How to Create Shortcuts for Easier Access to Information with Rich Menu

LINE

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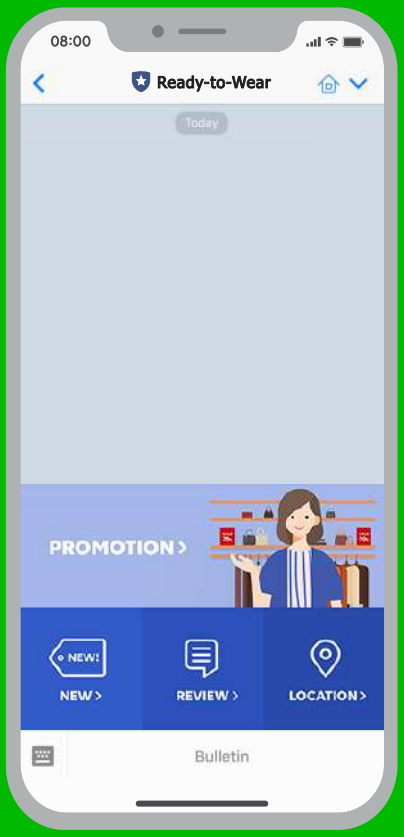


How to Create Shortcuts for Easier Access to Information with Rich Menu

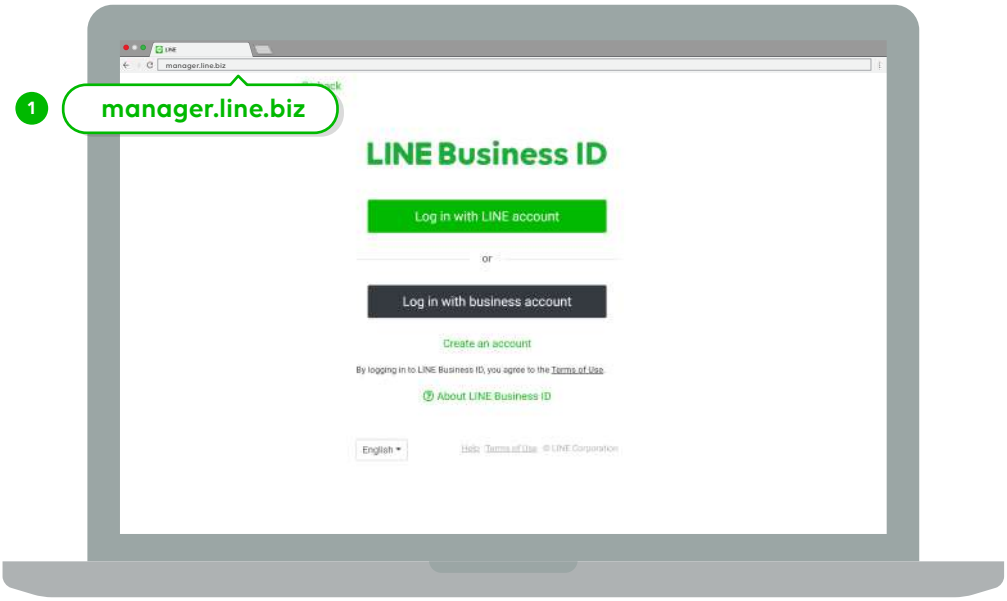
Rich Menu is made up of shortcuts designed for your customers to access necessary information easier and faster. It appears as images near the keyboard in a chat room, in which you can insert any links you like.

- ✓ Faster searches
- ✓ Less demand for the administrator to answer questions
- ✓ More time to close your sales

How to Create Shortcuts with Rich Menu

1. Go to manager.line.biz (LINE Official Account Manager)

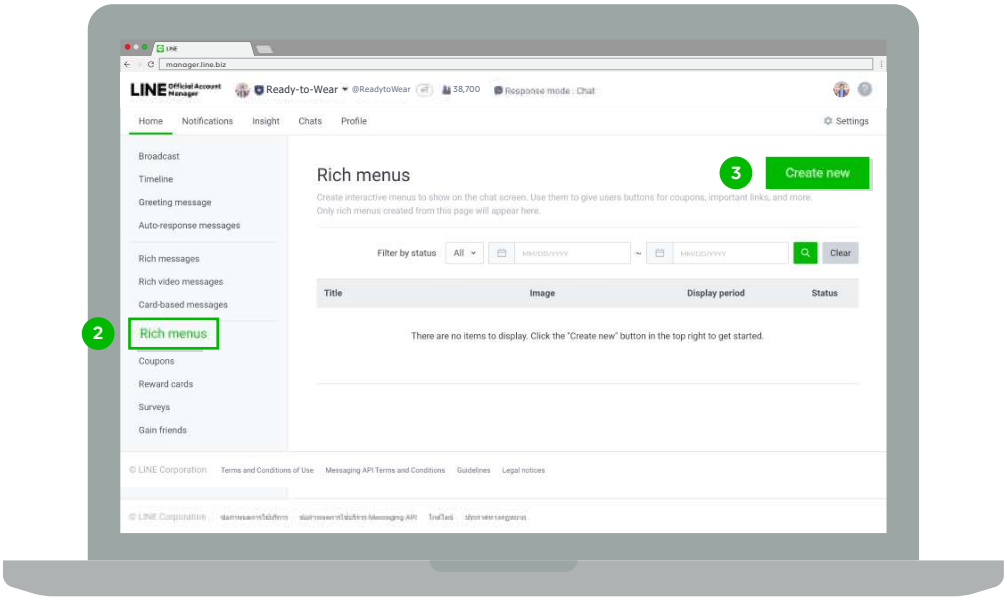
**The recommended browser is Google Chrome.*



2. Click 'Rich Menu'

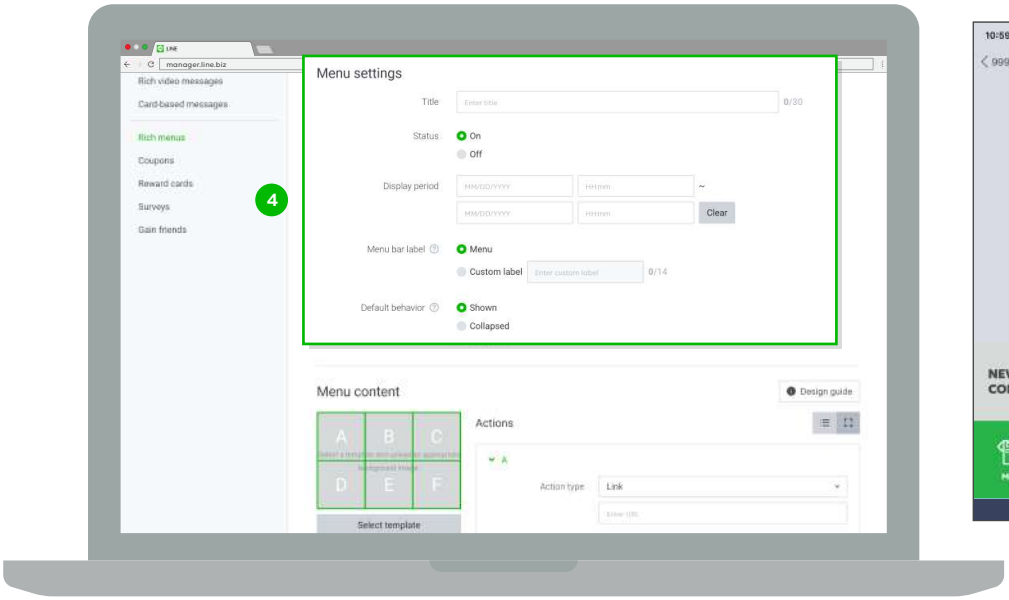
3. Click 'New'

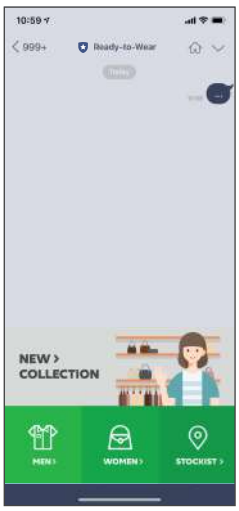
You will be taken to the Rich Menu screen to create a new one.



4. Menu Settings

- Title: Enter the tile of your 'Rich Menu', up to 30 characters maximum. The title will not be shown to the users.
- Status: You can enable or disable the Rich Menu on your customers' screen and specify the period of time you want it to appear.
  *Rich Menu can be applied individually. In case of redundant settings, the "On" button will be inactive
- Text on Menu Bar: This will appear on the 'Rich Menu' at the bottom of the chat screen.
- Default Menu: If you select 'Show', the Rich Menu will automatically appear when customers open a chat screen. On the contrary, if you select 'Hide', customers need to tap the text on the menu bar to see Rich Menu.





5. Select 'Template'

This feature helps you allocate a link area. You need to upload a picture to be used as the background of Rich Menu.

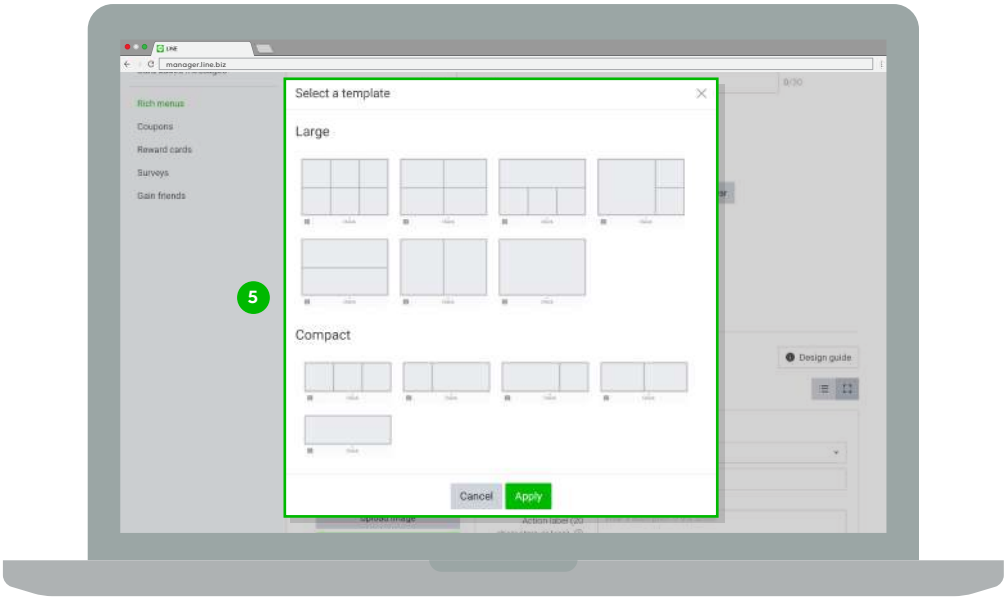
- Large Rich Menu

  The size of the image should be 2500 x 1686 pixels for the highest resolution output.

- Compact Rich Menu

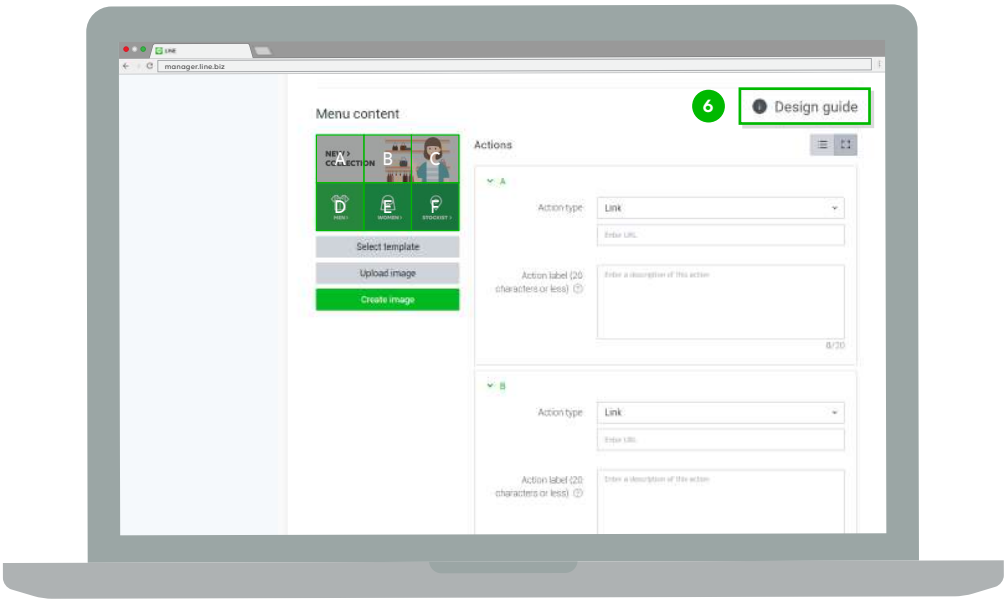
  The size of the image should be 2500 x 843 pixels for the highest resolution output.

The picture format should be PNG or JPG, and the size should not exceed 1MB. Please download 'Design Guide' to see more sizes and guidelines for proper formatting.



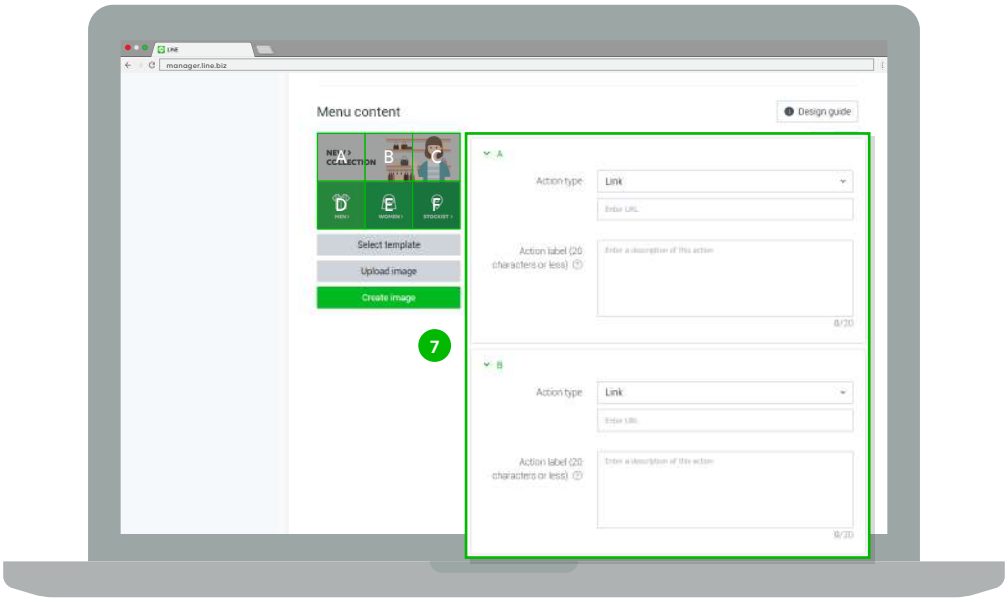
6. Click 'Design Guide'

You can find more details of the template you like here.

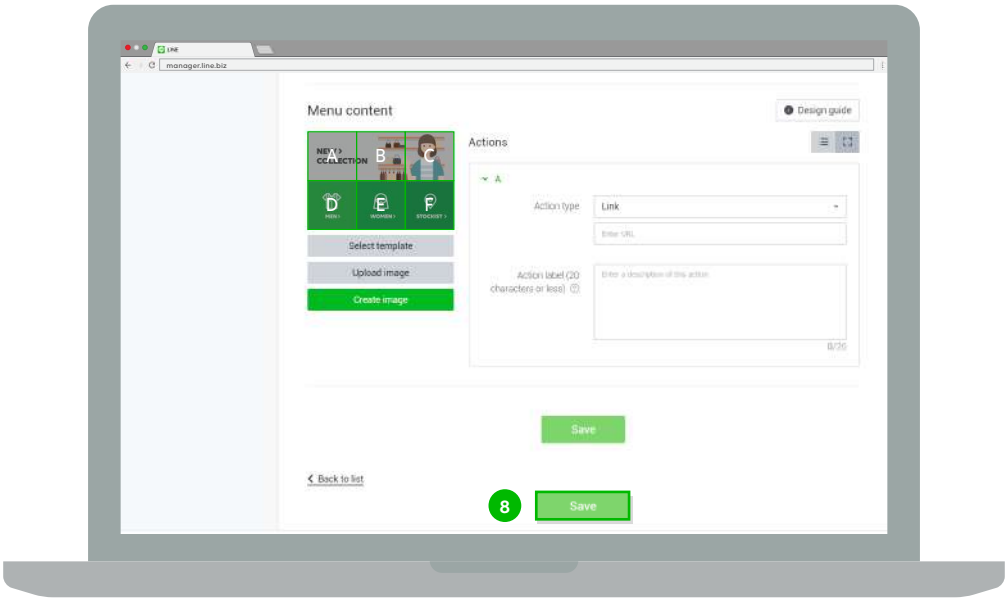


7. 'Action' Settings

- Types of Actions : There are 4 types available – Link, Coupon, Text, and Reward Card. If a URL or coupon is selected, an action label will be required.
- Action Label : You can add text to invite your customers to click the link. The text should contain up to 20 characters maximum. It will appear when opened on incompatible devices.



8. Click 'Save' once completed



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