear on the [SaaS](#) page in the Azure portal.
To access it easily, save it to your favorite services or pin it to the dashboard.

Account Configuration



Account Configuration



Account Configuration



You have successfully purchased Stella Teams Inbox! All subscription details are listed on the website. You will be redirected to the installation guide to proceed.

Welcome to use Stella Teams Inbox, undefined

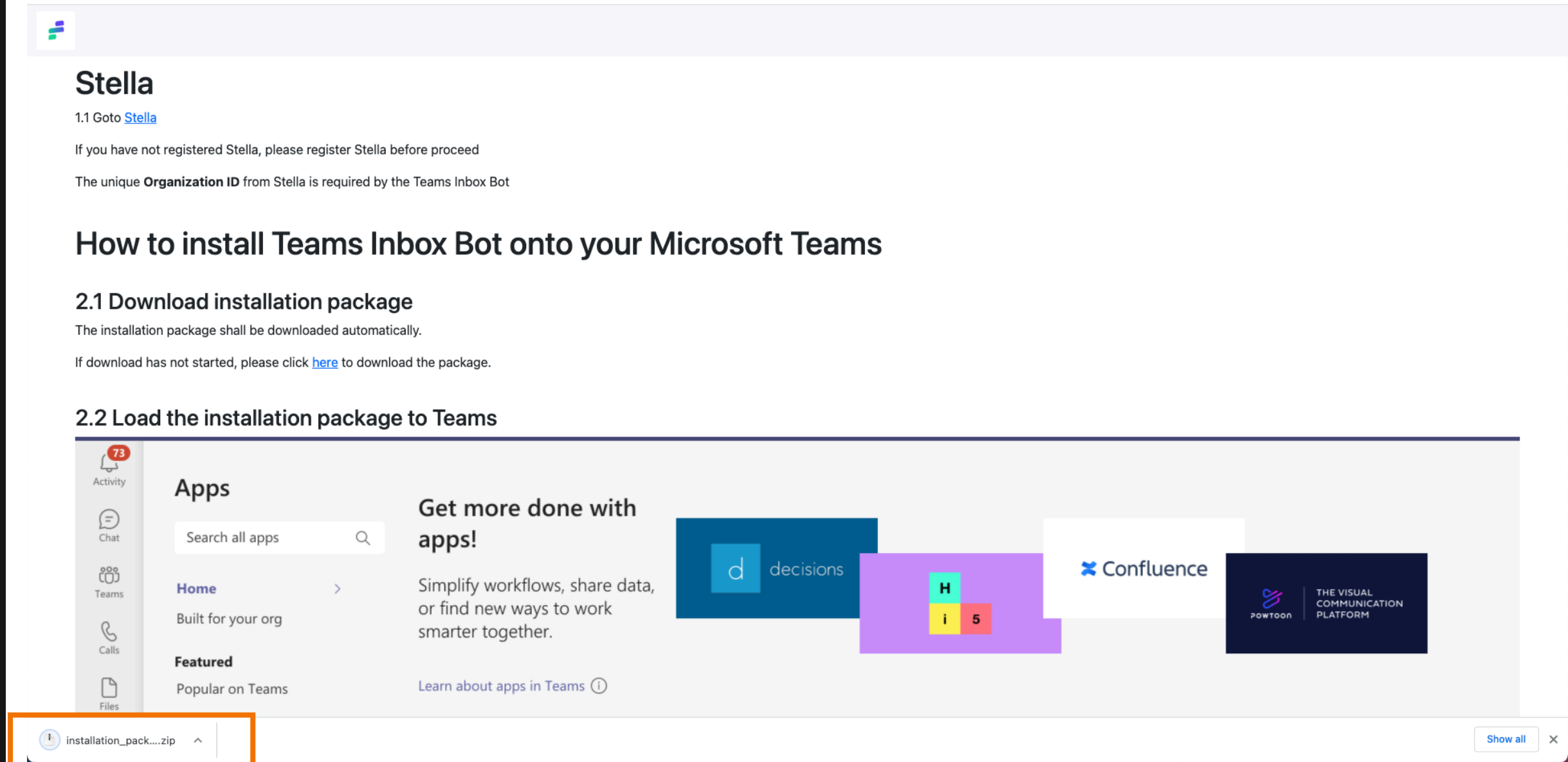
The plan chosen is test2

Your subscription has been activated

You will be redirected to installation guide in 4 seconds

Installation

Visit {{URL}} if you are not redirected.
The installation package should be downloaded automatically.



Stella

1.1 Goto [Stella](#)

If you have not registered Stella, please register Stella before proceed

The unique **Organization ID** from Stella is required by the Teams Inbox Bot

How to install Teams Inbox Bot onto your Microsoft Teams

2.1 Download installation package

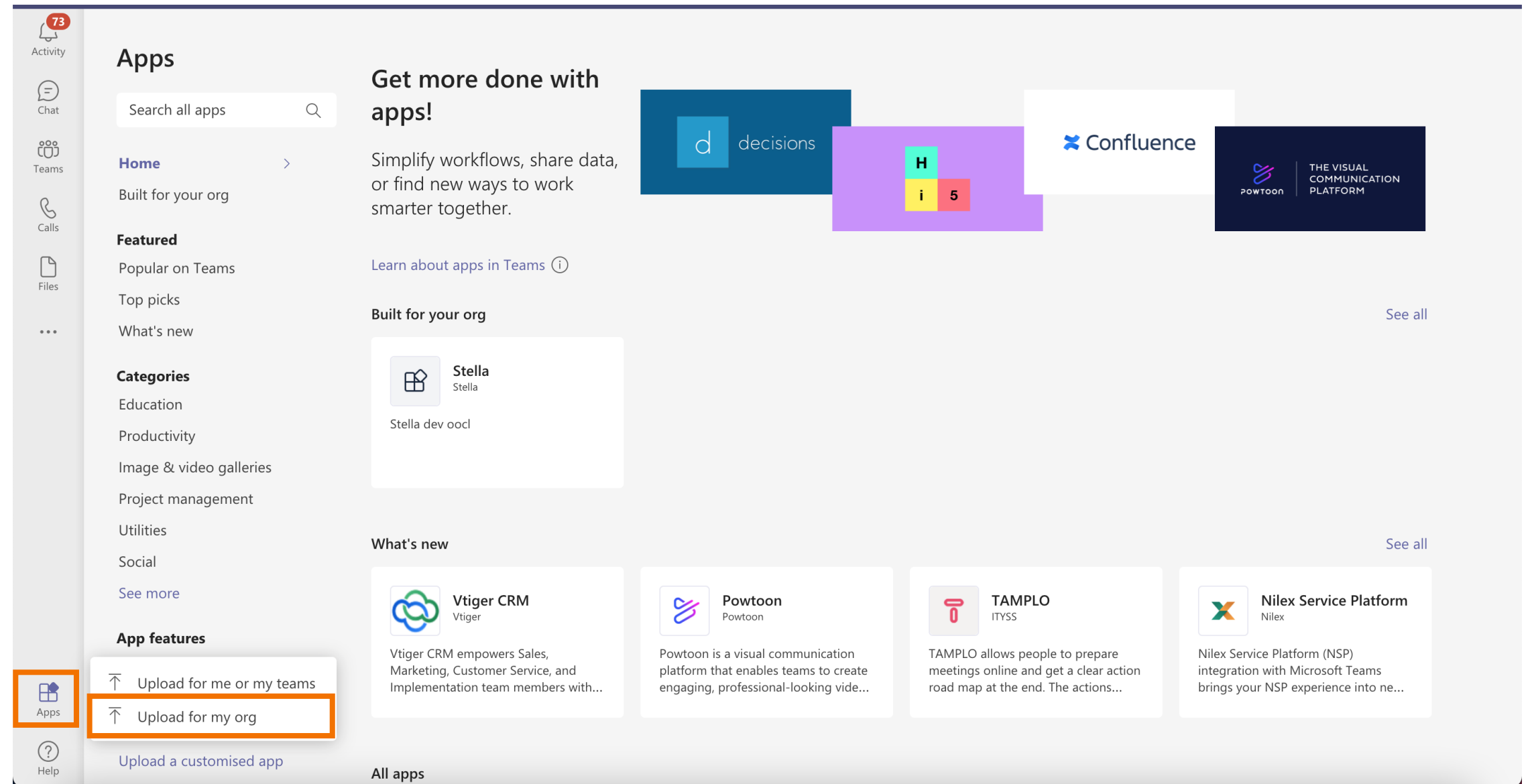
The installation package shall be downloaded automatically.

If download has not started, please click [here](#) to download the package.

2.2 Load the installation package to Teams

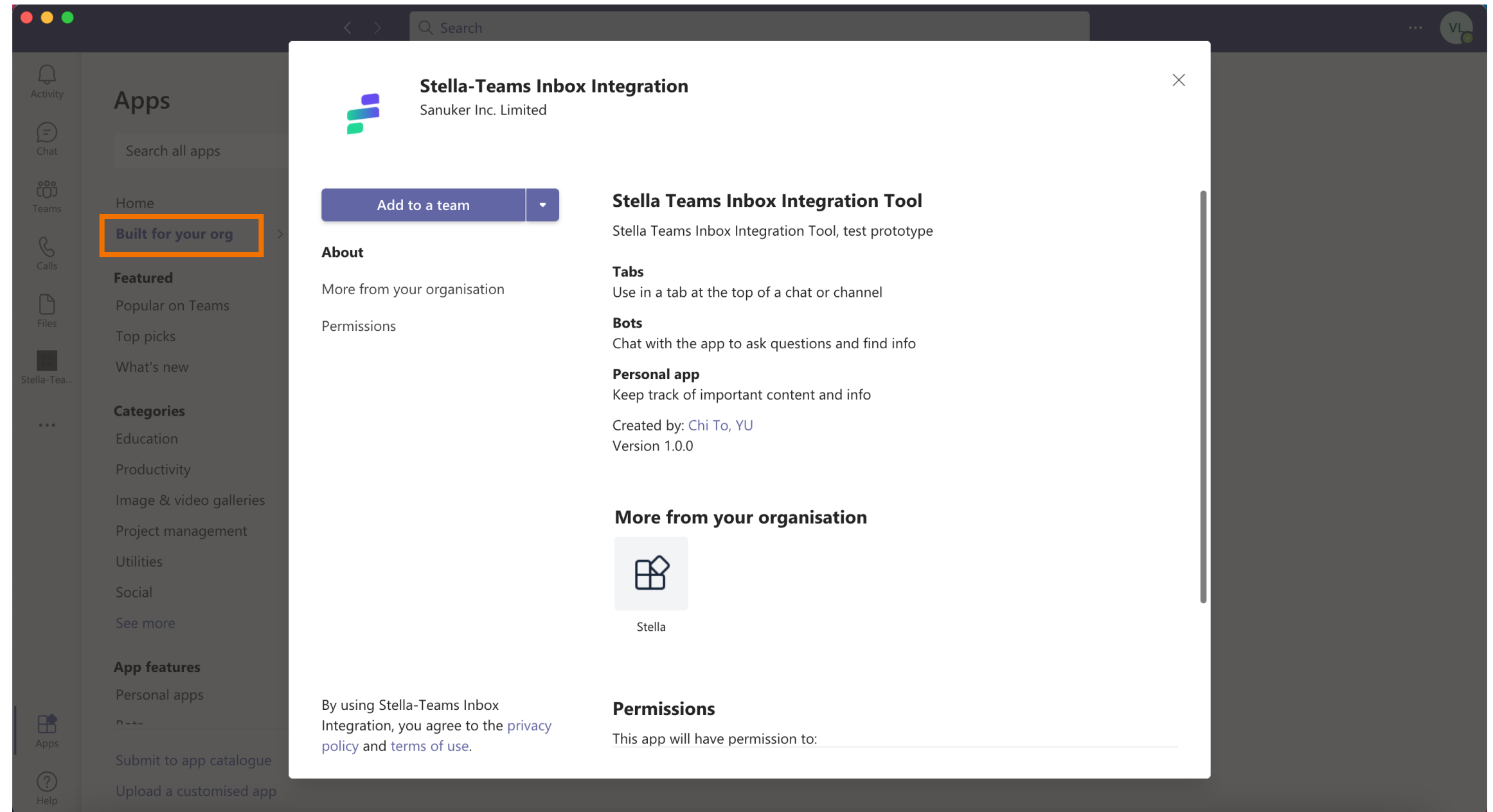
Installation

On your Microsoft Teams, select **App**, click **“Upload a customised app”** and choose **“Upload for my org”**. This action will require admin right to Microsoft Teams in your organization.



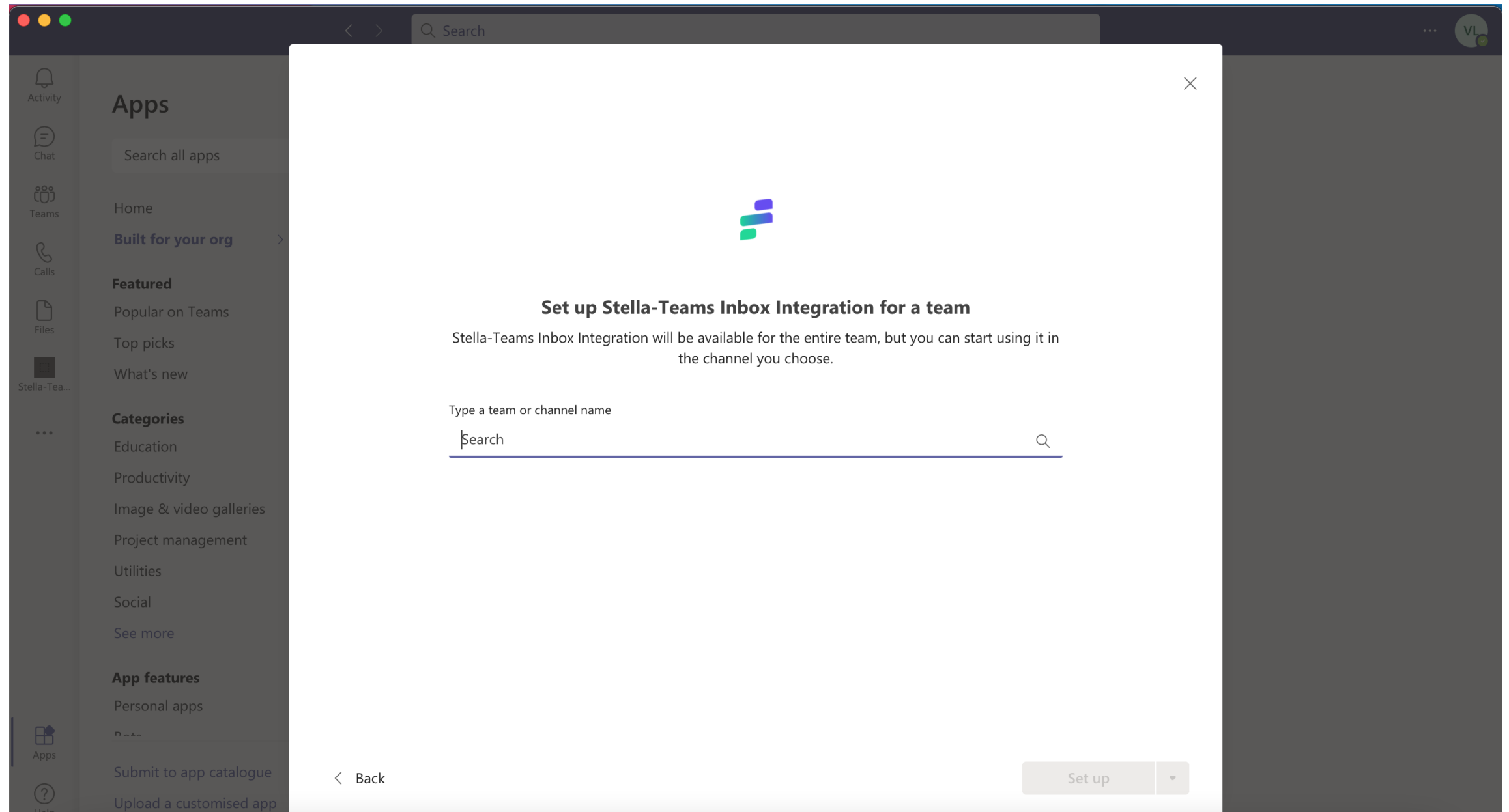
Installation

Select **"Build for your org"** and find App **"Stella-Teams Inbox Integration"**.



Installation

Select the channel that you would like to use Teams Inbox.




Installation

Hello

Welcome to use Stella Inbox Bot on Teams

This is your first time to use Stella Inbox Bot on Teams

Please go ahead to login and setup the bot in order to enjoy its service



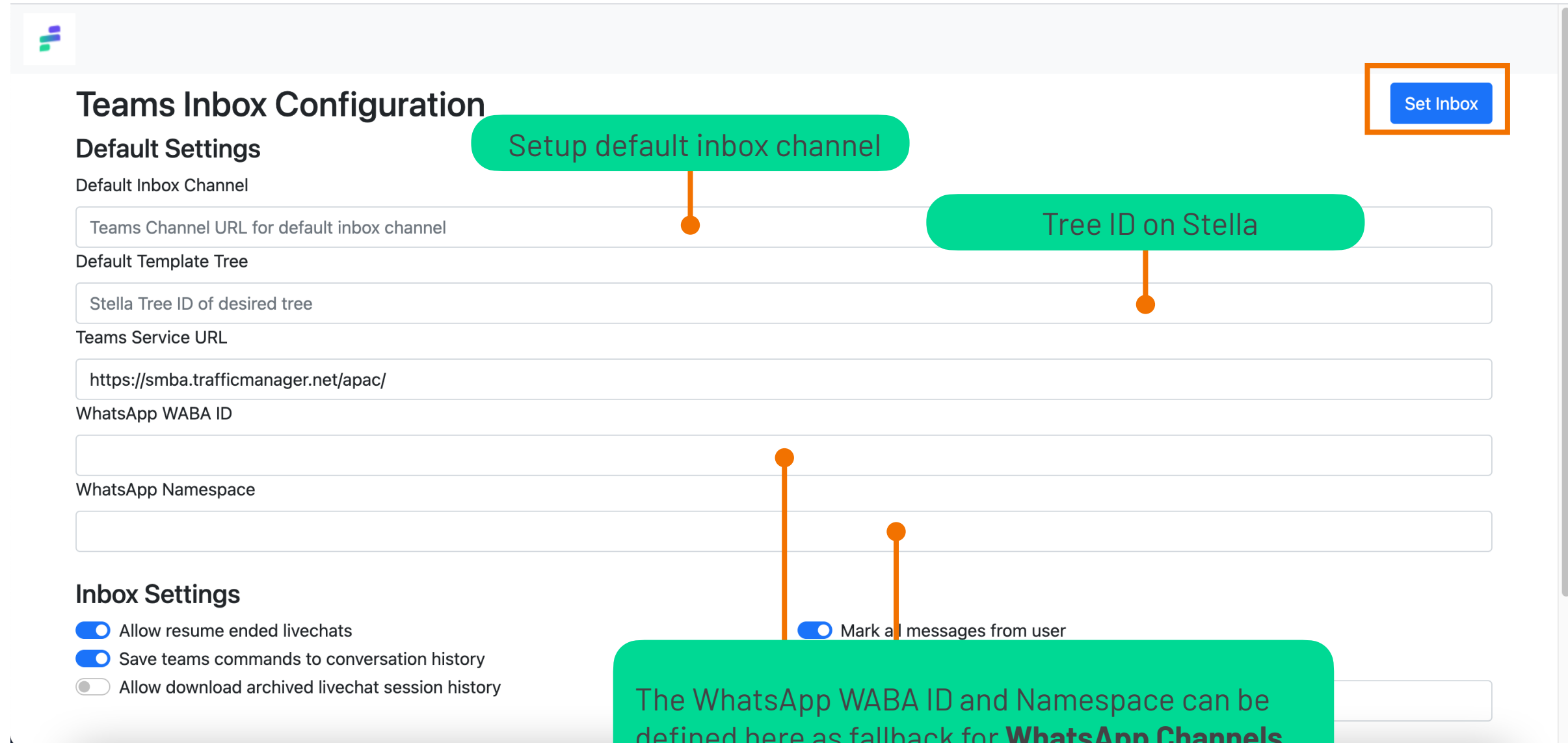
Sanuker

[Login and do your first time setup](#)

You will see the **New Setup Card** on the connected Teams channel. Click the button to continue.

Setup

Fill in all the necessary information. Click **Set Inbox** to proceed.



The screenshot shows the 'Teams Inbox Configuration' form with the following fields and annotations:


- Default Settings**
 - Default Inbox Channel**: Text input field with the placeholder 'Teams Channel URL for default inbox channel'. An annotation 'Setup default inbox channel' points to this field.
 - Default Template Tree**: Text input field with the placeholder 'Stella Tree ID of desired tree'. An annotation 'Tree ID on Stella' points to this field.
 - Teams Service URL**: Text input field with the placeholder 'https://smba.trafficmanager.net/apac/'.
 - WhatsApp WABA ID**: Text input field. An annotation points to this field.
 - WhatsApp Namespace**: Text input field. An annotation points to this field.
- Inbox Settings**
 - Allow resume ended livechats
 - Save teams commands to conversation history
 - Allow download archived livechat session history
 - Mark all messages from user

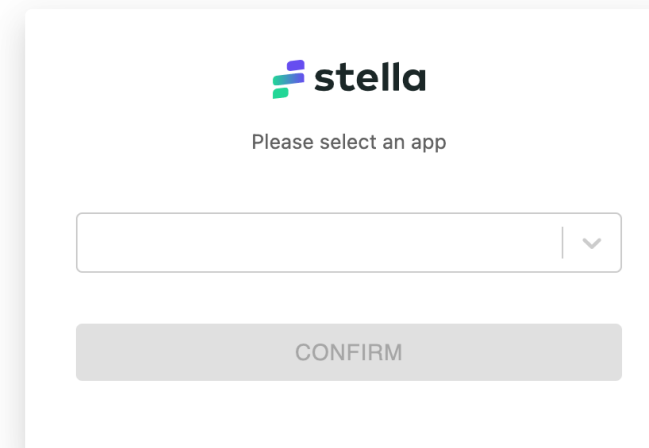
A blue 'Set Inbox' button is located in the top right corner of the form, highlighted with an orange border. A large green callout box at the bottom right contains the text: 'The WhatsApp WABA ID and Namespace can be defined here as fallback for **WhatsApp Channels**.'


Stella Authorisation



You will be redirected to the Stella OAuth site. **Login your Stella account** and **select your organisation.**

 chito@sanuker.com

A white dialog box with a soft shadow. At the top center is the 'stella' logo. Below it, the text 'Please select an app' is centered. Underneath is a white dropdown menu with a downward arrow on the right. At the bottom is a grey button with the text 'CONFIRM' in white capital letters.

 stella

Please select an app

CONFIRM

Stella Authorisation

Add a new channel or select an existing channel to serve as a **client-facing channel**.

STELLA TEAMS DASHBOARD ACTIVE ASSIGNMENT COMPLETED ASSIGNMENT AGENT CHANNEL INTEGRATION  chito@sanuker.com

Connect to Stella channel

- Add New Channel
- Select Existing Channel

Channel Name

CONNECT

Ticketing Channel Setup

Type **"#setup"** to set a ticketing channel to **receive live chat request**. If your agents will initiate live chat, set the inbox channel as live chat channel as well.



Vicky Lee 06/08 11:32 am
Stella-Teams Inbox Integration #setup

Stella-Teams Inbox Integration 06/08 11:32 am

Setup

You can setup current channel as an available livechat channel here

Or you can goto the configuration to configure the bot

[Goto Configuration](#)

[Set Current Channel as Livechat Channel](#)

Set channel as livechat channel

You can setup current channel by:

```
@bot #setup set_livechat [name | @channel]
```

Or you can set the name for current channel to support livechat here

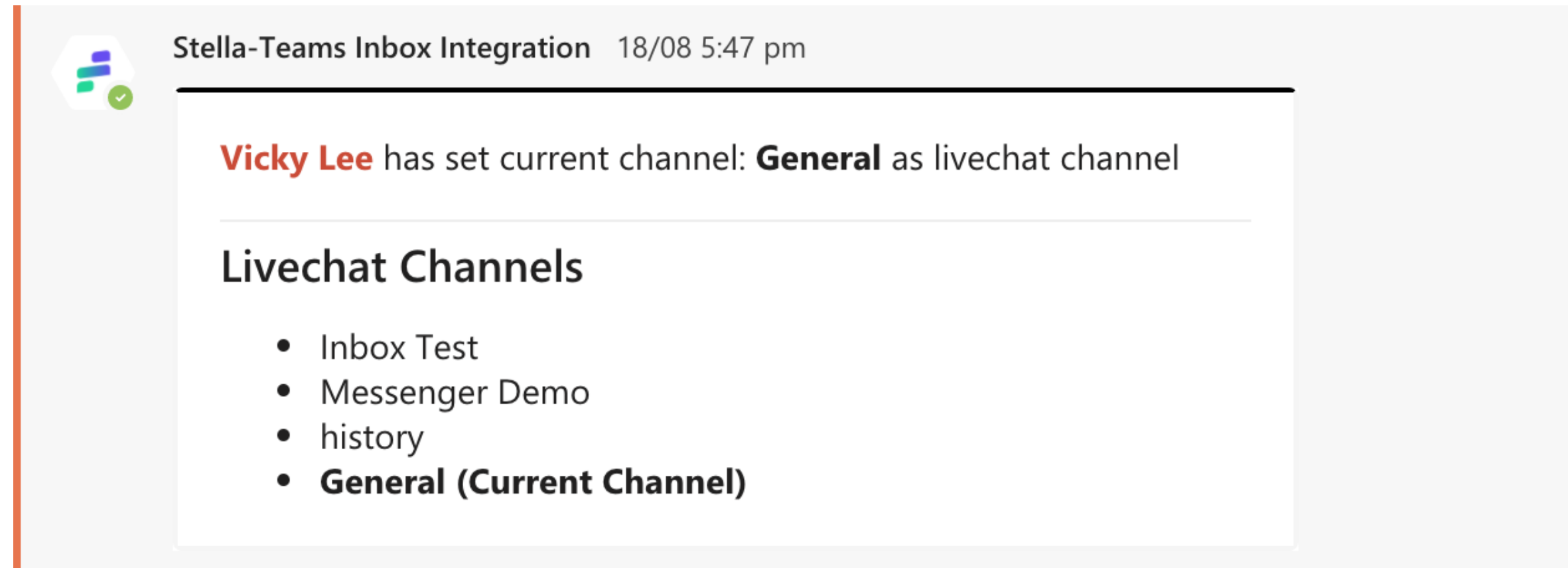
ch_name *

general

[Add Livechat Channel](#)

Ticketing Channel Setup

Result returned provides the list of available live chat channels with their recognized name and the name of current live chat channel is bolded.



Stella-Teams Inbox Integration 18/08 5:47 pm

Vicky Lee has set current channel: **General** as livechat channel

Livechat Channels

- Inbox Test
- Messenger Demo
- history
- **General (Current Channel)**



03. Teams Set up

- Inbox Bot Configuration
- Channel Management
- Default Messages

Inbox Bot Configuration

Authorised users can access the Inbox Bot configurations and update its configurations. A **single admin account** is created for the Inbox Bot, no privilege systems or additional account can be created for Inbox Bot configurations.

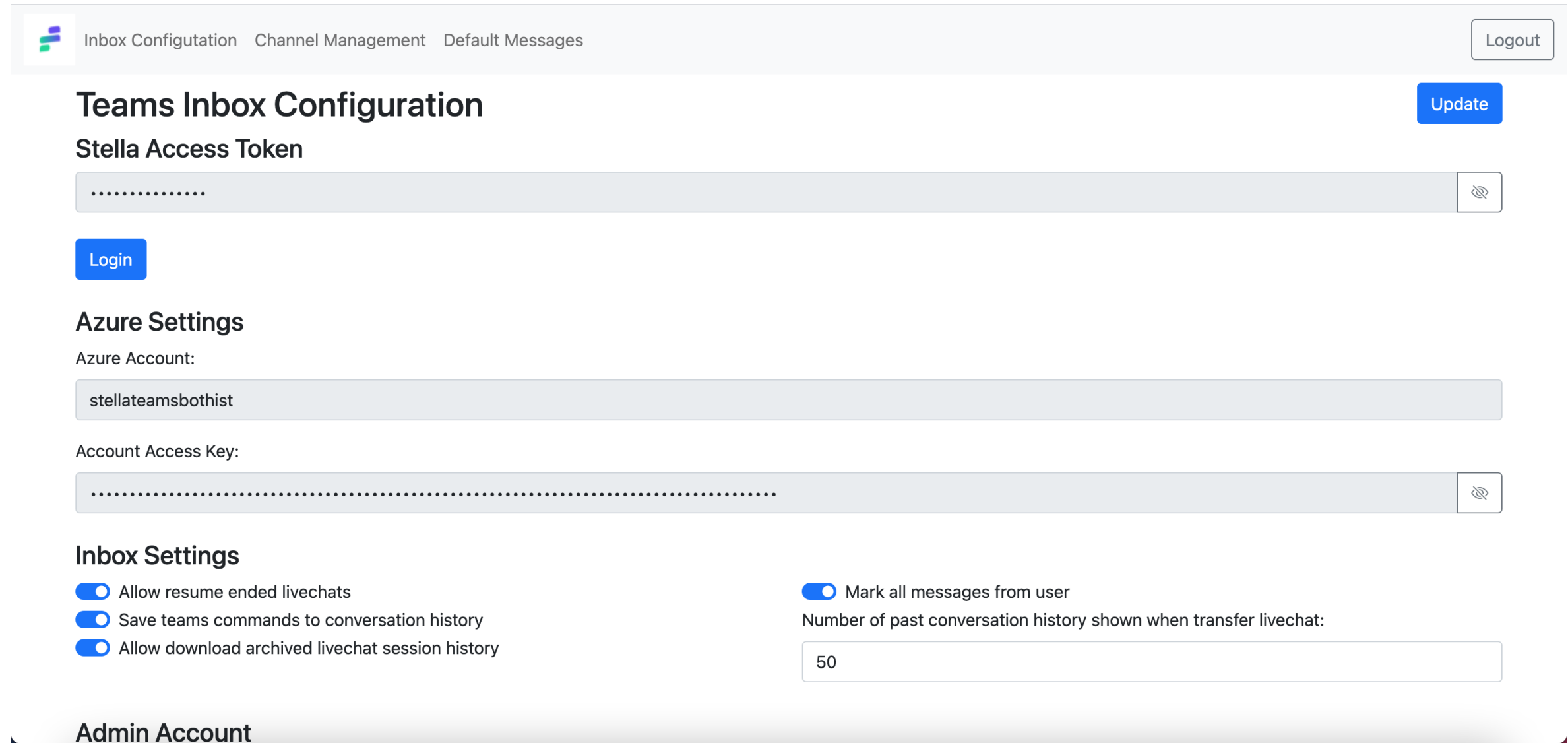
Login

Username:

Password:

Inbox Bot Configuration

Inbox Configuration page allows admins to check and **refresh Stella access token**, **update inbox settings**, and **update Inbox Bot admin username and password**.



The screenshot shows the 'Teams Inbox Configuration' page in a web application. At the top, there is a navigation bar with 'Inbox Configuration', 'Channel Management', and 'Default Messages' links, and a 'Logout' button. The main heading is 'Teams Inbox Configuration' with an 'Update' button. Below this, there are three sections: 'Stella Access Token' with a masked input field and a 'Login' button; 'Azure Settings' with 'Azure Account' (input: 'stellateamsbothist') and 'Account Access Key' (masked input); and 'Inbox Settings' with three checked toggle switches: 'Allow resume ended livechats', 'Save teams commands to conversation history', and 'Allow download archived livechat session history'. To the right, there is a 'Mark all messages from user' toggle and a text input for 'Number of past conversation history shown when transfer livechat:' with the value '50'. At the bottom, the 'Admin Account' section is partially visible.

Inbox Bot Configuration

- Inbox Settings

Inbox Settings

- Allow resume ended livechats
- Save teams commands to conversation history
- Allow download archived livechat session history
- Mark all messages from user

Number of past conversation history shown when transfer livechat:

Under Inbox Settings, you can define:


- Whether agents can **resume an ended live chat session** with client within 24 hours;
- Whether **commands** send to inbox bot to be **included in conversation history**;
- Enabling **conversation history file download link** in Teams;
- Mark incoming messages from clients with their **name or id in every messages**;
- **Number of messages** to be shown when the live chat session is transferred to another channel.

Inbox Bot Configuration

- Admin Settings

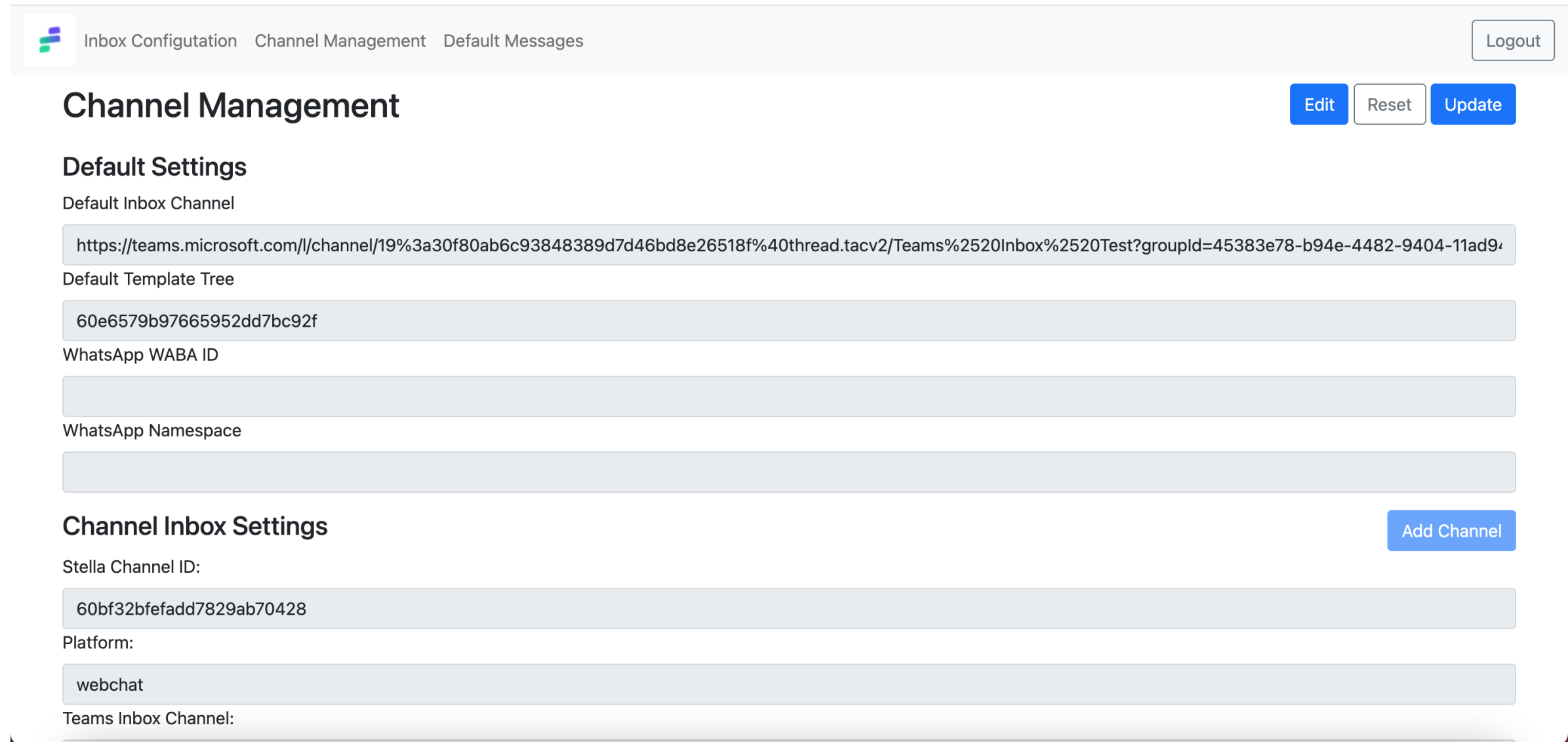
By default, the username is "admin" and the password is "admin". It is a **shared account** for users to configure the Inbox Bot, there is no other account settings or privilege granting to other users for Teams Inbox Bot.

Admin Account

Username	admin
Password 

Channel Management

Channel Management page allows admins to configure **Inbox Bot default settings**, **inbox mappings** and **recognized live chat channels** on Teams.

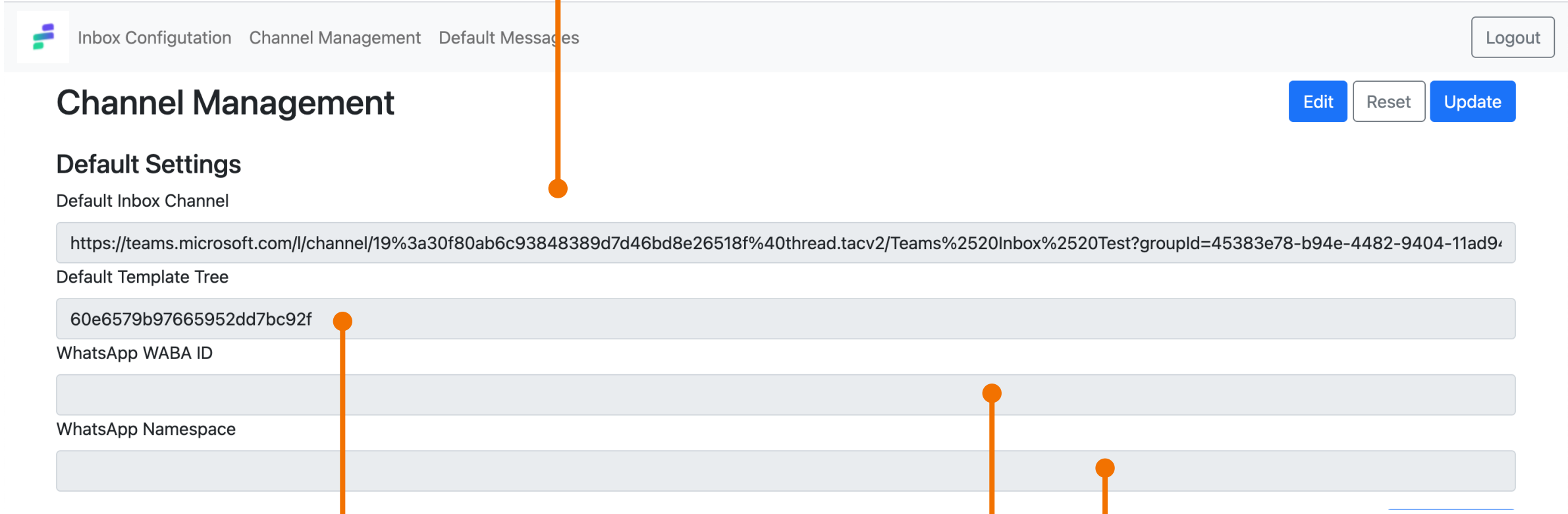


The screenshot shows the 'Channel Management' page in the Sanuker interface. At the top, there is a navigation bar with 'Inbox Configuration', 'Channel Management', and 'Default Messages' tabs, and a 'Logout' button. Below the navigation bar, the page title 'Channel Management' is displayed, followed by 'Edit', 'Reset', and 'Update' buttons. The main content area is divided into two sections: 'Default Settings' and 'Channel Inbox Settings'. The 'Default Settings' section includes fields for 'Default Inbox Channel' (with a URL), 'Default Template Tree' (with a GUID), 'WhatsApp WABA ID', and 'WhatsApp Namespace'. The 'Channel Inbox Settings' section includes fields for 'Stella Channel ID' (with a GUID), 'Platform' (with the value 'webchat'), and 'Teams Inbox Channel'. An 'Add Channel' button is located at the bottom right of the 'Channel Inbox Settings' section.

Channel Management

- Default Settings

Any new channel is integrated but **without any definition on inbox mapping** will be assigned to the default inbox channel.



The screenshot shows a web interface for 'Channel Management'. At the top, there are navigation links for 'Inbox Configuration', 'Channel Management', and 'Default Messages', along with a 'Logout' button. Below the navigation is a title 'Channel Management' and three buttons: 'Edit', 'Reset', and 'Update'. Underneath is a section titled 'Default Settings' with four input fields: 'Default Inbox Channel' (containing a long URL), 'Default Template Tree' (containing a GUID), 'WhatsApp WABA ID', and 'WhatsApp Namespace'. Orange lines connect callout boxes to the 'Default Inbox Channel' field, the 'Default Template Tree' field, and the 'WhatsApp WABA ID' and 'WhatsApp Namespace' fields.

The template tree defines the **bot message tree** to be used for **sending pre-written messages** from Stella.

The WhatsApp WABA ID and Namespace can be defined here as fallback for **WhatsApp Channels**.

Channel Management

- Channel Inbox Settings

Messages from **different Stella channels** are relayed to corresponding Teams inbox **channels** according to the settings of inbox mapping. Admins can also use this to **map Stella channels to specific Teams channel** or **add new channel integrations** manually.

Channel Inbox Settings

Add Channel

Stella Channel ID:

60bf32bfefadd7829ab70428

Platform:

webchat

Teams Inbox Channel:

https://teams.microsoft.com/channel/19%3a30f80ab6c93848389d7d46bd8e26518f%40thread.tacv2/Teams%2520Inbox%2520Test?groupId=45383e78-b94e-4482-9404-11ad94

Teams Service URL:

https://smba.trafficmanager.net/apac/

Teams Channel ID:

19:30f80ab6c93848389d7d46bd8e26518f@thread.tacv2

Template Tree ID:

60e6579b97665952dd7bc92f

Channel Management

- Recognized Channel

Recognized Channels lists all known **available live chat channels** on Teams. Admins can **change recognized channel name** for live chat channels, or **add new recognized live chat channel** using channel URL.

Recognized Channels

Add Channel

Channel Name:

Inbox Test

Channel URL:

Used by manual settings, not available for bot set channels

Teams Service URL:

<https://smba.trafficmanager.net/apac/>

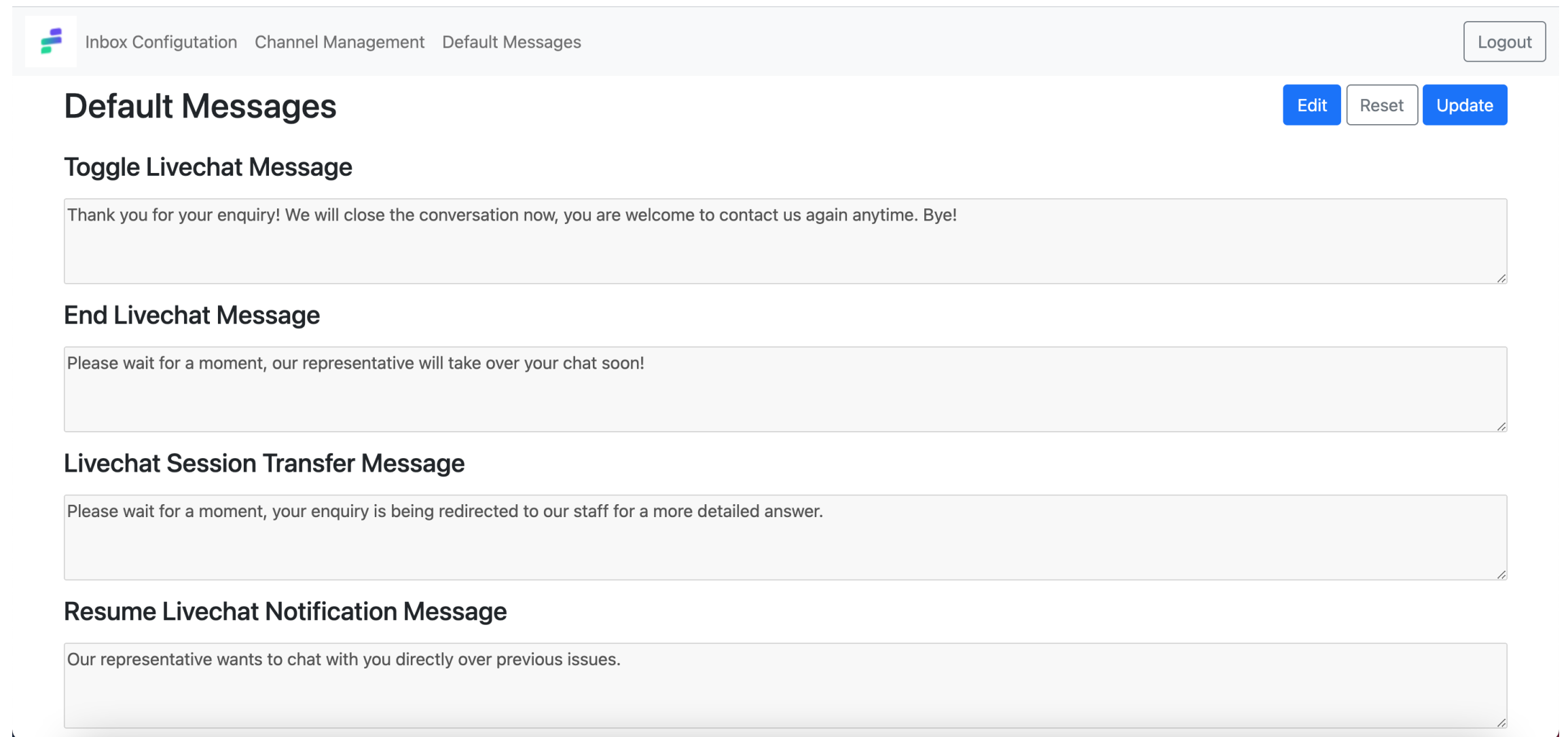
Channel ID:

19:70abadf2eb384f85ab03e6eb44427c15@thread.tacv2

Channel Management

- Default Messages

Default Messages page allows admins to update default chat messages sent to clients upon **live chat requests, end live chats, resume live chats** and **live chat session transfer** to other channels. Toggle live chat, end live chat and resume live chat messages **MUST NOT** be blank.



The screenshot shows the 'Default Messages' configuration page. At the top, there is a breadcrumb trail: 'Inbox Configuration > Channel Management > Default Messages'. A 'Logout' button is in the top right corner. Below the breadcrumb, the title 'Default Messages' is centered, with 'Edit', 'Reset', and 'Update' buttons to its right. The page contains four sections, each with a title and a text input field:

- Toggle Livechat Message**: The input field contains the text: "Thank you for your enquiry! We will close the conversation now, you are welcome to contact us again anytime. Bye!"
- End Livechat Message**: The input field contains the text: "Please wait for a moment, our representative will take over your chat soon!"
- Livechat Session Transfer Message**: The input field contains the text: "Please wait for a moment, your enquiry is being redirected to our staff for a more detailed answer."
- Resume Livechat Notification Message**: The input field contains the text: "Our representative wants to chat with you directly over previous issues."

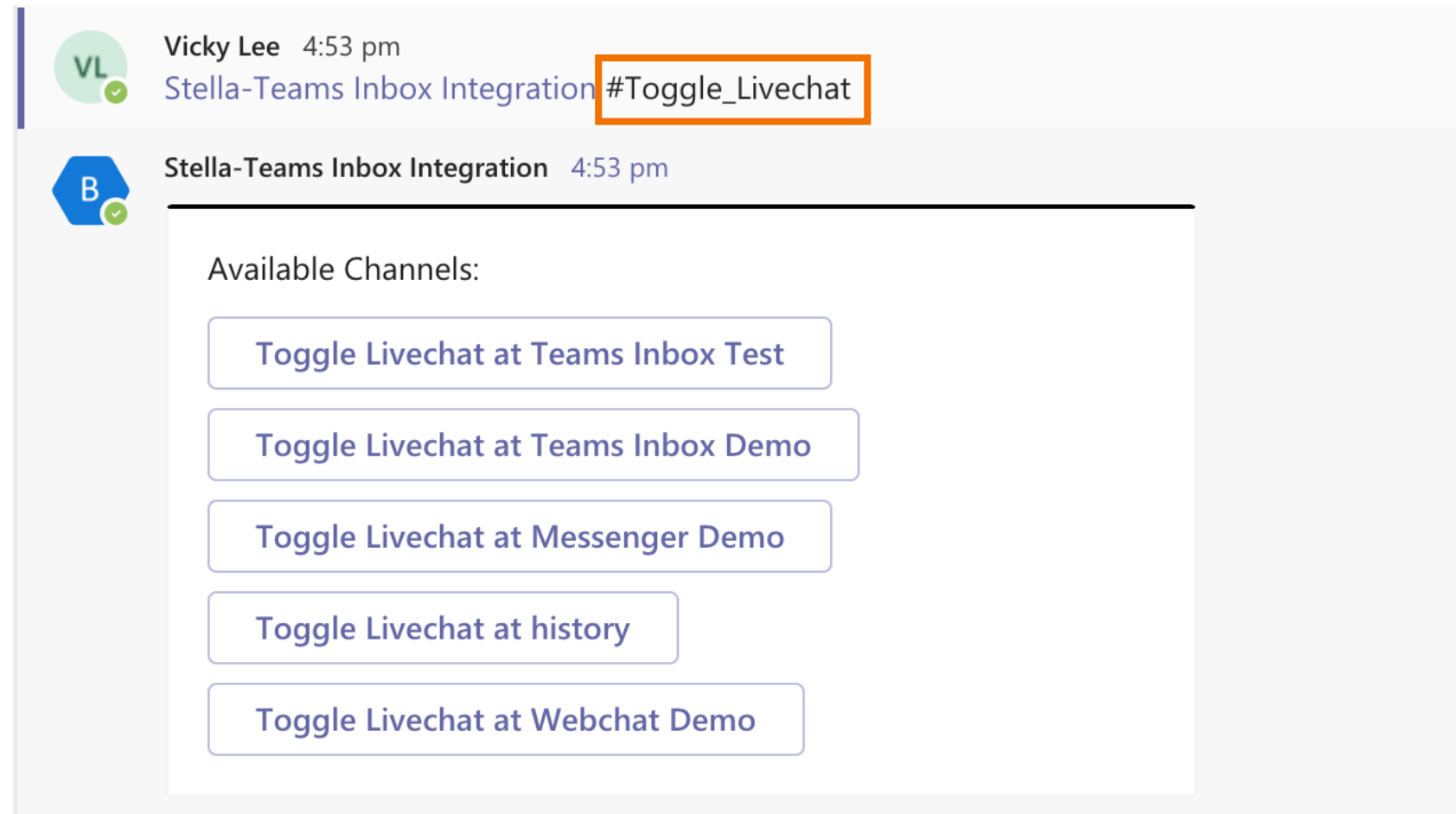


04. Functionality

- Toggle On/Off Live Chat
- Send Response
- Request Help from Agents
- Add Tags
- Send Template Messages

Toggle On/Off Live Chat

Live chat can be toggled on by agents manually with command: **"#Toggle_Livechat"**



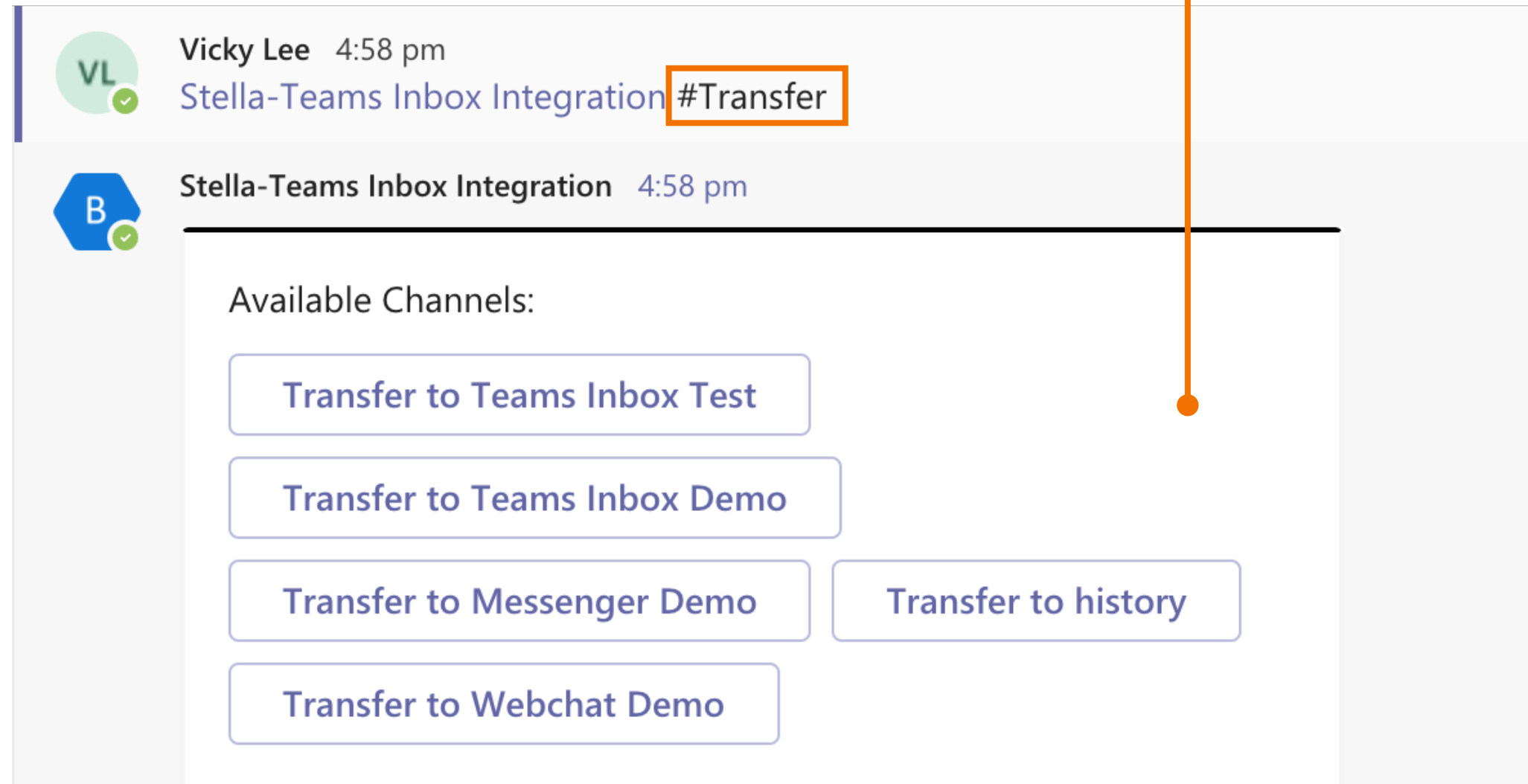
The screenshot shows a chat window with two participants: Vicky Lee (VL) and Stella-Teams Inbox Integration (B). Vicky Lee has sent a message with the command `#Toggle_Livechat`, which is highlighted with an orange box. Stella-Teams Inbox Integration has responded with a system message titled "Available Channels:" containing five buttons: "Toggle Livechat at Teams Inbox Test", "Toggle Livechat at Teams Inbox Demo", "Toggle Livechat at Messenger Demo", "Toggle Livechat at history", and "Toggle Livechat at Webchat Demo".

You will see the **system message** if the live chat is toggled on successfully. The message will identify which **ticketing channel** the ticket is sent to.

Vicky Lee has switched the conversation to Live Chat mode successfully. The live chat request is sent to **Teams Inbox Test**.

Toggle On/Off Live Chat

Agents can also **transfer an opened ticket** by command: "**#Transfer**". Chatbot will ask which **ticketing channel** the agent would like to transfer to ticket.



The screenshot shows a chat window with two participants: Vicky Lee (VL) and Stella-Teams Inbox Integration (B). Vicky Lee sends the command "#Transfer". The chatbot responds with a list of available channels for transfer:

- Transfer to Teams Inbox Test
- Transfer to Teams Inbox Demo
- Transfer to Messenger Demo
- Transfer to Webchat Demo
- Transfer to history

An orange line with a dot at the end points from the "#Transfer" command to the "Transfer to history" button.

You will see the **system message** if the live chat is transferred successfully. The message will identify which **ticketing channel** the ticket is sent to.

Vicky Lee transferred the ticket to **history**. A live chat request is sent to history successfully.

Toggle On/Off Live Chat



This ticket is transferred by Vicky Lee

Platform: WebChat

Channel:

User:

Conversation History:

User:

hi

User:

blahblahblah

Vicky Lee:

hi

User:

anything?

Vicky Lee:

what

Vicky Lee transferred the ticket to history. A live chat request is sent to history successfully.

[Goto Conversation History](#)

Ticket summary will be sent to the **transferred ticketing channel**. Agents can view the **full conversation history** on Stella with the **"Goto Conversation History"** button.

Toggle On/Off Live Chat

Live chat can be toggled off by agents manually with command: **"#End_Livechat"**

▼ Collapse all



Vicky Lee 04/08 5:15 pm
hi Stella-Teams Inbox Integration

bye Stella-Teams Inbox Integration

Stella-Teams Inbox Integration **#End_Livechat**

You will see the **system message** if the live chat is toggled off successfully.



Stella-Teams Inbox Integration 04/08 5:15 pm

Vicky Lee has switched the conversation to Chatbot mode successfully.

[Resume chat with this customer](#)

Send Response

Agents can send text messages to users **by adding @<bot name>** as prefix or suffix to their messages.



Vicky Lee 11/08 3:54 pm

Hi, what can I help you? [Stella-Teams Inbox Integration](#)

Agents can send files to users by command: **"#Upload_File"** with the **file download URL following the command.**



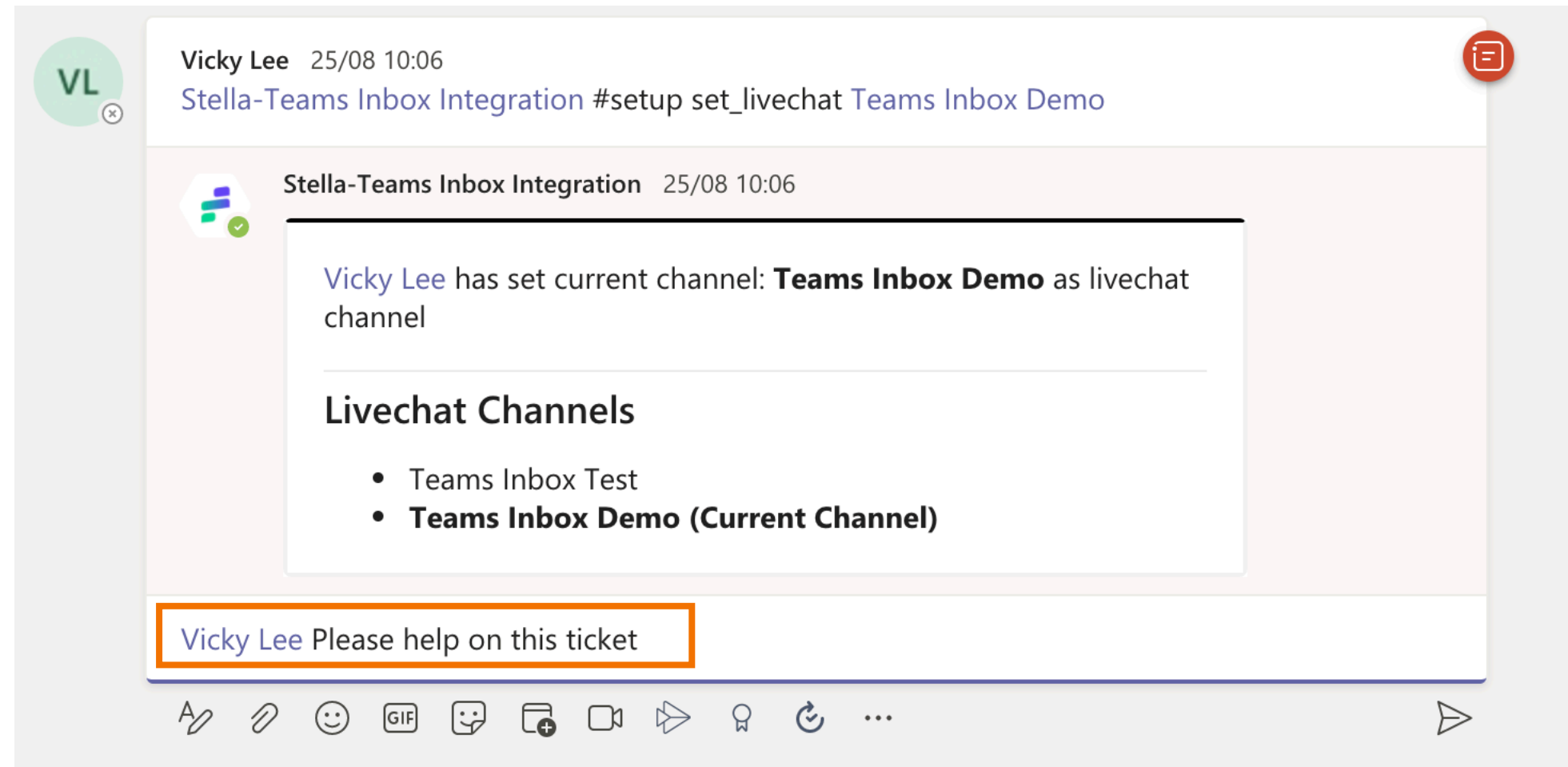
Vicky Lee 5:20 pm

[Stella-Teams Inbox Integration](#) #Upload_File

https://upload.wikimedia.org/wikipedia/commons/8/8b/Babbage_Difference_Engine.jpg

Request Help from Agents

Agents can request help from other agents on by directly @<other agent> on text box. Messages without notifying the bot **WILL NOT** be sent to the users.



The screenshot shows a chat window with a header for 'Vicky Lee' (VL) and a timestamp of '25/08 10:06'. The chat title is 'Stella-Teams Inbox Integration #setup set_livechat Teams Inbox Demo'. A system message from 'Stella-Teams Inbox Integration' (25/08 10:06) states: 'Vicky Lee has set current channel: **Teams Inbox Demo** as livechat channel'. Below this, a section titled 'Livechat Channels' lists two options: 'Teams Inbox Test' and '**Teams Inbox Demo (Current Channel)**'. At the bottom, a text input field contains the message 'Vicky Lee Please help on this ticket', which is highlighted with an orange border. The chat interface includes a toolbar with icons for text, attachments, emojis, GIFs, stickers, video, voice, and a send button.

Add Tags

Agents can add a tag to user in inbox or during an active live chat session by bot command: "**#Add_Tag**", with the **tag following the command**.



Vicky Lee 5:25 pm

Stella-Teams Inbox Integration **#Add_Tag tester**

You will see the **system message** if the tag is added successfully.



Stella-Teams Inbox Integration 5:25 pm

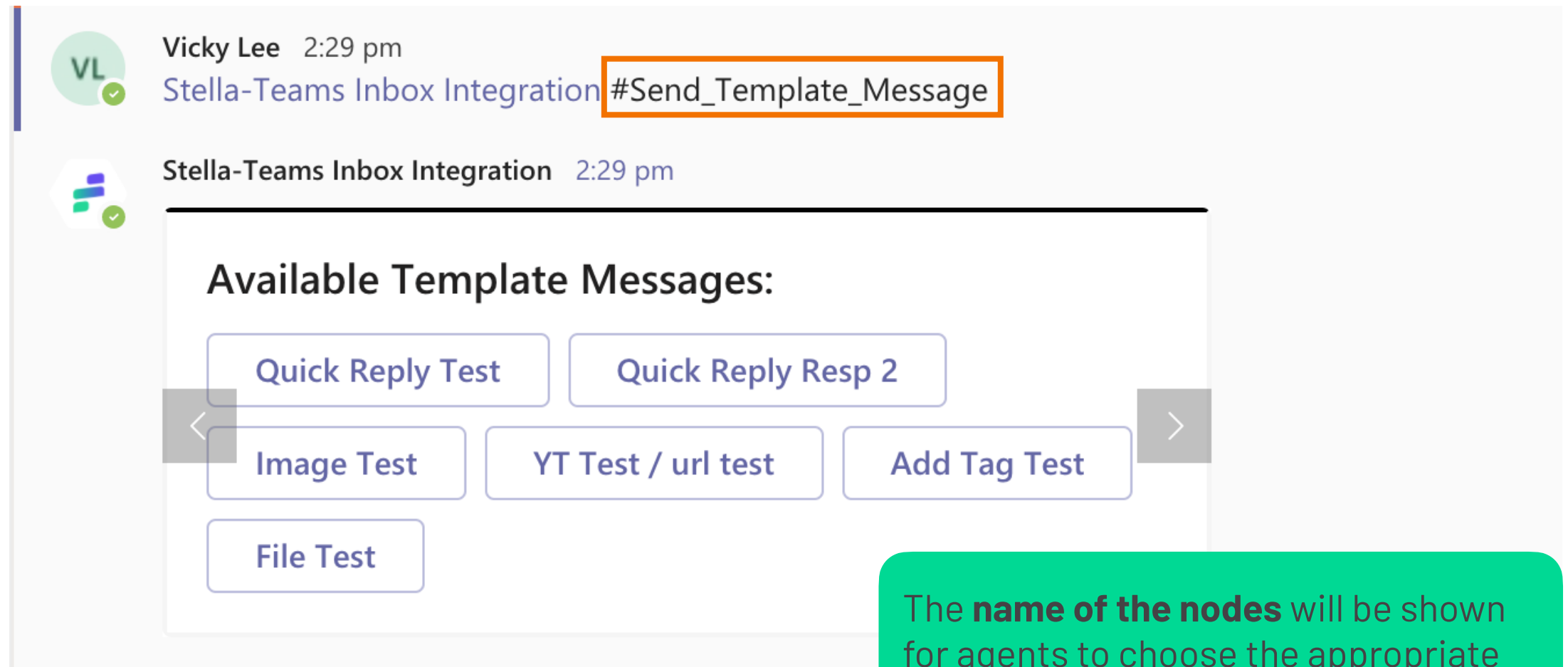
Added tag **tester**

The tag will be visible on **Teams and Stella**.
However, it must be removed via Stella member page.

Send Template Messages

Agents can send 2 types of Template Messages on Teams - **Pre-written Chatbot Messages** and **WhatsApp Template Messages**.

A template tree is set up on Stella for agents to set up the messages. Agents can use command: "**#Send_Template_Message**" to send the **Pre-written Chatbot Messages**.



The screenshot shows a chat window with a message from Vicky Lee at 2:29 pm. The message content is "Stella-Teams Inbox Integration #Send_Template_Message", where the command is highlighted with an orange box. Below this, a message from "Stella-Teams Inbox Integration" at 2:29 pm displays a list of available template messages. The list is titled "Available Template Messages:" and contains five buttons: "Quick Reply Test", "Quick Reply Resp 2", "Image Test", "YT Test / url test", and "Add Tag Test". A "File Test" button is also visible below the others. Navigation arrows are present on the left and right sides of the list.

The **name of the nodes** will be shown for agents to choose the appropriate message to send.

Send Template Messages

Agents will be able to send WhatsApp Template Messages on Teams directly with command: **"#Send_WhatsApp_Templates"**.



Vicky Lee 5:35 pm

Stella-Teams Inbox Integration #Send_WhatsApp_Templates

All available template messages will be displayed as buttons.

Available WhatsApp Templates:

Category: RESERVATION_UPDATE

mcd_doraemon_testing_3

testing_all_components_argument

All WhatsApp Template Messages must be submitted on Stella.
Only approved template messages will be shown on Teams.

Send Template Messages

Select the language you would like to send. Only **approved languages** will be displayed.

WhatsApp Template Message

Name: testing_all_components_argument

id: 1105379733153409

en : APPROVED

en

Fill in the **parameters** on the template messages.

Language: en

Type: HEADER

Format: TEXT

Hello {{1}}

{{1}}:

{{1}}: *

World

Type: BODY

Here is some update on your reservation: ID: {{1}}Time: {{2}}

{{1}}:

{{1}}: *

some ID

{{2}}:

{{2}}: *

now

Type: FOOTER

Good day

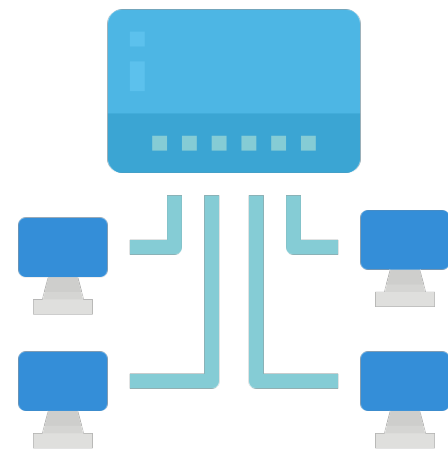
Send



05. Dashboard

Dashboard

The Teams Dashboard contains 4 components:



Connect Channel



Assignment Status



Agents Statistics



Channel Integration

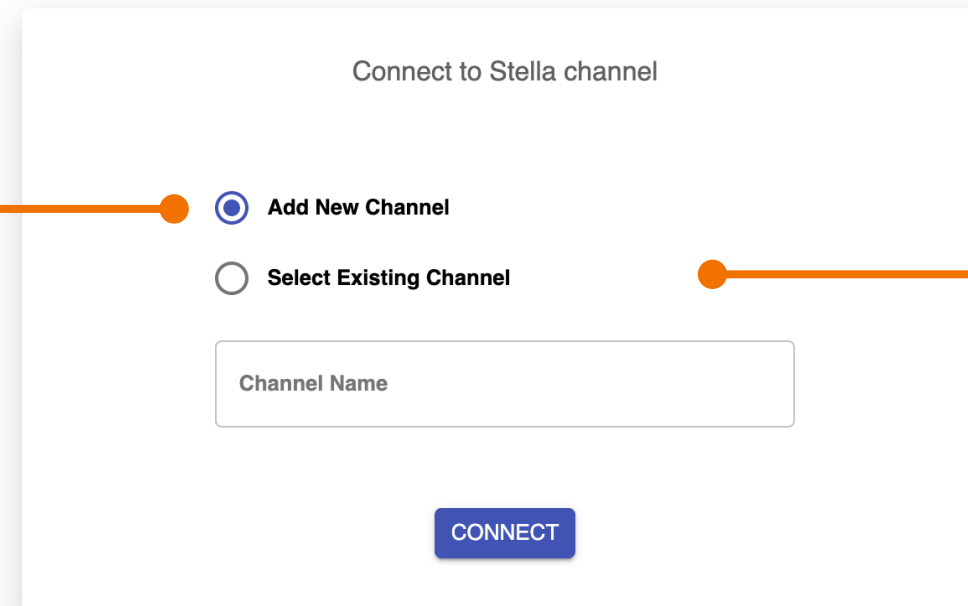
Dashboard

- Connect Channel

Connect Channel page is used by the dashboard to do **first time channel integration** for Teams Inbox.

STELLA TEAMS DASHBOARD ACTIVE ASSIGNMENT COMPLETED ASSIGNMENT AGENT CHANNEL INTEGRATION 

Users can create a new **Web Chat channel** to integrate the Teams Inbox by choosing "**Add New Channel**" and type channel name in the text box.



Connect to Stella channel

Add New Channel

Select Existing Channel

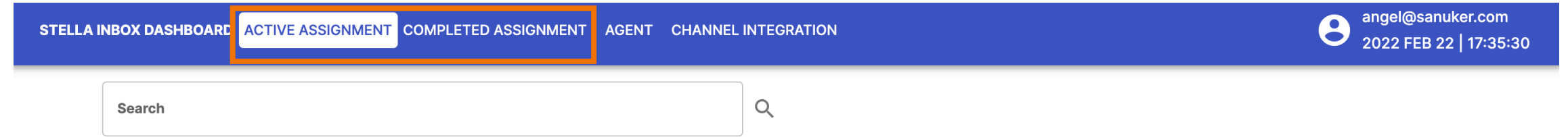
Channel Name

CONNECT

Users chooses a **channel on Stella** to be integrated with the Teams Inbox by choosing "**Select Existing Channel**", and choose the channel in dropdown menu.

Dashboard

- Assignment Status



The Assignment pages shows live chat assignment tickets to users.

- Active Assignment: Shows all **currently unprocessed or processing** live chat tickets;
- Completed Assignment: Shows **past records of completed** live chat assignments.

Dashboard

- Active Assignment

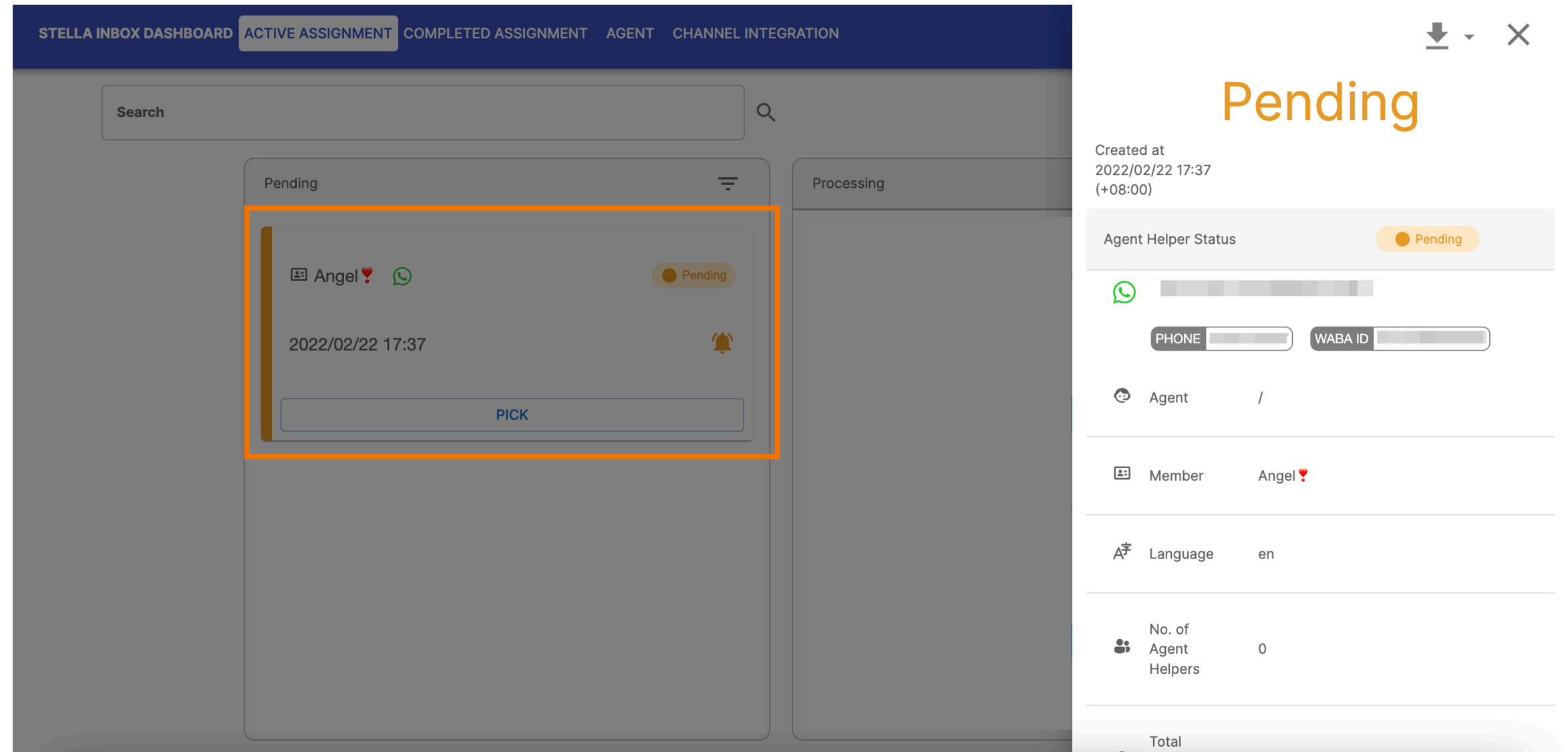
 NEW INCOMING LIVE CHATS

New Live Chat Request will trigger a **notification** to show in the Active Assignment page. Agents can **press on the notification to refresh the page** in order to see new live chat requests.

Dashboard

- Active Assignment

New pending live chat will be shown on the left-hand side of the dashboard after pressing the notification. Click the ticket to check details.

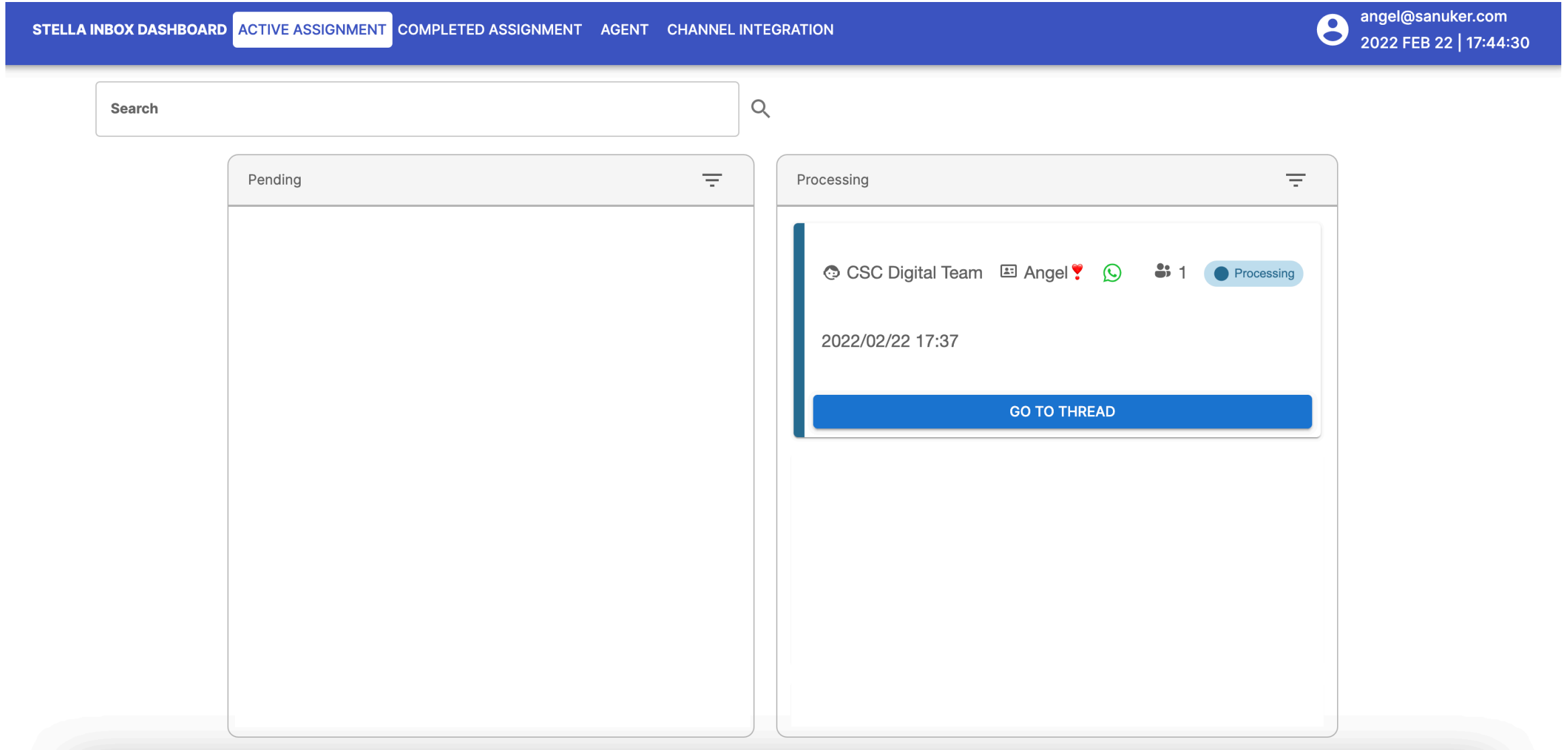


The screenshot displays the 'STELLA INBOX DASHBOARD' with tabs for 'ACTIVE ASSIGNMENT', 'COMPLETED ASSIGNMENT', 'AGENT', and 'CHANNEL INTEGRATION'. A search bar is located at the top left. The main area is divided into 'Pending' and 'Processing' sections. A notification for a pending live chat is highlighted with an orange box. The notification includes the name 'Angel' with a heart icon, a WhatsApp icon, a 'Pending' status, the time '2022/02/22 17:37', and a bell icon. A 'PICK' button is visible below the notification. To the right, a detailed view of the chat is shown, including the title 'Pending', creation time '2022/02/22 17:37 (+08:00)', and 'Agent Helper Status' set to 'Pending'. Below this, there are fields for 'PHONE' and 'WABA ID', and a list of participants: 'Agent /' and 'Member Angel'. The language is set to 'en', and the number of agent helpers is '0'. A 'Total' section is partially visible at the bottom.

Dashboard

- Active Assignment

Click the **Pick** button to pick the ticket. Picked ticket will moved to **Processing**.
Click **GO TO THREAD** to access the ticket on Teams.

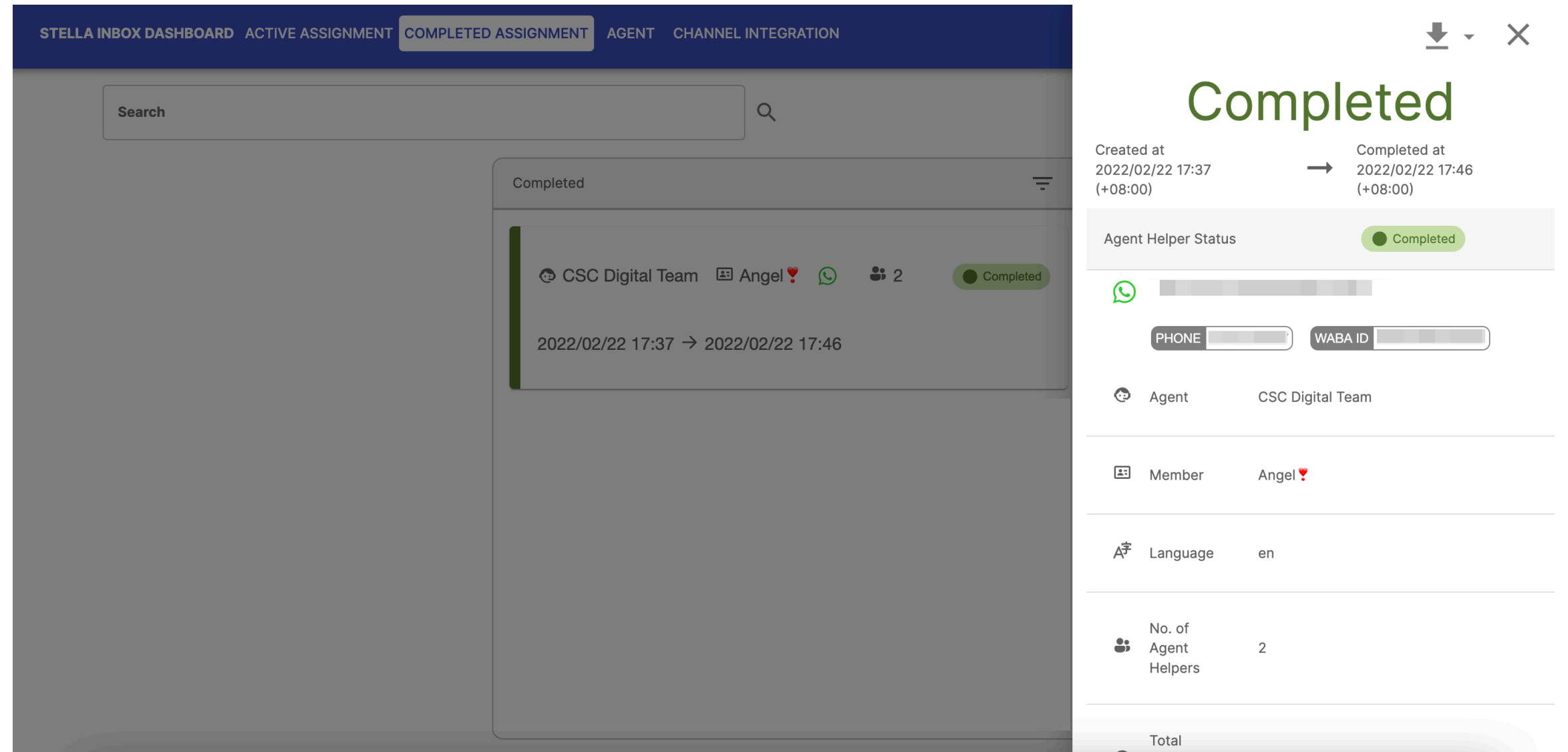


The screenshot displays the 'STELLA INBOX DASHBOARD' with the 'ACTIVE ASSIGNMENT' tab selected. The dashboard includes a search bar and a navigation bar with options: 'COMPLETED ASSIGNMENT', 'AGENT', and 'CHANNEL INTEGRATION'. The user profile 'angel@sanuker.com' is shown with the time '2022 FEB 22 | 17:44:30'. The main content area is divided into two panels: 'Pending' and 'Processing'. The 'Processing' panel shows a ticket assigned to 'CSC Digital Team' by 'Angel' (with a heart icon), including a timestamp '2022/02/22 17:37' and a 'GO TO THREAD' button. A 'Processing' status indicator is also visible.

Dashboard

- Completed Assignment

Completed Assignment page shows **completed live chat requests**. Click the ticket to check details.



The screenshot displays the 'STELLA INBOX DASHBOARD' with tabs for 'ACTIVE ASSIGNMENT', 'COMPLETED ASSIGNMENT', 'AGENT', and 'CHANNEL INTEGRATION'. The 'COMPLETED ASSIGNMENT' tab is selected. A search bar is visible at the top left. The main content area shows a list of completed assignments. One assignment is highlighted, showing the following details:

- Agent: CSC Digital Team
- Member: Angel
- Status: Completed
- Time: 2022/02/22 17:37 → 2022/02/22 17:46

To the right, a detailed view of the completed assignment is shown. It includes the following information:

- Completed** (Large green text)
- Created at: 2022/02/22 17:37 (+08:00)
- Completed at: 2022/02/22 17:46 (+08:00)
- Agent Helper Status: Completed
- Agent: CSC Digital Team
- Member: Angel
- Language: en
- No. of Agent Helpers: 2



Dashboard

- Agents Statistics

Agent page shows **agents' statistics** on live chats.

STELLA INBOX DASHBOARD ACTIVE ASSIGNMENT COMPLETED ASSIGNMENT **AGENT** CHANNEL INTEGRATION

angel@sanuker.com
2022 FEB 22 | 17:48:15

Search  






Agent	Avg. Response Time	Avg. Chat Duration	Avg. Rating	Total Picked Tickets	Active Tickets	Total Completed Ti...	Total Chat Duration
CSC Digital Team		1 hrs 22 min 42 sec	9 / 10	119	11	134	184 hrs 43 min 4 sec

Rows per page: 25 1-4 of 4 < >

Dashboard

- Agents Statistics

Channel Integration page lists **all channels available** from the Stella App selected. It provides information on which channels are connected with Teams Inbox and allows users to **one-click connect channels**.

Channel Name	Platform	
Test Slack Inbox on Messenger CHANNEL ID 604f1635936b0ddf53d2d097	 Facebook	<input type="button" value="INTEGRATE"/>
teams integration CHANNEL ID 60bf32bfefadd7829ab70428	 Web Chat	<input type="button" value="INTEGRATE"/>
Inbox Demo on Teams CHANNEL ID 60c802c3c48dff6d0922cdbe	 Web Chat	<input checked="" type="button" value="✓ INTEGRATED"/>
Inbox Gesprek Endpoint CHANNEL ID 60c9b0d04fb7526fe1415524	 WhatsApp	<input type="button" value="INTEGRATE"/>
teams inbox test on fb CHANNEL ID 60d5404c36ef53936c892541	 Facebook	<input type="button" value="INTEGRATE"/>

Rows per page: 25 ▾ 1-13 of 13 < >



Thank you!

Support hotline (Reply within 24-hour)

support@stellabot.com

Direct support (Business hour)

angel@sanuker.com