

MANUAL GUIDE DOCUMENTATION
3DOLPHIN SRM OMNI CHANNELS

FAQ SUGGESTION V4.9.1



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APPLICATION CHANGE CONTROL

Version	Date	Authors	Summary of Changes
1.0	13/06/2019	<i>InMotion</i>	<i>Original Document</i>
2.0	28/02/2020	<i>InMotion</i>	<i>FAQ Suggestion v4.8.2</i>
3.0	23/04/2020	<i>InMotion</i>	<i>FAQ Suggestion v4.9.0</i>
4.0	14/05/2020	<i>InMotion</i>	<i>FAQ Suggestion v4.9.1</i>

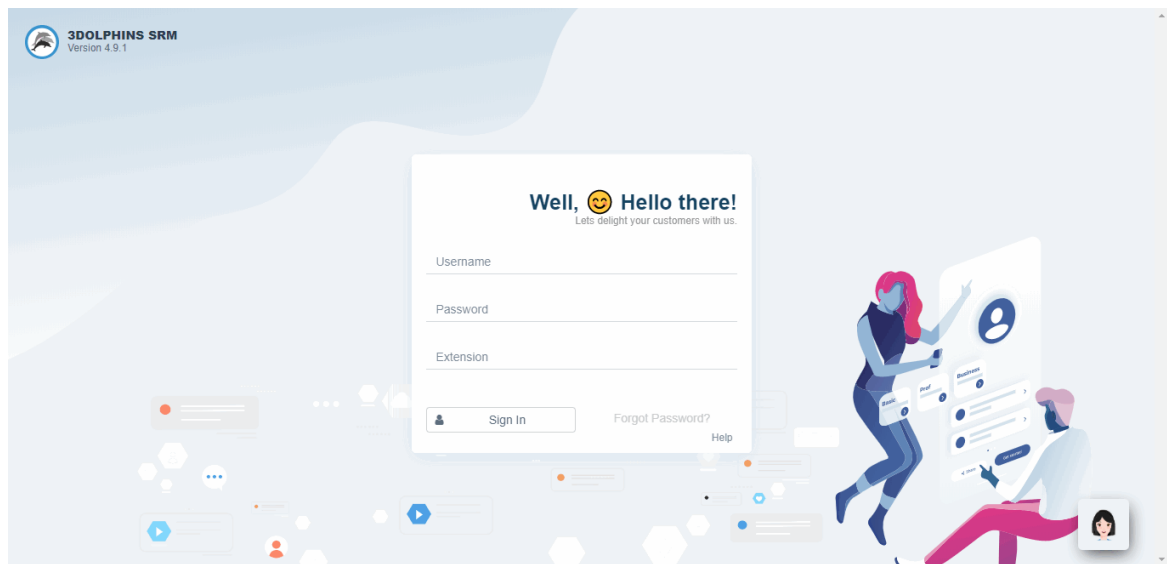
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I. LOGIN

The mechanism for using Omni Channel SRM 3Dolphins v4.9.1 is as follows :

- Open the Web Browser on the computer.
- Enter the URL address in the web browser.
- In the login page of 3Dolphins SRM system, you can login as *'Trainer'*, *'Operator'* and *'Supervisor'*.
- Type your **'Username'** (your email address) and **'Password'** in the column provided.
Note : Password is a combination of capital letters, lowercase letters, numbers, and symbols ,
- Press the **'Sign In'** button.

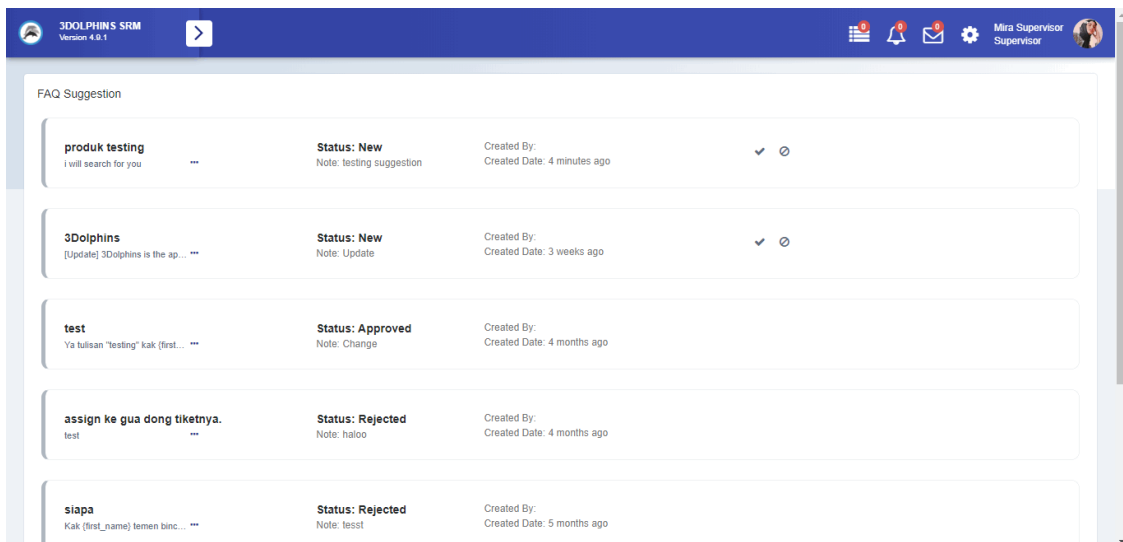


II. FAQ SUGGESTION

The FAQ suggestion is a feature that makes it easy for help the Agent and Supervisors to answer your customers' questions by suggesting relevant FAQ Knowledge to insert into the chat.

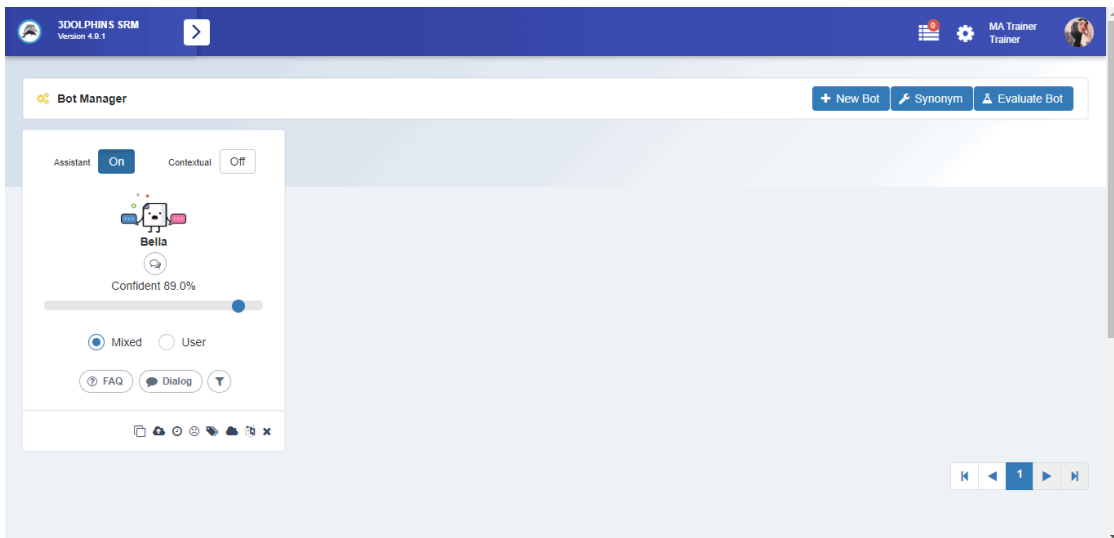
This feature also helps agents to save FAQs on the FAQ suggestions page and provide notes in the FAQ. For example, when the information submitted in the FAQ is not correct or may be mistyped, Agents can save the FAQ on the FAQ Suggestion page by adding notes or additional information. Then on the Suggestion FAQ page, the supervisor can approve or reject the records entered by the agent.

- Go to **Bot Settings** and click the **FAQ Suggestion** menus, then you will see a FAQ Suggestion page as shown images below.

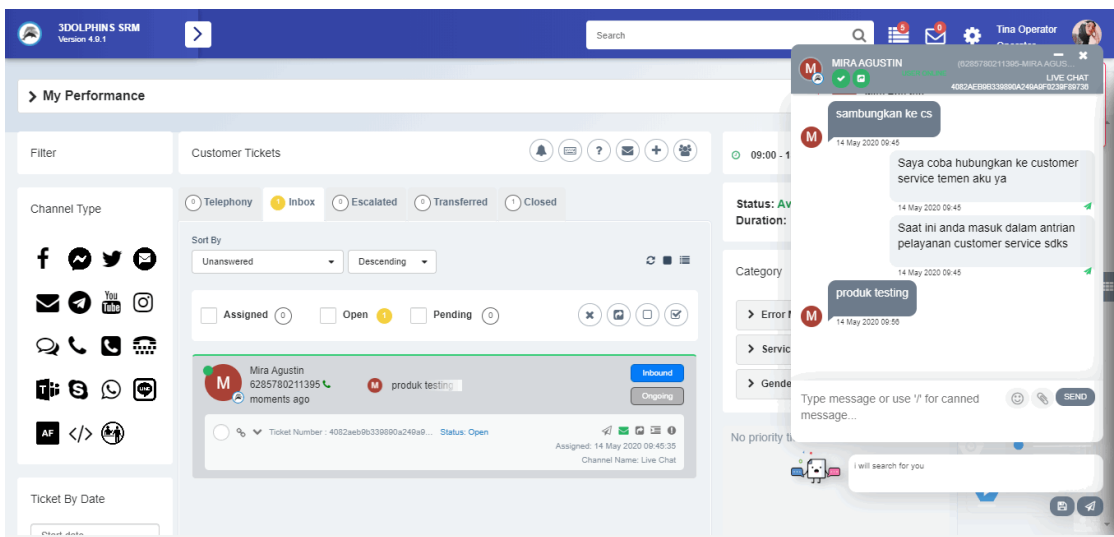


2.1 Mechanism of Using FAQ Suggestion

To be able to display the FAQ Suggestion, the first thing you need to do is activate the bot assistant in the **Bot Settings > Bot Manager** menus and switch toggle assistant bot to *On*.



If the customer sends a message to the agents, a FAQ Suggestion will appear in the conversation chat to reply to the customer message, you can click **'Send'** button to send suggested answer, or click the **'Save'** button to save the FAQ to the FAQ suggestions page and add a note to the FAQ, as shown in the image below.



Note : Suggestion will appear if the customer sends a message in accordance with the questions listed in the Knowledge FAQ.

For example, click the **'Save'** button to add a note to the FAQ. Type the notes and click **save** button. Then the notes you have entered will appear on the FAQ Suggestions page. The supervisor can approve or reject the notes entered by the agent.

