-FAQs Database
-WeCom Management
(Quick reply, Product catalogue, AI)
-HelpLook Setup

FAQs Database

To improve customer response efficiency, we have compiled a standardized FAQ document containing all frequently asked questions and answers related to products, collaborations, and services. These replies are written in a professional tone and can be directly copied and sent to customers as needed, saving time and ensuring consistency across communication.

Although we have already collected most of the commonly asked questions, we will continue to update this FAQ document regularly as new inquiries arise and constantly encountering new situations. New questions are often discovered during daily conversations with customers or restaurants, especially through the GreenwaveChina 666 and 888 accounts. These accounts frequently receive real-time questions that reflect evolving customer needs and concerns.

From what I did, team are encouraged to collect new FAQs in two ways: (1) by reviewing messages shared in the internal FAQ WeChat group, where common queries are often posted and discussed; and (2) by browsing recent chat records in the 666 and 888 accounts to extract useful, recurring questions from real customer conversations. Once optimized, these new Q&As should be added to the FAQ document for future use, ensuring our responses remain relevant, accurate, and efficient.

为提高客户回复效率，我们已经整理了一份涵盖产品、合作及服务相关的常见问题（FAQ）及标准答复内容。所有问答内容均为专业表达，可直接复制用于回复客户，提升响应速度并保持沟通的一致性。

目前我的文档中已收录绝大部分常见问题，但考虑到客户需求会不断变化以及不断遇到新的情况，因此我们将持续更新补充新的问答内容。在与客户或餐厅沟通过程中，尤其是通过 GreenwaveChina 666 与 888 账号，经常会遇到客户提出新的问题，这些都具有参考价值。

从我所完成的工作，建议团队通过以下两种方式收集新增 FAQ：（1）查看内部 FAQ 微信群中成员分享的问题与回复，直接整理；（2）浏览 666、888 聊天记录，从实际沟通中筛选出有代表性的问题并记录。优化完成后及时补充进 FAQ 文档，方便后续遇到类似问题时高效应对。

WeCom Tasks:

Login information:

Using David's account, could directly login on PC by scan QR code. Typically download WeCom app rather than website version
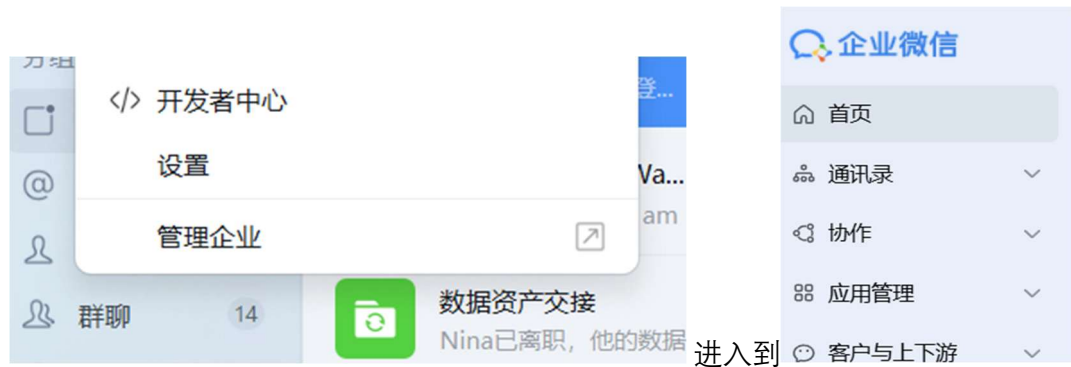
使用 David 的帐户，可以通过扫描二维码直接登录 PC 端。通常下载微信应用程序而不是网站版本

可以通过 WeCom 设置，在聊天中快捷使用现成的模板

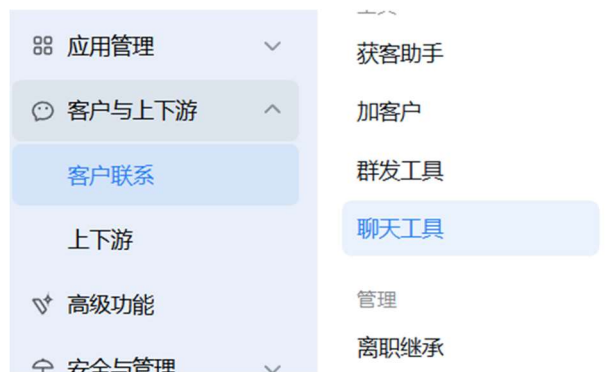You can quickly use ready-made templates in chats through WeCom settings

如何操作：打开 PC 企业微信，通过管理企业进入后台，进行设置
How to operate: Open PC WeCom, the enter the background by managing the enterprise and set it up

进入到

点击"客户与上下游"，选择"客户联系"，选择"聊天工具"
Click "Customer & Upstream", select "Customer Contact", select "Chat Tools"

Quick reply on WeCom/ 企微快捷回复：

继续上面步骤，选择"快捷回复 "，点击配置进行修改
Continue with the above steps, select "Quick Reply", and click Configure to modify it

如下图所示，点击分组旁边加号可以添加分组。点击新建快捷回复可以在当前选中分组中添加一条新的快捷回复内容。这就是手动一条条添加

As shown in the picture below, click the plus sign next to the group to add a group. Click New Quick

Reply to add a new Quick Reply to the currently selected group. Which is manual one by one

新建快捷回复

分组　　＋

WB里有气泡：　Manually uploading

将文件拖拽至此区域
仅支持xls、xlsx格式文件

上传文件　　Uploading via file

通过文件批量导入 WeCom "快捷回复"，**操作流程**
Batch Importing Quick Replies into WeCom—**Procedure**:

- 严格遵守 WeCom 快捷回复限制：每条回复文字长度、分组数量、关键词格式等均须符合企业微信（WeCom）快捷回复功能的规范。（具体限制已在下文列出，请务必逐项核对。）

- 修改"快捷回复批量导入模板"：可以使用名为 "Quick Reply Batch Import Template.xlsx" 的文件。打开并在相应的工作表中，按照模板要求填写：分组名称和回复内容。如需新增多条或多个分组，可在表格末尾继续添加。

- 导入至 WeCom：登录企业微信客户端，进入"快捷回复"管理界面。选择"批量导入"，上传已修改的 XLSX 文件。系统会自动识别各分组和对应回复，将新条目导入成功后在列表中呈现（见下图示例）。

- Comply with WeCom Quick-Reply Constraints: Ensure that each reply's text length, number of groups, keyword format, etc., adheres to the WeCom quick-reply to specifications. (Refer to the detailed limitations listed below and verify each item before proceeding.)

- Edit the "Quick Reply Batch Import Template": Could use the file named "Quick Reply Batch Import Template.xlsx." Open the file and in the worksheet, enter your entries according to the template fields: Group Name and Reply Text. To add multiple replies or groups, simply append rows at the bottom as needed.

- Import into WeCom: In the WeCom (Enterprise WeChat) desktop or web client, navigate to **Quick Replies → Batch Import**. Upload your modified XLSX file, the system will parse all groups and replies automatically; once completed, new entries will appear in the quick-reply list (see example screenshot below).

建议: 由于 WeCom 的限制，目前已经添加到上限。我认为可以尝试将一大类作为一个分组，在将每一个 Q&A 按顺序添加到这一分组中，以避免凌乱

这可以是一个优化方案，但是查找起来有些复杂。可能其他人会有其他更好的方案

Recommendation: Due to WeCom's restrictions, it has been added to the cap at this time. I think it would be possible to try grouping a large class into a grouping and add each Q&A to this grouping to avoid clutter

This can be an optimization solution, but it is a bit complicated to find. Maybe someone else will have a better solution

<mark>填写须知：</mark>
1、请管理员使用此模版导入，从第 8 行开始为导入的快捷回复内容.
2、分组名和快捷回复内容均不能为空，为空将导致单条内容导入失败.
3、单个分组名最多支持 12 个汉字，单条快捷回复最多支持 500 个汉字，超过部分将被截断.
4、最多存在 100 个企业分组（包括手动添加的和历次导入的），超出数量的分组将导入失败。
5、一个分组里的快捷回复最多存在 200 条，超出数量的快捷回复将导入失败。

<mark>Instructions for filling:</mark>

1. Please use this template to import, starting from line 8 for the imported quick reply content.

2. The group name and quick reply content cannot be empty, and empty will cause the import of a single content to fail.
3. A single group name supports up to 12 Chinese characters, and a single quick reply supports up to 500 Chinese characters, and the excess part will be truncated.

4. There are up to 100 enterprise groups (including manually added and imported), and the import will fail if the number of groups exceeds the number.

5. There are up to 200 quick replies in a group, and the import will fail if the number exceeds the number.


Product catalogue on WeCom/ 企微商品图册:

可以在企微中对话时快捷发送图片，标题及简短的文字。我已经将所有常用的图片全部添加，（包括产品/餐券/餐厅/常见问题处理等）如果需要补充修改请参考下面步骤：

You can quickly send images, titles and short text in chat in WeCom. and I have added all the commonly used images (including products/meal vouchers/restaurants/FAQ handling, etc.) If you need to make additional changes, please refer to the steps below:

可以通过"添加商品"直接添加，或点击"管理"进管理界面添加。之后只需要上传图片，并添加需要的文字保存为新的图册。（注意你需要也添加价格才能保存）

You can add it directly through "Add Product" or click "Manage" to add it in the management interface. After that, you only need to upload the image and add the required text to save it as a new album. (Note that you need to add the price as well to save)
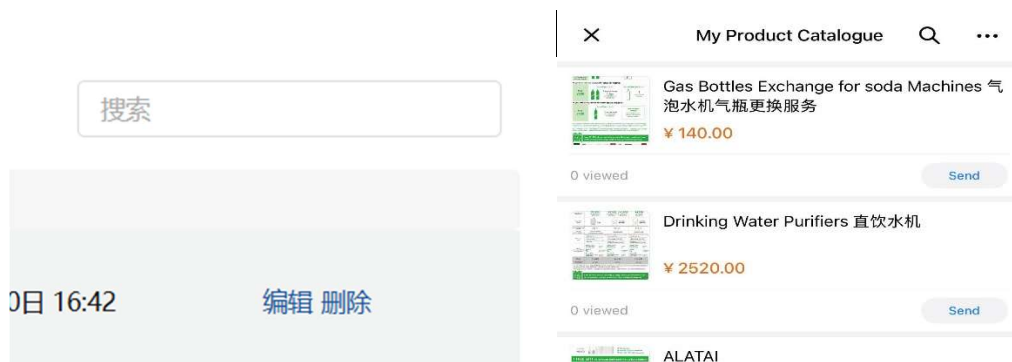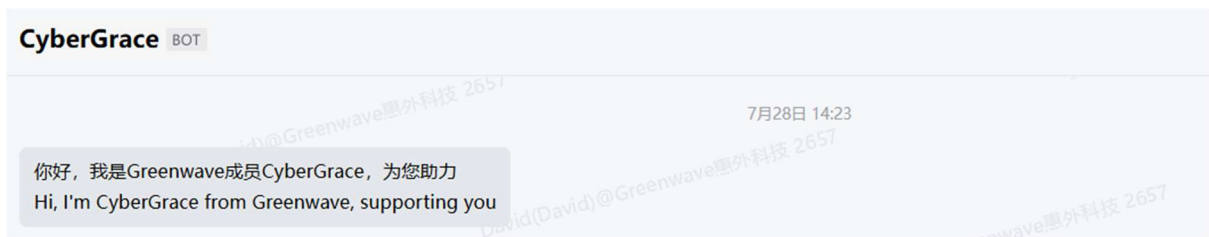

"编辑"和"删除"可以直接修改删除现有存在的商品图册，上方的"搜索栏"可以进行快捷筛查。

"Edit" and "Delete" can directly modify and delete existing product catalogs, and the "Search Bar" at the top can be used for quick screening.

AI Robot: CyberGrace

I have created an AI-powered chatbot named CyberGrace, which is now available for use within WeCom. This bot is capable of intelligent responses by referencing our internal documentation library, which I have already uploaded as its knowledge base. You can start chatting with CyberGrace by simply searching for her name in your contacts. (like the screenshot blew) She can answer a wide range of company-related questions with both text and images. In addition to answering queries, CyberGrace can also process instructions to help us quickly handle large volumes of content, including document searching, filtering, and summarizing, which significantly improves internal efficiency.

我已创建一位名为 CyberGrace 的 AI 聊天机器人，并已在企业微信中上线。该机器人基于我上传的内部文档资源库进行智能应答，能够准确回复各类与公司相关的问题，回复内容包含图文信息。使用方式非常简单，只需在联系人中搜索"CyberGrace"即可发起对话。（如下图所示）除了日常问答功能外，CyberGrace 还可以接收并执行指令，用于快速处理大量文档内容，如查找、筛选、总结等，大幅提升团队的工作效率与信息获取速度。

CyberGrace BOT

7月28日 14:23

你好，我是Greenwave成员CyberGrace，为您助力
Hi, I'm CyberGrace from Greenwave, supporting you

还可以进入后台修改设置，我目前已经为公司所有人开放了权限。如果要新添加任何人，请去设置里添加，那里有一个公司成员名单。

It can be also going to the background to modify the settings, and I have opened permissions for everyone in the company. If you want to add anyone, go to Settings, where there is a list of Greenwave members.

Third party app, HelpLook:

I have set up a free third-party website, complete with a concise template and minimal initial content that meets our business needs without requiring a subscription. Although I've only populated the framework so far, all the core functionality is configured: users can click through the interface or type queries into the search box to retrieve relevant information instantly. This tool can serve as a valuable resource for our customer-service team and even be shared with external clients whenever we need a quick solution.

我已搭建了一个免费的第三方网站，并为其制作了简洁的模板，无需订阅即可满足企业日常需求。虽然目前只录入了基础内容，但所有核心功能均已配置完成。用户可通过界面点击或在搜索框中输入关键词，快速查找所需信息。该工具可作为客服团队使用的备用方案，也可对外提供给客户，随时调用。

The link is/ 链接是这个： [FAQs](#)

[HelpLook 站点后台](#), To manage the website, log in to the backend and select the "Content" tab (see interface above). Here you can edit all site content, add new pages or modify existing ones. Use the "+" icon in the sidebar to create top-level categories, add new content items, establish subcategories, import files or images, and even perform translations. Within each section header, you can also click its individual "+" to insert child entries directly. For streamlined organization, simply click and drag any item to reorder or merge it with another.

要管理该网站，请登录后台并点击左侧的"内容"选项（界面如上图所示），即可对全站内容进行编辑，包括新增或修改页面。通过目录栏中的"+"图标，您可以创建一级分类、添加新内容、建立子分类、导入文件和图片，以及进行翻译；也可以在每个标题右侧的"+"直接添加子集。若需快速调整顺序或合并条目，只需拖拽即可轻松完成。
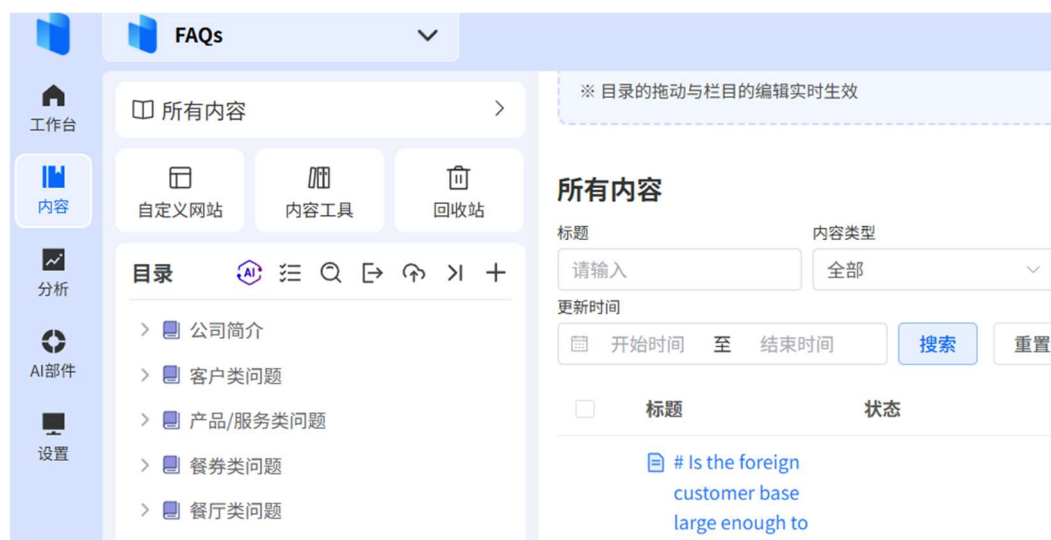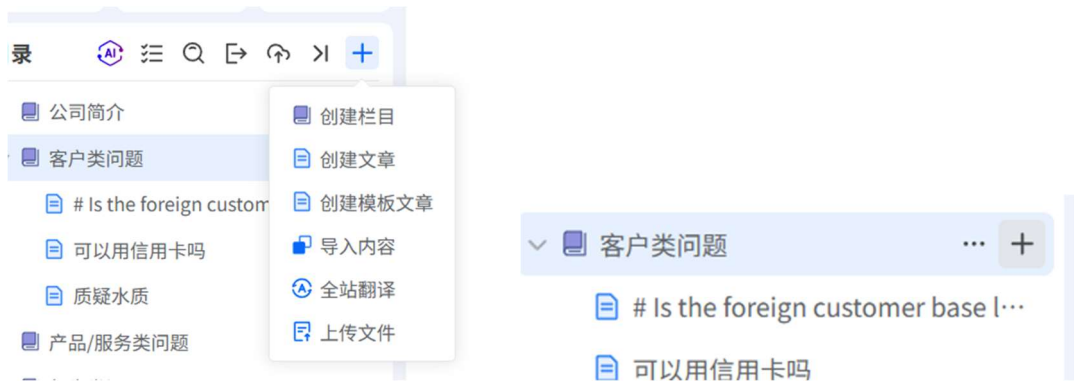
A significant advantage of this tool is that search results can include both images and text together, without any length constraints (as shown in the screenshot below). This can be a good alternative.

这个工具的一个显著优势在于，搜索到的回复可以同时包含图片和文字，且不受长度限制。（如下图所示）这可能是一个不错的替代选择。