

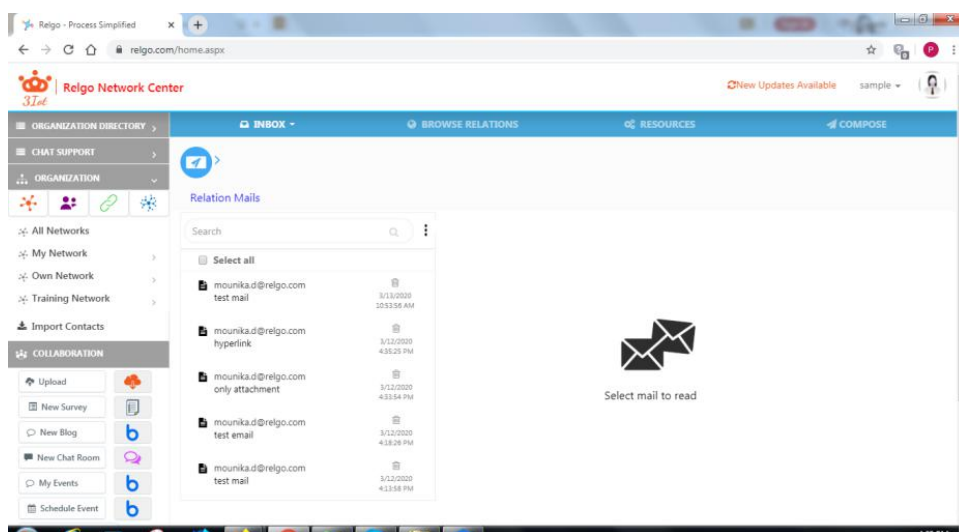
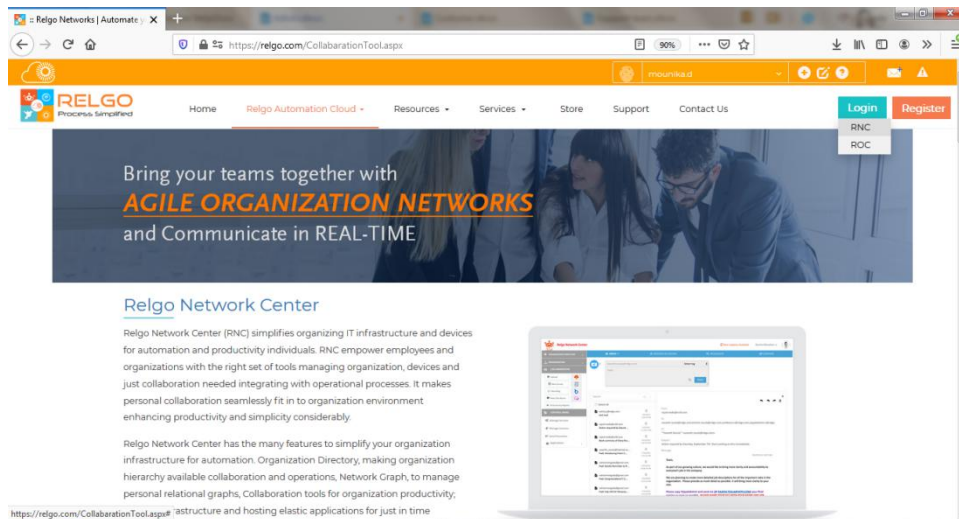
Chat support- Admin

Introduction:

RNC Chatbots are anonymous bots answering questions with predefined answers. The bots are continuously fed with information to answer any questions. If bot cannot answer, it can automatically pose the question to chatroom for a person to answer.

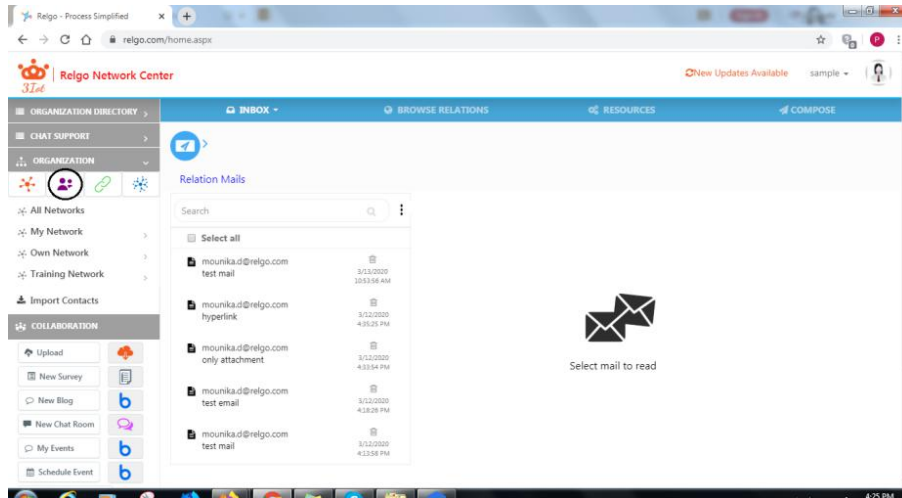
How to Create Chatroom:

- Chat support needs to be enabled in website by creating the Chatroom and adding member to it.
- Admin needs to create group in RNC and add relations to the group.
- In order to create the group admin needs to login to RNC using the token.

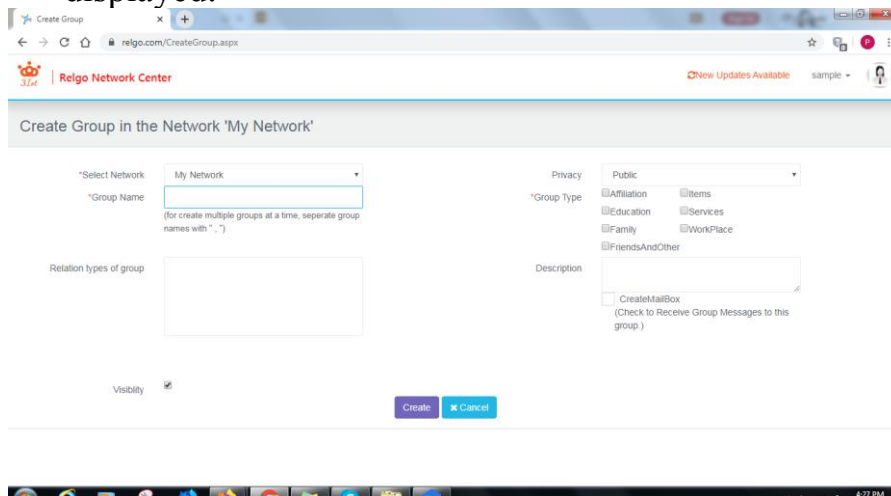


Group Creation:

- Click on Group Icon as shown below.



- Once the user click on Group Icon the below shown screen is displayed.



Select Network: Select the Network to which the Group needs to be created.

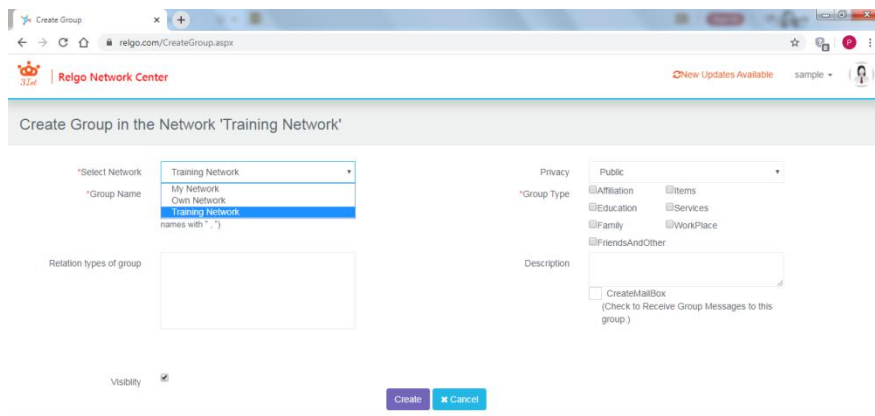
Group Name: Provide the desired Group name in the given field. Multiple groups can be created at a time by separate the groups name with “,”.

Types of Groups:

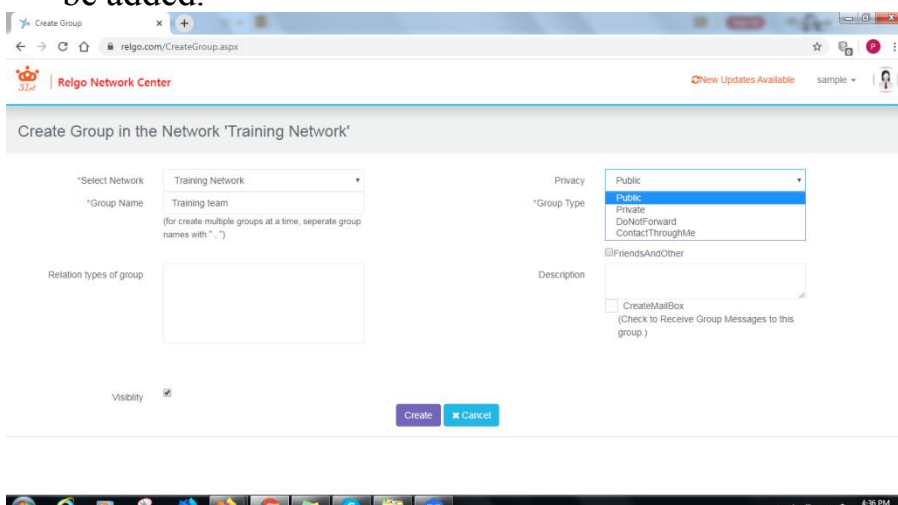
- Affiliation:** Group type related to affiliation like member, moderator, affiliated to etc.

- (ii) **Family:** Group type related to family like parents, child, brother etc.
- (iii) **Friends And Other:** Group type related to friends and others like close friend, classmate, batch mate etc.
- (iv) **Items:** Group type related to items like contain, material, owner, supplied by etc.
- (v) **Services:** Group type related to services like agent, client, coach, sales buddy etc.
- (vi) **Workplace:** Group type related to work place or office like coworker, manager, direct report, delegate etc.

● Choose group type as Workplace.



● Choose the Network from drop-down to which the Group(s) needs to be added.

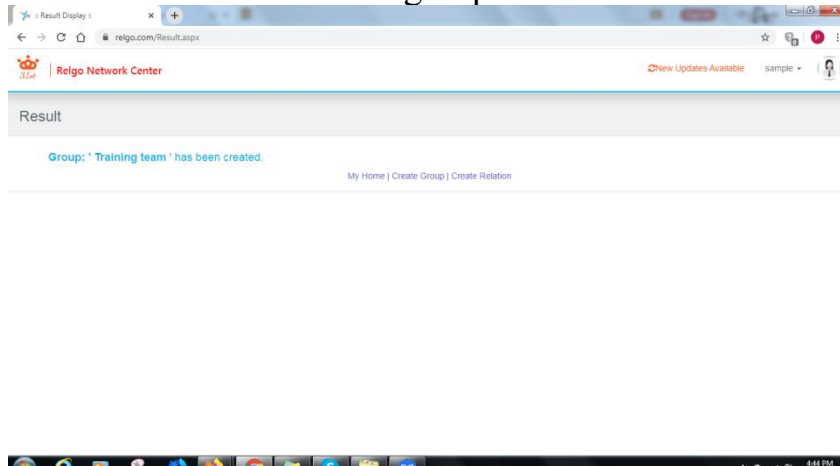


Privacy: Select privacy settings either public or private based on your choice, if you choose public, your uploaded docs will be seen by all the people and if you choose private, your docs would be up to you only.

Visibility: Purpose of name visibility in site.

Description: User can give description of Group.

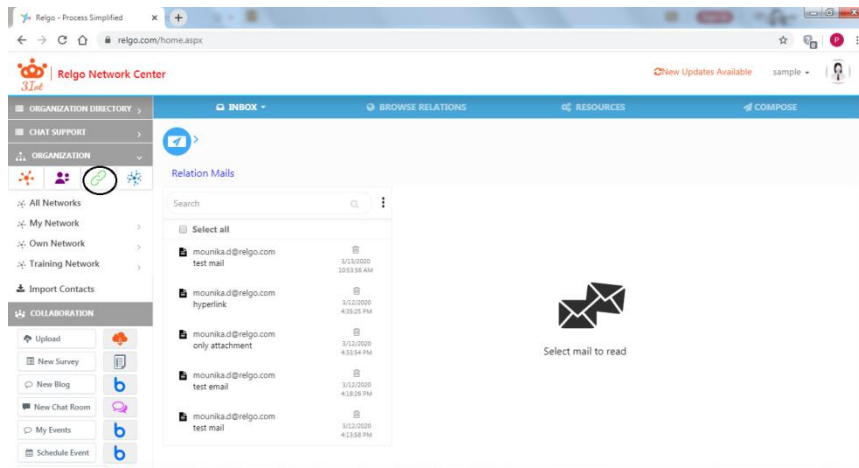
➤ On successful creation of group below screen is displayed.



- One can start adding Relation through above page by clicking on create Relation OR can create relations from home page. The relation creation form will be opened in both the cases.

Relation Creation:

- Click on “Create Relation” to add a new relation.



- After clicking on “Create Relation” the below shown screen is displayed.

Create/Update Relation in the network [My Network](#)

Contact Information

*First Name (Role / Business)


Last Name

*From Email Id ?

*Contact's Email Id ?

?

Display Picture



No file chosen

Organize Contact Relation

Network ?

*Group ?

*Relation Type

AdmittedTo

AffiliatedTo

AffiliationMember

Relation Description / Endorsements

Relation Privacy

Relation visible for everybody depending on their privacy settings.

Invite Contact ?

Would you like to Invite Contact

Personal Message to Contact

Alternate Email address

Additional Contact Information

Same as my address

Street Address1

City

Postal Code

Phone

Street Address2

State / Province

Country / Region

Mobile/Landline

Age

Birthdate

Education

RFid Tag

Occupation

Keyword Information

Keyword Name

[Use Keyword name to associate value to name. (ex. Keyword name: Income; Keyword Value:30000)]

Keyword Value

Keyword(s) to this Relation

Network Template

This form contains the following sections:

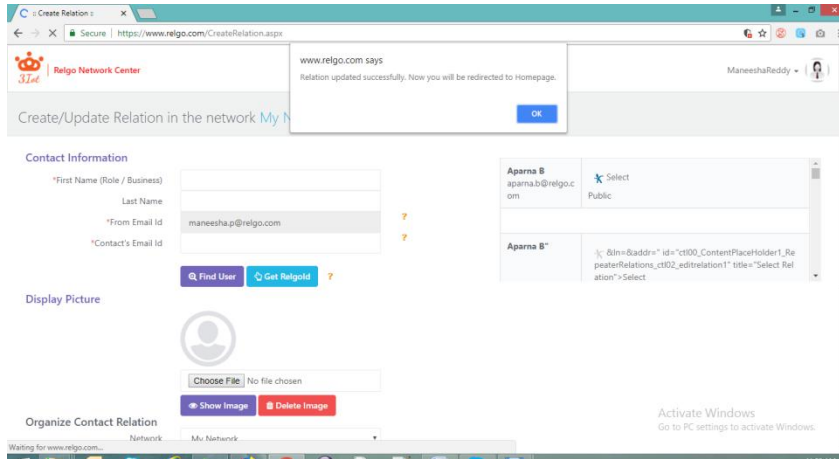
- **Contact Information** which contains new relation's First Name, Last Name, Email Address and From Email Address. Also it has

buttons called 'Find User' which is used to search for public members in the database based on First Name or Email Address and 'Get Relgo Id' to generate an Id automatically based on First Name.

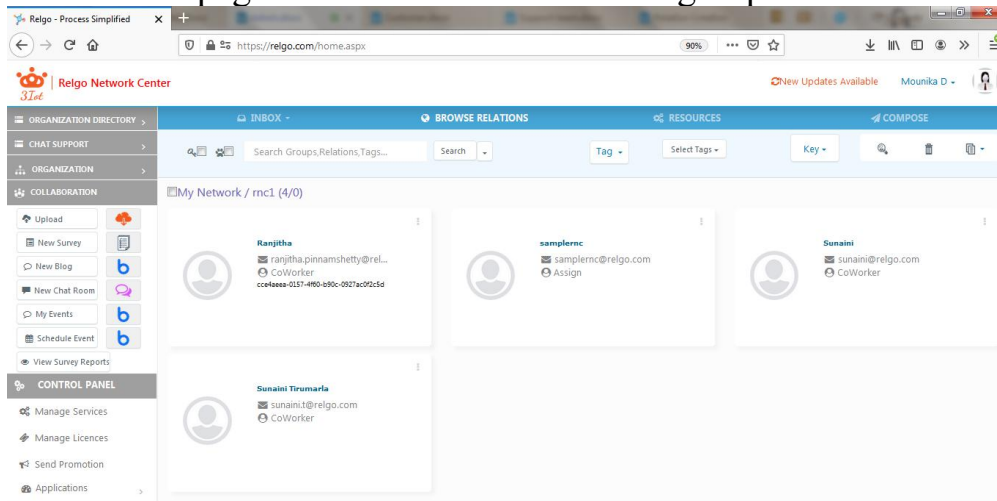
- **Display Picture** which is used to select a display picture for the relation.
- **Organize Contact Relation** which contains selected network and groups under it and Relation Types based on the group type like family, Workplace etc. and Relation Description and Relation Privacy.
- **Invite Contact** to invite the target user to accept relation along with a personal message.
- **Additional Contact Information** which contains the relation's address, contact numbers, birthday, education, occupation etc.
- **Tag Information** which is used to add a tag to the relation. Tags are used to provide additional information and improved searching efficiency.

Relation Privacy is of 4 types. They are:

- (i) **Public:** Relation visible for everybody depending on their privacy settings.
 - (ii) **Private:** Relation visible only to the user.
 - (iii) **DoNotForward:** Relation visible to the user's relations in that network.
 - (iv) **ContactThroughMe:** Only Name of the relation visible to everybody and should request the user for the profile of the relation.
- If the selected network is a Managed or a Directory network, another section called 'Child Relations' will appear in "Create Relation" form. Child Relations is used to create new relations to the new/existing relations.
 - After filling all the fields and click on "Create" a new relation will be created. After creating a new relation, a popup is shown for confirmation.

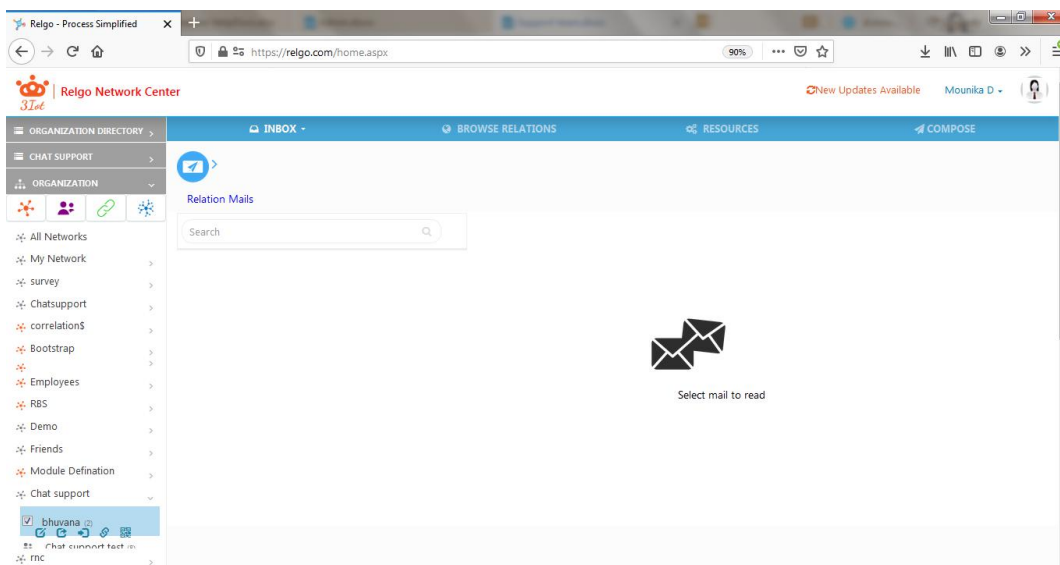


- After creating the relation, the newly created relation will appear on the Homepage with selected network and group.

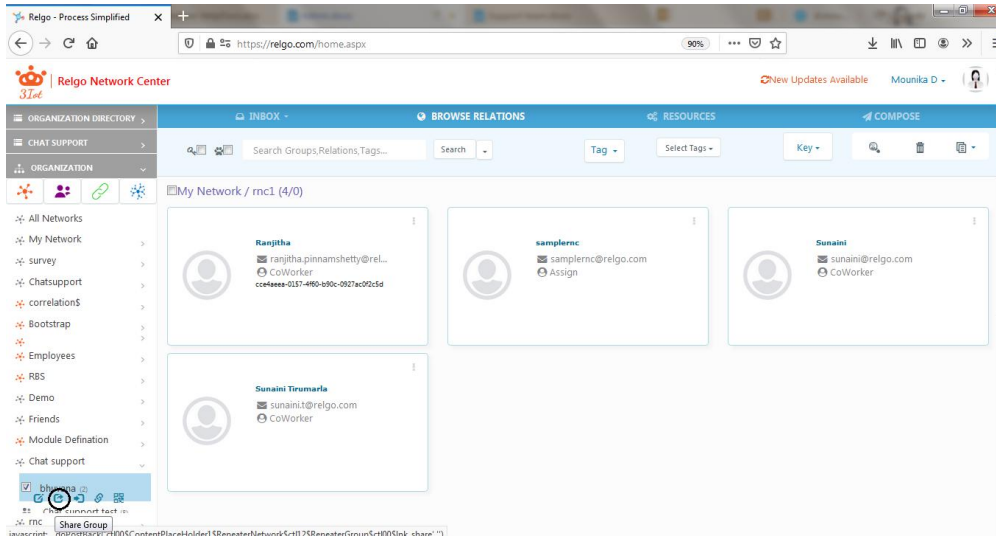


Share Relations:

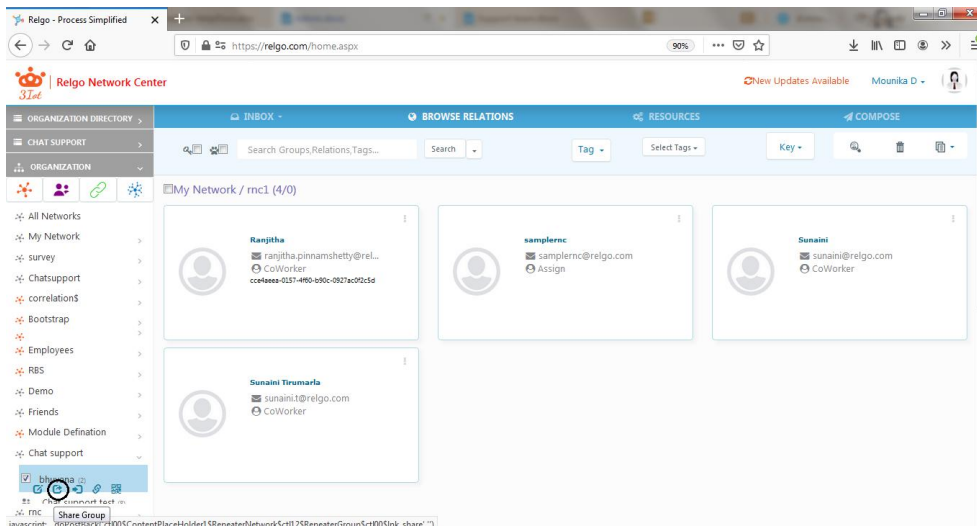
- Select the group which needs to be shared as shown below



- After selecting the group, choose the relations to whom the group needs to be shared from browse relations.

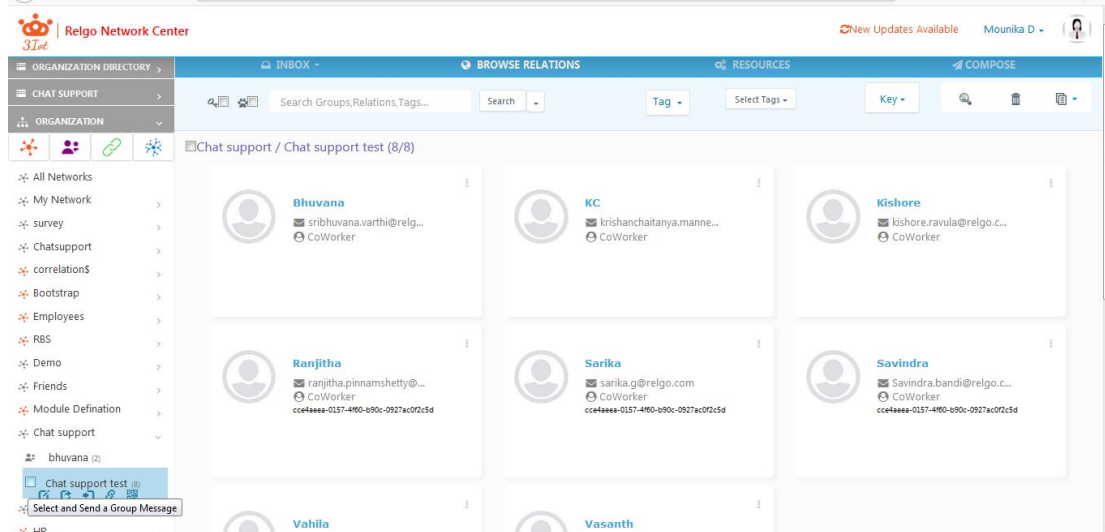


- By clicking on share group as shown above the group will be shared to the selected relations.

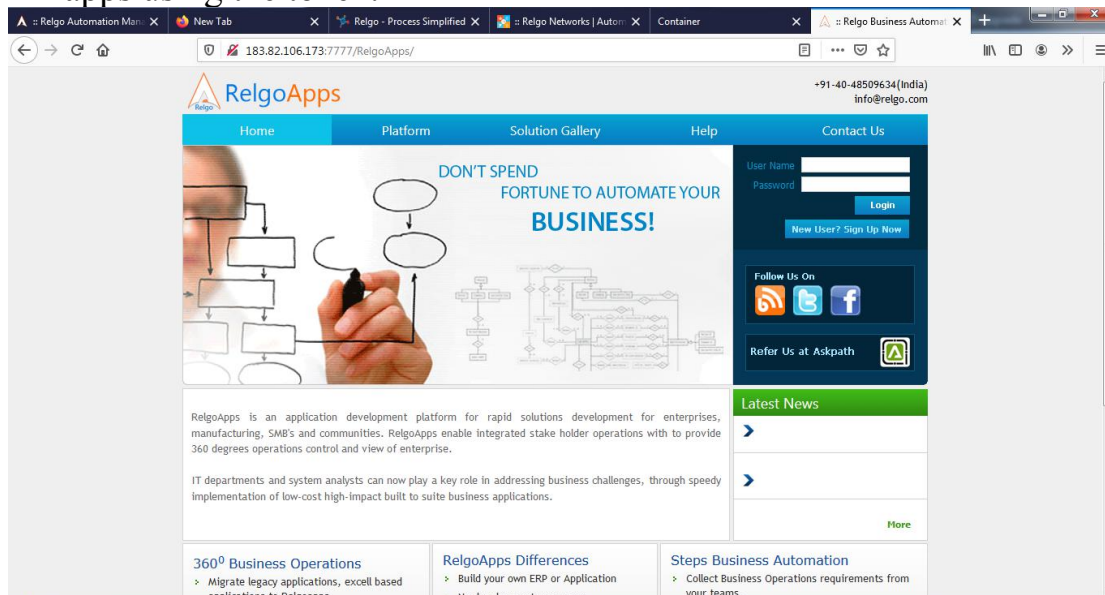


Chatroom Creation:

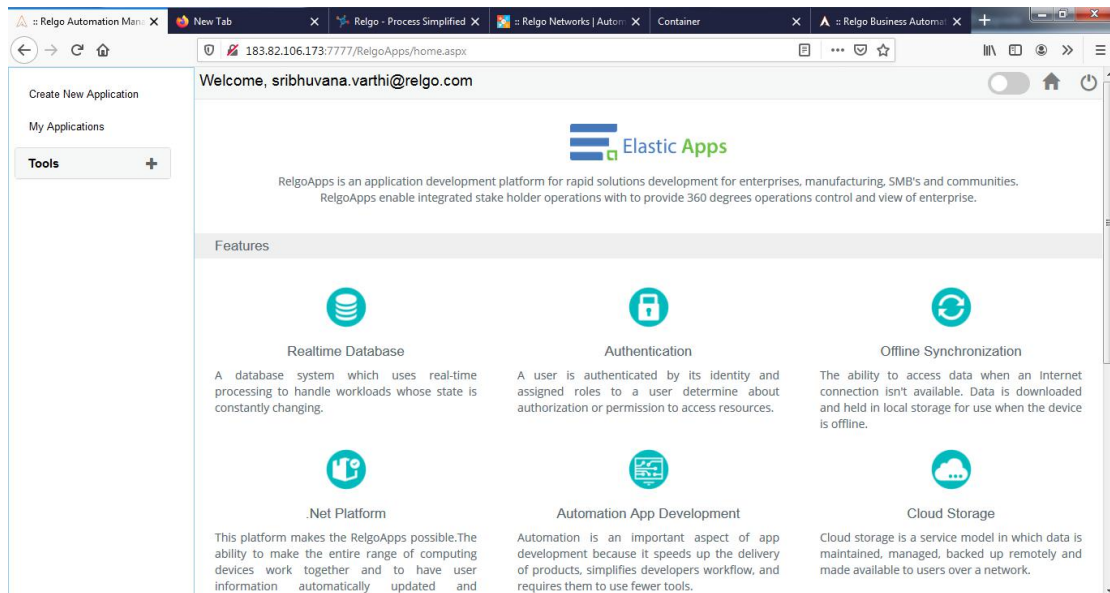
- Chatsupport test group has created by adding the relations.



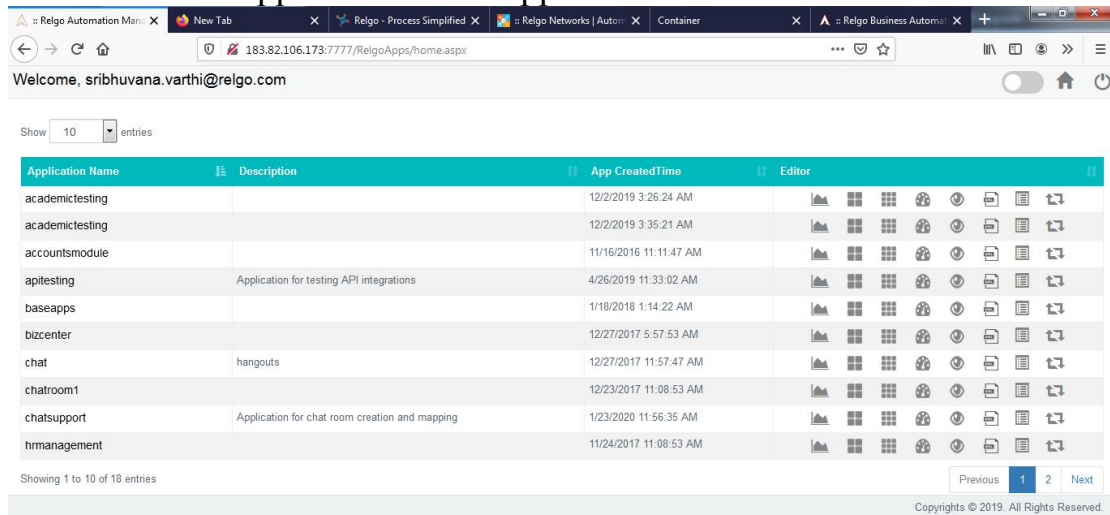
- The above screen shows the relations added to the group.
- Next step is to create Chatroom. To create chatroom login to relgo apps using the token.



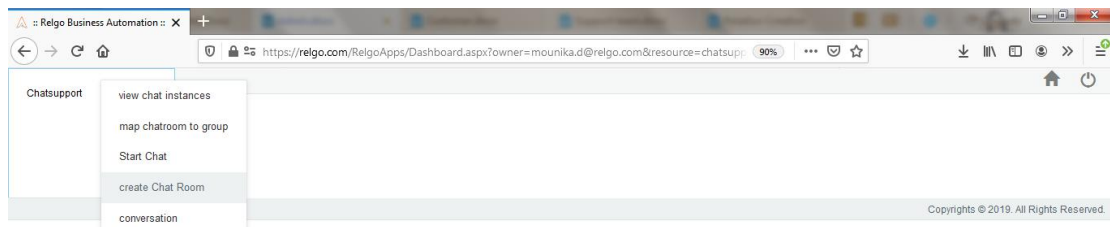
- After login click on My applications.



● Choose the application chat support.



● Click on Dashboard icon parallel to the chat support application.

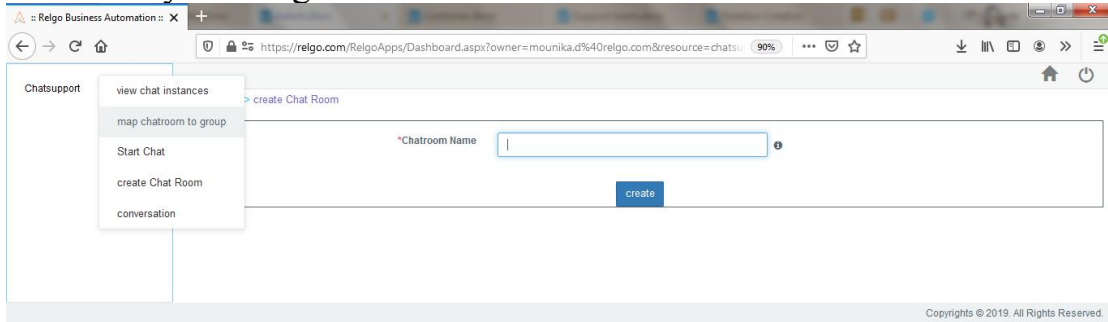


- Click on create chatroom to create new chatroom.
- Provide chatroom name in the given field.

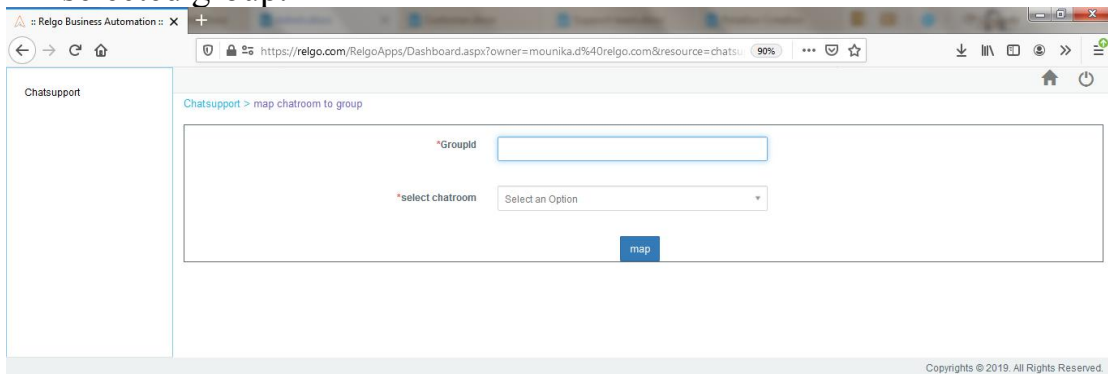
*Chatroom Name

create

● Now by clicking on create chatroom has been created.



● Choose map chatroom to group to map the created chatroom to the selected group.



● Provide groupId and select the chatroom and then click on map. Thus the group will be mapped to the chatroom.

● GroupId can be retrieved from inspecting the group.

After creating the Chatroom, admin needs to create the URL.

<https://relgo.com/relgoapps/Container.aspx?formid=94f7341c-fcb9-49c1-90c9-9d0a6618bca4&chatroomAddress=testchat@d939e886-1bf5-471a-92b3-3994500538e6.d939e886-1bf5-471a-92b3-3994500538e6.relgo.com&panel=hide>

Form ID: FormId can be retrieved from Relgoapps->manage forms->Existing form-> select the form.

Form Name :

Form Description :

Layouts :

Form Type :

Table Border : (optional)

AppsheetView :

Module :

Feature :

Group Index :

Form Index :

Variables per Row :

Text Align :

Control Align :

Validator Align :

Data Collection :

Mark Form As : Task Form Customizable Data Form Shared Form

Existing Forms
Customer Details

[Update Form](#) [Delete Form](#) [Cancel](#) [Preview](#) [Copy](#)

Form Name : Customer Details

Form Id : 94f7341e-fcb9-49c1-90e9-9d0a6618bca4