
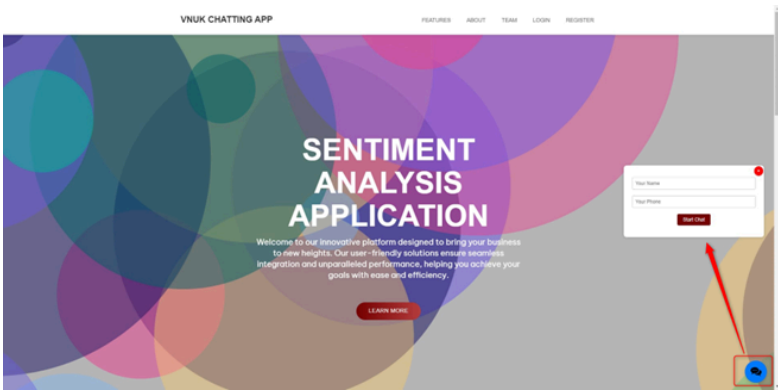

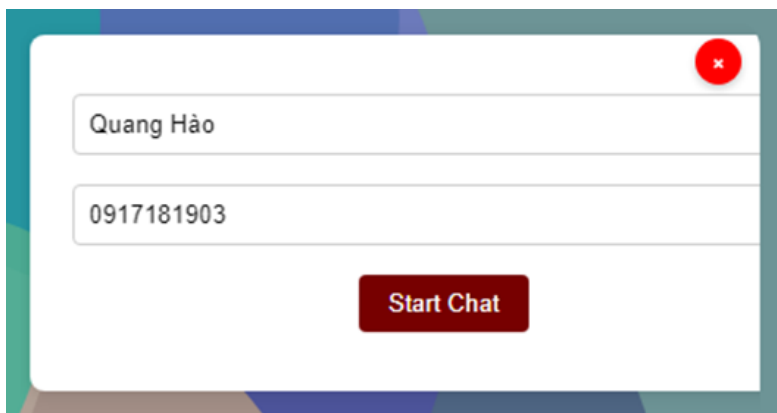


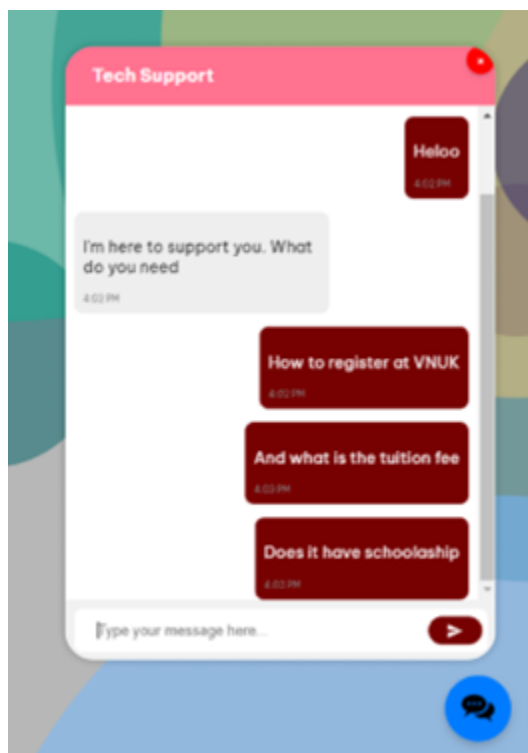
# User manual

## 1. Customer Website

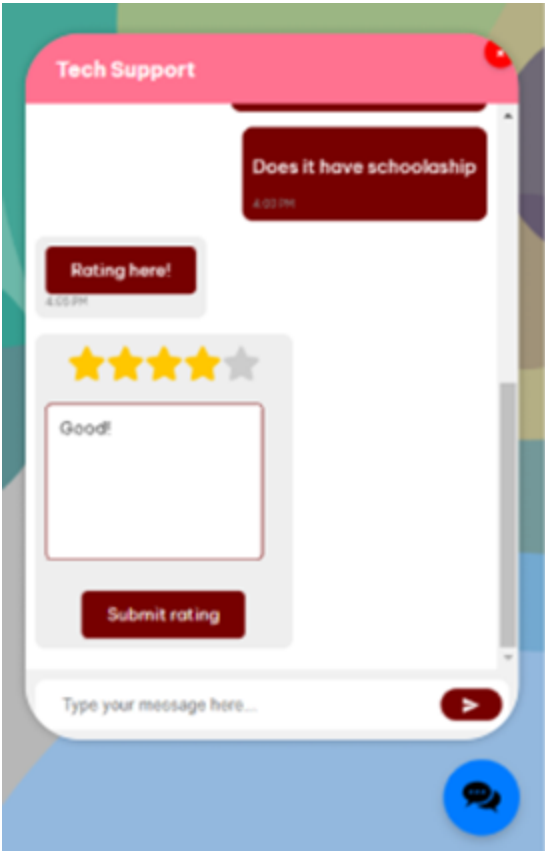
Screen	Description
	<p><b>Step 1:</b> First, to contact the support team, customers must go to the website <i><b>www.vnukchatting.site</b></i></p>
	<p><b>Step 2:</b> Right at the bottom right corner of the screen, customers select  the blue button with the floating chat icon to open support chat.</p>



**Step 3:** Fill in all required information including name and phone number, then click **Start Chat** to start chatting with support chat.




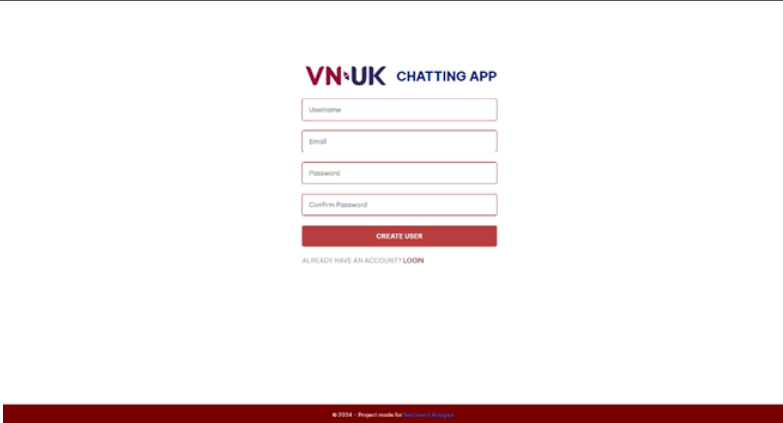
**Step 4:** A pop-up chat window will appear, and Customer Support will assist customers through this chat.

	<p><b>Step 5:</b> Once the issues are resolved, CS will send the customer a rating form. The customer rates directly on that form in chatting and clicks submit rating when finished.</p>
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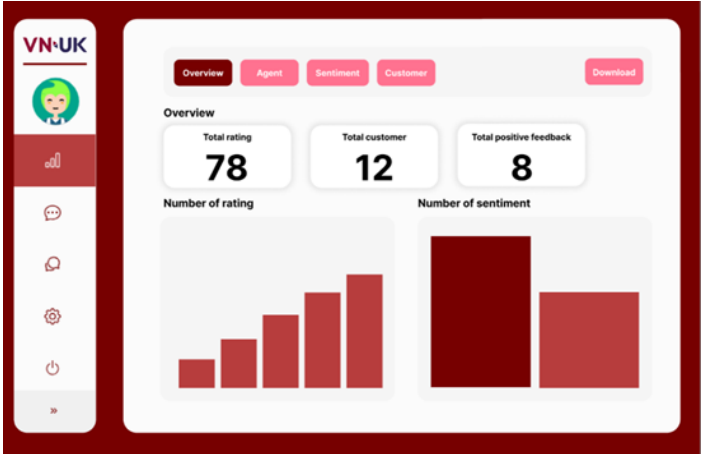
2. Administrative

2.1. Registration and Login Account

Screen	Description
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 The login screen for the VN-UK CHATTING APP. It features a white background with the app's logo at the top. Below the logo are two input fields for 'Username' and 'Password', followed by a red 'LOGIN' button. A link for 'DON'T HAVE AN ACCOUNT? REGISTER' is located below the login button. At the bottom, there is a red footer bar with the text '© 2024 - Project made for Business Design'.	<p><b>Step 1:</b> Admin must log in to <i>app.vnukchatting.site</i> to access the Customer Support interface, including username and password.</p>
 The registration screen for the VN-UK CHATTING APP. It features a white background with the app's logo at the top. Below the logo are four input fields: 'Username', 'Email', 'Password', and 'Confirm Password', followed by a red 'CREATE USER' button. A link for 'ALREADY HAVE AN ACCOUNT? LOGIN' is located below the create user button. At the bottom, there is a red footer bar with the text '© 2024 - Project made for Business Design'.	<p><b>Step 2:</b> If the user does not have an account, they can register for an account right in the login section.</p>

2.2. Dashboard and Report

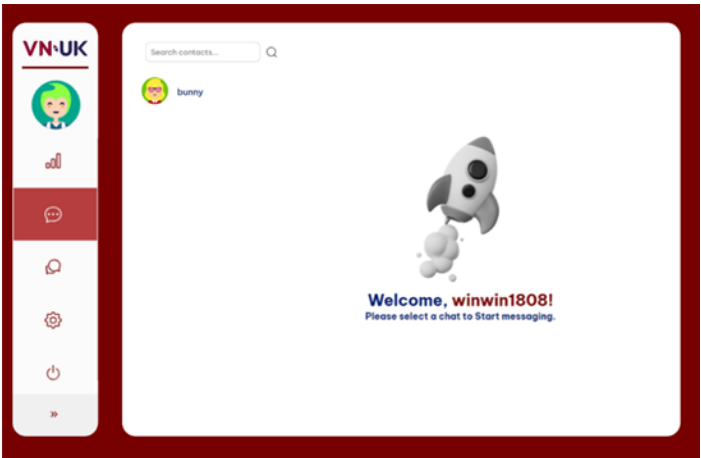
Screen	Description
 The dashboard overview screen for the VN-UK CHATTING APP. It features a dark red sidebar on the left with the app's logo and navigation icons. The main content area has a white background with a top navigation bar containing 'Overview', 'Agent', 'Sentiment', 'Customer', and a 'Download' button. The 'Overview' section displays three key metrics: 'Total rating' (78), 'Total customer' (12), and 'Total positive feedback' (8). Below these metrics are two bar charts: 'Number of rating' and 'Number of sentiment'. The 'Number of rating' chart shows five bars of increasing height, and the 'Number of sentiment' chart shows two bars of decreasing height.	<p><b>Overview:</b> After logging in, the screen will default to the Dashboard and Report section first. The Overview section will appear first, including overview (total rating, total customer, total positive feedback), number of rating and number of sentiments.</p>

Name	Conversations	Average support time	Rating Score	Overall
Kelly Ly	5	45m	3.9	Well
Win Nguyen	4	55m	4.2	Well
Harry Vo	2	48m	4.6	Well
Anna Le	10	30m	3.2	Quite Good
Eira Nguyen	17	44.5m	4	Well

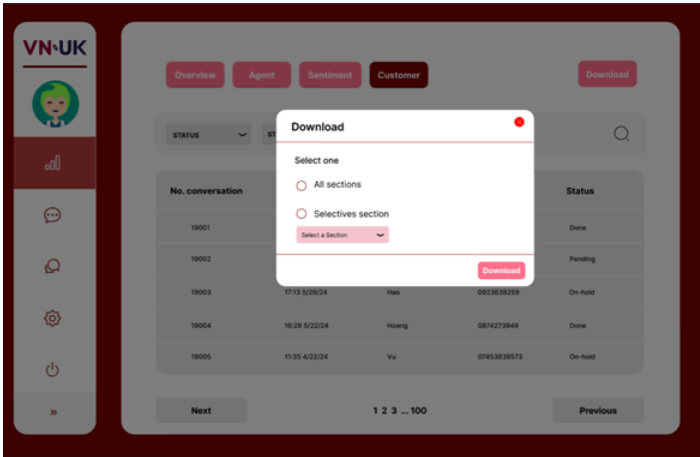
**Agent:** As for Agent, it will manage the list of Support Agents regarding the number of conversations that Agent has supported, average support time, rating score and overall performance.

Time	Content	Star	Status	Receiver	Sentiment
20:00 6/11/24	Chuyên viên tư vấn có kỹ năng giải đáp tốt...	5	Done	Kelly Ly	Good
19:23 6/10/24	Chuyên viên tư vấn có kiến thức chuyên môn...	5	Done	Win Nguyen	Good
17:23 5/29/24	Tư vấn có kỹ năng giải đáp tốt, dễ hiểu, và tận...	5	Done	Anna Le	Good
16:38 5/22/24	Tư vấn nhiệt tình, chu đáo và luôn sẵn sàng...	5	Done	Kelly Ly	Good
11:45 4/22/24	Hàng ngày cần tiếp và gặp câu hỏi để hiểu rõ...	5	Done	Harry Vo	Good

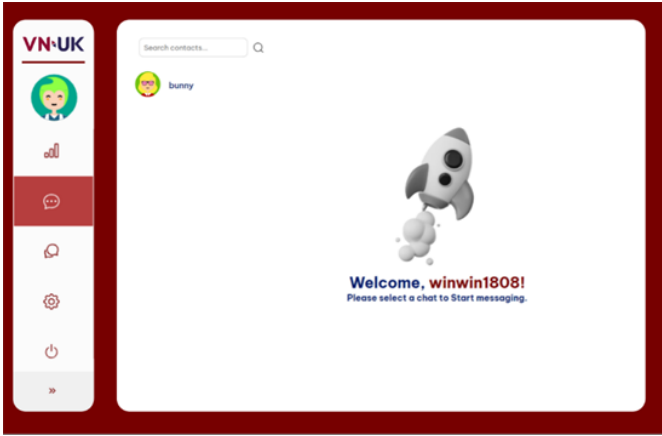
**Sentiments:** Sentiment section to manage customer reviews sent to Agents, here the system will rely on review content and rating number to give sentiment.

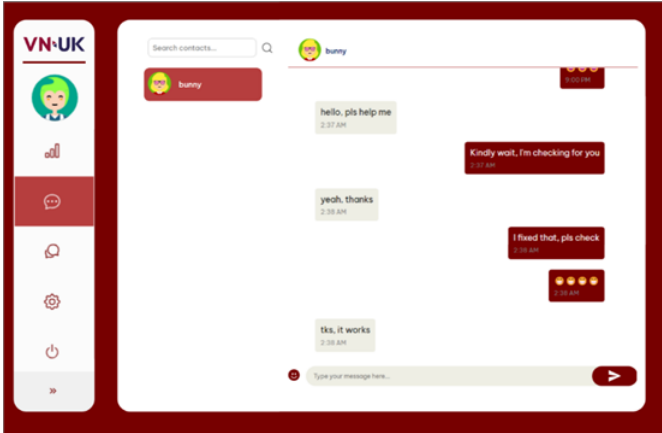


**Customer:** Customer section, for Admin to manage tickets sent from customers from what time, what is the status of the conversation.

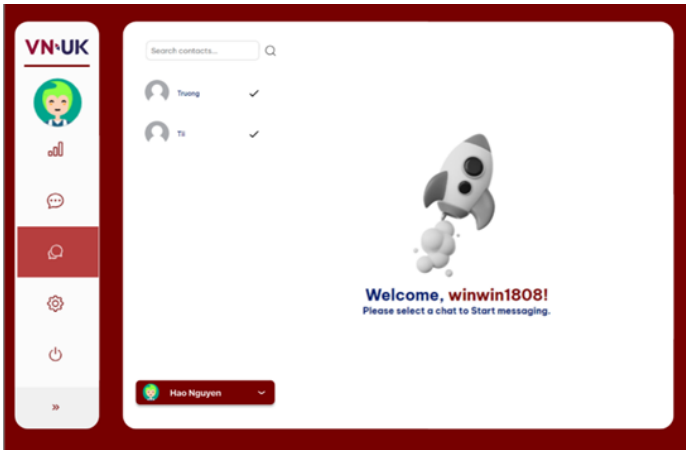
	<p><b>Download:</b> In the Download section, this allows Admin to export files by section into an excel file.</p> <p><b>Step 1:</b> Click on the Download button, the screen will pop-up the selection, one is All Sections, two is Selective Sections (Admin must select the section to download when choosing this)</p> <p><b>Step 2:</b> After selecting, the system will download the file in CSV format.</p>
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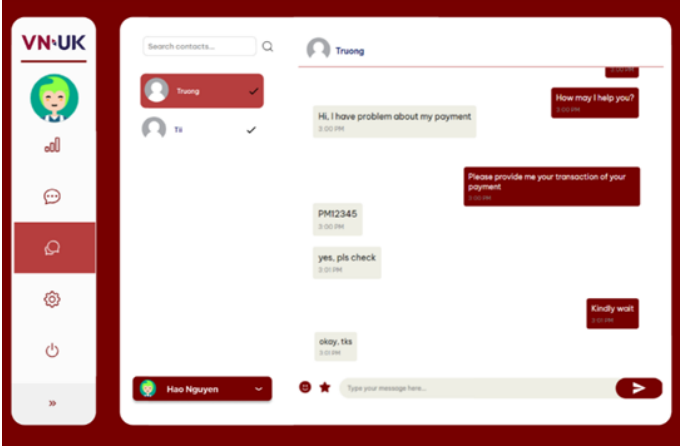
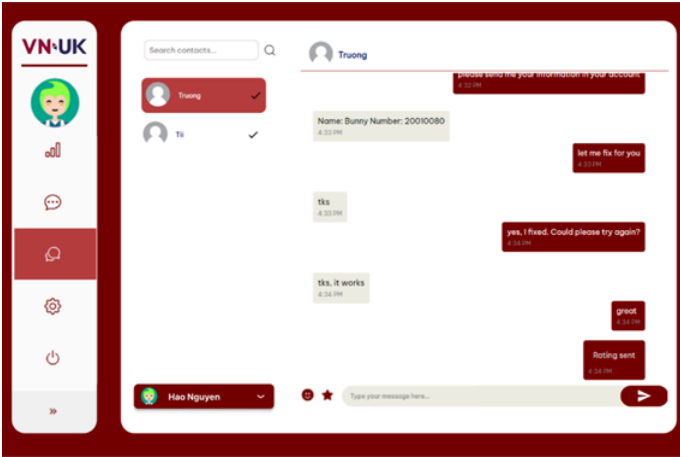
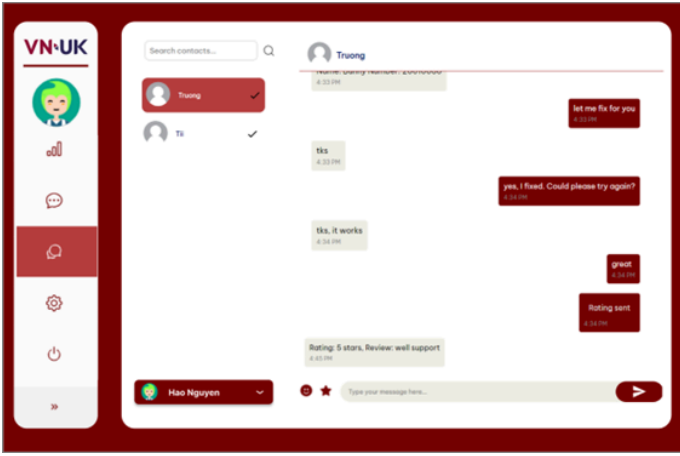
2.3. Internal Message

Screen	Description
	<p><b>Step 1:</b> To exchange messages with internal users, Admin selects the second chat icon after Dashboard to view and chat.</p>

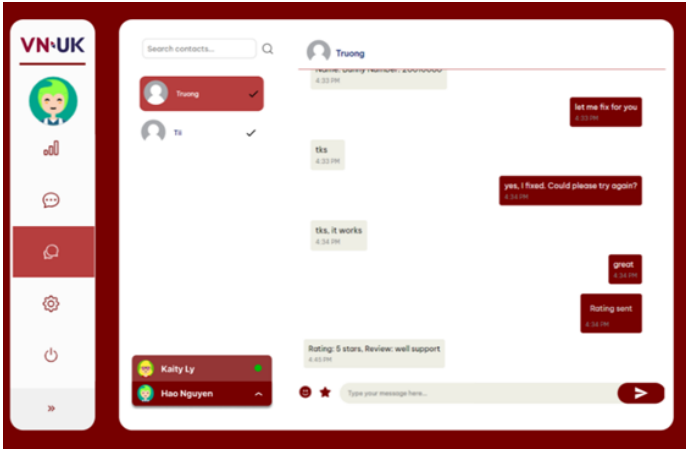
 A screenshot of the VN-UK chat application interface. On the left is a dark red sidebar with icons for profile, dashboard, chat, settings, and power. The main area shows a chat window for a contact named 'bunny'. The chat history includes: 'hello, pls help me' (2:37 AM), 'Kindly wait, I'm checking for you' (2:38 AM), 'yeah, thanks' (2:39 AM), 'I fixed that, pls check' (2:39 AM), and 'tks, it works' (2:39 AM). There are three red status indicators with yellow stars. At the bottom is a text input field with a red send button.	<p><b>Step 2:</b> To chat with anyone, select the displayed name or search for the Agent's name to start chatting.</p>
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2.4. Support Chat

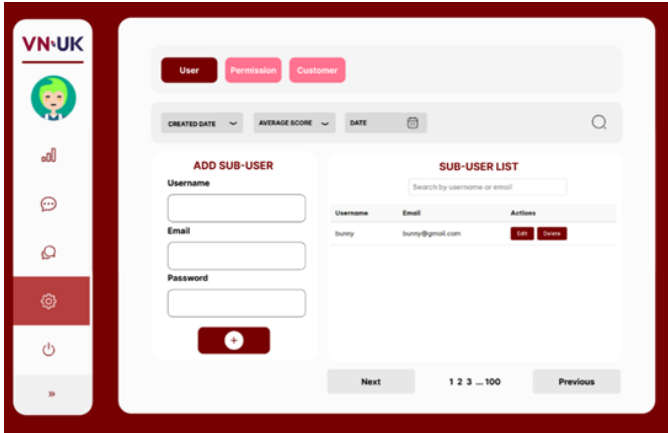
Screen	Description
 A screenshot of the VN-UK chat application interface showing the chat selection screen. The sidebar is the same as in the previous screenshot. The main area has a search bar 'Search contacts...' and a list of contacts: 'Thung' and 'Ts', both with checkmarks. Below the list is a rocket icon and the text 'Welcome, winwin1808! Please select a chat to Start messaging.' At the bottom is a red button with the name 'Hao Nguyen' and a dropdown arrow.	<p><b>Step 1:</b> To exchange messages with internal users, Admin selects the second chat icon after Dashboard to view and chat.</p>

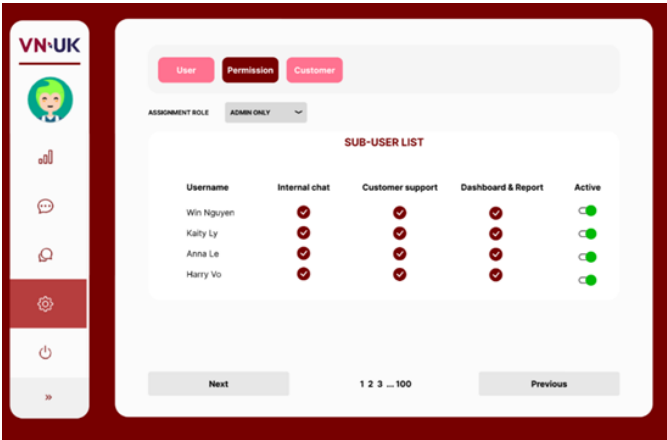
	<p><b>Step 2:</b> To chat with anyone, select the displayed name or search for the Agent's name to start chatting.</p>
	<p><b>Step 3:</b> Once the issue is resolved, the Agent can select the start button ★ to send the review to the customer.</p>
	<p><b>Step 4:</b> After the customer submits the evaluation form, it will be sent directly to the agent for review.</p> <p>Lastly, the conversation is done, Agent can press this tick button ✓ to Mark as Done and close the ticket.</p>



	<p><b>Step 5:</b> Being Admin, they can monitor chat from other agents by selecting this dropdown to pick any agent's name and see all the chat tickets they are handling.</p>
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2.5 Setting

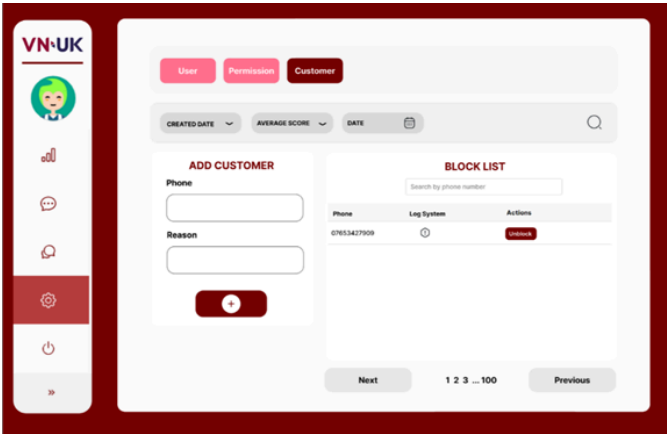
Screen	Description
	<p><b>User:</b> In Admin, they can create any sub-user they want.</p> <p><b>Step 1:</b> Filling in the information in Add Sub-User.</p> <p><b>Step 2:</b> After adding, the username will be in the Sub-User list.</p> <p><b>Step 3:</b> Admin can also edit information and delete any user.</p>



**Permission:** Admin can grant permissions to any agent.

**Step 1:** There are three rights including Internal Chat, Customer Support and Dashboard & Report, Admin ticks the rights ☒ for Agent.

**Step 2:** After selecting the rights, Admin clicks the Active button ☒ for the system to execute those rights for the Agent.



**Customer:** Admin can block customers from texting support by phone number.

**Step 1:** Admin adds phone number information and reason for blocking in Add Customer section.

**Step 2:** The block list will display the information that Admin enters, and Admin can see the reason by Log System when clicking on this button




**Step 3:** In the Action section, Admin can unblock by selecting this button



2.6. Log Out

Screen	Description
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**Step 1:** To log out, users just need to select the power button at the bottom of the button panel .

The screenshot shows the login screen of the VN-UK Chatting App. It includes the app's logo, a title, and a login form with fields for Username and Password, a LOGIN button, and a link to REGISTER for new users. A footer contains copyright information.

VN-UK CHATTING APP

Username

Password

LOGIN

[DON'T HAVE AN ACCOUNT? REGISTER](#)

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**Step 2:** The system will immediately return to the login screen.