Installing and Setting up the Beesender package



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### Introduction

Beesender is an add-on to Creatio that helps you unite all communication channels in one system. You can interact with employees, partners and clients through social networks, messengers, widgets on your sites, e-mail, IP-telephony, SMS and Viber sending with Beesender.

Beesender Operator is adding a possibility to chat with clients and employees from Creatio's communicational panel (with chat history). Operators can send quick answers (templates), Knowledge Base articles, start business processes directly from the operator's working window or transfer chats to another operators, groups and chatbots.

Beesender Operator is created for companies with contact centers and support services. This product's purpose is to accelerate employees' work by creating a multifunctional workplace. Such companies make operators' work easier, because all communication comes from one place – operator's working window. Clients may choose any communication channel, whether it's messenger, widget or social network.



### **Operator features**

Once you set up Beesender, a new element appears in communication panel of the operator. Click it to open operator's working window.

Ξ	• + <	Cre	eatio		What can I do for you?	
Mark	eting 👻		Processes			ä
:	Contacts		Process library Process log			
	Campaigns		Users and administration			
@	Email		System users			-
¢	Landing pages and web forms		Organizational roles Functional roles			0
ę	Events		Object permissions Operation permissions			
21	Leads		Audit log Change log	📜 Marketplace		$\mathbf{\Theta}$
	Accounts		External access			G
al	Dashboards	2.	Portal setup	Amazon CloudFront connector		0
	Marketing plans		Portal organizational roles	Advanced Excel reports manager		•

Select status "Online" so the operator can receive incoming chats.

Offline	It is selected at the end of the working day. In this case, new chats will no longer be assigned to this operator.
Do not disturb	This status allows you to select one of the categories due to which the operator may be busy. They are necessary in order to further be able to create adequate analytics on the work of the operator. At this time, new chats are also not coming.

Operator should redistribute those chats that are currently open before leaving the

Ξ	• + <	Cre	atio	What can I do for you?			
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-	Contacts		Process log			Coffee	
	Campaigns					Smoke Time	
~		-	Users and administration			Rest	0
@	Email		System users			Toilet	<b>V</b>
Ċ	Landing pages		Organizational roles			Busy	
Š	and web forms		Object permissions				
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241	Leaus		Change log	📜 Marketplace			ā
	Accounts		External access	00			U
-0/		(0)		Meuse ABM & person-based advertising platform	⊜		> 🐌
	Dashboards	20	Portal setup	Advanced dashboards designer	(12:44:41] Hello!		
	Marketing plans		Portal users	PandaDoc - advanced document			
-			Portal functional roles	management			
2	Chats		Set up portal main page	GDPR compliance toolkit			
			Set up portal user profile page	All solutions >>>			
			Set up portal organization page				



After that, the operator may receive new messages. New message notifications come in 4 different types:

• Push notifications. If the operator is authorized in the system, but is not located on this tab in the browser, he will still receive a notifications about the new messages (if it allowed in browser settings).

• The number of open chats in the operator window item on the communication panel.(1)

- Animation highlighting of new messages in the operator window.(2)
- Sound notification of a new message.

≡	• + <	Creatio	What can I do for you?	<ul> <li>9</li> </ul>
Marke	eting 👻	Processes		× a
*	Contacts	Process library Process log		
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0		Let Sers and administration		
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es.	Landing pages	Organizational roles		
	and web forms	Functional roles		
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2	Leads	Change log	Marketplace	<b>U</b>
89	A	External access		
	Accounts			
-11	Dashboards	Portal setup	File manager	
		Portal users	Questionnaire management	(12:44:41) Hello!
	Marketing plans	Portal organizational roles	Website visitors identification	
		Portal functional roles		
2	Chats	Set up portal main page	FedEx connector	
		Set up portal user profile page	All solutions >>	
		Set up portal organization page		
		Minimum Import and integration	Developer's guide to bpm'online platform	

When you click on the dialog, the operator will see the entire message history with the client

(if the client has previously communicated with the chatbot, for example) or just messages to the operator. You cant also find in this window the name and photo of the client from the messenger, if the client writes for the first time. (If a person writes with the widget on the site,

these fields will be empty, but in this case, the operator has other options, which will be discussed below).

If the client does not write for the first time, then most likely he was already added to the contact card in the system, so instead of the nickname

from the messenger, there will be a full name from the contact card.



≡	• + <	Beesender / Operator		What can I do for you? > Creation 7.15.1.1295	Andrew Baker (sample) Chat-49	0	9
Conta	act center 👻	CLOSE			Chat-49 - 16/12/2019 - Tg		õ
:	Contacts	User* Supervisor	Weight 5.00			_	
8	Accounts	Type* Human	QueuePosition 1		Hellot		
1	Cases	Nickname			11:34		
F	Activities	Operator Group 1 line			11:34		
2	Agent desktop	< CHANNELS		>	Please choose an option:	-	Ø
	Knowledge base	Channels + :			Call agent		0
F.	Feed	Column 1.Name Viber			11:34 Please wait, our agent will contact you as		Ø
٩.	Calls	VK Tg			soon as possible.		0
42	Queues	Twitter					No.
	Chats					>	9
2	Chuta				Chat-49		



E · + <	Beesender			What can I do for you?	VIEW ~	it-53	0	<b>*</b>
L Contacts	Name*	< CHANNELS OPERATORS			>	htgfb		U
Accounts	Beesender	Channels + :				Hello!		
	Password	Name A	Type Telegram	Weight		11:44 Please choose an option:		
Activities	Close chats without messages	Twitter	Twitter	1.0		11:44		~
👱 Agent desktop	Time for closing chat after last message	Viber VK	Viber VK	1.0	_	Call agent		3
Knowledge base	(minutes)					11:44 Please wait, our agent will contact you as soon as possible.		9
Feed	Transfer chats without operator answer							
📞 Calls	Time for changing operator (minutes)							~
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👳 Chats					٩		>	•
					(4		\$	
						chat-55		
					<u>د</u>	Cliat-32		

Threre is a "+" button next to the client's name. Click to open the contacts list. If the necessary contact is not in the system, then it can be created from the same page. After that, the name of the contact in the dialog box will be changed to the name of the contact card with a hyperlink to this contact. (After refreshing the page).

		ciert introver					7.15.1.1295	Chat-53			•
Contact cente	er 👻	CLOSE ACTIONS *					VIEW *	1	11:44		Ô
💄 Conta	acts								ntgro		
_		Name * Beesender	CHANNELS OPERATORS					11:44			
Accou	unts	Login	Select: Contact			×		Hello!		-	
Caror								11:44			
		Password	SELECT CANCEL NEW	ACTIONS -		VIEW -		Please	choose an option:	-	
K Activit	ties		Full name 👻	a S	EARCH				11-44		
									Call agent		2
Z Agent	t desktop	Time for closing chat after last message	Full name	Email	Account						
Knowl	ledge base	(minutes)	Administrator	- heles @ee eee	Our company			Please	wait, our agent will contact you as	0	6
		Transfer chats without operator answer	Andrew Baker (sample)	a.bakeng/ac.com	Accom (sample)			soon a	s possible.		
Feed			Anton Zavadski								
• • •		Time for changing operator (minutes)	Email Supervisor								6
Calls			SSPRegPortalUser		Our company						2
<u>⊥</u> Queue	es		SysPortalConnection								
										>	
👳 Chats								a c			
								Cha	it-53		
								🕑 Cha	at-52		

After that, a new entry will appear in the contact card in the "Communications" object.

Clicking on the icon of which you can start a dialogue with this contact (if there is no open chat with this contact at the moment).





In case when a person writes from the widget on the site, information about the client is provided in the operator's window in a slightly different form. The person writes in the widget on the site.





In case when the chatbot is connected, he is the first to welcome the client.



The operator sees a message about the new chat from the site in his window. The difference between the chat and instant messengers is that the chat does not contain a nickname and customer photo.

≡	• + <	Chats 🔳 🕡						What can I do for you?	Creatio	Chat-454	8
Cont	act center 👻 👻	ACTIONS -							VIEW 🕶	A client opened the webchat	8
•	C	🖓 Filters/folders 🕶 🧷 Tag									
	Contacts	Created on 🐱	Name	Gient	Channel	Operator	Contact	Closed		Hello	
	Accounts	12/16/2019 1:44 PM	Chat-452		KPTM Website	Chat Bot		No			
		12/13/2019 1:45 PM	Chat-451		Bhea Website			Yes			
1	Cases	12/9/2019 3:43 PM	Chat-450		KPTM Website	Chat Bot		Yes			
		12/9/2019 3:28 PM	Chat-449		KPTM Website	Chat Bot		Yes			
	Activities	12/9/2019 1:09 PM	Chat-448		KPTM Website	Chat Bot		Yes			
		12/9/2019 1:07 PM	Chat-447		KPTM Website	Chat Bot	ФИО	Yes			<i>2</i> 7
-	Agent desktop	12/9/2019 11:09 AM	Chat-446		KPTM Website	Chat Bot	ФИО	Yes			
	Knowledge base	12/9/2019 10:49 AM	Chat-445		KPTM Website	Chat Bot	ФИО	Yes			
	Kilowieuge base	12/9/2019 10:20 AM	Chat-444		KPTM Website	Chat Bot		Yes			
	Feed	12/9/2019 10:15 AM	Chat-443		KPTM Website	Chat Bot		Yes			•
		12/9/2019 10:15 AM	Chat-442		KPTM Website	Chat Bot		Yes			G
٩.	Calls	12/6/2019 3:59 PM	Chat-441		KPTM Website	Chat Bot		Yes			
		12/6/2019 3:53 PM	Chat-440		KPTM Website	Chat Bot		Yes			U
12	Queues	12/6/2019 3:48 PM	Chat-439		KPTM Website	Chat Bot	fhfh	Yes		▶	
	and the set	12/6/2019 3:48 PM	Chat-438		KPTM Website	Chat Bot	1	Yes			U
2	Chats	12/6/2019 3:45 PM	Chat-437		KPTM Website	Chat Bot	1	Yes			
		12/6/2019 1:49 PM	Chat-436		KPTM Website	Chat Bot		Yes		[13:49:43] Hello	



≡	• + <	Chats 🔳 💷						What can I do for you?	Creatio	Chat-454			
Conta	act center 🛛 🔫	ACTIONS -							VIEW 🕶	•	13:47 A client opened the webchat	*	
•	C	🔁 Filters/folders 👻 🧷 Tag									155.32		
	Contacts	Created on 🐱	Name	Client	Channel	Operator	Contact	Closed			13:49 Hello		
III	Accounts	12/16/2019 1:44 PM	Chat-452		KPTM Website	Chat Bot		No					
		12/13/2019 1:45 PM	Chat-451		Bhea Website			Yes					
1	Cases	12/9/2019 3:43 PM	Chat-450		KPTM Website	Chat Bot		Yes					
_		12/9/2019 3:28 PM	Chat-449		KPTM Website	Chat Bot		Yes					
F	Activities	12/9/2019 1:09 PM	Chat-448		KPTM Website	Chat Bot		Yes					
		12/9/2019 1:07 PM	Chat-447		KPTM Website	Chat Bot	ΦИΟ	Yes				<i>\</i>	
<b>–</b>	Agent desktop	12/9/2019 11:09 AM	Chat-446		KPTM Website	Chat Bot	ΦИΟ	Yes					
	Knowledge hare	12/9/2019 10:49 AM	Chat-445		KPTM Website	Chat Bot	ΦИΟ	Yes				C	
	Kilowieuge base	12/9/2019 10:20 AM	Chat-444		KPTM Website	Chat Bot		Yes					ł
	Feed	12/9/2019 10:15 AM	Chat-443		KPTM Website	Chat Bot		Yes				U	
		12/9/2019 10:15 AM	Chat-442		KPTM Website	Chat Bot		Yes				G	
٩.	Calls	12/6/2019 3:59 PM	Chat-441		KPTM Website	Chat Bot		Yes					
		12/6/2019 3:53 PM	Chat-440		KPTM Website	Chat Bot		Yes		_		U	
42	Queues	12/6/2019 3:48 PM	Chat-439		KPTM Website	Chat Bot	fhfh	Yes			>	0	
	all states and states a	12/6/2019 3:48 PM	Chat-438		KPTM Website	Chat Bot	1	Yes				9	
2	Chats	12/6/2019 3:45 PM	Chat-437		KPTM Website	Chat Bot	1	Yes					
		12/6/2019 1:49 PM	Chat-436		KPTM Website	Chat Bot		Yes		0 [1	6:49:43J Mello		

Also, when you press the options button, the operator's work menu appears.



**1.** Send file (Ctrl + Shift + 4) is the ability to attach the required file or image to the client from the computer (must not exceed 10 MB). The file will be sent to the client as a download link. The image will be opened in chat window automatically.



**2.** Quick answers (Hotkeys: Ctrl + Shift + 1) is a list of answers to facilitate the work of the operator (answers to routine frequently asked questions or frequently used phrases).

=	• + <	Creati	io				What can I do for you?	Chat-37		0	
Mark	eting 👻	7.130							12:57	*	
	Contacts	Syst	ers and adr tem users	nswer templates	í.		×		Hello		
	Campaigns	Org. Fun	anizational role: ctional roles	SELECT CANCEL	ACTIONS -		VIEW 🕶				
@	Email	Obje Ope	ect permissions eration permissi	Name	¥	SEARCH				2	
¢	Landing pages and web forms	Aud Cha	lit log	Name 🔺						C	
ę	Events	Exte	ernal access	Hi Vaiting						•	
2	Leads	a Poi	rtal setup	5							1
8	Accounts	Port	tal users tal organization.							6	
ul	Dashboards	Port	tal functional ro up portal main						>	U	
	Marketing plans	Set Set	up portal user p up portal organ					0	0 0 0 0 0 0 0 0	6	
9	Chats	🗹 Im Cha	port and in					Chat	37		
		Data	a import			Ughtning fast implementation					
		LDA	P integration setup			🚀 Getting started					

**3.** Operator chatbot (Transfer to chatbot operator (Ctrl + Shift + 7)). When you press this button, the client will receive a welcome message from the selected chatbot from the list. At this moment chat is finished for the operator.



≡	• + <	Creatio			What can I do for you?	Chat-37	٢
Marke	ting 👻	7/20009				12:57	20
*	Contacts	System users	Select: Chatbot		×	Hello	•
	Campaigns	Organizational roles	SELECT CANCEL NEW	ACTIONS -	VIEW 🕶		
@	Email	Object permissions Operation permission	Name 💌	SEARCH			°Ę
¢	Landing pages and web forms	Audit log Change log	Name 🔨 Chat Bot				0
ę	Events	External access					•
<b>M</b>	Leads	🔏 Portal setup					
⊞	Accounts	Portal users Portal organization					
al	Dashboards	Portal functional ro Set up portal main				€ ≻	U
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-	Chats	M Import and in				Chat-37	
		Chat configuration Data import LDAP integration se	tup	Lightning fast implementa	ation ed		

**4.** Chat process (Ctrl + Shift + 3) is the ability to start business processes directly from the operator's working window (for example, creating a lead / activity / conversion).

≡	• + <	Creatio			What can I do for you?	Chat-37	<ul> <li>@</li> </ul>
Marke	eting 👻					12:57	<b>\$</b>
2	Contacts	System users	Select: Chat processes		×	Hello	
	Campaigns	Functional roles	SELECT CANCEL ACTIONS -		VIEW 👻		
@	Email	Object permissions Operation permissi	Name 👻	SEARCH			8
¢	Landing pages and web forms	Audit log Change log	Name A Unbind contact from channel				C
ę	Events	External access					٨
3	Leads	🔏 Portal setup					
⊞	Accounts	Portal users Portal organization					
al	Dashboards	Portal functional ro Set up portal main					, U
	Marketing plans	Set up portal user p					⊗ 6
	Chats					Chat-37	
		Chat configuration Data import LDAP integration se	tup.	Ughtning fast implementation		Chat-36	



**5.** Tags (Ctrl + Shift + 2) is a keyword to identify dialogues category. You can assign multiple tags for a single conversation to make it easier to search by chat and simplify the classification of conversations in the future.



**6.** Knowledge Base article (Ctrl + Shift + 5). The operator can send a knowledge base article to the client, if necessary. Usually the article is divided into several messages in the chat (fragments of 200 characters, the size of the article should not exceed 2000 characters).

	• + <	Creat	<b>tio</b>			What can I d	lo for you?	Chat-37	Ň
Mark	eting 👻							12:57	5
:	Contacts	Sy:	sers and add	Select: Knowledge base article			×	Hello	
	Campaigns	Fu	inctional roles	SELECT CANCEL NEW ACTIONS -			VIEW 🕶		
@	Email	Ob	bject permissions peration permissi	Name	SEARCH			2	9
¢	Landing pages and web forms	Au	udit log	Name A	Туре	Code	Number of		
ę	Events	Ex	ternal access	Getting started with bpm'online	FAQ	4	0	(	9
2	Leads	<b>2</b> ⊕ Po	ortal setup	How to add a business process How to add a field on a record page	FAQ	5	0	9	2
■	Accounts	Po Po	ortal users ortal organization	How to add a new employee record How to create a MS Word printable	FAQ	9 12	0		2
al	Dashboards	Po	ortal functional ro	How to get started How to import data from MS Excel	FAQ FAQ	3	0		2
<u> </u>	Marketing plans	Se Se	et up portal user p	How to integrate with social networks How to set up access rights	FAQ	8 10	0		9
۹	Chats		an portar arguin	How to set up your mailbox	FAQ	1 *or	0	Chat-37	
		E In Ch Da LD	nport and in nat configuration ata import DAP integration setu	3	Lightning fast implementati	on I		Unit-30	



**7.** Transfer chat to another operator (Ctrl + Shift + 6). You can transfer chat to another operator. When you click on this button, a list of operators that are currently online and active appears. From this list, you need to select the desired operator, to which the chat will be redistributed (even despite the weight of the operator and the fact that the channel in which the chat is open may not be assigned to this operator).

	• + <	Creatio	What can I do for you? >> Chat:37
Marketi	ing 👻	),	12:57
*	Contacts	System users Select: Operator	× Hello
	Campaigns	Functional roles SELECT CANCEL NEW ACTIONS -	VIEW 🕶
@	Email	Object permissions Name	cu 🦉
¢	Landing pages and web forms	Audit log No data Change log	
ę	Events	External access	
2	Leads	🏖⊕ Portal setup	
<b>II</b> 1	Accounts	Portal users Portal organization	
.il	Dashboards	Portal functional ro	
	Marketing plans	Set up portal user : Set up portal organ	∅८७⊳∅∉┍⋧⊗
Ð	Chats	Import and in	Chat:37
		LDAP integration setup Setting fact implementation setup Setting fact implementation setup Setting fact implementation setup Setting S	sementation g started

**8.** Transfer to the group (Ctrl + Shift + 8). This button is used when an operator finds it necessary to transfer chat to the group of operators whose competence will provide the client with the necessary advice (if there are several operators in this group, the chat will be transferred for least busy operator in the group).

≡	• + <	Creatio		What can I do for you?	Chat-37
Mark	eting 🔻	7.150.854			
:	Contacts	System users	Select: Operator Group	×	Hello
	Campaigns	Functional roles	SELECT CANCEL ACTIONS -	VIEW -	
@	Email	Object permissions Operation permissi	Name   SEARCH		وچ
¢	Landing pages and web forms	Audit log Change log	Name A		0)
ę	Events	External access	2 line 3 line		()
2	Leads	🔏 Portal setup			()
	Accounts	Portal users Portal organization			
al	Dashboards	Portal functional ro Set up portal main			
	Marketing plans	Set up portal user p Set up portal organ			
Q	Chats	Import and in			Chat-36
		Data import LDAP integration setu	Lightning fast implementation		



**9.** Close chat (Ctrl + Shift + 9). In case when dialogue has reached its logical conclusion and the operator does not need to transfer the chat to the bot, the operator should click on this button. The list will appear where operator can select category, that describes chat ending. The standard values are "Consulting" and "Incident", but you can change them or add new ones in the directory. After selecting a category, the chat is finished.





#### Important

Hot keys work only when the cursor is in the operator input field.





#### Operator can see chat history with current user in communication panel

You need to check the box "Default value" in the system setting "BeesenderIsAllChatHistory" to enable this function



# Chat card

The chat card contains the following main fields:

Name	Standard field, filled automatically by the serial number of the chat.
Closed	Checkbox, the empty value indicates that the chat is open at the moment (operator or chatbot). Chat can be closed manually by clicking on the checkbox, despite the fact that chats can also be closed automatically.
Client	Client nickname from the messenger (for the website widget, the field will be
Contact	Associated contact from the system.
Operator	The operator or chatbot who is involving in chatting process at the moment (if the chat is open) or occurred before its completion (if it is completed).
Channel	The way of communication (widget from the site or any of the instant messengers).
Туре	Reflects the usefulness of the dialogue between the client and the operator. (The value of "Dialogue" is assigned to the chat, if the number of messages from the client is more than one, otherwise it is a "Visit"). Shipped automatically after the chat is finished.
Created on	Start date of this chat
Continue chat	This chat will be open in the operator's window (it is reflected only if the chat is closed, and it can be continued only when the client has no other active chat).

≡ ⊙ + <	Chat-47		What can I do for you? > Credition	
Contact center 👻	CONTINUE CHAT SAVE CANCEL	ACTIONS - 🖉	VIEW -	õ
Contacts	Name*	Greated on 12/12/2019 3:51 PM	Closed 🔽	٦
Accounts	Chat-47 Closed	Chat closing time 12/12/2019 3:52 PM	Chat duration 00:00:50 Number of operators in 1	
. Cases	Client	Last Post Author Supervisor	Number of sessions in 1 the dut	
Activities	Contact	MESSAGES OPERATORS STATISTICS FILES	FEED >>	
👱 Agent desktop	Operator	Messages :		
Knowledge base	Channel	Created on Operator	Text	
Feed	Viber	12/12/2019 3:51 PM 12/12/2019 3:52 PM ChatBot	1 Please wait, our agent will contact you as soon as	G
📞 Calls	How the chat was closed	12/12/2019 3:51 PM ChatBot	Please choose an option:	0
42 Queues	Operator Initiative Category	12/12/2019 3:51 PM ChatBot	Len ogen Hello, Anton! We are glad to see you again!	A
💬 Chats	Consulting	12/12/2019 3:52 PM Supervisor	bb	-



There is also the detail that reflects the entire history of the messages of this chat. Usually it contains the following columns:

- "Created on" the date and time the massage has been created.
- "Message text".
- "Operator" shows which replica belongs to operator and which belongs to the client. The empty one means that replica belongs to the client.

	• + <	Chat-47		What can I do for you?
Contact	t center 🛛 👻	CONTINUE CHAT SAVE CANCEL	ACTIONS - 🖉	VIEW ~
*	Contacts	Name*	Created on 12/12/2019 3:51 PM	Closed
	Accounts	Chat-47 Closed	Chat closing time 12/12/2019 3:52 PM	Ovat duration 0000/50 Number of operators in 4
, <u>!</u>	Cases	✓ Client	Last Post Author Supervisor	the chat Number of sessions in 1 the chat
F	Activities	Contact		
2	Agent desktop	Anton Operator	Messages	Feed > Q
	Knowledge base	Supervisor Channel	Created on Operator	Text
<b>1</b>	Feed	Viber	12/12/2019 3:51 PM 12/12/2019 3:52 PM ChatBot	1 Please wait, our agent will contact you as soon as
٩.	Calls	Dialog	12/12/2019 3:51 PM ChatBot	possible. Please choose an option:
12	Queues	Operator Initiative	12/12/2019 3:52 PM 12/12/2019 3:51 PM ChatBot	Call agent Hello. Anton! We are glad to see you again!
9	Chats	Consulting	12/12/2019 3:52 PM Supervisor	bb

In "Files" section you can see files that were received from the contact, as a link to download. Operator can click on their names to download them.

E · + < Contact center ·	Chat-47	5 <b>- 0</b>					What can I do for you?	>	Creatio 7.15.1.1295 VIEW ~	<b>*</b>
Contacts Contacts Accounts Cases	Name* Chat-47 Closed Z	Created on 12/12/2019 Chat closing time 12/12/2019 Last Post Author 12/12/2019 Last Post Author Supervisor	3:51 PM 3:52 PM 3:52 PM		Chat duration Number of operators in the chat Number of sessions in the chat	Closed 00:00:50 1	2			
Activities	Contact Anton	< MESSAGES OPERATORS S	TATISTICS FILES FEED						>	8
Knowledge base	Operator Supervisor Channel	Attachments 🖉 🗄 🔡	Description	Туре	Created on	Created by				0
Feed	Viber Type Dialog	12.jpg		File Dra	12/16/2019 1:12 PM g file here	Supervisor				G
Calls	How the chat was closed Operator Initiative Category									0
👳 Chats	Consulting									



In the "Chat configuration" section if you press "Actions" button, you will see a button called

"Synchronize".

≡ ⊙ +	< Beesender			What can I do for you? > Crectio	
Contact center	CLOSE ACTIONS			VIEW -	8
Contacts	Follow the feed Name* Synchronize	< CHANNELS OPERATORS		>	
Accounts	Beesender Login	🖸 Channels 🕂 :			
! Cases		Name	Type 🗸	Weight Created on	
	Password	SM Website	WebSite	1.0 9/17/2019 10:17 PM	
Activities	Close chats without messages	Jetex Website	WebSite	1.0 8/30/2019 3:44 PM	
		KPTM Website	WebSite	1.0 12/5/2019 12:20 PM	z)
Agent deskto	Time for closing chat after last message	ZeroB.S.Website	WebSite	1.0 7/25/2019 9:28 AM	5
Knowledge b	(minutes)	Zero B.S. FB messenger	Facebook Messenger	1.0 7/29/2019 1:47 PM	9
	Transfer chats without operator answer	Jetex FB messenger	Facebook Messenger	1.0 9/3/2019 4:37 PM	
💻 Feed		Solutions Metrix FB messenger	Facebook Messenger	1.0 11/4/2019 3:15 PM	
	Time for changing operator (minutes)	Mansion Bulgaria FB messenger	Facebook Messenger	1.0 11/27/2019 4:28 PM	D
Calls	· · · · · · · · · · · · · · · · · · ·	KPTM FB messenger	Facebook Messenger	1.0 12/5/2019 2:47 PM	
12 Oueues		Mansion Bulgaria FB	Facebook	1.0 11/27/2019 4:27 PM	
			℅ Show more		
👳 Chats					

You should press it only in following situations:

- 1. When connector is changed
- 2. If your Beesender token is inserted in more then one Creatio system. Working capacity of

licenses will be actualized on the system where this button is pressed.

- 3. When you change your Bessender token.
- 4. To check availability of Beesender connector.



## Chats section

The registry reflects the standard columns that were described in the Chat Card. Note that some fields may be empty.

For example, the field "Type" is automatically filled in only when the chat is finished. The "Channel User" field cannot be filled in if client uses widget on website.

≡	Chats 🔳 🔊				What can I do for you?	Creatio
Contact center 🚽	ACTIONS -					VIEW -
	💬 Filters/folders 🕶 🧷 Tag					
Contacts	Created on 👻	Name	Operator	Contact	Closed	Type
Accounts	12/16/2019 11:44 AM	Chat-53	Supervisor	Anton Zavadski	Yes	Dialog
Accounts	12/16/2019 11:43 AM	Chat-52	Supervisor		No	
Cases	12/16/2019 11:40 AM	Chat-51	Supervisor		Yes	Dialog
	12/16/2019 11:37 AM	Chat-50	Supervisor		Yes	Dialog
<ul> <li>Activities</li> </ul>	12/16/2019 11:33 AM	Chat-49	Supervisor		Yes	Dialog
	12/12/2019 3:56 PM	Chat-48	ChatBot	Anton	No	
Agent desktop	12/12/2019 3:51 PM	Chat-47	Supervisor	Anton	Yes	Dialog
_	12/12/2019 3:38 PM	Chat-46	ChatBot	Anton	Yes	Dialog
Knowledge base	12/12/2019 10:33 AM	Chat-45	Supervisor		Yes	Dialog
Feed	12/10/2019 9:41 AM	Chat-44	ChatBot		Yes	Dialog
	12/9/2019 3:50 PM	Chat-43	ChatBot	Anton Zavadski	Yes	Dialog
Calls	12/9/2019 3:29 PM	Chat-42	ChatBot	Anton Zavadski	Yes	Visit
	12/9/2019 2:39 PM	Chat-41	ChatBot	Anton Zavadski	Yes	Visit
Queues	12/9/2019 2:28 PM	Chat-40	ChatBot	Anton Zavadski	Yes	Dialog
	12/9/2019 1:27 PM	Chat-39	ChatBot	Anton Zavadski	Yes	Dialog
🖞 Chats	12/9/2019 12:05 PM	Chat-38	ChatBot	Anton Zavadski	Yes	Dialog
	12/9/2019 11:55 AM	Chat-37	Supervisor	Anton Zavadski	Yes	Dialog
	12/9/2019 11:52 AM	Chat-36	ChatBot		Yes	Dialog
	12/9/2019 11:49 AM	Chat-35	ChatBot	Anton Zavadski	Yes	Dialog
	12/9/2019 11:48 AM	Chat-34	ChatBot	Anton Zavadski	Yes	Dialog
	12/9/2019 11:33 AM	Chat-33	ChatBot	Anton Zavadski	Yes	Visit
	12/9/2019 11:31 AM	Chat-32	ChatBot	Anton Zavadski	Yes	Visit

There are standard Creatio features in this section: filter records, groups.

To go to the chat card you need to click on the name of the desired chat or on the "Open" button.

Also there are buttons "Copy", "Delete" and "Close chat", that delete, copy or close the chat, respectively



	● + <	Chats 🔳 💷			What	it can I do for you?	> Creatio	9
Contact	t center 🚽	ACTIONS -					VIEW -	
	-	🔁 Filters/folders 🕶 🧷 Tag						e
<b></b>	Contacts	Created on 🐱	Name	Operator	Contact	Closed	Туре	
	Accounts	12/16/2019 11:44 AM	Chat-53	Supervisor	Anton Zavadski	No	Dialog	
		OPEN DELETE CLOSE CHAT						
1	Cases	12/16/2019 11:43 AM	Chat-52	Supervisor		No		
K	Activities	12/16/2019 11:40 AM	Chat-51	Supervisor		Yes	Dialog	
	ricariacis	12/16/2019 11:37 AM	Chat-50	Supervisor		Yes	Dialog	0
2	Agent desktop	12/16/2019 11:33 AM	Chat-49	Supervisor		Yes	Dialog	
		12/12/2019 3:56 PM	Chat-48	ChatBot	Anton	No		
	Knowledge base	12/12/2019 3:51 PM	Chat-47	Supervisor	Anton	Yes	Dialog	-
		12/12/2019 3:38 PM	Chat-46	ChatBot	Anton	Yes	Dialog	
	Feed	12/12/2019 10:33 AM	Chat-45	Supervisor		Yes	Dialog	A
•	Calla	12/10/2019 9:41 AM	Chat-44	ChatBot		Yes	Dialog	v
~	Calls	12/9/2019 3:50 PM	Chat-43	ChatBot	Anton Zavadski	Yes	Dialog	0
±2	Queues	12/9/2019 3:29 PM	Chat-42	ChatBot	Anton Zavadski	Yes	Visit	-
		12/9/2019 2:39 PM	Chat-41	ChatBot	Anton Zavadski	Yes	Visit	
9	Chats	12/9/2019 2:28 PM	Chat-40	ChatBot	Anton Zavadski	Yes	Dialog	
		12/9/2019 1:27 PM	Chat-39	ChatBot	Anton Zavadski	Yes	Dialog	

This section also includes the "Chat Analytics" tab. You can find analytics information there.

The Beesender package has a standard dashboard with analytics per chat.



However, you can add other various indicators or graphs.

