

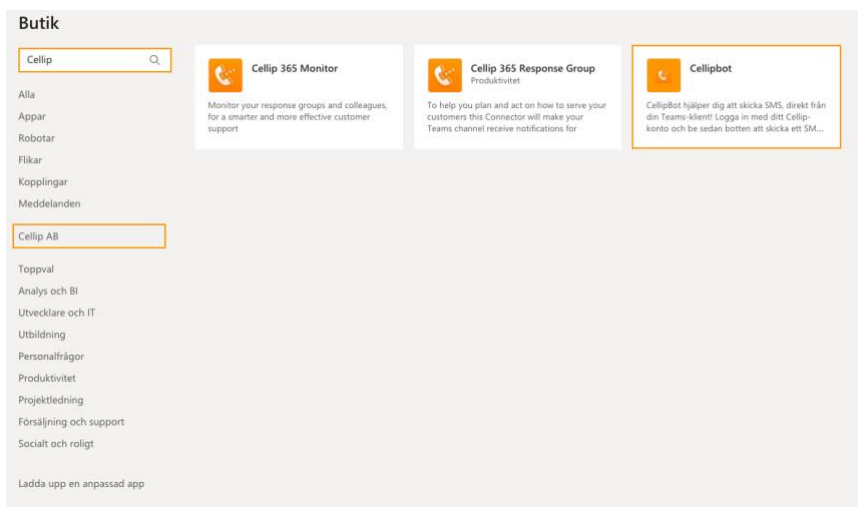
CelliBot.....	2
Installation .....	2
Cellip 365 Dashboard.....	3
Response groups.....	3
Number settings.....	3
Response group log.....	4
Conversation with CelliBot .....	5
CelliBot in Teams mobile app .....	6
Response groups.....	6
Mobile data.....	9
Presence.....	10
SMS.....	12

### CELLIBOT

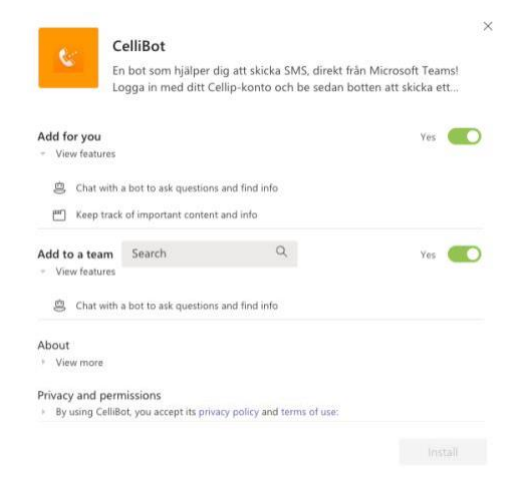
CelliBot helps you with settings and functionality in the Cellip phone service connected to the phone service of Microsoft Teams. For example, you can manage your Cellip 365 response groups, modify your display number and send text messages/SMS with CelliBot.

### INSTALLATION

You will find CelliBot in the Microsoft Teams store. Click on the Store button in the left side menu and search for Cellip.

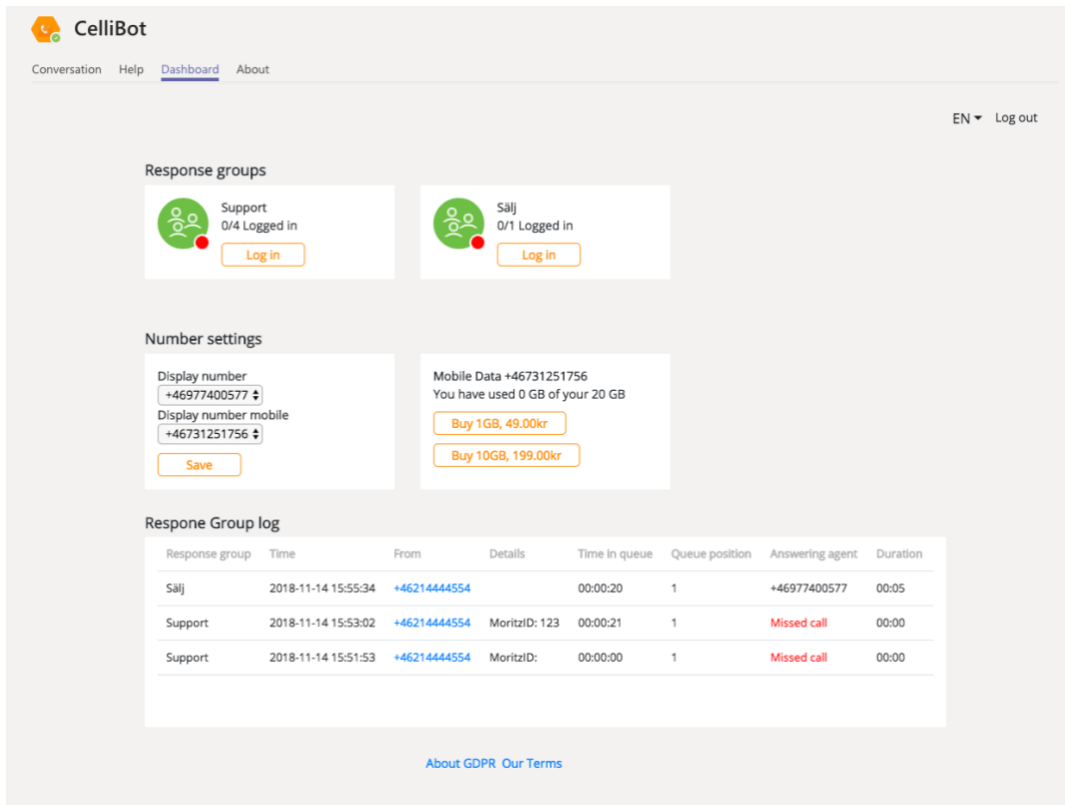


Select *CelliBot* by clicking on the CelliBot card in the store. In the new window you can choose if you wish to make the bot and its dashboard available to you personally in your Teams chat list, or if you wish to add only the bot to one of your teams. Note, you will not be able to integrate the dashboard if you choose to install to a team as this must be done through the private chat. If you do not wish to add functionality to a team you must click to uncheck CelliBot for the headline *Add to team*. Once you have made your choices you click on *Install* and you are now ready to start integrating with CelliBot.



### CELLIP 365 DASHBOARD

Select the tab Dashboard in your CelliBot to log in or out of Cellip 365 response groups that you are a member of, change the number displayed for outgoing calls, top up mobile data and see your response groups call history.



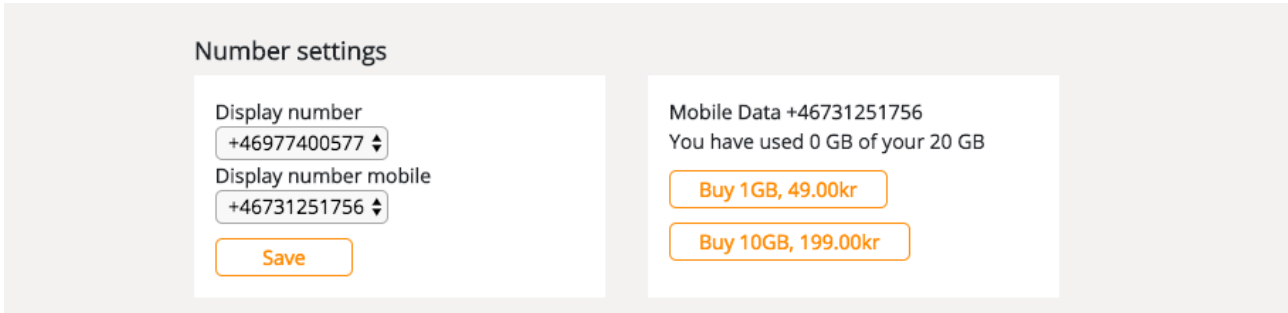
### RESPONSE GROUPS

Under the headline *Response groups*, the groups that you are a member of are listed. This is also where you see if the response group is open or closed, if you are logged in or logged out and how many of the agents belonging to the response group that are logged in. The large icon shows the status of the response group while the small dot in the bottom right corner shows whether you are logged in or not. Green shows that you are logged in, red shows that you are logged out. To change your status, click on *Log in* or *Log out*.

### NUMBER SETTINGS

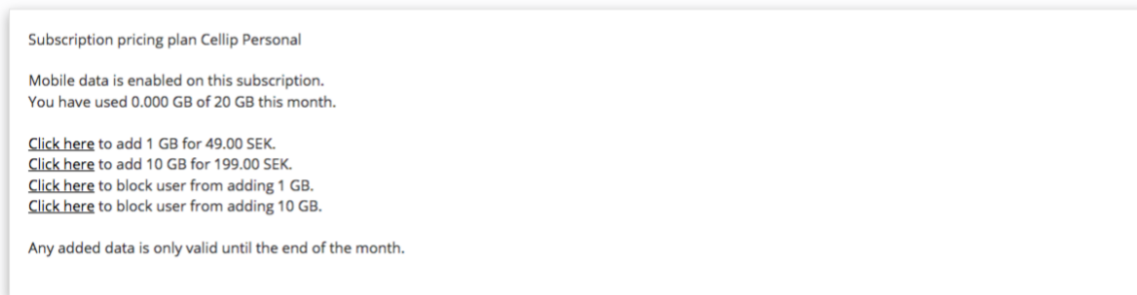
If you wish to change the number displayed when you make an outgoing call you can select Display number, select the number and click on *Save*. You will find this under the headline *Number settings*.

With version 3 an ability was added to select a display number and handle mobile data for your Cellip mobile phone number connected to the landline that you are logged in with. To change the display number for your mobile, go to the *Dashboard* tab and select *Number settings*. Select a number in the list and click *Save*.



If your admin has given you, as a user, permission to top up mobile data you will also see an option for buying additional data. The options are 1GB and 10GB. Click the button for the data you wish to top up with. To allow mobile data the admin must go to Cellips *My pages* and click their way to the mobile number that is to have the ability to purchase data. The admin can permit or block the ability of a user or number to purchase data on *My pages* and in the Teams client.

### Subscription +46731251756



## RESPONSE GROUP LOG

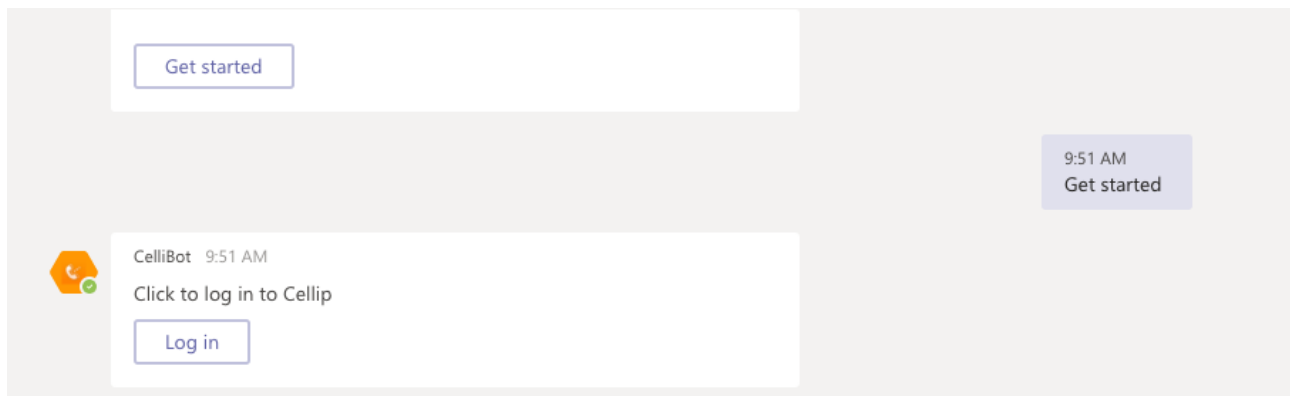
You can also see the call history of the response groups that you are a member of. The reply group to which the phone call was made, what time it was made and the phone number that called to the response group are listed here. If you have activated that incoming callers should be able to provide information to the response group, this information will be listed here as well. In the column *Queue position* it is shown what position in the queue the incoming call had when it was added to the queue, and if the call was never answered by an agent this will be displayed as **Missed call**.

### Response Group log

Response group	Time	From	Details	Time in queue	Queue position	Answering agent	Duration
Sälj	2018-11-14 15:55:34	+46214444554		00:00:20	1	+46977400577	00:05
Support	2018-11-14 15:53:02	+46214444554	MoritzID: 123	00:00:21	1	Missed call	00:00
Support	2018-11-14 15:51:53	+46214444554	MoritzID:	00:00:00	1	Missed call	00:00

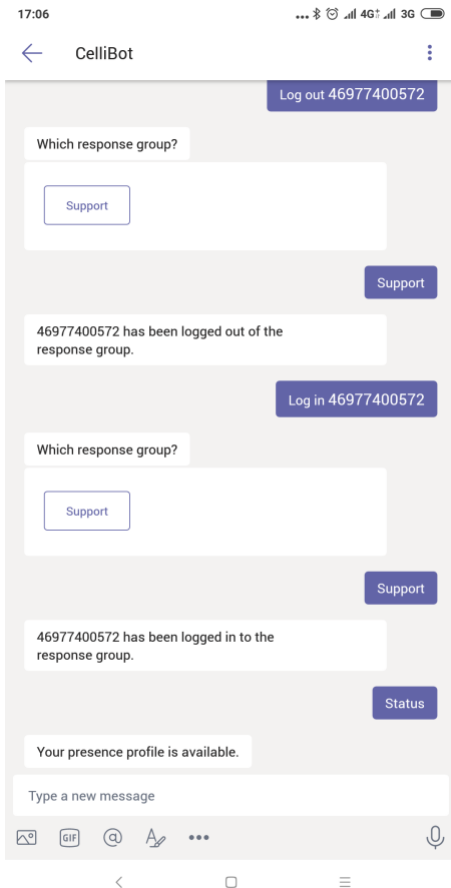
## CONVERSATION WITH CELLIBOT

To communicate with CelliBot you must first log in with your Cellip username. Click on Get started in the conversation that appears followed by Log in when the login window opens. Log in using your phone number and password. Once this is done you can start using CelliBot and conversation.



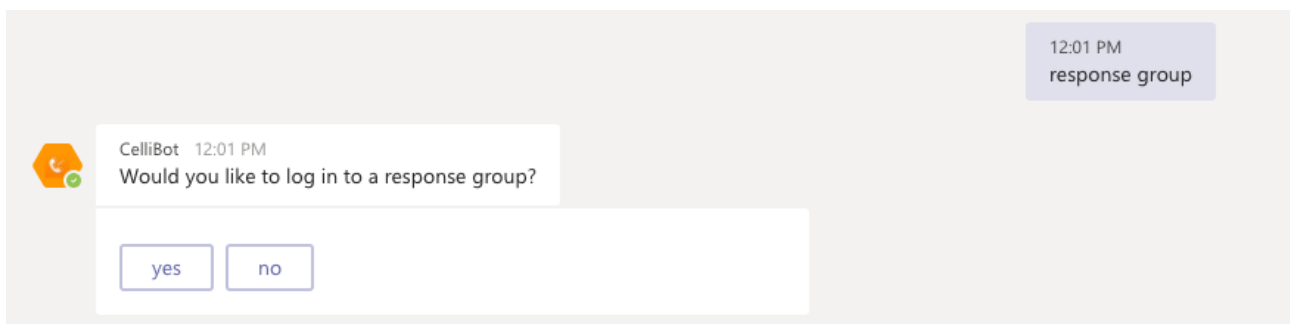
### CELLIBOT IN TEAMS MOBILE APP

With Microsoft Teams installed on your mobile phone you will be able to chat and do all the things as you can do as Conversation with CelliBot, just select CelliBot and start typing your commands. If you already signed in on your computer client, you will be signed in on your mobile phone.

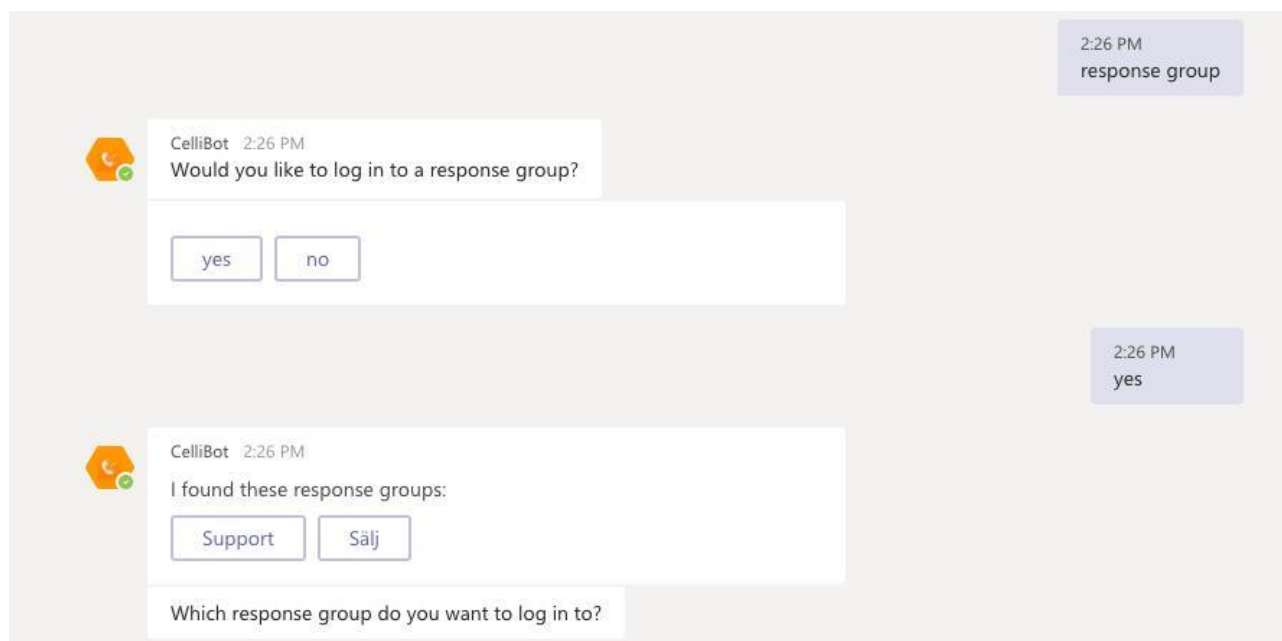


### RESPONSE GROUPS

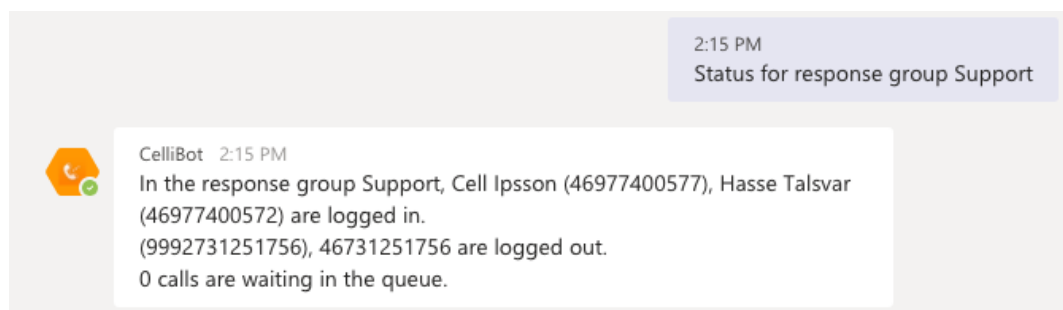
If you wish to log in or out of response groups you can type *Response group* to see the available options. If you are not logged in to any response groups you will only see the option to log in to response groups. If you are logged in to all of your response groups you only get the choice to log out of response groups. In any other case you will have multiple options. Type or click on any of the options that CelliBot presents to you.



If you are a member of multiple response groups, you will have the option to log in or out of the reply groups that you are logged out or logged in to respectively.



You are also able to directly type *log in to response group* or *log out of response group* to be taken directly to the selection screen for response groups. If you wish to see which agents belong to a response group or how many calls that are in the queue you can type *Status for response group* to be asked which response group you want to see the status for. Click on it or type the name of the response group that you are interested in.



If you are an admin for your given response group you will be able to log in or out other agents to that response group. You are able to set admin right to an agent at cellips my pages, just go to the page for your response group and check admin.

The screenshot displays a chat conversation with CelliBot. The interface includes a header with a timestamp and a user ID, followed by a question from CelliBot, a response button, a status message, another question, another response button, and a final status message.

2:16 PM  
Log out 46977400572

CelliBot 2:16 PM  
Which response group?

Support

2:16 PM  
Support

CelliBot 2:16 PM  
46977400572 has been logged out of the response group.

2:16 PM  
Log in 46977400572

CelliBot 2:16 PM  
Which response group?

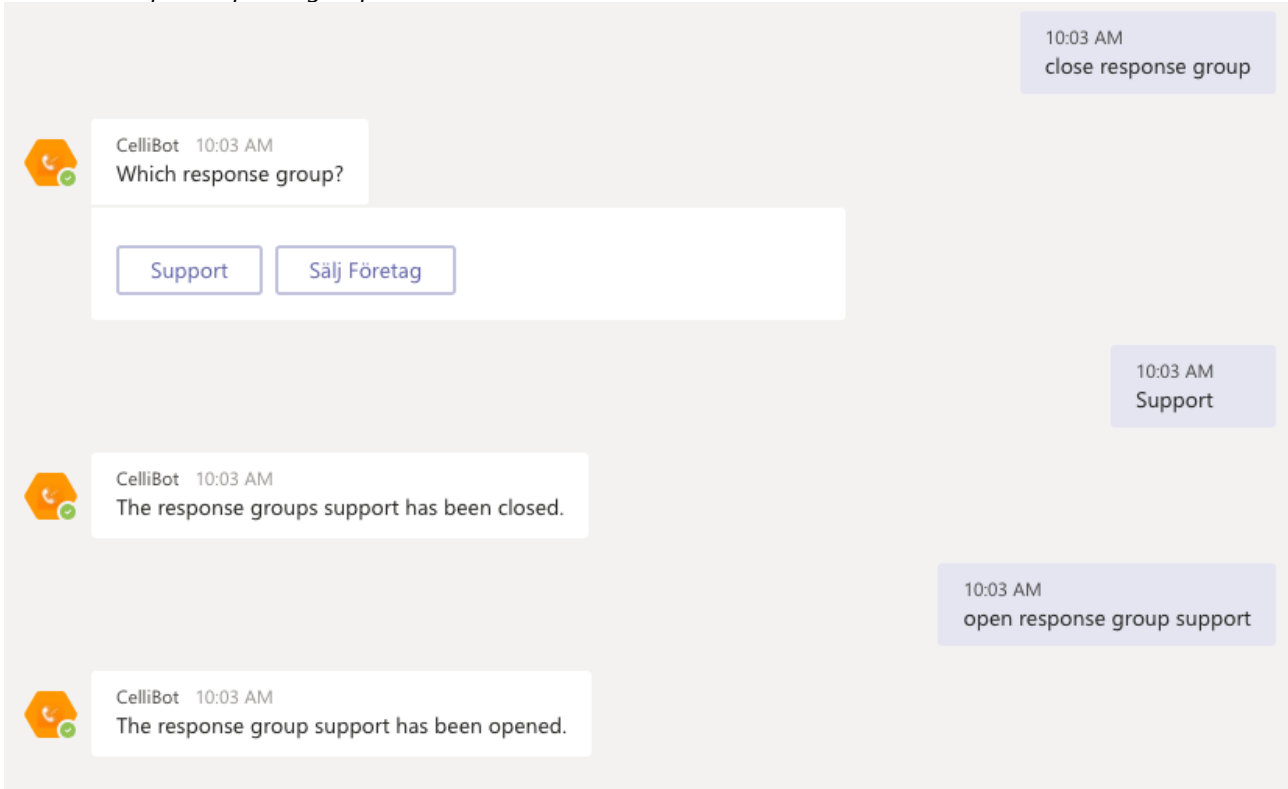
Support

2:16 PM  
Support

CelliBot 2:16 PM  
46977400572 has been logged in to the response group.

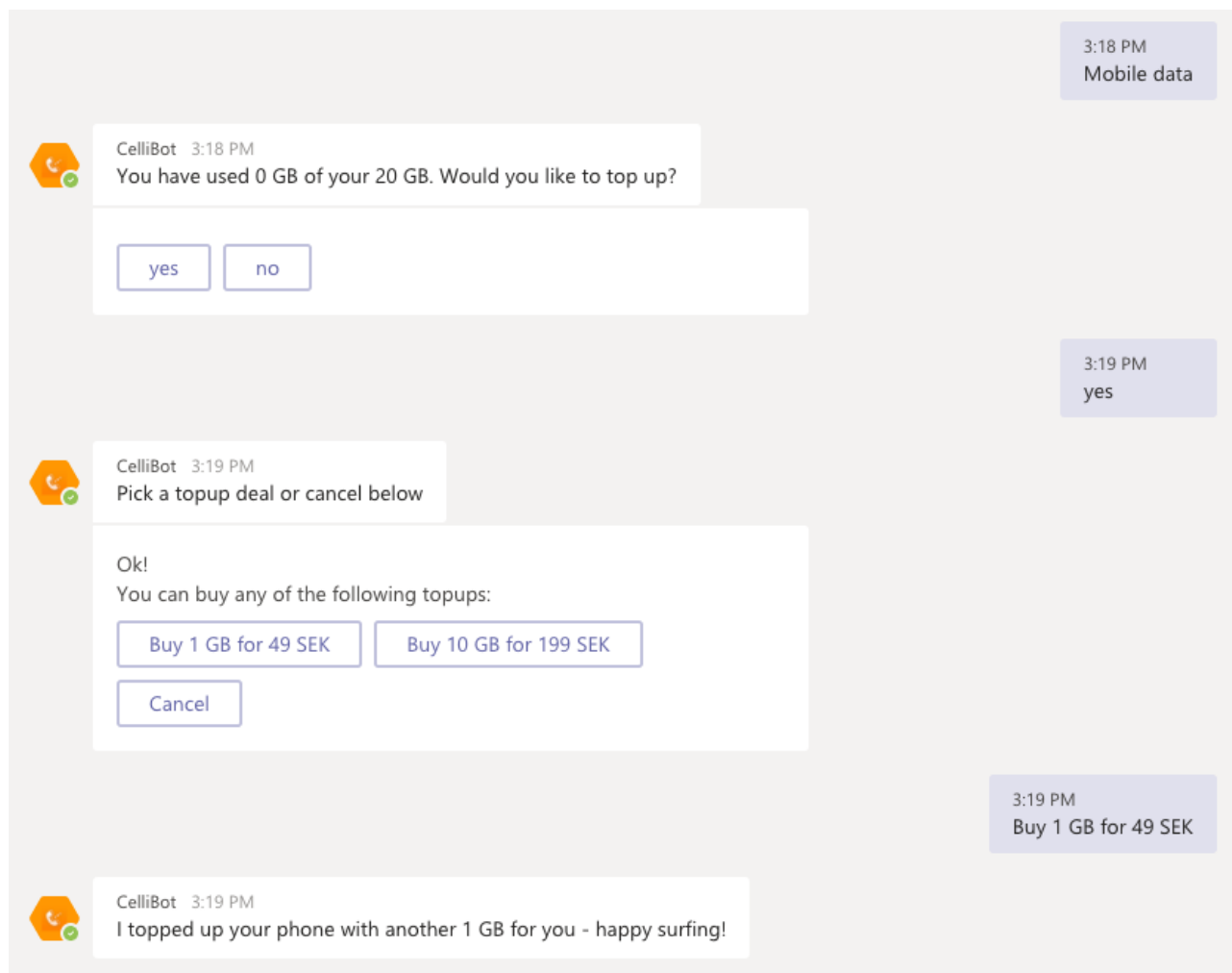


As admin for an response group you will also be able to close or open an response group. Type *close response group* then pick your response group or *close response group [response group name]*, same thing works with *open response group*.



### MOBILE DATA

You are able to ask CelliBot about your mobile data. This will show you how much data you have used, and if your admin has made it possible for you to top up your data on your own you can also ask CelliBot to top up mobile data. Simply type *Mobile data* to receive a reply and act accordingly.



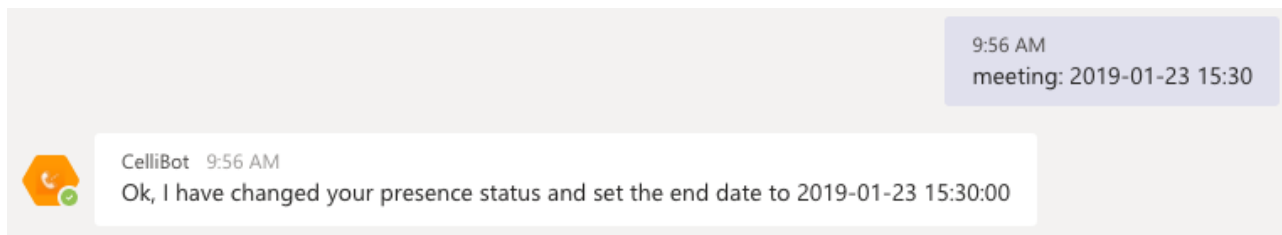
### PRESENCE

CelliBot will connect your team's client to the Cellip presence system where you, through conversations with CelliBot, can set your status and thus get calls to behave according to your presence profile. See the manual with information from Cellip for more on how to set up profiles. To set a status, type which status you want to have to CelliBot. You can also set an end time. Some statuses already have an end time as standard which you can override if you type another end time. Standard end times can be set in Cellip *My pages*.

An example of how to set your presence to meeting.

*meeting: 2019-01-23 15:30*

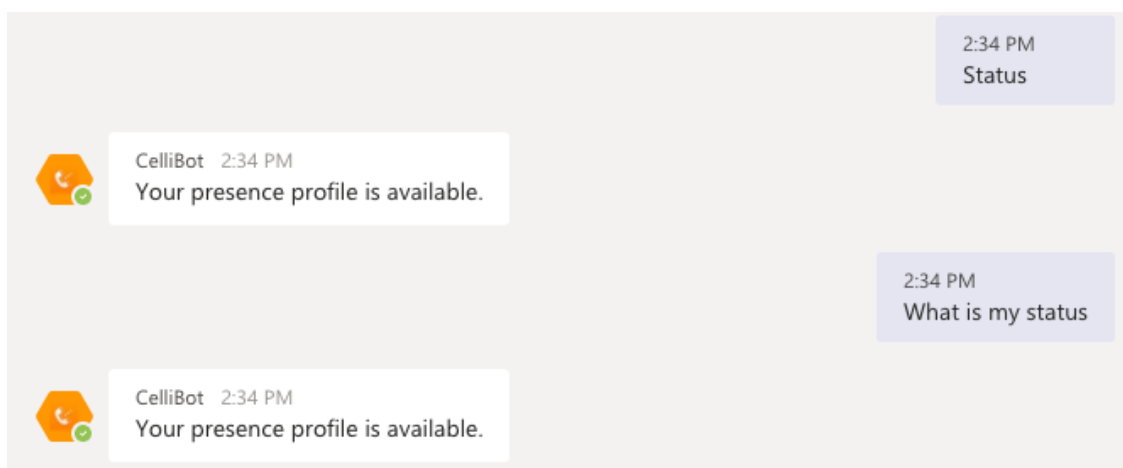
If no end time has been set the status is active until further notice.



Each status also has an abbreviation that can be used according to the table below. Always end the referral type with : to help CelliBot understand that it is a status that you wish to change.

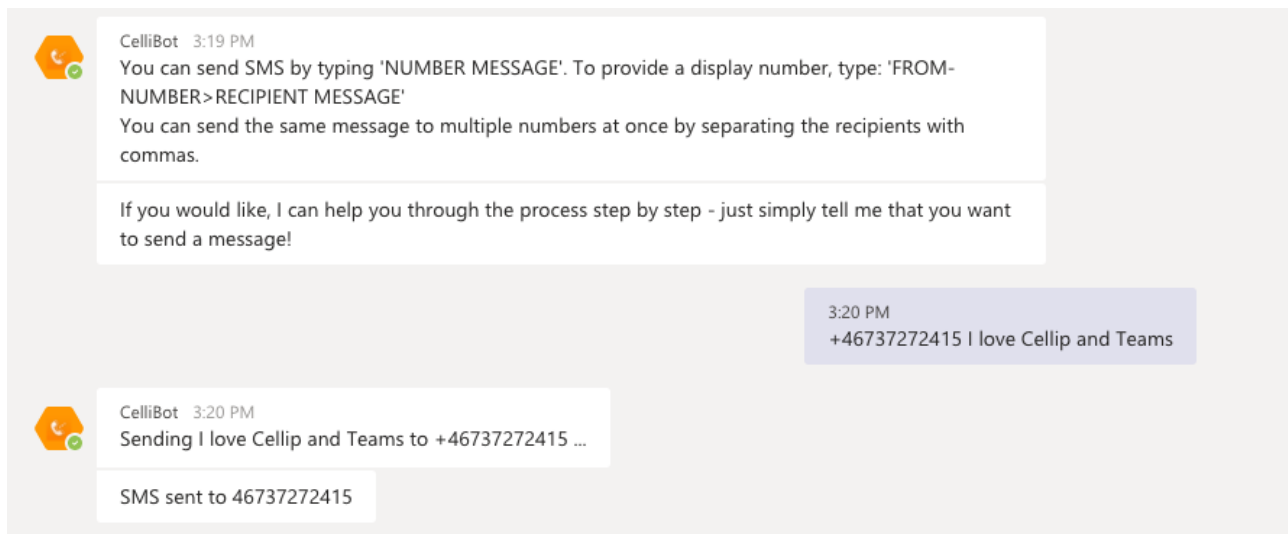
<b>Lunch</b>	lunch:	lun:	Inch:
<b>Meeting</b>	meeting:	meet:	
<b>Left for day</b>	left for day:	lfd:	left:
<b>Bussy</b>	busy:	bsy:	
<b>Sick</b>	sick:	sck:	
<b>Vacation</b>	vacation:	vac:	
<b>Away</b>	away:	awy:	aw:
<b>Available</b>	available:	avl:	avail:

If you like to know what profile you have set for yourself, just type *status* or *what is my status*.



### SMS

To send text messages/SMS you type the number that you wish to send the message to followed by the message. If you wish to send the same message to multiple phone numbers you can separate the numbers with commas. You can also send from another number of your Cellip customer account by typing which number you would like to send from and ending with > , followed by the number that you wish to send to and the message. For example, type *0734567890 This is Teams boosted by Cellip.* to send the message to 0734567890.



To change which display number to send SMS from without having to specify it in each message you can define this by typing Change display number to CelliBot and selecting the number attached to your Cellip account that you wish to send from, by replying to the bot when it asks you which number you would like to send from. If you wish to reset you can reply with the text EMPTY. If you wish to see the numbers available to you, you can ask CelliBot LIST.

The screenshot shows a chat interface with a light gray background. At the top right, there is a blue button labeled "3:21 PM Change display number".

The first message is from CelliBot, timestamped 3:21 PM, with an orange hexagonal icon containing a white 'C' and a green checkmark. The text reads: "Which number do you want your SMS to be sent from? You can write EMPTY to revert to the account default. Write LIST to show available numbers."

The second message is from the user, timestamped 3:21 PM, with a blue button labeled "3:21 PM LIST".

The third message is from CelliBot, timestamped 3:21 PM, with the same orange icon. The text reads: "You can set the display number to any of the following numbers:" followed by a list of 13 phone numbers: "46977400523 46977400524 46977400525 46977400570 46977400571 46977400572 46977400573 46977400574 46977400575 46977400576 46977400577 46977400578 46977400579 46731251756".

The fourth message is from CelliBot, timestamped 3:22 PM, with the same orange icon. The text reads: "Which number do you want your SMS to be sent from? You can write EMPTY to revert to the account default. Write LIST to show available numbers."

The fifth message is from the user, timestamped 3:22 PM, with a blue button labeled "3:22 PM 46731251756".

The final message is from CelliBot, timestamped 3:22 PM, with the same orange icon. The text reads: "Ok, I'll be sending all your SMS from 0731251756".