

AUGUST 31, 2021

User Manual

OQUFIE

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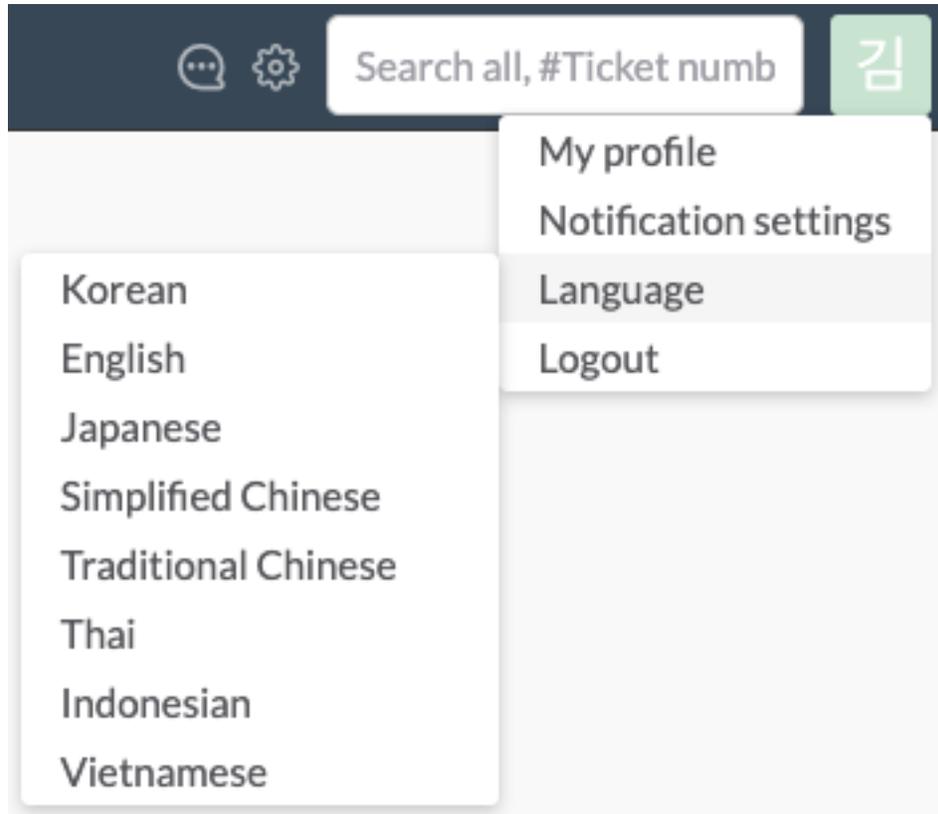
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00. Basic Setting

1. Change Language

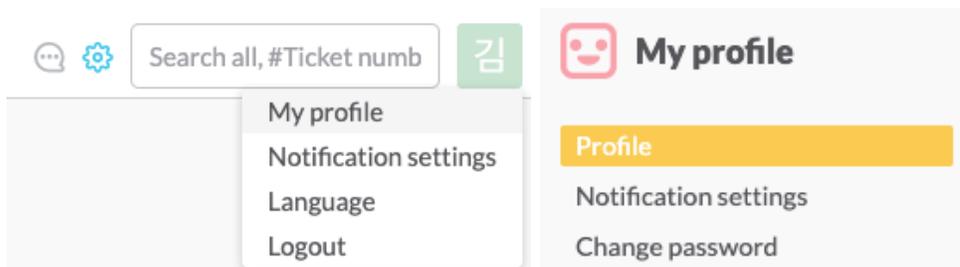


Select "User name" in the upper right corner → Select the "Language"



2. Change My Information

Select the "User Name" in the upper right corner → select My Profile → you can set up the Profile, Notification settings, Change password.



3. User Roles

This service includes 4 different types of user roles.

They are ① Account owner, ② Admin, ③ Pro Agent, ④ Agent

- ① Account Owner : Account owner has complete access to all features
 - ② Admin : Except for "account management", admin has access to all features and configurations (including tickets allocated roles)
 - ③ Pro Agent : Pro Agent plays an intermediate role between admins and agents (including tickets allocated roles)
 - ④ Agent : Agent performs customer consultation service (ticket handling service)
- + Other: You can create new user by setting additional role.

01-[Definition of Brand]

DEFINITION OF BRAND

A brand implies the brand of each product or service that a company is selling and providing customer service to its customers.

In case a company has various products and services, the agent staff may divide all products and services by brands and manage them at once through Oqupie.

02-[Ticket]

Ticket means "Customer Inquiry"

OQUPIE converts all "customer inquiries" from various channels such as email, Facebook, Twitter into tickets to help you handle the conversations with customer efficiently

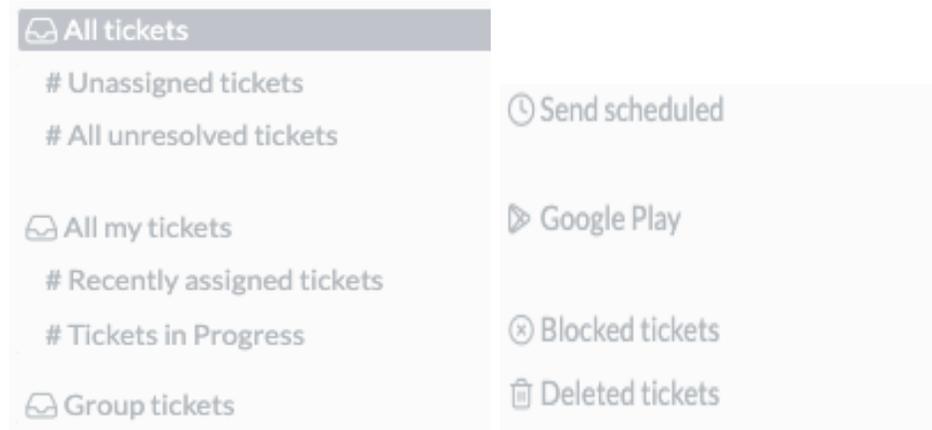
The "customer inquires" refers to manage tickets and respond to "customer inquiries" is the starting point of customer support

→ Ticket composes 4 parts

1. Ticket Box
2. Ticket Categories
3. Ticket Details Page
4. Multi-brand ticket management

1. TICKET BOX

Ticket box includes 7 types of ticket ① All tickets, ② All my tickets, ③ Group tickets, ④ Send scheduled, ⑤ Google Play, ⑥ Blocked tickets, ⑦ Deleted tickets



① All tickets

You can see all the received tickets. However, the agent level can not see, only the pro agent or higher level can

Unassigned tickets: is the tickets are not assigned to any agent yet among the received tickets.

Pro agents level or higher level must assign unassigned tickets to agents

If you want to assign agents automatically, you can do it through "Gadget > Delivery bot"

All unresolved tickets: All admins can see all unresolved tickets at once.

② All my tickets

You can see all the tickets which are assigned to you.

Recently assigned tickets

It **shows tickets which their status are not updated** among "all my tickets".

If you have the task done, do not forget to update

Tickets in progress

Only tickets with status "in progress" and "pending" among all my tickets are displayed.

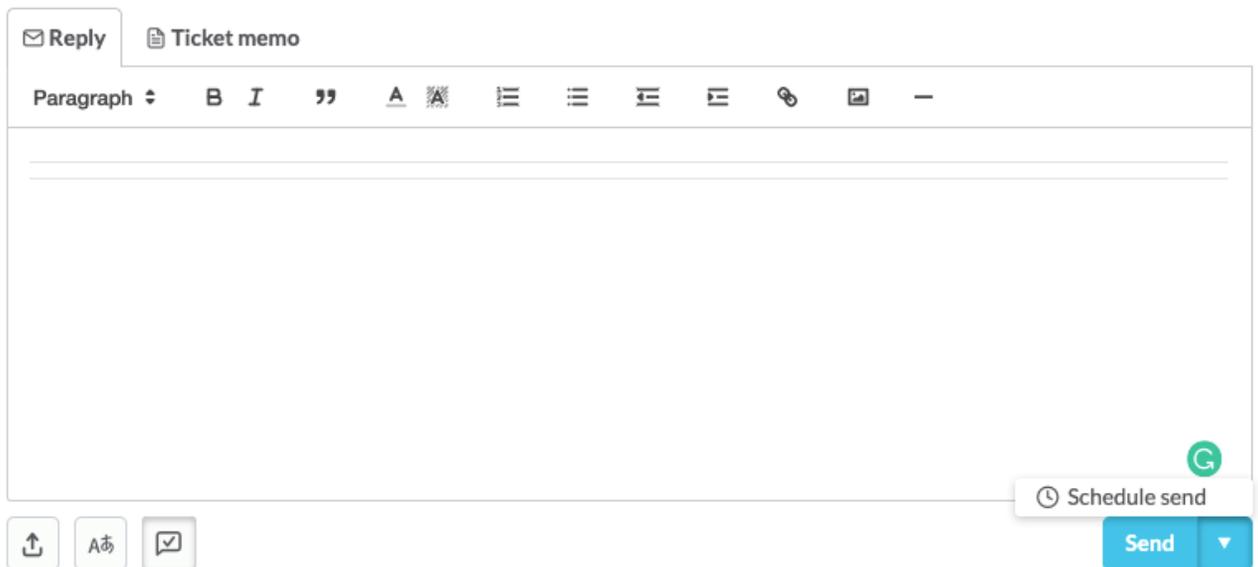
To view the closed tickets, you can check by selecting "Ticket filters> Status > Closed" on the right side.

③ Group tickets

Please refer to part 03-3 (Organization>Group management)

If you belong to a specific group, when the admin assign a "ticket" to the group, that ticket is assigned to the whole group. Members in that group can check the group's inquiries and choose tickets to process

④ Send Scheduled: When replying a ticket (customer's inquiries), if you choose schedule send (delayed delivery), it can be viewed in the schedule send list.



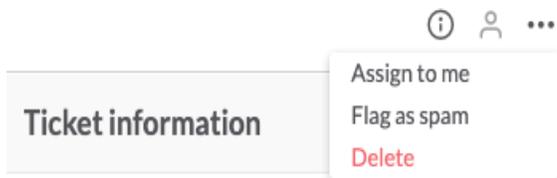
⑤ Google Play

You can see the reviews posted on Google Play Store in here.

⑥ Blocked Tickets

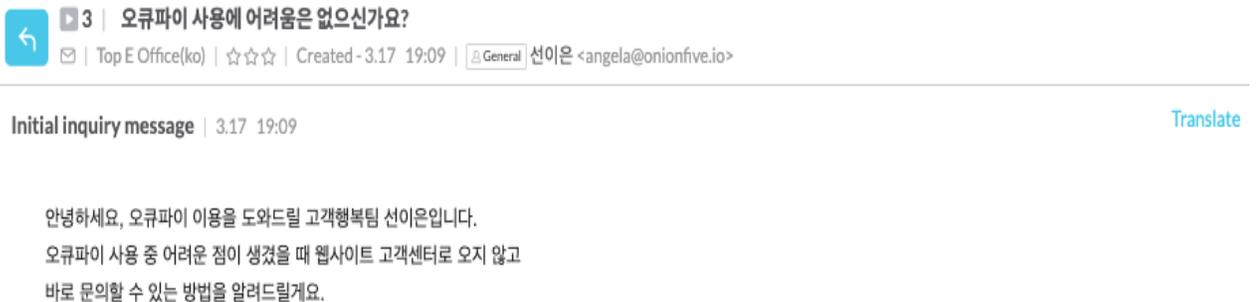
If a ticket is registered as spam, the customer who sent the ticket will be registered as a blocked customer, and later on, tickets from the blocked customers will be handled as spam

“Flag as spam” → Select 3 dots icon in the upper right corner of the text.



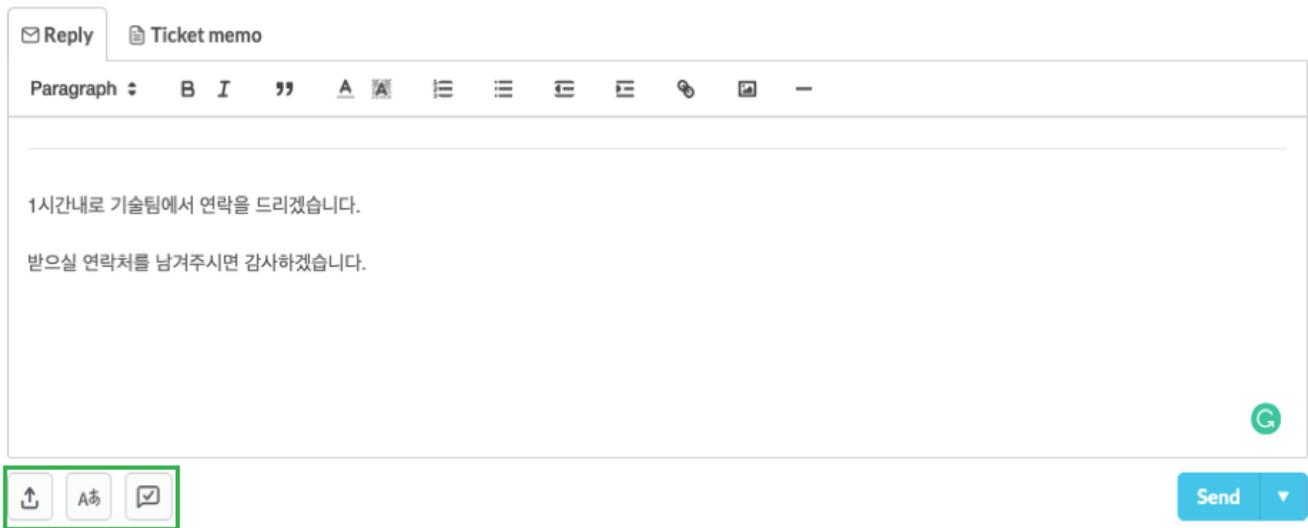
⑦ Deleted tickets: The place where deleted tickets are located

2. TICKET DETAILS PAGE



When you receive tickets (customer’s inquiries), you can see customer inquiry details as above.

And the agent can reply as below.



You can use attached files, translate reply, canned response and select Send or Schedule send to reply customer inquiries

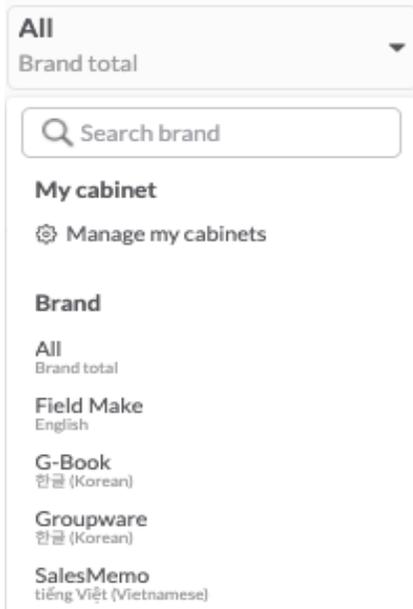
3. MULTI-BRAND TICKET MANAGEMENT

If the company has 10 products or services and 2 agents, the admin can create 10 brands and assign 5 brands to each agent

(Refer to 03-4 : Organization > Manage roles)

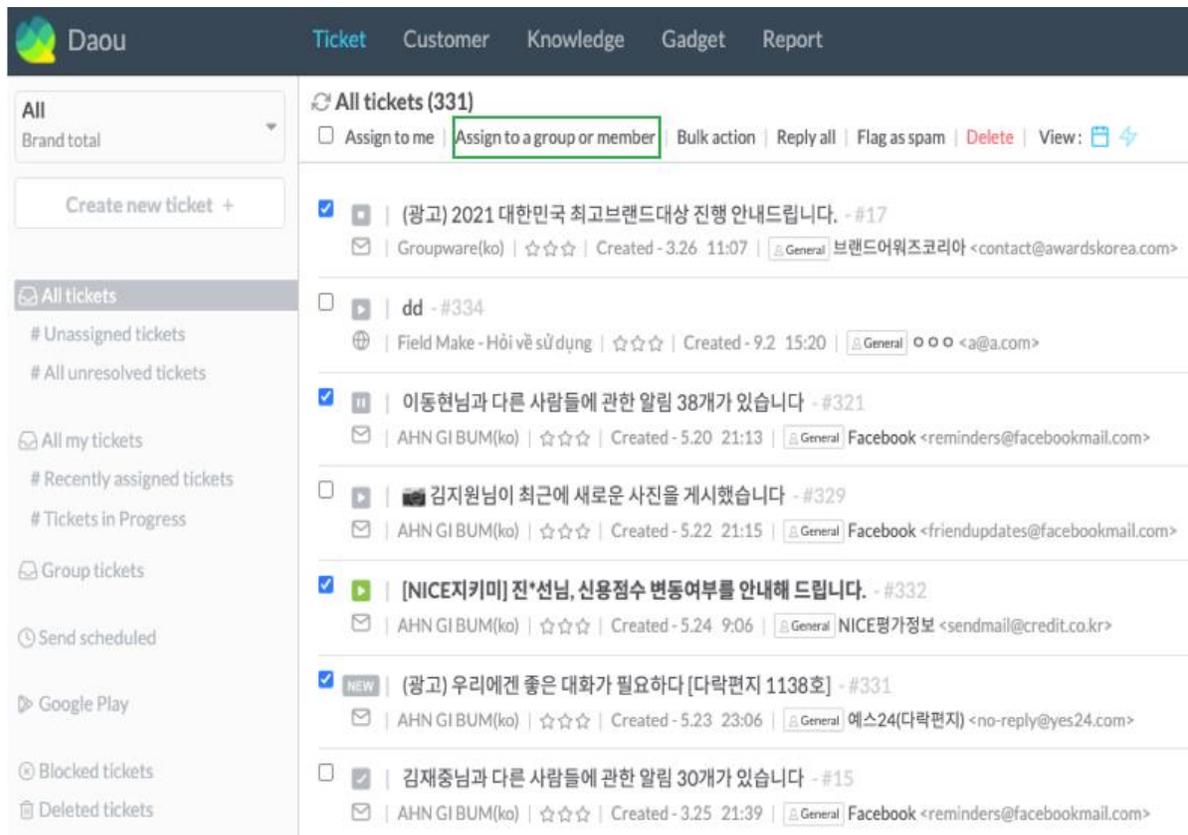
The agent who has been assigned several brands can choose a brand and view the inquiry details of each brand.

→ Select the "All Brand total" in the upper left



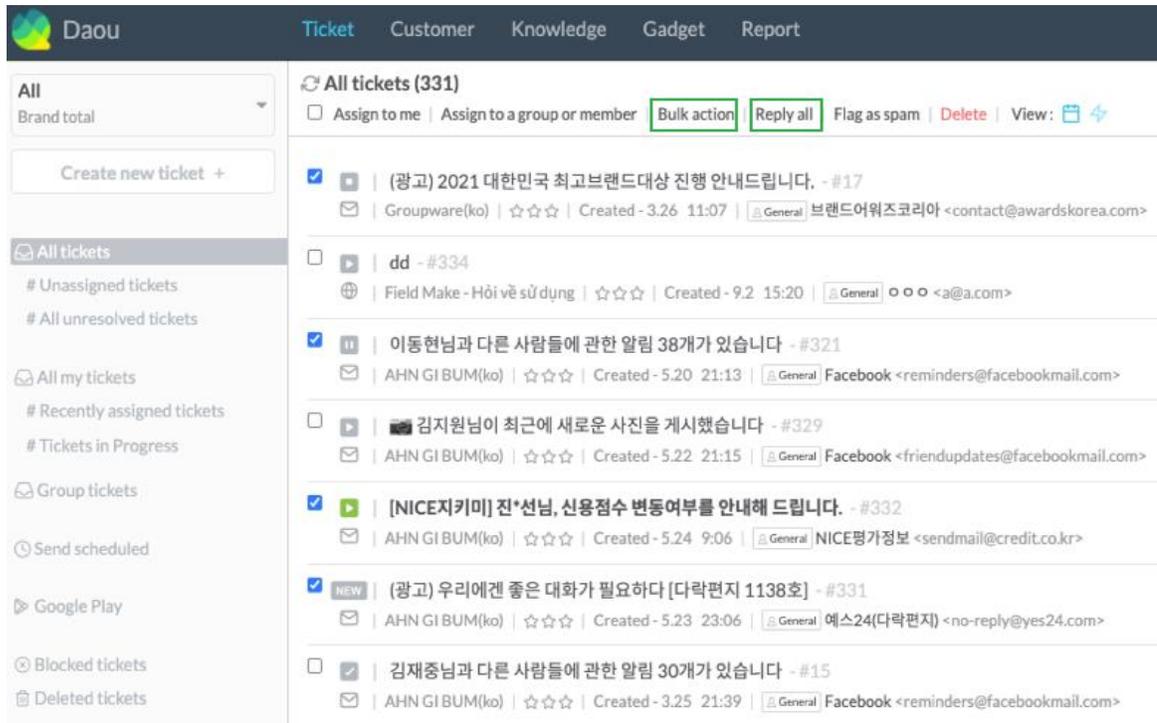
4. WORKING WITH TICKETS IN BULK

1) Assign ticket in bulk: a person who has ticket assigned authority can assign a large number of tickets to agents.



2) Reply tickets in bulk

After choosing multiple tickets at once, you can proceed to reply all chosen tickets with same answer.



The screenshot shows the Daou Ticket management interface. The top navigation bar includes 'Ticket', 'Customer', 'Knowledge', 'Gadget', and 'Report'. The left sidebar shows various ticket filters like 'All', 'Unassigned tickets', 'All my tickets', etc. The main area displays a list of tickets under 'All tickets (331)'. The 'Bulk action' and 'Reply all' buttons are highlighted with green boxes. The ticket list includes details such as subject, sender, creation time, and status.

Checkbox	Subject	Sender	Created	Status
<input checked="" type="checkbox"/>	(광고) 2021 대한민국 최고브랜드대상 진행 안내드립니다. - #17	Groupware(ko)	3.26 11:07	General
<input type="checkbox"/>	dd - #334	Field Make - Hôi về sử dụng	9.2 15:20	General
<input checked="" type="checkbox"/>	이동현님과 다른 사람들에 관한 알림 38개가 있습니다 - #321	AHN GIBUM(ko)	5.20 21:13	General
<input type="checkbox"/>	김지원님이 최근에 새로운 사진을 게시했습니다 - #329	AHN GIBUM(ko)	5.22 21:15	General
<input checked="" type="checkbox"/>	[NICE지킴이] 진*선님, 신용점수 변동여부를 안내해 드립니다. - #332	AHN GIBUM(ko)	5.24 9:06	General
<input checked="" type="checkbox"/>	(광고) 우리에게 좋은 대화가 필요하다 [다락편지 1138호] - #331	AHN GIBUM(ko)	5.23 23:06	General
<input type="checkbox"/>	김재중님과 다른 사람들에 관한 알림 30개가 있습니다 - #15	AHN GIBUM(ko)	3.25 21:39	General

5. Use canned response

This function is used to reduce repetitive work by registering the reply in advance and using it when a customer makes an inquiry that the same answer is repeatedly required

1) Register canned response:

Register canned response in advance

Location : main > gadget > canned response > create new response

The screenshot shows the Daou Gadget interface. At the top, there is a navigation bar with 'Ticket', 'Customer', 'Knowledge', 'Gadget', and 'Report'. A search bar on the right contains the text 'Search all, #Ticket numb'. The main interface is divided into a left sidebar and a main content area. The sidebar contains a 'Canned response' icon (a speech bubble with a green checkmark), a description: 'Communicate with your customers faster by using Canned response.', and a tip: 'Placeholders can help to create customized answers.' The main content area has a 'Shared' section with a yellow bar labeled 'All Canned response'. Below this are navigation options: 'Folder', 'Personal', 'My response', and 'Favorites'. The main content area is titled 'All Canned response' with a subtitle: 'Repeated questions, greetings, etc., can be processed quickly with a canned response.' It features a search bar labeled 'Search by response title or content', a 'Create new response' button, a 'More' button, and a dropdown menu set to 'Date created - Latest'.

2) Use canned response

When you have to reply to a ticket, if the reply content exists in the canned response, then you can select it and use