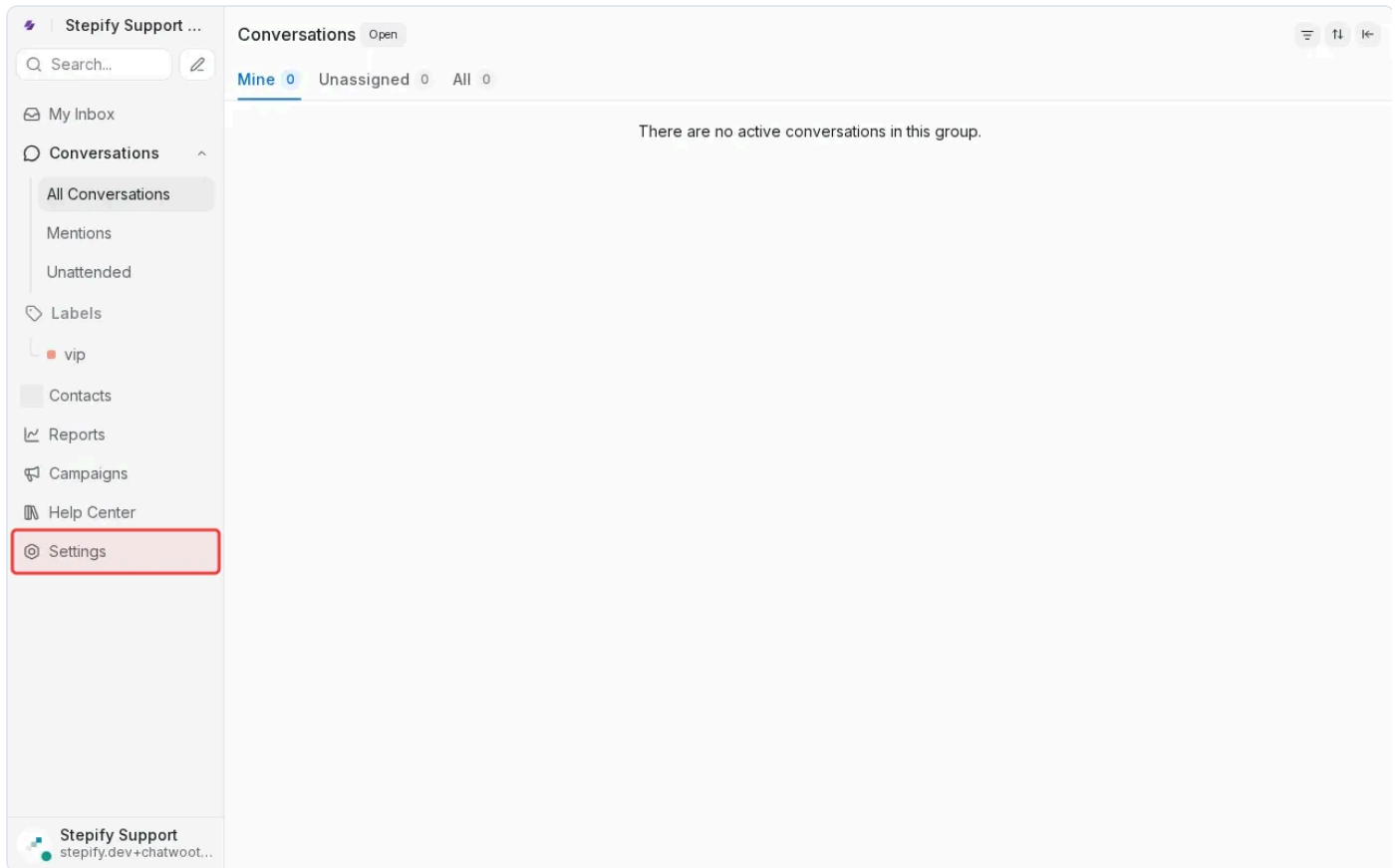


How to set up a new inbox in Chatwoot

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 'Stepify Support' account settings interface. On the left is a sidebar menu with options: My Inbox, Conversations, Contacts, Reports, Campaigns, Help Center, and Settings. The 'Settings' menu is expanded, and 'Inboxes' is highlighted with a red box. The main content area is titled 'Account settings' and contains a 'General settings' section. This section includes fields for 'Account name' (Stepify Support Account), 'Site language' (English (en)), and 'Incoming Email Domain'. Below these is a note about conversation continuity. The 'Support Email' field shows 'Stepify Support Team'. A blue 'Update settings' button is present. At the bottom, the 'Account ID' is displayed as '3' with a 'Copy' button. The footer shows the Stepify Support logo and the URL 'stepify.dev+chatwoot...'.

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

The screenshot shows the 'Stepify Support' 'Inboxes' page. The left sidebar menu is the same as in the previous screenshot, but 'Inboxes' is now selected and highlighted. The main content area is titled 'Inboxes' and contains a descriptive paragraph: '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 this text, it states 'There are no inboxes attached to this account.' In the top right corner, there is a blue button with a plus icon and the text 'Add Inbox', which is highlighted with a red box. The footer shows the Stepify Support logo and the URL 'stepify.dev+chatwoot...'.

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: My Inbox, Conversations, Contacts, Reports, Campaigns, Help Center, Settings (expanded), Account Settings, Agents, Teams, Inboxes, Labels, Custom Attributes, Automation, Bots, Macros, Canned Responses, and Integrations. The main area has a progress bar with four steps: 1. Choose Channel, 2. Create Inbox, 3. Add Agents, and 4. Voilà! Below the progress bar, there are nine channel options in a grid: Website (highlighted with a red border), Facebook, WhatsApp, SMS, Email, API, Telegram, Line, and Instagram. Each option includes an icon and a brief description of what it does.

5 Type website domain in the domain field.

The screenshot shows the 'Website channel' configuration page. The progress bar now shows 'Choose Channel' as completed (with a checkmark) and 'Create Inbox' as the current step. The 'Website channel' section includes a description: 'Create a channel for your website and start supporting your customers via our website widget.' Below this are several fields: 'Website Name' (containing 'Support Website'), 'Website Domain' (highlighted with a red box, with a placeholder 'Enter your website domain (eg: acme.com)'), 'Widget Color' (a blue square), 'Welcome Heading' (containing 'Hi there !'), and 'Welcome Tagline' (containing 'We make it simple to connect with us. Ask us anything, or share your feedback.'). At the bottom, there is a section for 'Enable channel greeting' with a dropdown menu set to 'Disabled' and a note: '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

Widget Color

Welcome Heading

Hi there !

Welcome Tagline

B I

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

Welcome Heading

Hi there !

Welcome Tagline

B I

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.

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

Welcome Heading

Hi there !

Welcome Tagline

B I ↻ ↺ ↻

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.

9 Type website name in the Website Name field.

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

Welcome Heading

Hi there !

Welcome Tagline

B I ↻ ↺ ↻

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.

