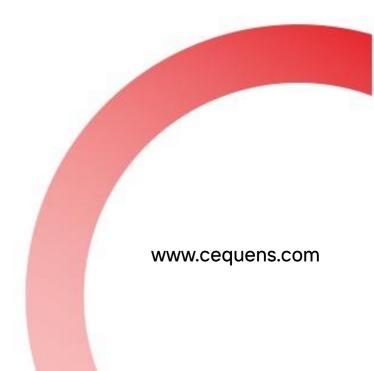


Setting Up FAQ Chatbot

Learn how setup a FAQ chatbot with CEQUENS.

2023 CEQUENS



Steps to setup a FAQ chatbot

Login Into your CEQUENS Console

To start with login to your CEQUENS Console from a desktop or PC.

CEQUENS®			
,	Welcome to CEQUENS	Login	
	The award-winning multichannel nterface for swift and smooth customer	Email	
	communication.	Username or Email	
3 s	Campaigns Create and send campaigns to	Password	
	engage with your customers.	Presword	R
c	Chats	Forgot your password?	
	Extend customer service to any messaging app through a single, multifaceted interface.	Or	
S	Channels	G Login with Google	
	Talk to your customers the way they talk to their friends on the channels they prefer.	Don't have an account yet? Sign up for free	
	∜ ↓ ♀ ♥ ♥ ♥		

Click on CEQUENS Chat.

Once you complete your login, locate CEQUENS Chat on the Nav bar and click on it.

× CEQUENS®		Q Support Ω	AED 0 AED 100 ProductMarketing Team •
🧲 Campaign Wizard 🗸			
💭 Automations 🔤			
CEQUENS Chat			DAILY TIP
🖸 Conversations 🗸	Good afternoon ProductMarketing Team 🏷		CEQUENS MFA
🕥 WhatsApp Business 🗸			Validate your customers' identities via our secure two-factor authentication
🗍 Push Notifications 🗸	Here's an overview of your account		Contact us
CEQUENS MFA	performance.		
Q Discovery			
		Preferences 🗟	Quick WhatsApp Message
R Contacts			Send a quick WhatsApp message directly from home to one user.
nfl Analytics 🗸	Verify Status Breakdown	View details >	
Export History	verilý status breakdown	View details >	
			Quickly send a regular SMS messages to up to 10 numbers.
Integrations			
88 Channels			Of API Keys Create and manage your API keys
0 ⁴ Developers			
API Reference	() No data available,		Coverage And Pricing
	By default, we showyou the most recent week.		Get to know all the covered countries and SMS pricing for all the networks.
	To view analytics for a different date range, click on View Details above.		
			88 Channels
			Add and manage your social accounts channels for CEQUENS Chat.



Click on Settings

Upon landing on the CEQUENS Chat page, locate the "Settings" option in the bottom left corner of your screen and click on it.

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 ∧ Activities ♦ Hetory 				Create Internal Request Smulate ventor (2)				
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		UNASSIGNED	ASSIGNED					
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		Unassigned requests			Assigned requests			
MESSAG	AGE	CHANNEL	PHONE NUMBER	REQUESTER	INBOX	UPDATED ON		
2 Nov	template	C +201004382255	+381628143396	Vanja	Default Inbox	2 days ago	×	
© Sattrigs		dilions Need help? write to helio@cequ	en.com © 2023 CEDURIS Chat ve 2.0.16					

Choose the "Bots" option under the settings dropdown.

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n Analytics		Overview			Requests Per In	box		
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Canned Responses								
☆ Surveys 👥		Type phone then enter	All Requests	All Inboxes	V All Labels			×
🗞 Labels								
G Routing			Unassigned requests		_	Assigned requests		
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Bots								
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🖓 Chat 🗹	Bot	s			
약 Requests	_				
Secontacts		ADD BOT			Quick tips
nl Analytics					When a customer chats in through CEQUENS Chat, you may not always be around to respond. Luckily, you can configure a Bot to help you and then
∿ Activities		Bots			activates it in an inbox
History		BOT	ТҮРЕ	ACTIONS	
		CEQUENS	FAQ Bot	/ ×	
Settings ~			PAG DOL	· ·	
Canned Responses					
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🛱 Users & Groups					
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Select your preferred bot type and enter the name you want for the bot

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다 Chat 오 유 Requests	< Bot Integration	
유 Contacts 네 Analytics	Choose bot type Select and configure a Bot and then activate it in an inbox to use it in conversations	
∿ Activities ⊙ History	E FAQ Bot CEQUENS Chat's easy & sample FAQ chatbot	UENS® AI Bot CEQUENS Chat's powerful NLP (Natural Language Processing) & rule-based chatoot
③ Settings ~		
급 Canned Responses ☆ Surveys (NEV7)	External Bot CEQU Integrate CEQUENS Chat With an external chatbot	UENS*
🗞 Labels		
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୍ମି Users & Groups		
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= Inboxes		
 Widget Operating Hours 		
Project settings	cequens.com Privacy Policy Terms & Conditions Need help? write to helle@ccquens.com © 2023 CEQUENS	5 Chat ver 2.0.16

After you have successfully created the bot, you can now see a variety of default queries and responses. You also have the option to add your own personalized queries and responses for the chatbot.



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		OPDATE ROT	31/0/2023		
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Canned Responses					
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22 Project settings	sampleimage	https://www.swquens.com/hub/s/noct/img/cg-logu.avg		sample	/ ×

You can test the bot by clicking on the 'Bot Test' button on the right side of the screen, which will show you a preview of the bot.

That's it, you have now successfully set up for FAQ chatbot

Thank you.