Idea Summary

Update Your Browser | Facebook

End user chat

End user go to Client's website / page → open FB Messenger icon → start chat using FB messenger platform

Client chat

Go to Kokatto's portal → Any incoming messages from clients will be treated as a new tickets on portal

Example

End User Entry Points

End user could chat with the business using several entry points that stated in this link below :

Update Your Browser | Facebook

End User Interface

1. Go to https://large-cord-cowl.glitch.me/
2. Click icon FB messenger
3. Login using FB account
4. Start chat

Expected Data Gather

- PSID
- Messages in / out
- PhoneNumber (if any)
- Email (if any)

All the data will be stored on the contact menu and integrated with WA data, so that we can treat as same ticket on WA and FB

Integration between FB Messenger and Kokatto's portal

In this phase, we will try to integrate between client's FB Messenger and Kokatto's portal. The end client (end user) will interact using FB messenger and the client (kokatto's client) will interact using Kokatto's portal to reply to the end client messages.

The minimum requirement that will be implemented in this phase :

- Ticket label / tag on Portal
- CS can close the ticket
- CS & SPV can see the ticket history
- CS can forward the ticket