Inbox Pro Enablement
Do-It-With-Me Solution

Work with our talented professionals to create the ultimate communication hub in Inbox.

Note: *Inbox Pro is a required product to receive this service.*

What to Expect Next:

Fulfillment Form

Client Requirements
To ensure a smooth and efficient process, please fill out the order and fulfillment form with as much detail as possible. This will help streamline the entire experience.

Timeline: We'll review the order and start the process within 2 business days.

Web Chat Embed Code Installation

Client Requirements
In order for our team to install the chatbot on the website, you must share backend website credentials with our development team.

If your business' website has a 2FA (two-factor authentication) login requirement, you must be willing to work with us to coordinate the login process.

Timeline: We will install the code on the website within 3 business days of receiving back-end access.

Inbox Pro Enablement Process Complete

Once the listing is claimed and verified, you are free to update your business information as frequently as necessary to ensure your clients are up to date and informed.

Once the listing is synced with Business App, you'll be able to enjoy a simplified communication process and can answer them all directly from your Inbox.

Once the web chat is embedded onto your website, your clients can interact with the AI-powered chatbot at any time to get clear answers to their questions.

Process Expectations

Web Chat Embed Code Installation

In order to set your business up for success with Inbox Pro, there are a few requirements that must be met in order to deliver this service efficiently.

Process Expectations
Web Chat Embed Code Installation

There are a few reasons why it may not be possible for us to install the Web Chat Embed Code.
- The business is unable or unwilling to share backend credentials with our team.
- The website has interfering third-party services, such as web hosting providers, CDN services, or browser updates. While we do our best to mitigate these issues, they are beyond our control.

Gaining Access to the Website's Backend
- The business must share backend credentials with our development team. Specifically, this includes:
  - Hosting Platform
  - Login URL
  - Username/Email and Password

Installing the Web Chat Embed Code
- Once our development team has access to the website's backend, our team will generate the javascript code or download the plugin.
- We will then add the javascript code or install the plugin to the website.
  - If there is no global functionality available to add the javascript code to your website, we will only add the chatbot to the main navigation pages.

Notes:

- Customization options for the web chat are limited. We welcome your feedback, as it helps us enhance our product. Your input will be shared with our product teams for future improvements.

- While we strive to ensure compatibility with various website platforms and configurations, there may be specific cases where certain features do not function as expected. We will work diligently to address any such issues.

- While we aim for uninterrupted service, there may be occasional maintenance or updates that could temporarily affect the web chat's availability. We will strive to minimize disruptions and provide advance notice when possible.

Frequently Asked Questions

How does the AI-assisted web chat capture leads?
When customers interact with the chat on your website, the AI-assisted web chat will reply for you, with simple conversational behaviour designed to get a name and mobile phone number. That way, you can rest assured that you'll always capture the lead without interrupting your work day and can follow up with it later.

The AI-powered web chat will be intelligent enough to answer basic questions about the business in question, such as their location, operating hours and offerings based on their business profile.

Once we install Inbox Pro, who responds to messages the website chat?
Currently, only the web chat is 100% powered by AI. The AI assistant will get a website visitor's name and number, and then notify the business that they have a new lead. The business can reply via SMS as soon as possible, and move the conversation off the website and onto the customer's phone.

How much does the chatbot know about the business? Can it answer questions?
The chatbot will thank the user for their questions, records them for a business person to follow up, and tries to get a name and phone number so that the business can reply and get new customers. The contact will be added to the CRM in Business App, and the conversation will show in Inbox, ready for your client's team to follow up.

It's also possible to add "knowledge" to the chatbot from the business profile, so it can answer basic questions about services, location and contact info, and hours. You can also upload additional text to the widget to add FAQs, service & pricing details, more context on the products/services a business does and does not offer, and even instructions on how to book appointments. That way, the web chat can converse with visitors to the website and answer their questions accurately.