

Novi - User Manual

Novi
Smart Commerce Suite

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Novi - User Manual

Complete User Guide

Table of Contents

- [Getting Started](#getting-started)
- [User Dashboard](#user-dashboard)
- [Business Management](#business-management)
- [Group Management](#group-management)
- [Order Management](#order-management)
- [Settings & Configuration](#settings--configuration)
- [Troubleshooting](#troubleshooting)

Getting Started

First Time Setup

1. Account Registration

- Visit the Novi registration page
- Fill in your business details:
 - Business name
 - Contact information
 - Business type
 - Address
- Create your account credentials
- Verify your email address

2. WhatsApp Integration

- **Prepare Your WhatsApp Number**
- Use a dedicated business number
- Ensure it's not used by other platforms

- Recommended: Use WhatsApp Business

Connect WhatsApp

- Go to Settings !' WhatsApp Integration
- Enter your WhatsApp number
- Scan the QR code with your phone
- Wait for connection confirmation

3. Initial Configuration

Set Business Details

- Upload business logo
- Set business hours
- Configure delivery zones
- Set default delivery fees

Create Groups

- Sales group for receiving orders
- Delivery group for coordination
- Admin group for management

👤 User Dashboard

Dashboard Overview

The Novi dashboard is your command center for managing all aspects of your business operations.

Key Sections:

📊 KPI Cards

- **Total Orders**: Number of orders received
- **Pending Orders**: Orders awaiting processing
- **Completed Orders**: Successfully delivered orders
- **Revenue**: Total earnings from orders

📈 Analytics Charts

- **Order Trends**: 7-day order volume
- **Revenue Chart**: Daily earnings
- **Status Distribution**: Order status breakdown

📦 Recent Orders

- Latest 5 orders with status
- Quick action buttons
- Order details preview

⚡ Quick Actions

- View all orders
- Manage groups
- Business settings

- Export reports

Navigation

Top Navigation Bar:

- Dashboard: Main overview
- Orders: Order management
- Groups: Group management
- Business: Business settings
- Settings: Account settings

Sidebar:

- Quick access to all sections
- Business selector (if multiple businesses)
- User profile
- Logout option

Ø **Business Management**

Business Profile

Edit Business Information

- Go to **Business** !' **Profile**
- Update business details:
 - Business name
 - Description
 - Contact information
 - Address
 - Business hours
 - Save changes

Business Logo

- Click **Upload Logo**
- Select image file (recommended: 200x200px)
- Crop if necessary
- Save

Business Settings

- **Delivery Zones**: Define service areas
- **Delivery Fees**: Set pricing structure
- **Order Limits**: Maximum orders per customer
- **Auto-confirmation**: Automatic order acceptance

Multiple Businesses

If you manage multiple businesses:

<p>Add New Business</p>

- Click + Add Business
- Fill in business details
- Set up separate groups

<p>Switch Between Businesses</p>

- Use business selector in sidebar
- Each business has independent data

<p>Business-specific Settings</p>

- Customize each business separately
- Independent order management
- Separate analytics

Ø=Üe Group Management

Group Types

<h4>1. Sales Group</h4>

- Purpose: Receive customer orders
- Members: Customers, sales staff
- Platform Function: Process incoming orders

<h4>2. Delivery Group</h4>

- Purpose: Coordinate deliveries
- Members: Delivery staff, managers
- Platform Function: Send delivery updates

<h4>3. Admin Group</h4>

- Purpose: Management communication
- Members: Business owners, managers
- Platform Function: Send reports and alerts

Setting Up Groups

<h4>Create Sales Group</h4>

- Go to Groups !' Add Group
- Select Sales Group type
- Enter group details:
- Group name
- Description
- Business association
- Save group

<h4>Configure Platform for Group</h4>

- Select the group
- Go to Platform Settings

Configure:

- Order processing rules
- Auto-responses
- Status updates
- Activate platform

<h4>Add Members</h4>

- Open group settings
- Click Add Members
- Enter phone numbers
- Send invitations

Group Management Features

<h4>Group Status</h4>

- Active: Platform is processing messages
- Inactive: Platform is paused
- Maintenance: Platform is updating

<h4>Group Analytics</h4>

- Message volume
- Order conversion rate
- Response times
- Member activity

Ø=Üæ Order Management

Order Lifecycle

<h4>1. Order Reception</h4>

- Customer sends order via WhatsApp
- Novi processes and extracts order details
- Order appears in dashboard
- Status: Pending

<h4>2. Order Processing</h4>

- Review order details
- Verify customer information
- Check item availability
- Update status to Processing

<h4>3. Delivery Coordination</h4>

- Assign to delivery personnel
- Send delivery updates to customer
- Track delivery progress
- Status: Out for Delivery

<h4>4. Order Completion</h4>

- Confirm delivery
- Update status to Delivered
- Send completion notification
- Archive order

Managing Orders

<h4>View All Orders</h4>

- Go to Orders page
- Use filters:
- Date range
- Status
- Customer
- Business
- Sort by any column

<h4>Order Details</h4>

Click on any order to view:

- Customer information
- Order items
- Delivery address
- Order history
- Status timeline

<h4>Edit Order</h4>

- Click Edit on order
- Modify:
- Order items
- Customer details
- Delivery information
- Status
- Save changes

<h4>Order Actions</h4>

- Mark as Processing: Start order fulfillment
- Mark as Delivered: Complete order
- Cancel Order: Cancel with reason
- Export Order: Download order details

Order Statuses

<td>Pending</td>

<td>Processing</td>

<td>Out for Delivery</td>

<td>Delivered</td>

<td>Cancelled</td>

&™p Settings & Configuration

Account Settings

<h4>Profile Management</h4>

- Go to Settings !' Profile
- Update:
- Name
- Email
- Phone number
- Profile picture
- Save changes

<h4>Password Management</h4>

- Go to Settings !' Security
- Change password:
- Enter current password
- Enter new password
- Confirm new password
- Save

<h4>Notification Settings</h4>

- Email Notifications: Order alerts, reports
- WhatsApp Notifications: Status updates
- Dashboard Alerts: Real-time notifications

Platform Configuration

<h4>Order Processing Rules</h4>

- Go to Settings !' Platform Rules
- Configure:
- Auto-confirmation: Automatically accept orders
- Order validation: Required fields
- Response templates: Custom messages
- Processing delays: Time between steps

<h4>Message Templates</h4>

Create custom responses:

- Order confirmation
- Status updates
- Delivery notifications

- Error messages

<h4>Business Hours</h4>

Set when platform should:

- Accept orders
- Send notifications
- Process requests

Export & Reports

<h4>Export Orders</h4>

- Go to Orders !' Export
- Select:
- Date range
 - Status filter
 - Format (CSV/PDF)
 - Download file

<h4>Generate Reports</h4>

- Daily Summary: Orders and revenue
- Weekly Report: Trends and analytics
- Monthly Report: Comprehensive overview

Ø=Ý' Troubleshooting

Common Issues

<h4>Platform Not Responding</h4>

- <p>Check Connection</p>
- Verify WhatsApp is connected
 - Check internet connection
 - Restart platform if needed
- <p>Check Group Settings</p>
- Ensure group is active
 - Verify platform permissions
 - Check group member status

<h4>Orders Not Appearing</h4>

- <p>Check Message Format</p>
- Ensure proper order format
 - Verify customer details
 - Check for special characters
- <p>Check Platform Rules</p>
- Review processing rules
 - Check validation settings

- Verify business hours

<h4>Dashboard Issues</h4>

<p>Refresh Page</p>

- Clear browser cache
- Try different browser
- Check internet connection

<p>Check Permissions</p>

- Verify user access
- Check business association
- Contact admin if needed

Performance Optimization

<h4>Memory Management</h4>

- Regular system restarts
- Clear old message history
- Monitor resource usage

<h4>Database Maintenance</h4>

- Regular backups
- Clean old data
- Optimize queries

Support Resources

<h4>Help Documentation</h4>

- User guides
- Video tutorials
- FAQ section

<h4>Technical Support</h4>

- Email support
- WhatsApp support
- Phone support

<h4>Community</h4>

- User forums
- Best practices
- Feature requests

Ø=ÜP Contact & Support

Getting Help

<h4>Email Support</h4>

- **General Inquiries**: hello@novi.com
- **Technical Issues**: tech@novi.com
- **Business Inquiries**: sales@novi.com

WhatsApp Support

- **Support Number**: +234 XXX XXX XXXX
- **Business Hours**: 9 AM - 6 PM (WAT)
- **Response Time**: Within 2 hours

Phone Support

- **Support Line**: +234 XXX XXX XXXX
- **Emergency**: +234 XXX XXX XXXX

Feedback & Suggestions

We value your feedback! Share your:

- Feature requests
- Bug reports
- Improvement suggestions
- Success stories

Quick Reference

Keyboard Shortcuts

- **Ctrl + N**: New order
- **Ctrl + S**: Save changes
- **Ctrl + E**: Export data
- **Ctrl + F**: Search/filter

Status Codes

- **P**: Pending
- **PR**: Processing
- **OFD**: Out for Delivery
- **D**: Delivered
- **C**: Cancelled

Important URLs

- **Dashboard**: /dashboard
- **Orders**: /orders
- **Groups**: /groups
- **Settings**: /settings
- **Support**: /support

Need Help?
Contact our support team for immediate assistance with any issues or questions.

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