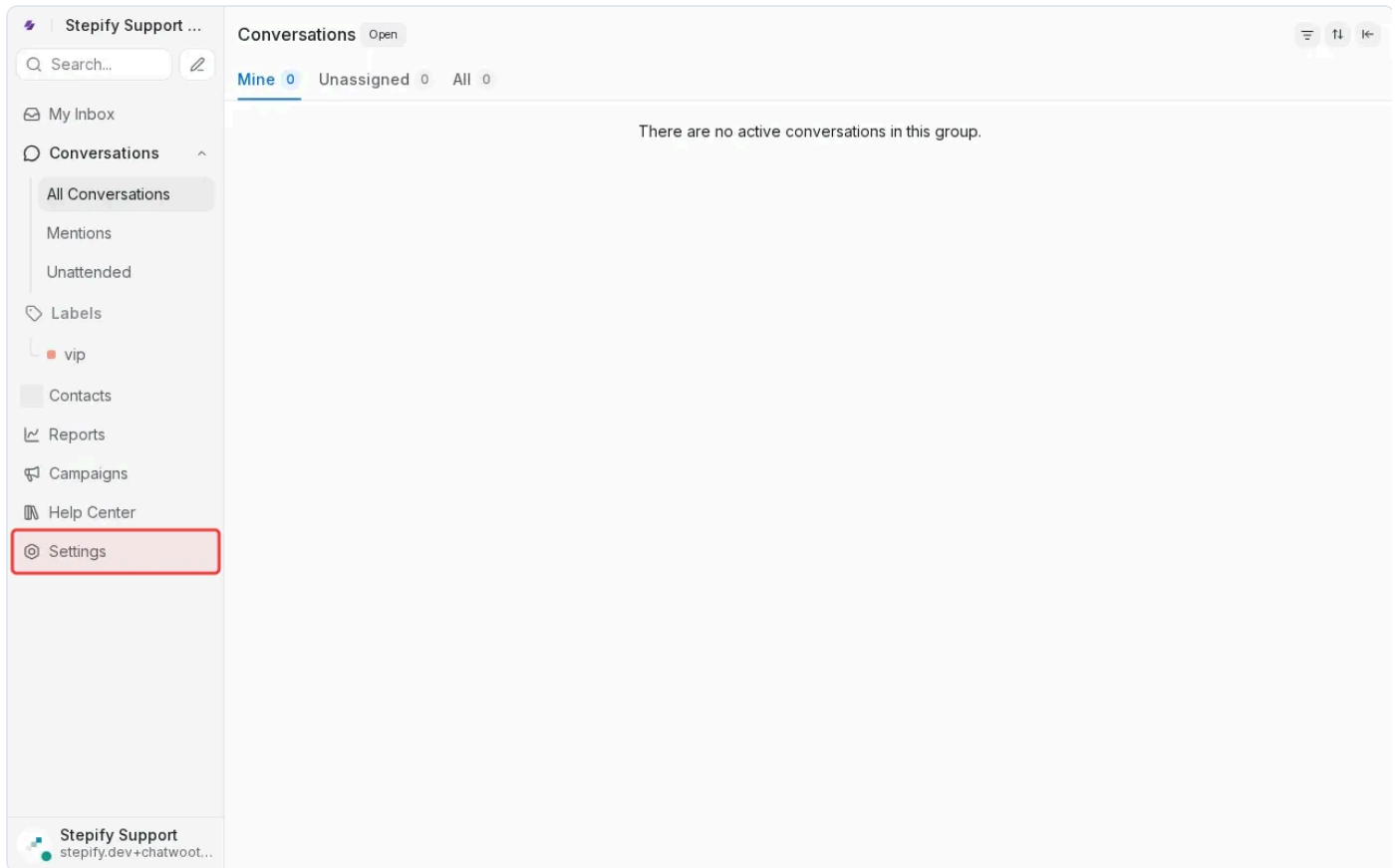


# How to set up a new inbox in Chatwoot

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, showing sub-options: Account Settings, Agents, Teams, Inboxes (highlighted with a red box), Labels, Custom Attributes, Automation, Bots, Macros, Canned Responses, and Integrations. 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.

## 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 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.' A blue 'Add Inbox' button with a plus icon is located in the top right corner, highlighted with a red box. Below the description, a message states: 'There are no inboxes attached to this account.'

#### 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 links: 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! The 'Choose Channel' step is active, showing a grid of integration 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 'Website channel' configuration page. The progress bar indicates the 'Choose Channel' step is complete. The 'Website Domain' field is highlighted with a red box. The configuration options include: Website Name (Support Website), Website Domain (Enter your website domain (eg: acme.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.), and Enable channel greeting (Disabled). The character count for the tagline is 0 / 255.

## 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

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< Back

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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.

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Authenticate your account and create an inbox.

3 Add Agents

Add agents to the created inbox.

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You are all set to go!

Website channel

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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.

