

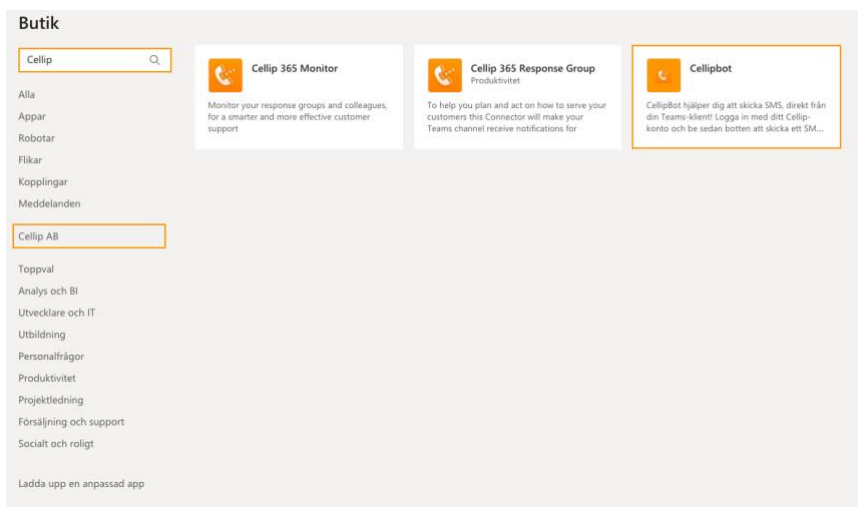
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CELLIBOT

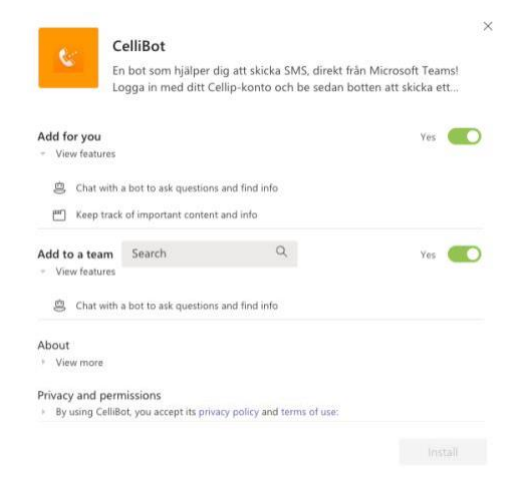
CelliBot helps you with settings and functionality in the Cellip phone service connected to the phone service of Microsoft Teams. For example, you can manage your Cellip 365 response groups, modify your display number and send text messages/SMS with CelliBot.

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.



If you can't locate CelliBot in the Teams Store you might have to enable third party apps, look at this information on how to enable third party apps, <https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies>.

In some cases there might be a firewall blocking access that is needed for the bot and dashboard to work, please add a rule to allow 193.105.226.49:1337 in your firewall and try again.

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.

The screenshot shows the CelliBot Dashboard with the following sections:

- Response groups:** Two cards are visible. The first is for 'Support' with 0/4 agents logged in and a green status icon. The second is for 'Sälj' with 0/1 agent logged in and a red status icon. Both have 'Log in' buttons.
- Number settings:** Two cards. The first allows setting 'Display number' (+46977400577) and 'Display number mobile' (+46731251756) with a 'Save' button. The second shows 'Mobile Data +46731251756' with usage '0 GB of your 20 GB' and two 'Buy' buttons: 'Buy 1GB, 49.00kr' and 'Buy 10GB, 199.00kr'.
- Response Group log:** A table with columns: Response group, Time, From, Details, Time in queue, Queue position, Answering agent, and Duration.

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

At the bottom, there are links for 'About GDPR' and 'Our Terms'.

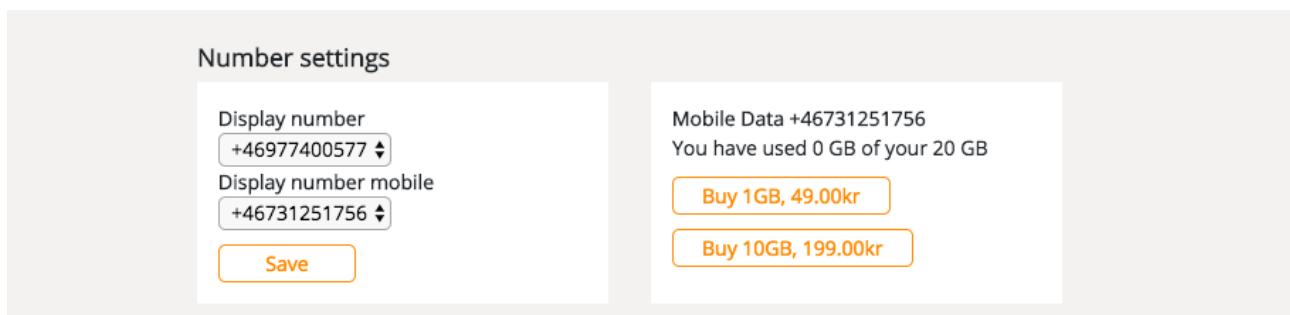
RESPONSE GROUPS

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. All your numbers fixed as mobile will be listed as well as numbers not connected to another user. 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*.



Number settings

Display number
+46977400577

Display number mobile
+46731251756

Save

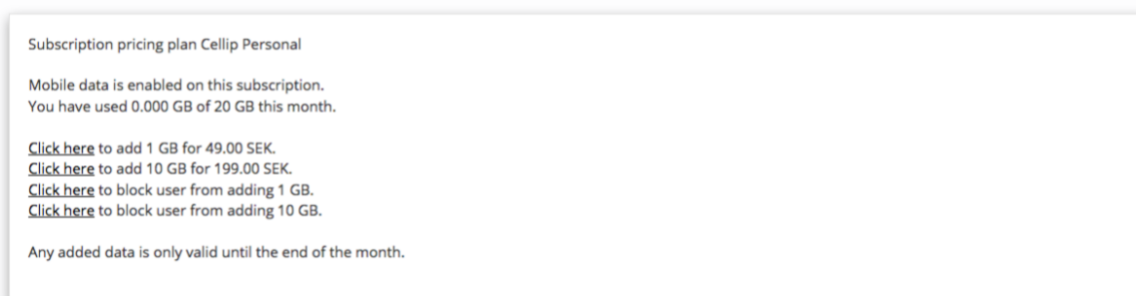
Mobile Data +46731251756
You have used 0 GB of your 20 GB

Buy 1GB, 49.00kr

Buy 10GB, 199.00kr

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



Subscription pricing plan Cellip Personal

Mobile data is enabled on this subscription.
You have used 0.000 GB of 20 GB this month.

[Click here](#) to add 1 GB for 49.00 SEK.
[Click here](#) to add 10 GB for 199.00 SEK.
[Click here](#) to block user from adding 1 GB.
[Click here](#) to block user from adding 10 GB.

Any added data is only valid until the end of the month.

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

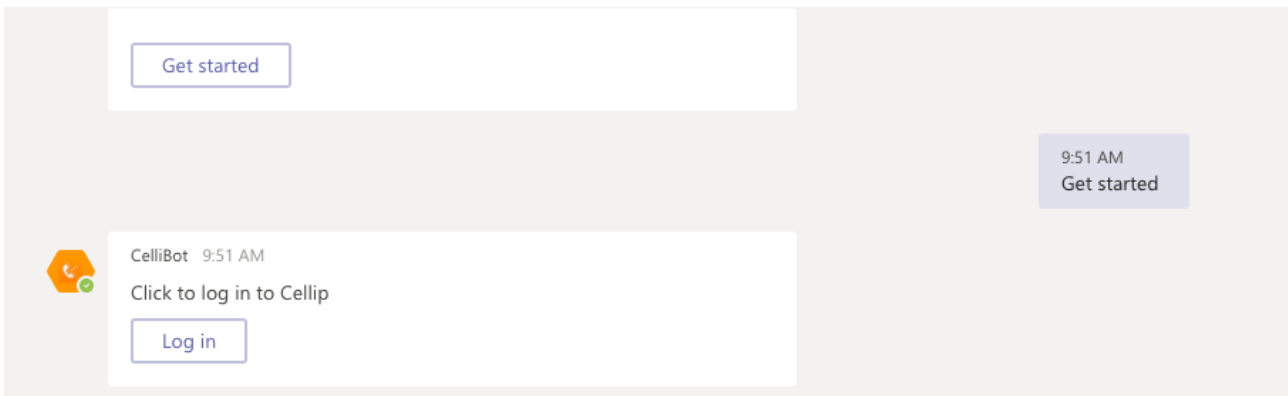
response group, this information will be listed here as well. In the column *Queue position* it is shown what position in the queue the incoming call had when it was added to the queue, and if the call was never answered by an agent this will be displayed as **Missed call**.

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

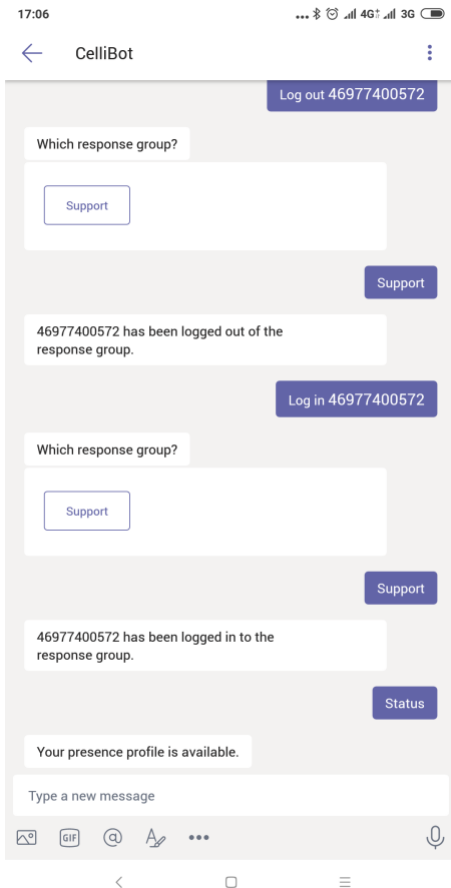
CONVERSATION WITH CELLIBOT

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.



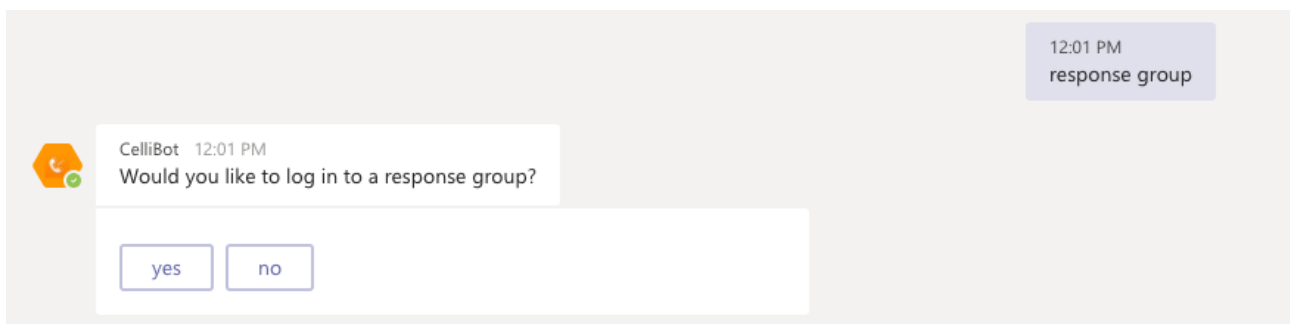
CELLIBOT IN TEAMS MOBILE APP

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.

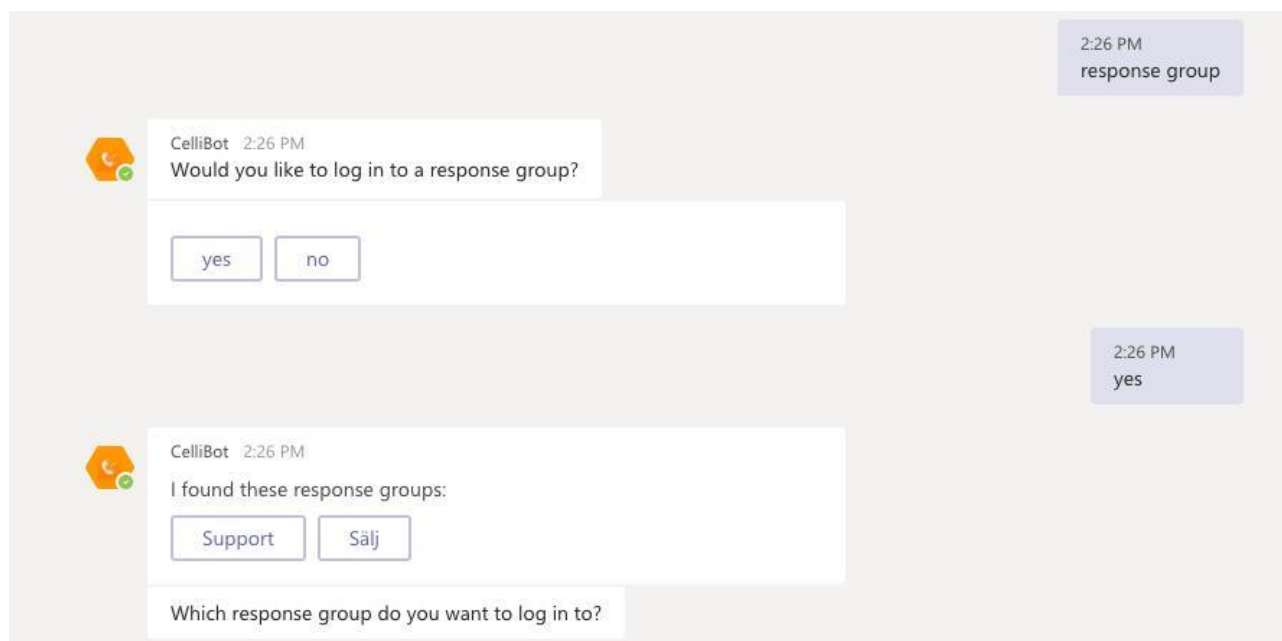


RESPONSE GROUPS

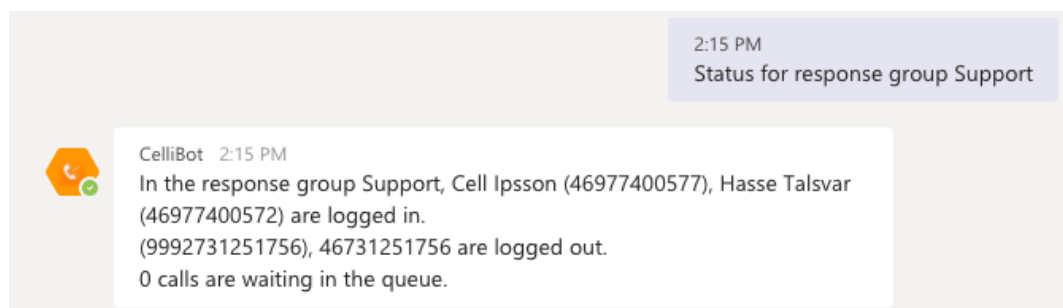
If you wish to log in or out of response groups you can type *Response group* to see the available options. If you are not logged in to any response groups you will only see the option to log in to response groups. If you are logged in to all of your response groups you only get the choice to log out 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.

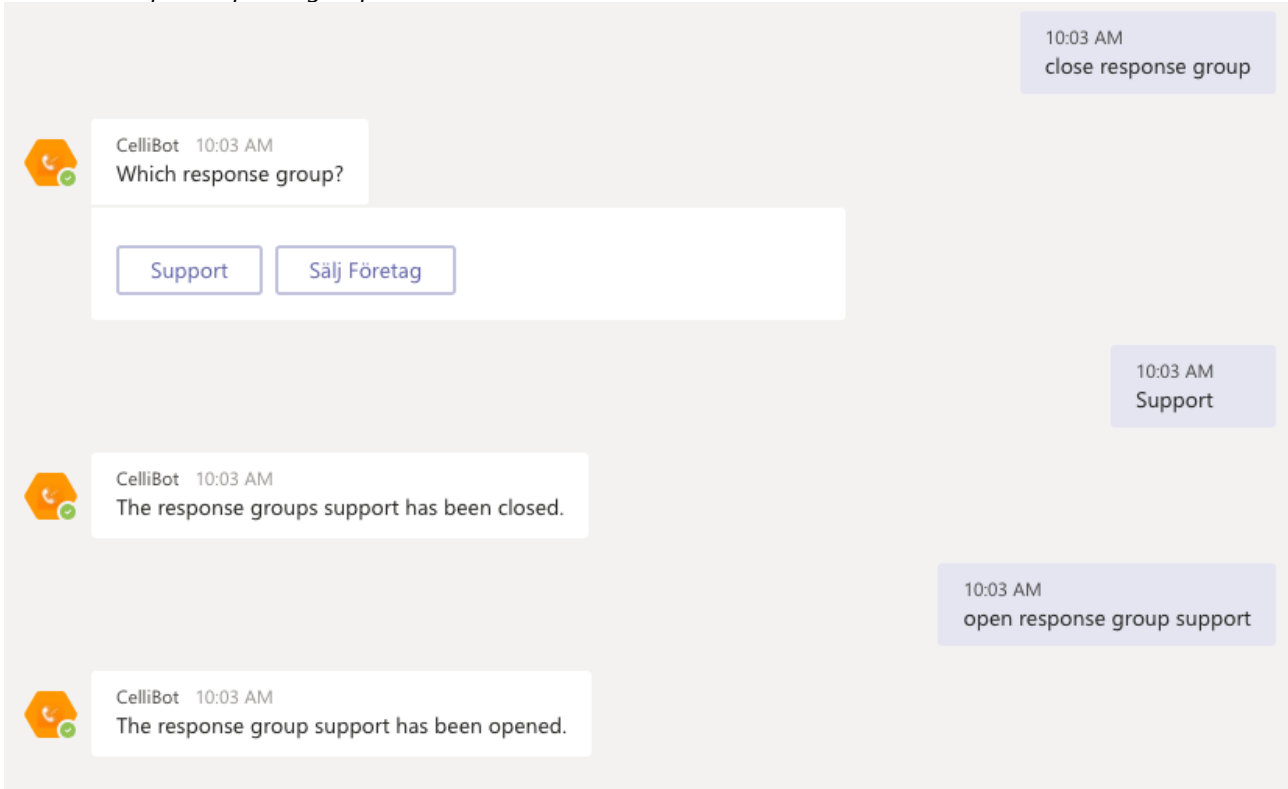


If you are an admin for your given response group you will be able to log in or out other agents to that response group. You are able to set admin right to an agent at cellips my pages, just go to the page for your response group and check admin.

The screenshot displays a chat window with a light gray background. It contains several messages and actions:

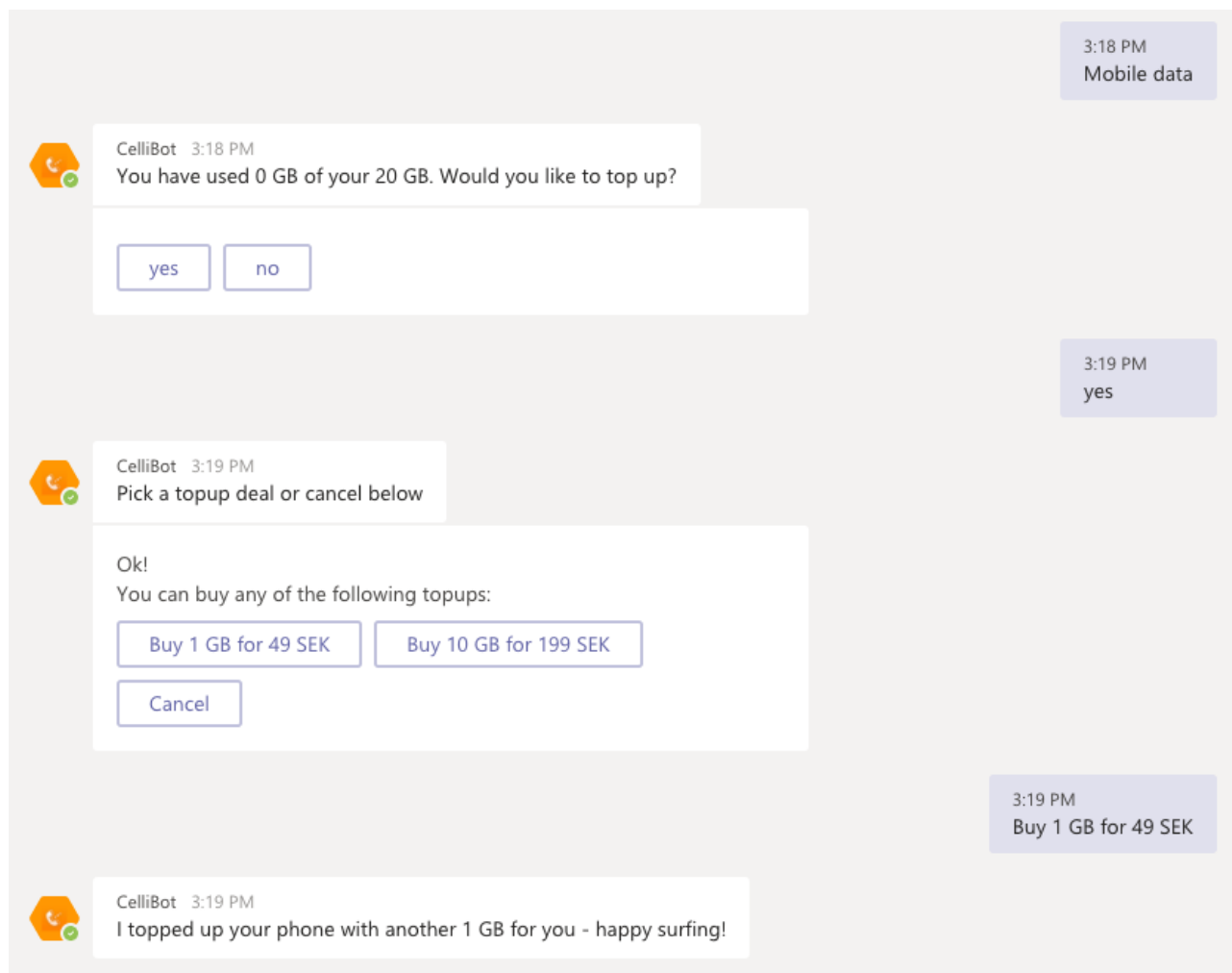
- 2:16 PM Log out 46977400572** (User action)
- CelliBot 2:16 PM Which response group?** (Bot message) with a response button labeled **Support**.
- 2:16 PM Support** (User action)
- CelliBot 2:16 PM 46977400572 has been logged out of the response group.** (Bot message)
- 2:16 PM Log in 46977400572** (User action)
- CelliBot 2:16 PM Which response group?** (Bot message) with a response button labeled **Support**.
- 2:16 PM Support** (User action)
- CelliBot 2:16 PM 46977400572 has been logged in to the response group.** (Bot message)

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.



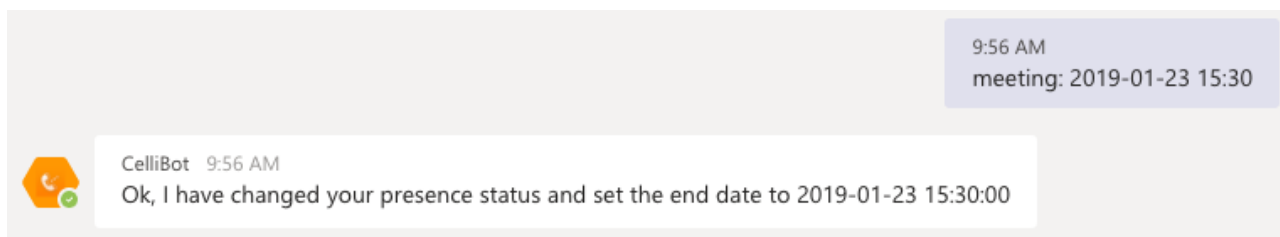
PRESENCE

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

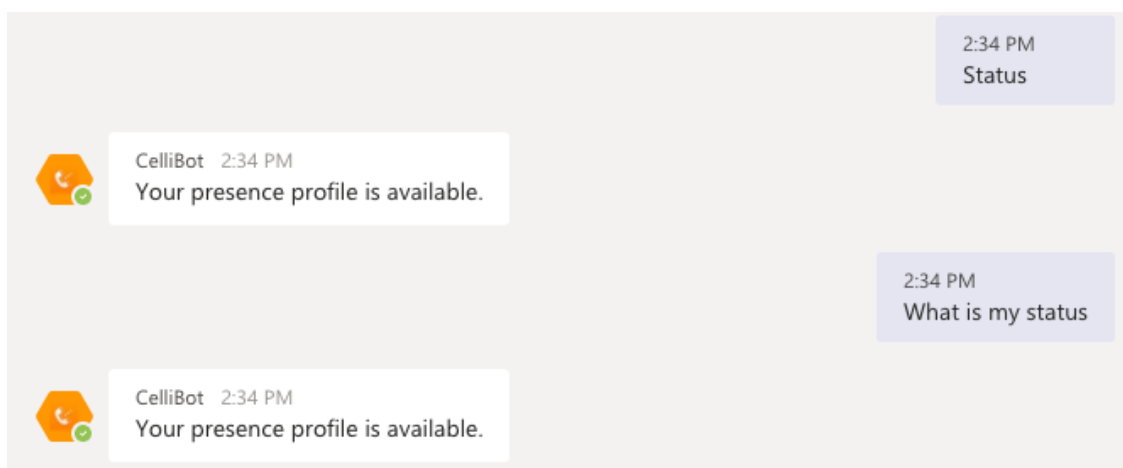
If no end time has been set the status is active until further notice.



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.

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

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



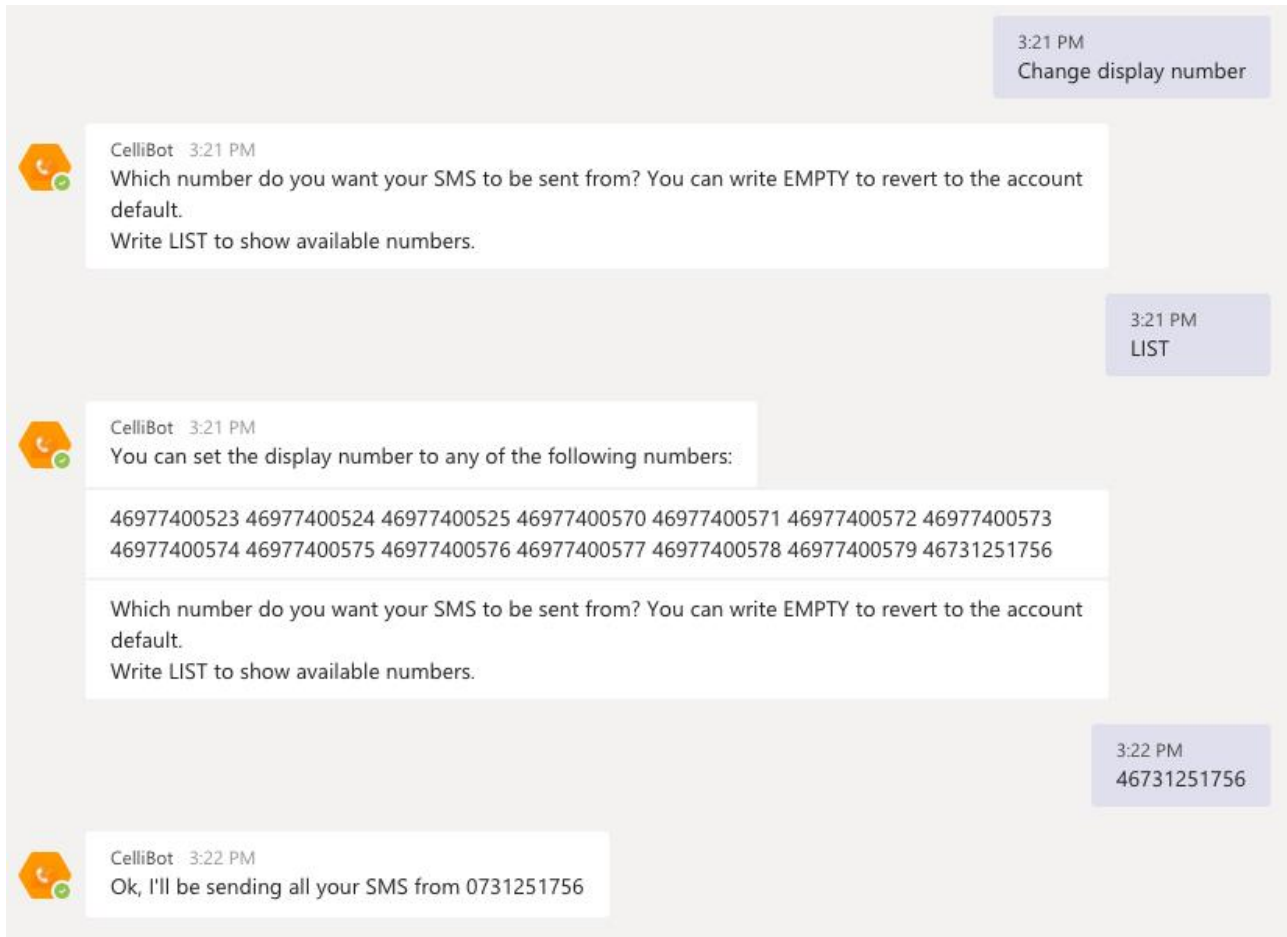
SMS

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.

The screenshot shows a chat interface with the following messages:

- CelliBot 3:19 PM:** You can send SMS by typing 'NUMBER MESSAGE'. To provide a display number, type: 'FROM-NUMBER>RECIPIENT MESSAGE'. You can send the same message to multiple numbers at once by separating the recipients with commas.
- CelliBot 3:19 PM:** If you would like, I can help you through the process step by step - just simply tell me that you want to send a message!
- User 3:20 PM:** +46737272415 I love Cellip and Teams
- CelliBot 3:20 PM:** Sending I love Cellip and Teams to +46737272415 ...
- System:** SMS sent to 46737272415

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, a purple bubble contains the text "3:21 PM" and "Change display number". Below this, a white bubble from CelliBot (indicated by an orange hexagonal icon with a green checkmark) says: "CelliBot 3:21 PM 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." To the right of this bubble is another purple bubble containing "3:21 PM" and "LIST". Below that, another white bubble from CelliBot says: "CelliBot 3:21 PM You can set the display number to any of the following numbers: 46977400523 46977400524 46977400525 46977400570 46977400571 46977400572 46977400573 46977400574 46977400575 46977400576 46977400577 46977400578 46977400579 46731251756 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." To the right of this bubble is a purple bubble containing "3:22 PM" and "46731251756". At the bottom, a final white bubble from CelliBot says: "CelliBot 3:22 PM Ok, I'll be sending all your SMS from 0731251756".