

Customer Support - Platform User Guide

What is an Emotion Sensor™?

An **Emotion Sensor™** is an interactive tool designed to capture customer feedback in real-time, focusing on emotional responses and perceptions. It is used to gauge satisfaction, opinions, and experiences across various touchpoints in a customer journey. The sensors are quick, fun, and engaging, encouraging high response rates by using visual cues and emotional triggers, such as emoji-based reactions, rather than traditional survey methods.

Key Features:

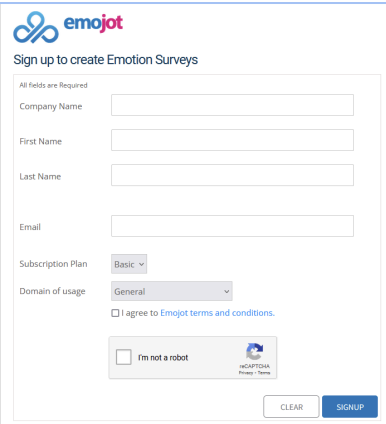
- High Response Rates: Engages customers through a fun, interactive design.
- Omnichannel Deployment: Can be used across websites, mobile apps, social media, QR codes, and emails.
- Smart Personalization: Tailors questions based on customer interactions to get specific and meaningful feedback.
- Custom Branding: Matches the look and feel of your organization, providing a seamless experience.
- Real-time Insights: Collects feedback in real time for immediate action.

Frequently asked questions

1. How to setup the account:

Account creation is done by the Emojot team. If you asked to create an account access the below url

Account creation URL: <https://emojot.com/signup/?subscriptionPlan=Basic>



The screenshot shows the Emojot sign-up form titled "Sign up to create Emotion Surveys". It includes input fields for "Company Name", "First Name", "Last Name", and "Email". There are dropdown menus for "Subscription Plan" (set to "Basic") and "Domain of usage" (set to "General"). A checkbox for "I agree to Emojot terms and conditions" is present. At the bottom, there is a "CAPTCHA" section with a checkbox for "I'm not a robot" and a "SIGNUP" button. A "CLEAR" button is also visible. The footer contains the text "© EMOJOT. ALL RIGHTS RESERVED."

Company name: This will be the name of the account. Make sure it's a sensible name. No spaces should be there in the company name.

First Name and Last name: can be something related to the account owner or the company

Email: Give a dummy email address (i.e. sample@emojot.com) and contact the solutions engineering team to set up the password.

Creating a user in an account

If you want to create an account in an account, Follow these steps

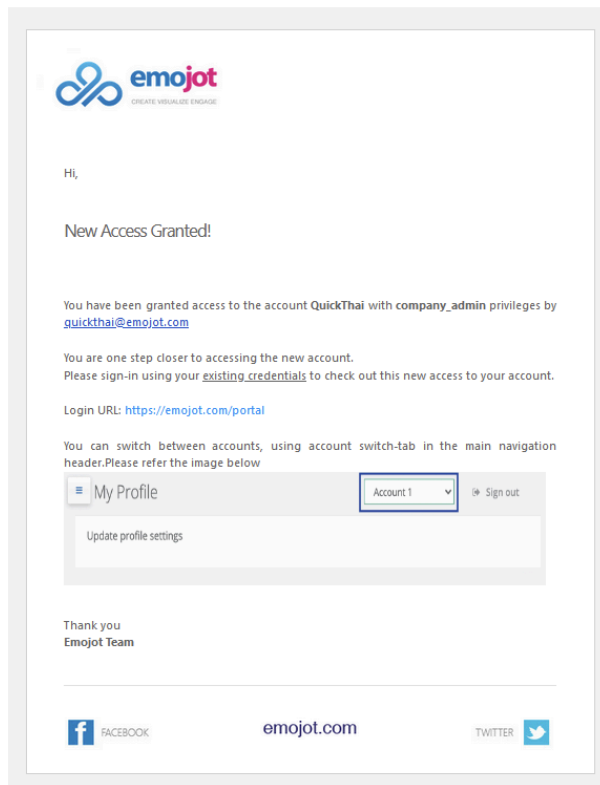
Settings → User Management → Give customer email → Assign the role → Assign Portal (if any) → Save

The screenshot displays the 'User Management' settings page in the Emojot interface. On the left is a sidebar menu with the following items: 'My Surveys', 'Visualize', 'Analyze', 'SLT', 'ORM', 'Comm-Center', 'Cases', 'Engage', 'Settings' (highlighted), 'Configurations', 'Enterprise Hierarchies', 'Enterprise Data Upload', 'User Management' (highlighted), 'Mobile Skins', and 'CX Portals'. The main content area is titled 'COMPANY ADMIN' with a dropdown for 'GADAN'. It contains a form for creating a user with the following fields: 'User Identification' (text input with value 'sample'), 'Email*' (text input with value 'sample@emojotemail.com'), 'Enable PII Restriction' (checkbox, unchecked), 'Configure SSO' (dropdown menu with value 'None'), 'User role*' (dropdown menu with value 'Administrator'), and 'CX Portal' (dropdown menu with value 'CX portal_ comm-center only'). Below the 'CX Portal' dropdown is a link 'Assign enterprise hierarchy'. At the bottom right of the form are 'Back' and 'Save' buttons.

In a guide like this, especially for a ****Customer Support Associate**** or a similar role dealing with software systems like Emojot's CX platform, the following key areas should be covered to ensure the employee can operate efficiently. Here's a breakdown of what typically should be included:

Accessing the account

Customers will receive an email from the platform when the account is created.



Customers can access the portal by clicking on the link provided with the created password.

Platform access link

Analytics portal link is : <https://www.emojot.com/portal>





















Password creation link expired?

If the customer complains the link is expired,

Delete the customer user from the account and re-create it for the same email. Then the

customer will get a new email to set up the credentials.

The screenshot displays the 'User Management' interface of the Emojot system. At the top, there's a header with 'User Management', 'Account', 'EmojotCSM', and the Emojot logo. Below the header, there's a green 'Add User' button. The main content area is titled 'Current users' and contains a table with the following data:

User Identification	E-mail	Role/s	Manage
abhishekak	abhishekak@emojot.com	Account Admin	 
andun	andun@emojot.com	Account Admin	 
darshanam	darshanam@emojot.com	Account Admin	 
hirushi	hirushi@emojot.com	Account Admin	 
imasham	imasham@emojot.com	Account Admin	 
ishan	ishan@emojot.com	Account Admin	 
kaashika	kaashika@emojot.com	Account Admin	 
kkithmina	kkithmina@emojot.com	Account Admin	 
madhawam	madhawam@emojot.com	Account Admin	 
manura	manura@emojot.com	Account Admin	 

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If the password is forgotten or need of a reset, customer can click on forgot password and reset it by themselves

Ask the customer to click on the forgot password and provide the email address which is used in creating the account in Emojot. Then an automated email will be received by the customer to reset the password.

Platform not loading

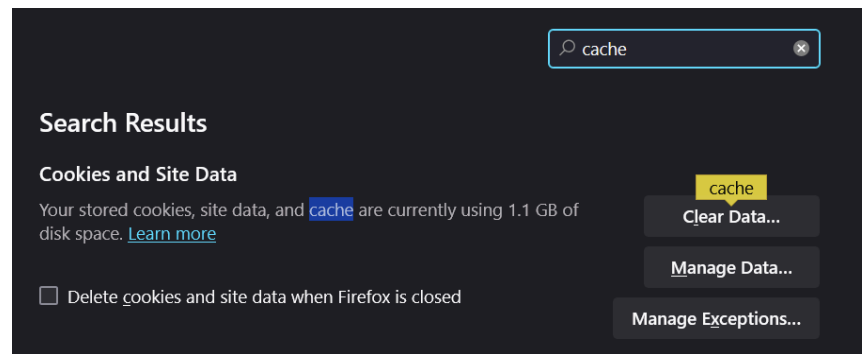
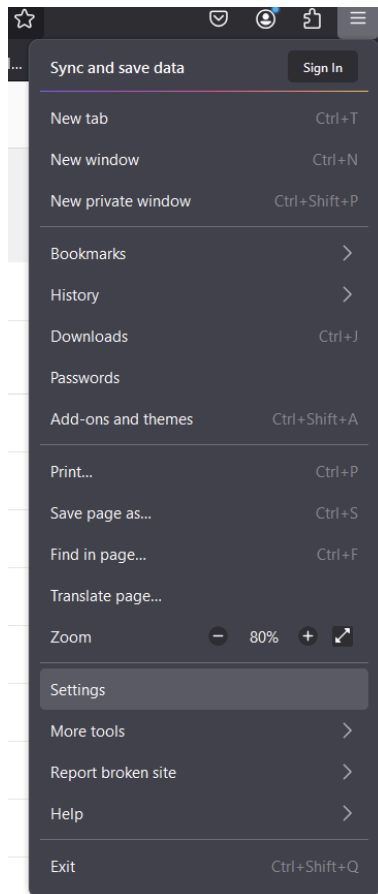
Chrome browser with the latest update is preferred. Firefox is also fine with the latest updates. Internet explorer or Edge is not encouraged to use.

If the customer insists that the platform is not loading, ask the customer to do a speed test using <https://www.speedtest.net/> . We need at least 5 mbps of bandwidth to load the portal.

There can be scenarios where the platform is blocked by the firewall, in such scenarios, forward that ticket to the engineering. (403 or any error which has a error series starting from 400)

Clearing Cache

Cache clearing can be done by going to the browser settings → and search for cache → Clear



Or

Go to → inspect elements (tap F12 in the webpage and it will open the inspect element view) → Network → Check Disable Cache → Refresh page

