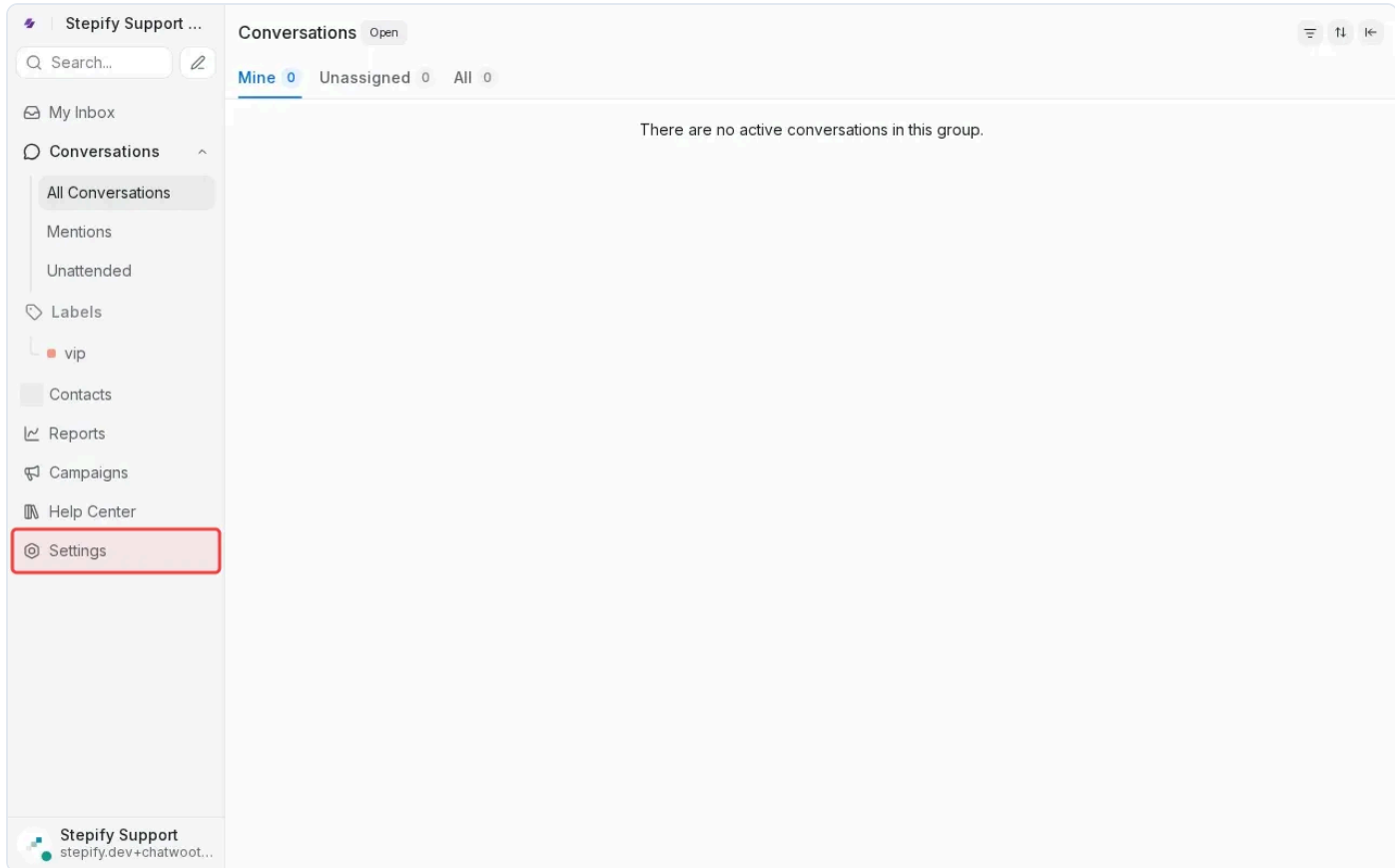


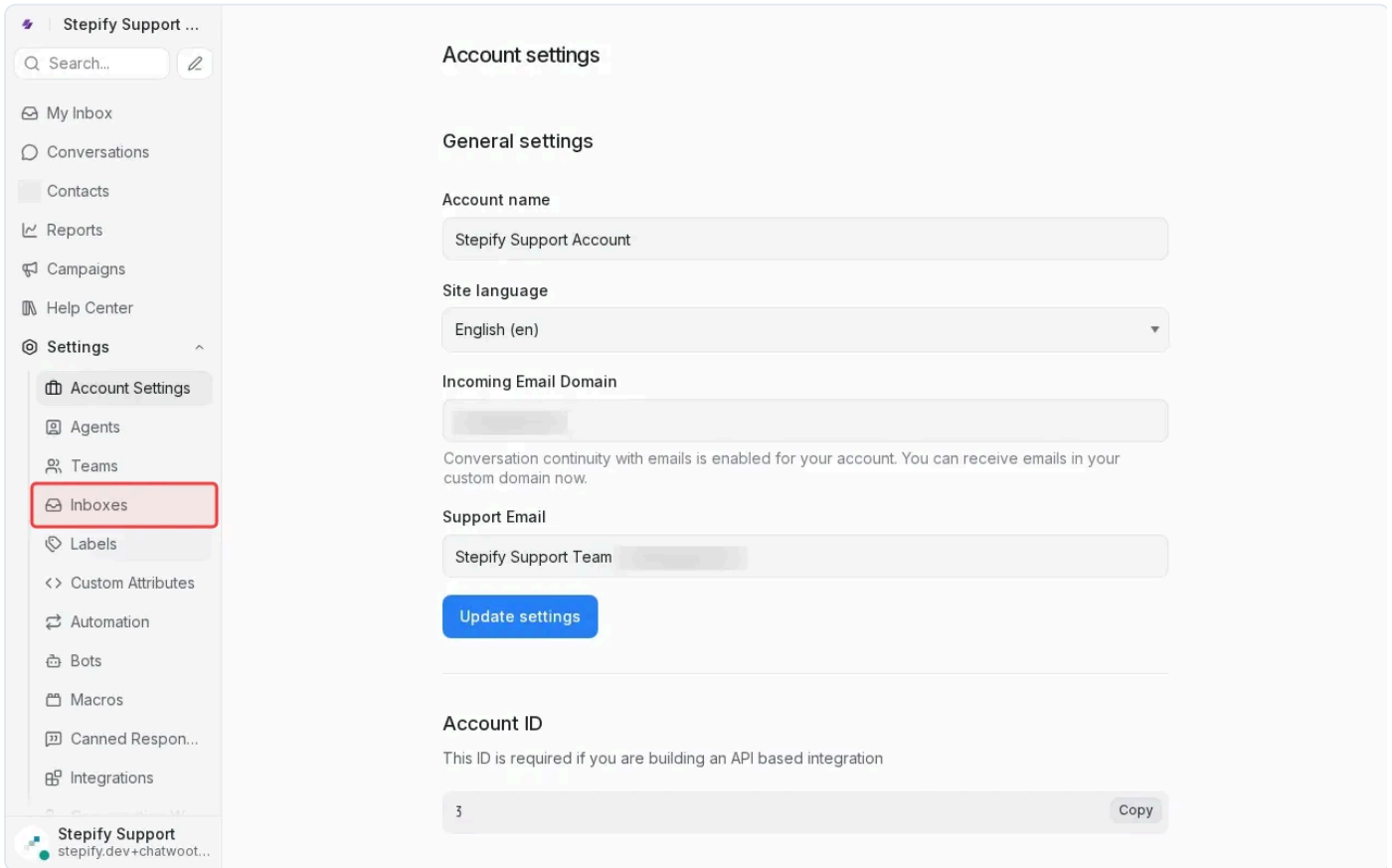
How to set up a new inbox in Chatwoot

Chatwoot 9 steps · 1m 23s

1 Click 'Settings' in the sidebar to open settings.

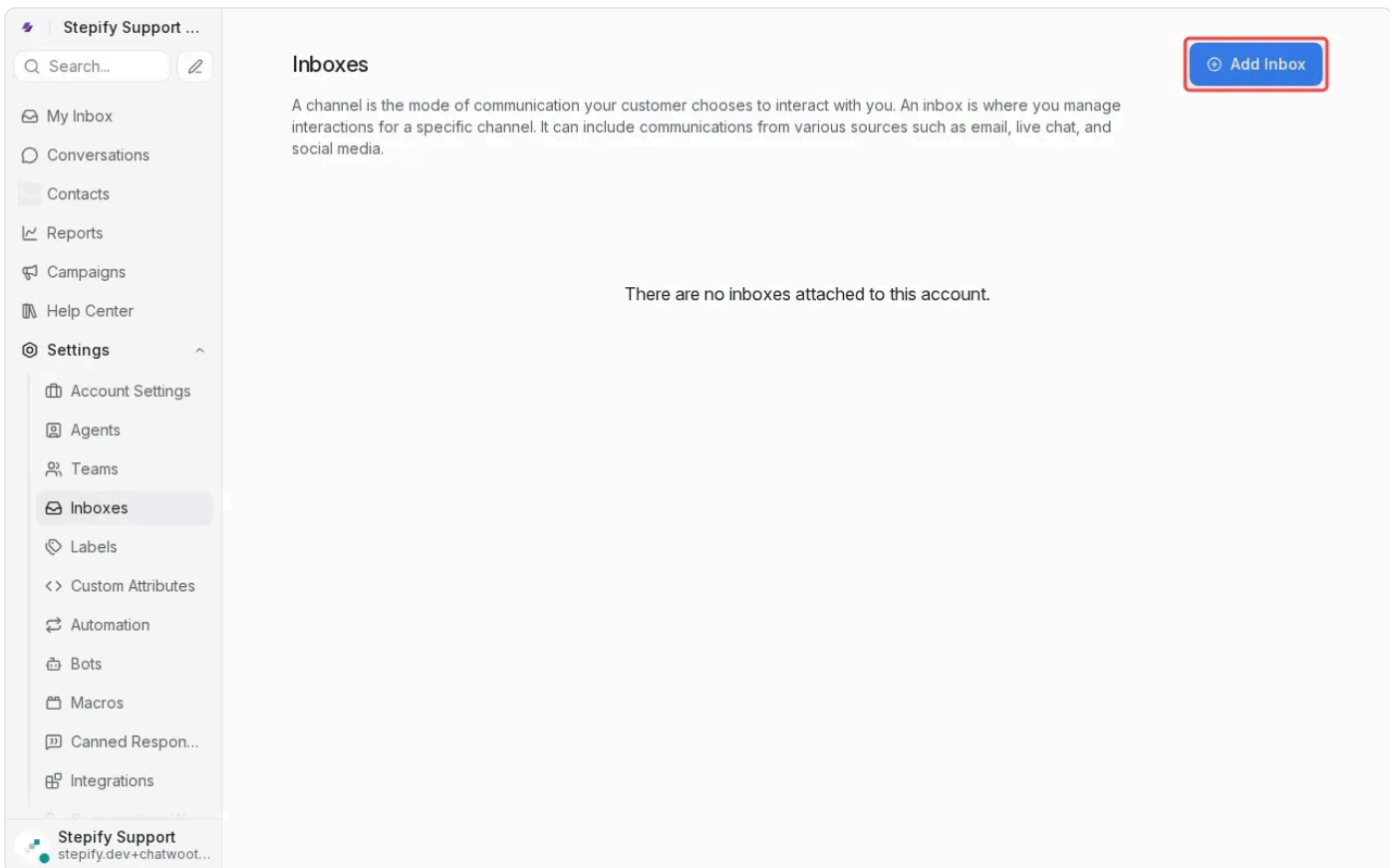


2 Click 'Inboxes' in settings menu to manage inboxes.



The screenshot shows the 'Account settings' page for a Stepify Support account. The left sidebar contains a settings menu with 'Inboxes' highlighted in a red box. The main content area is titled 'Account settings' and includes sections for 'General settings', 'Incoming Email Domain', 'Support Email', and 'Account ID'. The 'General settings' section contains fields for 'Account name' (Stepify Support Account), 'Site language' (English (en)), and 'Incoming Email Domain'. The 'Support Email' section contains a field for 'Support Email' (Stepify Support Team) and an 'Update settings' button. The 'Account ID' section contains a field for 'Account ID' (3) and a 'Copy' button.

3 Click 'Add Inbox' to start creating new inbox.



The screenshot shows the 'Inboxes' page for a Stepify Support account. The left sidebar contains a settings menu with 'Inboxes' highlighted. The main content area is titled 'Inboxes' and includes a description: 'A channel is the mode of communication your customer chooses to interact with you. An inbox is where you manage interactions for a specific channel. It can include communications from various sources such as email, live chat, and social media.' Below the description, it states 'There are no inboxes attached to this account.' A blue 'Add Inbox' button is highlighted in a red box in the top right corner.

4 Click 'Website' to create a live-chat widget inbox.

The screenshot shows the 'Inboxes' setup page in the Stepify Support interface. On the left is a sidebar with navigation options like 'My Inbox', 'Conversations', 'Contacts', 'Reports', 'Campaigns', 'Help Center', 'Settings', 'Account Settings', 'Agents', 'Teams', 'Inboxes', 'Labels', 'Custom Attributes', 'Automation', 'Bots', 'Macros', 'Canned Responses', and 'Integrations'. The main content area is titled 'Inboxes' and features a progress indicator with four steps: 1. Choose Channel, 2. Create Inbox, 3. Add Agents, and 4. Voilà! Below the progress indicator is a grid of channel options. The 'Website' option, which says 'Create a live-chat widget', is highlighted with a red border. Other options include Facebook, WhatsApp, SMS, Email, API, Telegram, Line, and Instagram.

5 Type website domain in the domain field.

The screenshot shows the configuration page for a 'Website channel'. The progress indicator shows that the 'Choose Channel' step is complete. The 'Website Domain' field is highlighted with a red border. The configuration options include: 'Website Name' (Support Website), 'Website Domain' (Enter your website domain (eg: acme.com)), 'Widget Color' (a blue square), 'Welcome Heading' (Hi there!), 'Welcome Tagline' (We make it simple to connect with us. Ask us anything, or share your feedback.), and 'Enable channel greeting' (Disabled). The bottom of the page indicates 'Auto-send greeting messages when customers start a conversation and send their first message.'

6 Type welcome message in the tagline field.

Stepify Support ...

Search...

My Inbox

Conversations

Contacts

Reports

Campaigns

Help Center

Settings

Account Settings

Agents

Teams

Inboxes

Labels

Custom Attributes

Automation

Bots

Macros

Canned Respon...

Integrations

Stepify Support
stepify.dev+chatwoot...

< Back Inboxes

✓ Choose Channel
Choose the provider you want to integrate with Landing Pad Digital.

2 Create Inbox
Authenticate your account and create an inbox.

3 Add Agents
Add agents to the created inbox.

4 Voilà!
You are all set to go!

Website channel
Create a channel for your website and start supporting your customers via our website widget.

Website Name
Support Website

Website Domain
support.example.com

Widget Color
Blue

Welcome Heading
Hi there !

Welcome Tagline
We make it simple to connect with us. Ask us anything, or share your feedback.
0 / 255

Enable channel greeting
Disabled
Auto-send greeting messages when customers start a conversation and send their first message.

7 Scroll down to find the create inbox button.

Stepify Support ...

Search...

Conversations

Contacts

Reports

Campaigns

Help Center

Settings

Account Settings

Agents

Teams

Inboxes

Labels

Custom Attributes

Automation

Bots

Macros

Canned Respon...

Integrations

Conversation W...

Stepify Support
stepify.dev+chatwoot...

< Back Inboxes

✓ Choose Channel
Choose the provider you want to integrate with Landing Pad Digital.

2 Create Inbox
Authenticate your account and create an inbox.

3 Add Agents
Add agents to the created inbox.

4 Voilà!
You are all set to go!

Website channel
Create a channel for your website and start supporting your customers via our website widget.

Website Name
Support Website

Website Domain
support.example.com

Widget Color
Blue

Welcome Heading
Hi there !

Welcome Tagline
Welcome! How can we help you today?
35 / 255

Enable channel greeting
Disabled
Auto-send greeting messages when customers start a conversation and send their first message.

8 Click 'Create Inbox' to complete the setup.

The screenshot shows the 'Stepify Support' interface with the 'Inboxes' section selected. A progress indicator on the left shows four steps: 1. Choose Channel, 2. Create Inbox (highlighted with a red box), 3. Add Agents, and 4. Voilà! The right-hand panel is titled 'Website channel' and contains the following fields:

- Website Name:** Support Website
- Website Domain:** support.example.com
- Widget Color:** A blue color swatch.
- Welcome Heading:** Hi there !
- Welcome Tagline:** A rich text editor containing the text 'Welcome! How can we help you today?' with a character count of 35 / 255.
- Enable channel greeting:** A dropdown menu set to 'Disabled'.

At the bottom of the right panel, there is a note: 'Auto-send greeting messages when customers start a conversation and send their first message.'

9 Type website name in the Website Name field.

This screenshot is identical to the previous one, but the 'Website Name' field in the 'Website channel' configuration is highlighted with a red border, indicating the step where the user should enter the website name.

