

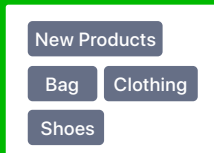
# How to Manage Chat Effectively

**LINE**

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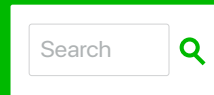
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A screenshot of a chat tag labeled 'New Products' with a small green pencil icon to its right, indicating it can be edited.

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A circular icon containing a green downward-pointing arrow above a horizontal line, representing a download or save function.

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Hello

Hello Sandy. Which product that you interest.

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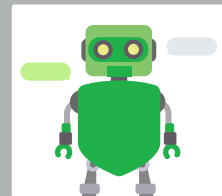
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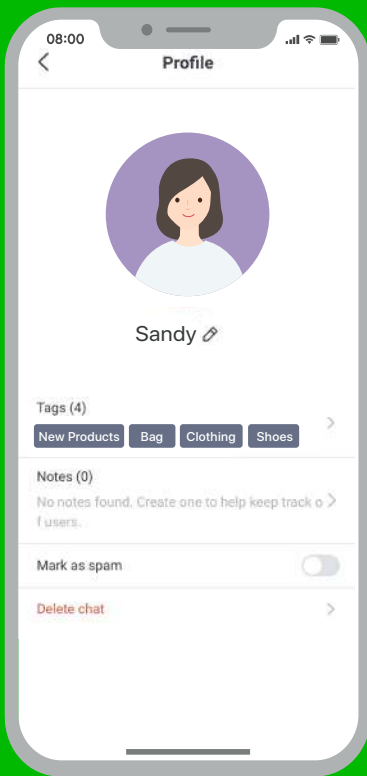


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# How to Manage Different Types of Customers with Chat Tags



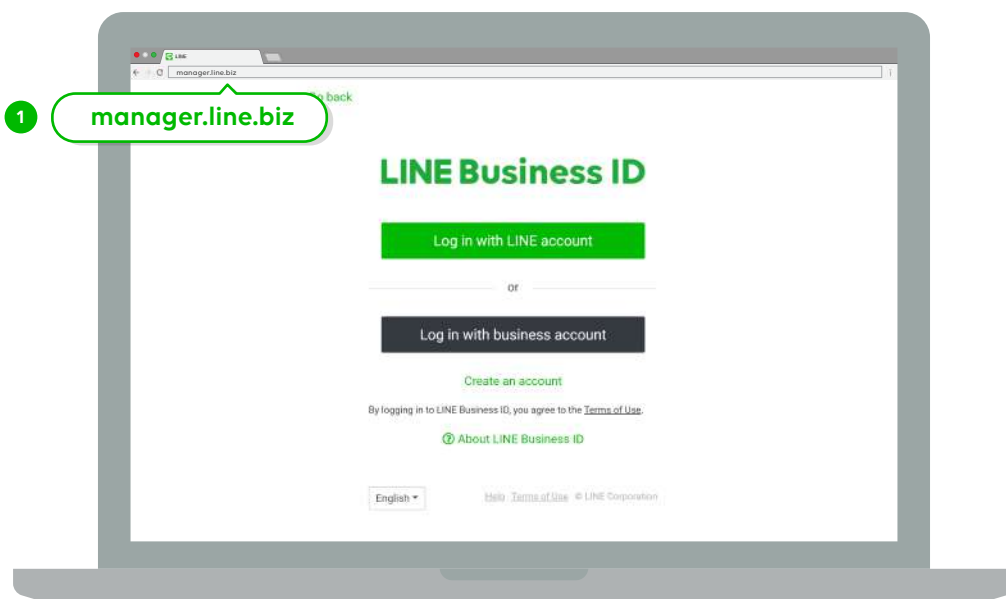
## How to Manage Different Types of Customers with Statuses and Chat Tags

Impress your customers with a friendly and quick reply with our chat services. Simply set up statuses or tags to organize chats by customer type, such as VIP, influencers, orange-toned makeup lovers, skin whitening-course lovers, or customers with kids aged 1-3 years old. This will help you create more intimate and personalized communication with your customers.

## How to Manage Different Types of Customers

### 1. Go to [manager.line.biz](https://manager.line.biz) (LINE Official Account Manager)

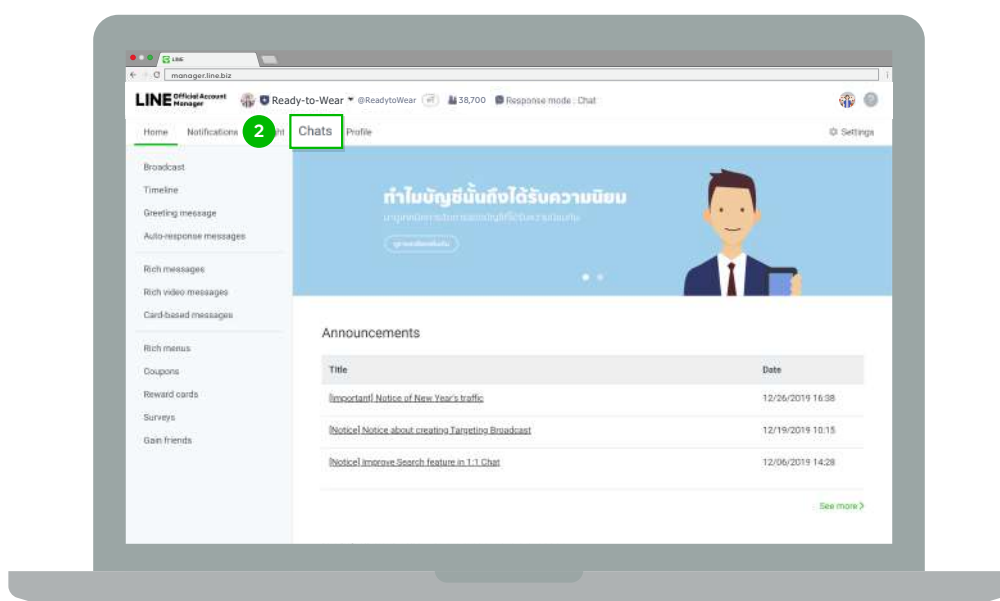
*\*The recommended browser is Google Chrome.*



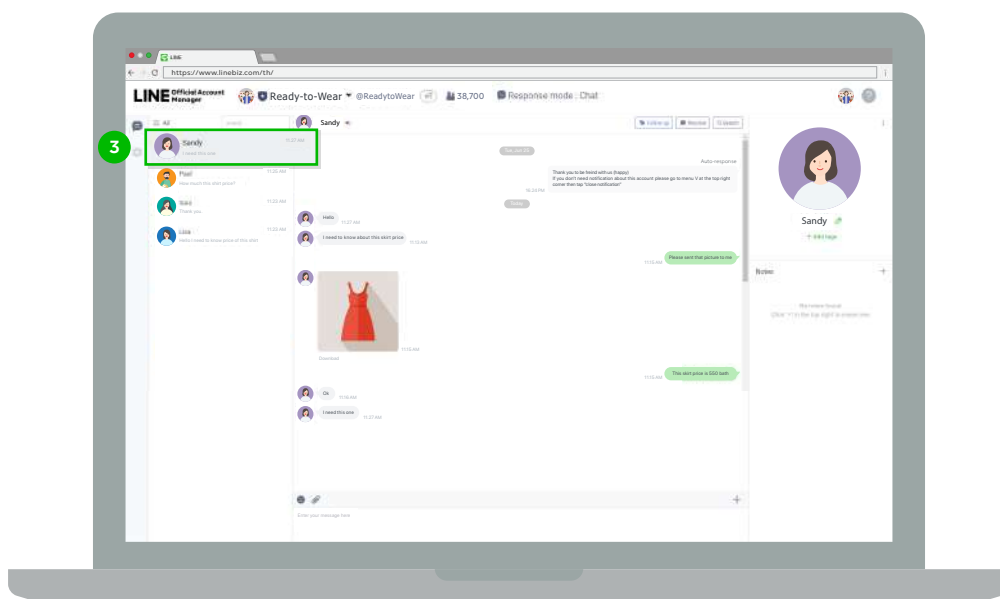
## 2. Click 'Chat'

to enter the chat screen

You can text or send stickers or files to instantly respond to your customers. You can send various types of files, including images, videos, PDF, or PowerPoint.

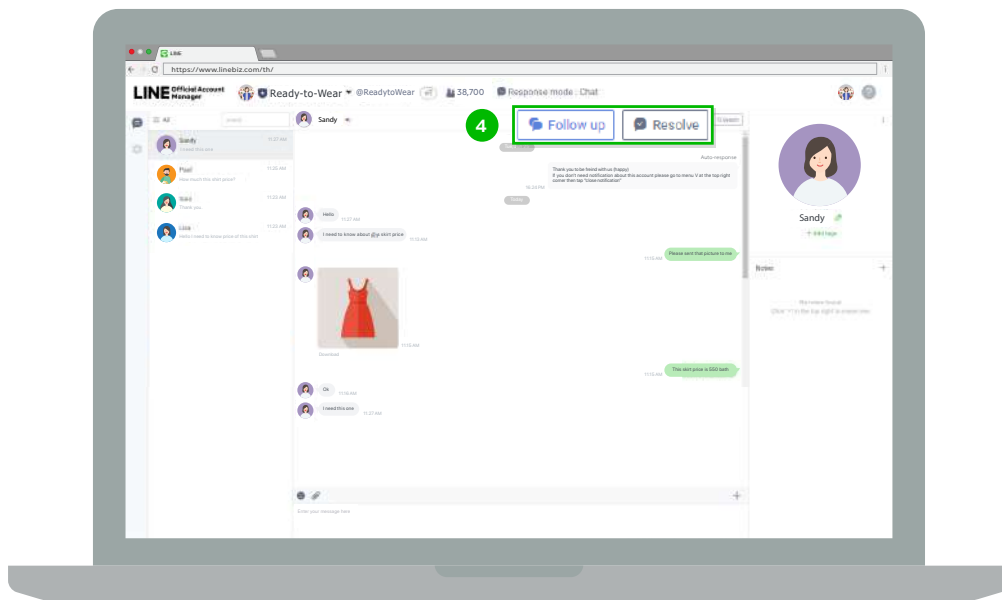


## 3. Click 'Customer's Chat' if you want to set up statuses



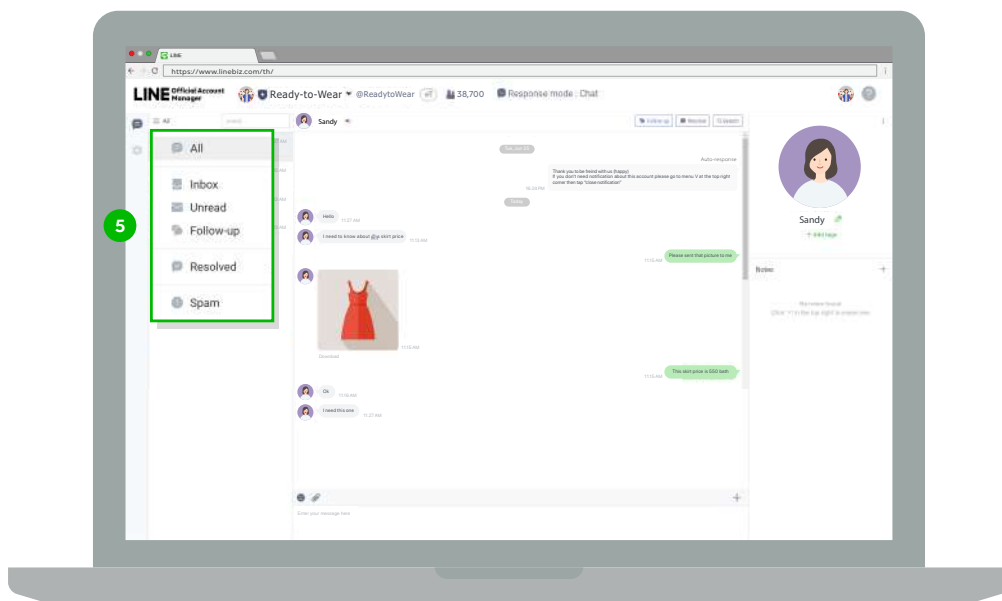
#### 4. Select 'Set Up Status' for your customers

You can select the status as 'Need to Proceed' if it is in process or 'Proceeded' if the process is completed.



#### 5. Click 'All' to show all statuses

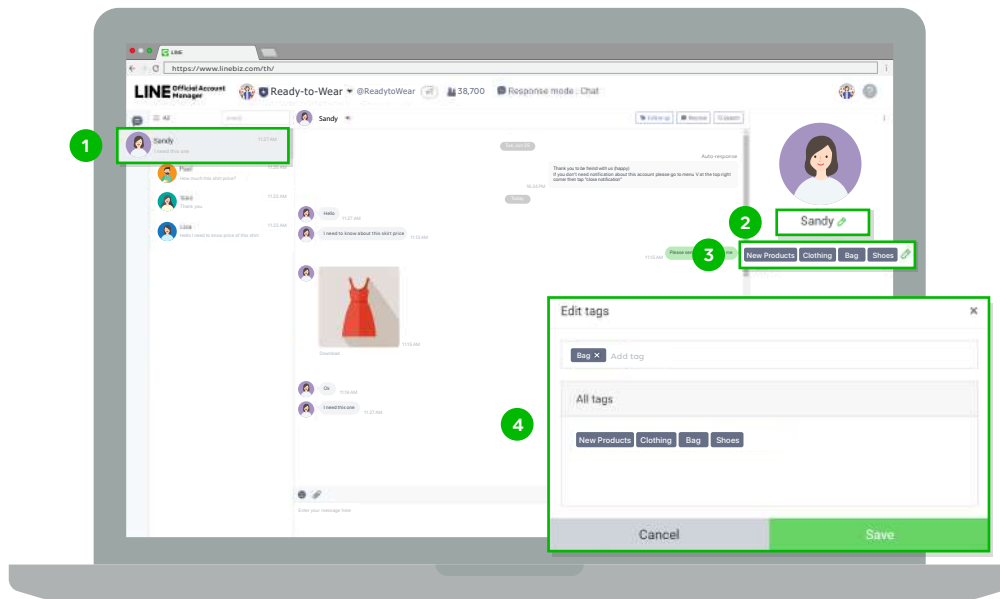
This feature allows you to respond to customers by their status. Only selected statuses will appear in the chat room.



# How to Create Chat Tags



# How to Create Chat Tags



1. Click the customer's chat you want to **Tag**

2. Click the above '**Pencil**' icon if you want to change the customer's name

The name should contain 20 characters maximum, which will be invisible to the customer.

3. Click the below '**Pencil**' icon if you want to tag, create the status, or group the customers

*\*You can create not more than 200 tags, and not more than 10 tags per customer.*

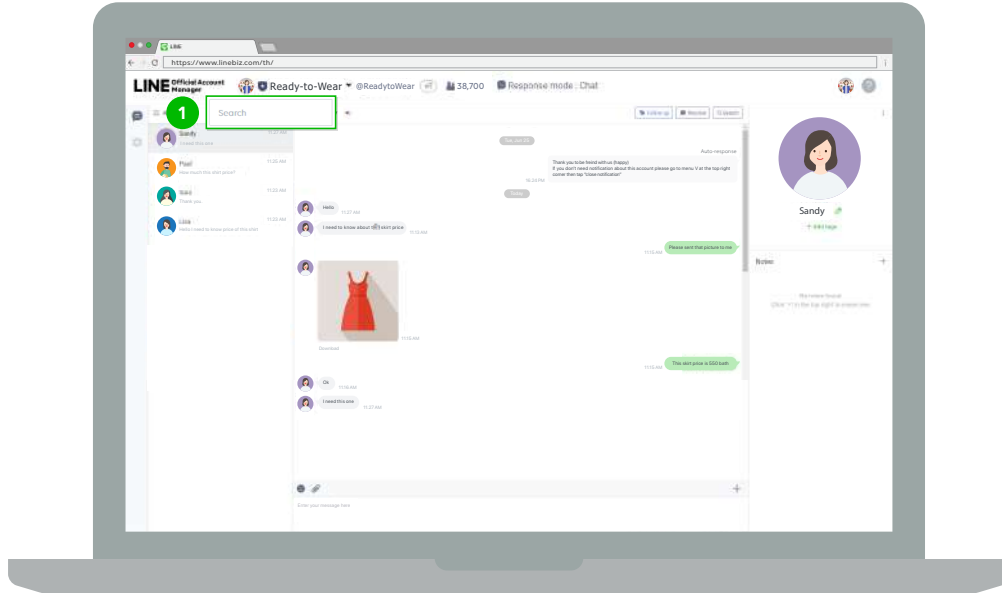
4. Create a new **Tag** by typing in the text box

Type in the tag you want to create and click Enter or select your preferred tag from the existing list.

# How to Search by Chat Tags

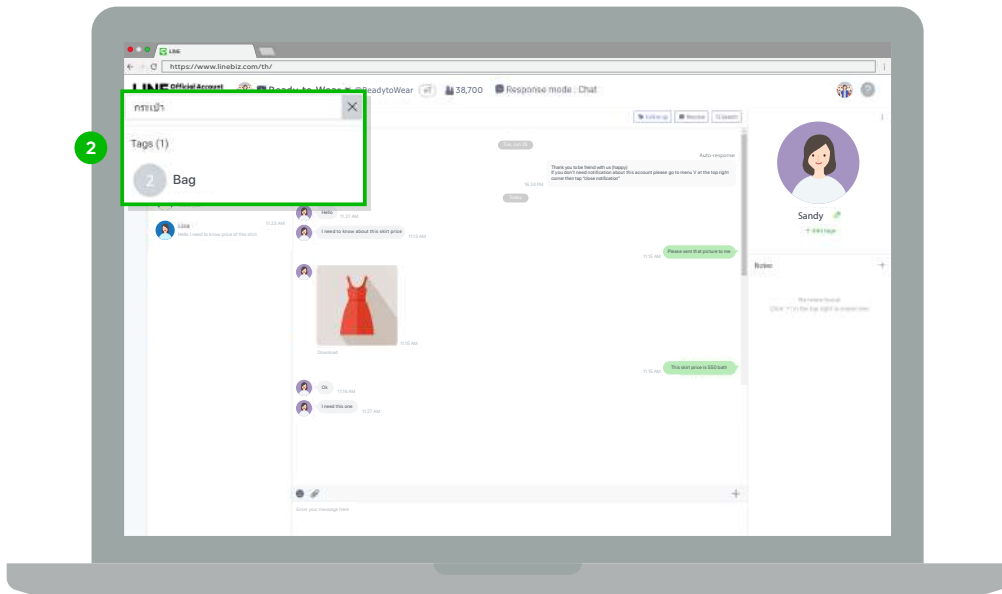
# How to Search by Chat Tags

## 1. Click 'Search by Tag'



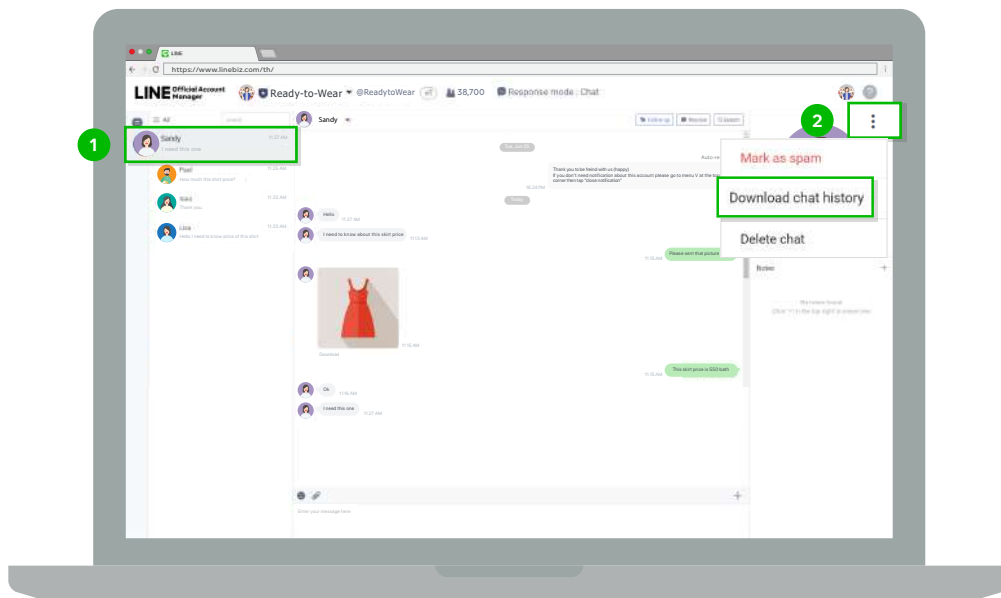
## 2. Type in the 'Tag' you want to search for

Only tagged customers will appear in the chat room.



# How to Keep Chat History

# How to Keep Chat History



1. Click the customer whose chat history want to download

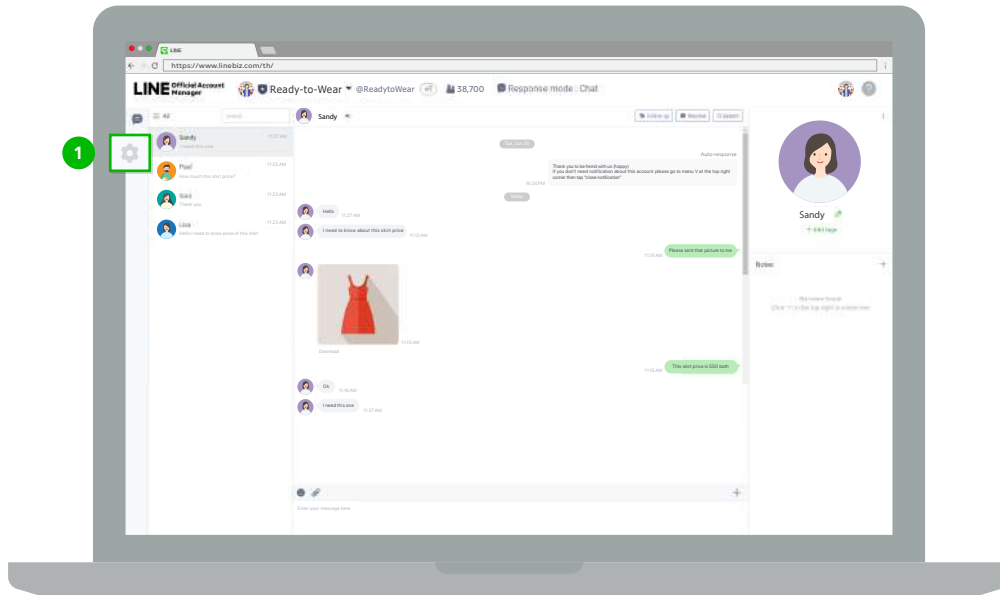
2. Click three-dot icon on the upper right corner and select **'Download Chat History'**

Chat history, including texts and stickers, will be kept for 2 months, while images and videos will be kept for 2 weeks in CSV format.

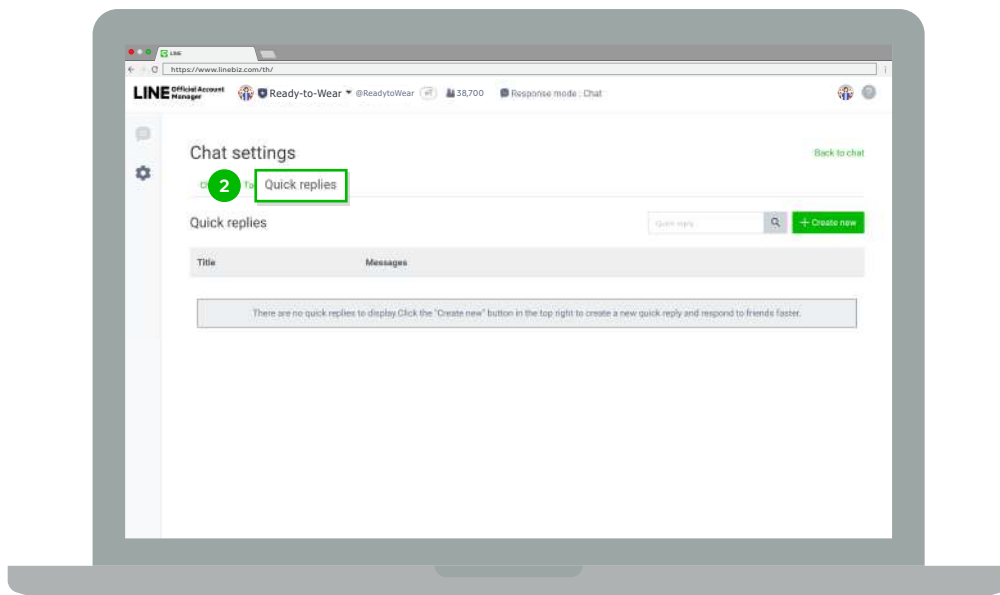
# How to Manage Chat Effectively

# How to Manage Chat Effectively

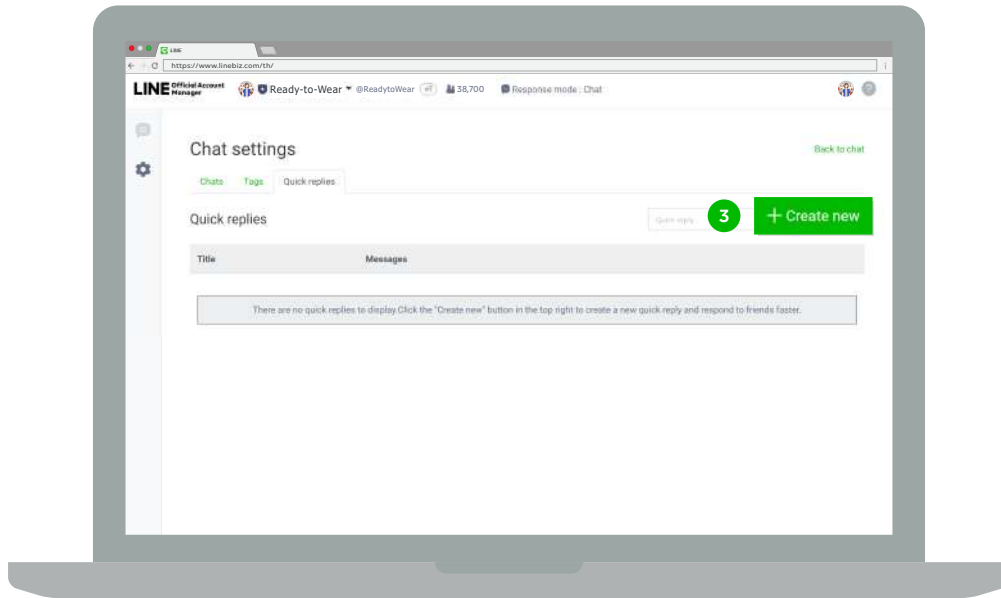
## 1. Click 'Chat Settings'



## 2. Click 'Response Message'

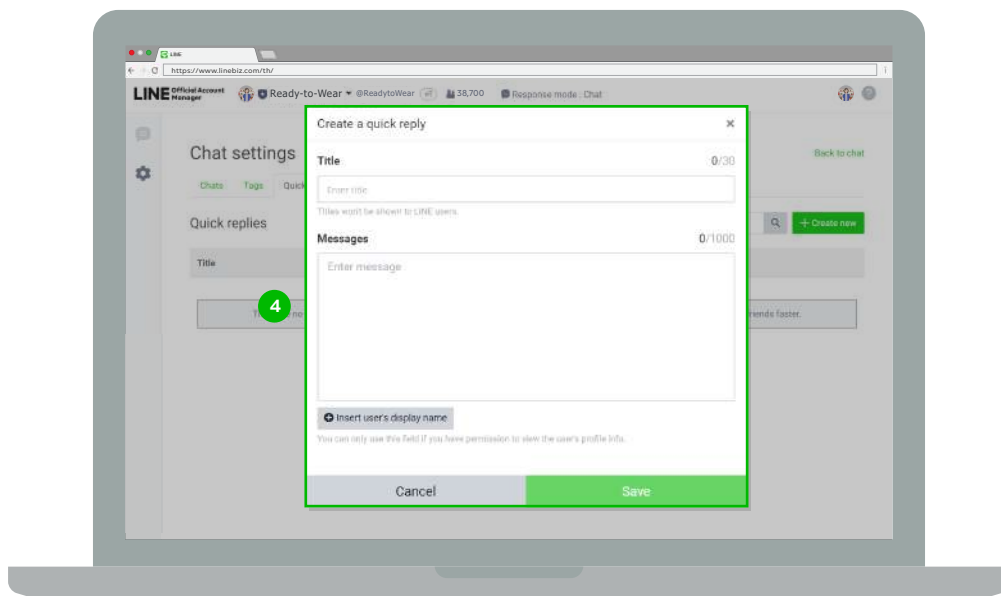


### 3. Click 'New'



### 4. Create a response message

You can add display name into the message which will be automatically retrieved by the system to show in the message when replying to customers.

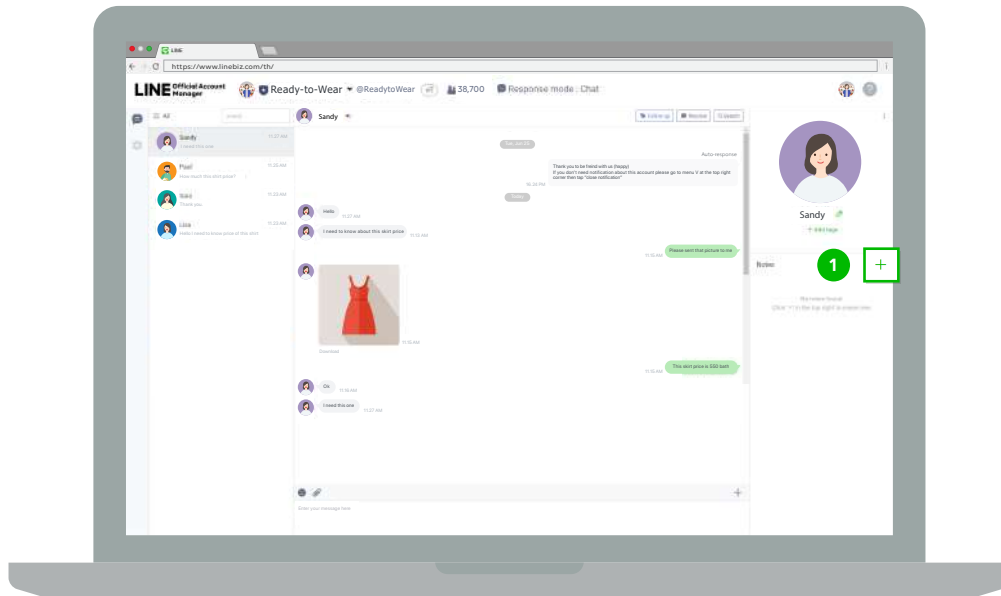




# How to Save Customer Information with Note

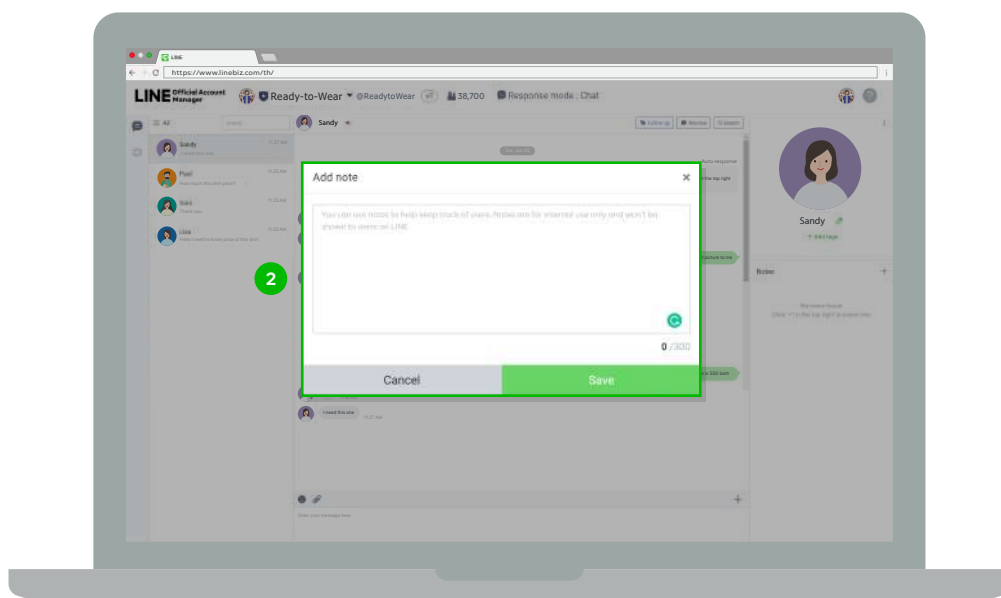
# How to Save Customer Information with Note

## 1. Click the 'Plus' button to save the information



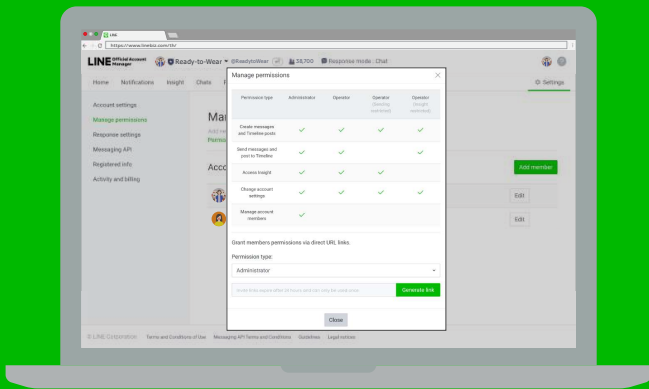
## 2. Save the information

You can add some notes on the users, which will be invisible to them.



# How to Add Admin to Take Care of Customers

# How to Add Admin to Take Care of Customers

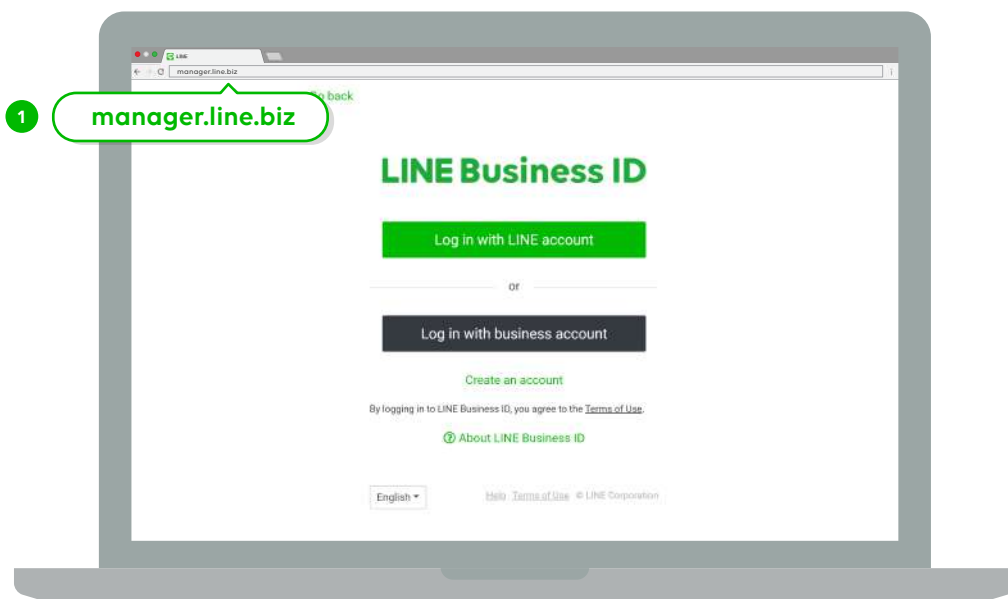


Only one administrator may not be able to respond to many customers at the same time, and you should not keep them waiting. It is better to add a friend or staff as administrator to help respond to chats or manage posts. There are 4 types of authorities you can assign to the administrator. Each of them provides different types of access and data management to the administrator. Thus, you can assign proper authority to your staff or friend to help take care of your account.

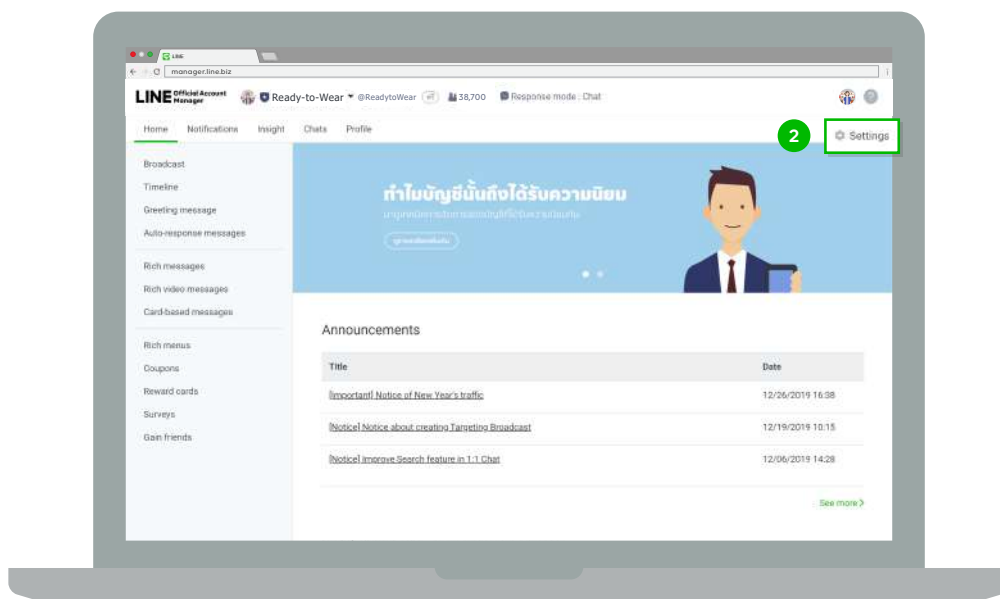
## How to Add Admin

### 1. Go to [manager.line.biz](https://manager.line.biz) (LINE Official Account Manager)

*\*The recommended browser is Google Chrome*

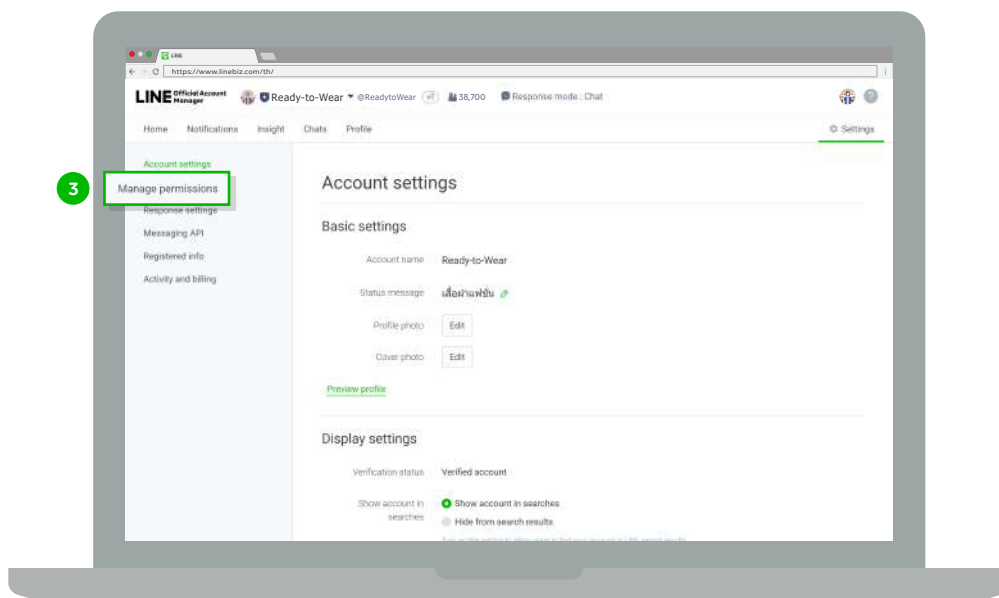


## 2. Click 'Settings' on the upper right menu



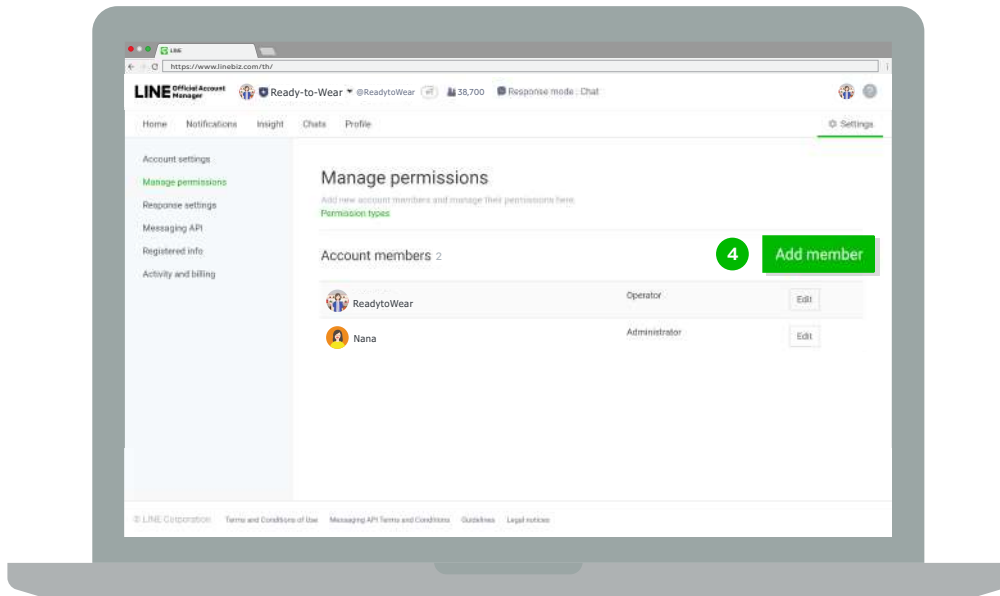
## 3. Click 'Manage permissions' in the left menu

You can adjust basic settings for each part that will be shown on LINE.

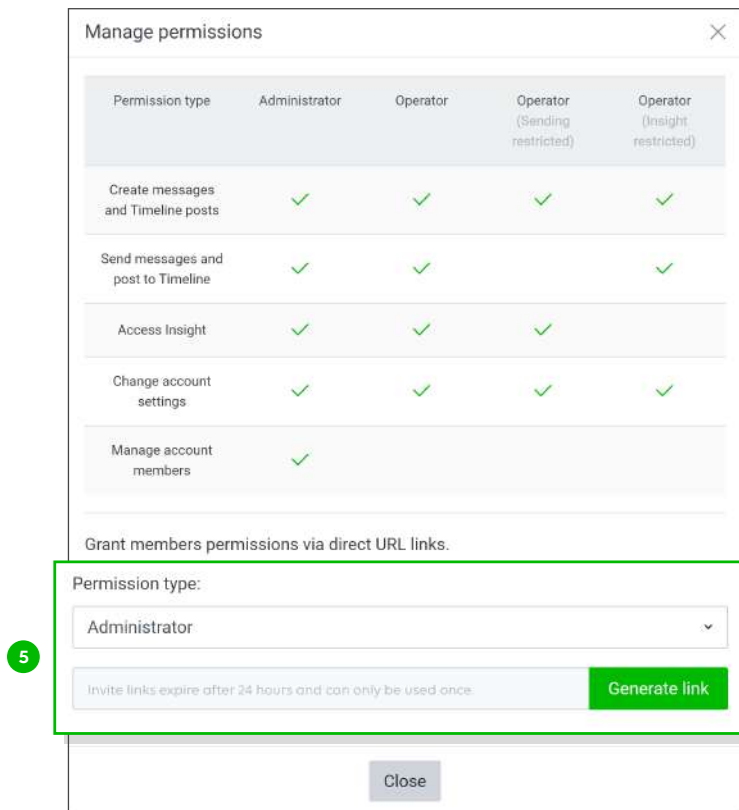


#### 4. Click 'Add Member'

This allows you to add more administrators and assign them the authority.



#### 5. Select 'Type of Authority' of administrators



## Get to know each type of administrator

Permission type	Administrator	Operator	Operator (Sending restricted)	Operator (Insight restricted)
Create messages and Timeline posts	✓	✓	✓	✓
Send messages and post to Timeline	✓	✓		✓
Access Insight	✓	✓	✓	
Change account settings	✓	✓	✓	✓
Manage account members	✓			

Grant members permissions via direct URL links.

Permission type:  
Administrator

Invite links expire after 24 hours and can only be used once.

Generate link

Close

### Admin

This type of administrator can add or delete other administrators, access all features, and apply for a monthly package and Premium ID.

### Operator

This type of administrator can access all features, except adding or deleting other administrators.

### Operator

**(without the authority to broadcast)**

This type of administrator can access all features, except adding or deleting other administrators and sending messages.

### Operator

**(without the authority to see insight data)**

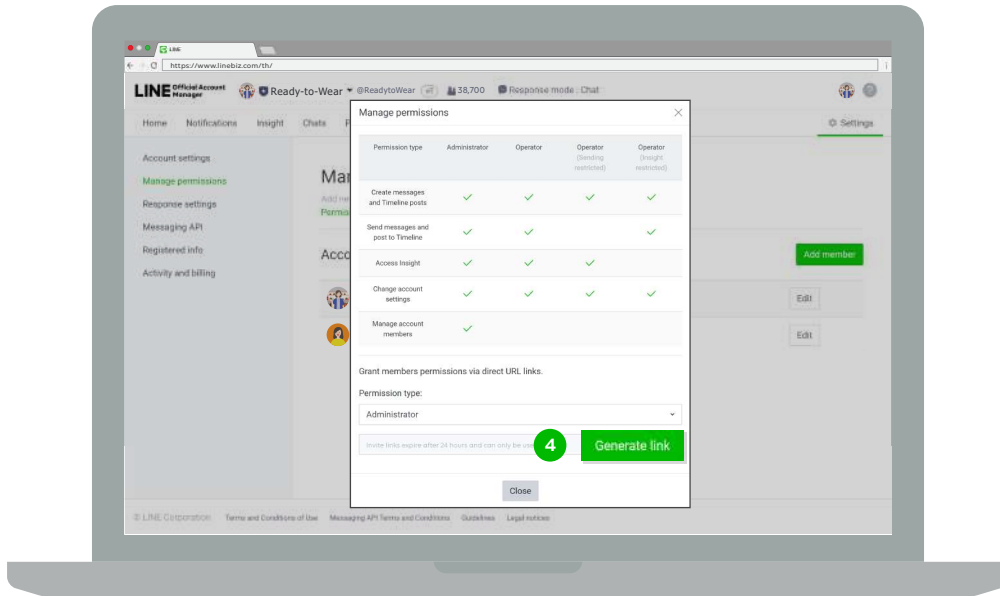
This type of administrator can access all features, except adding or deleting other administrators and viewing in-depth data.

## 6. Click 'Create Link'

Click 'Create Link', copy the URL provided, and send it to your staff or administrator via LINE, email or other channels

When other administrators click the link, they will automatically be logged into the system and the process will be considered completed.

\*The link will be valid for 24 hours after created and it can be clicked on only once to verify the administrator.

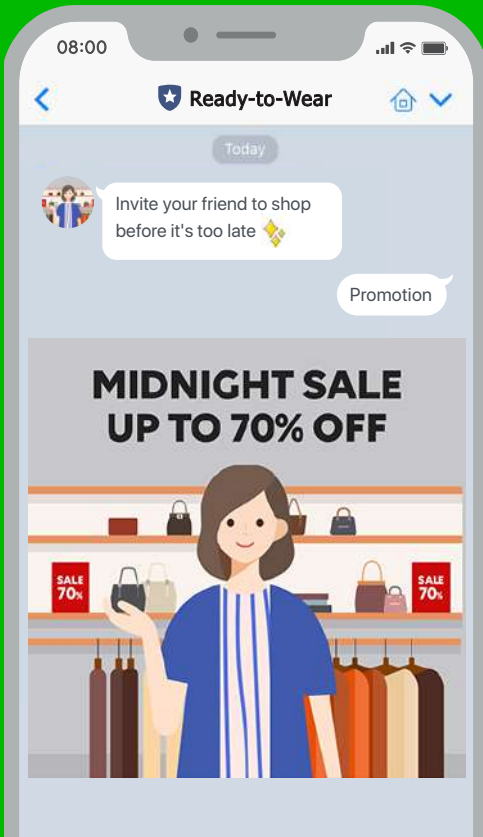




# How to Take Care of Customers 24/7 with Chat Bot or Auto Reply

# How to Take Care of Customers 24/7 with Chat Bot or Auto Reply

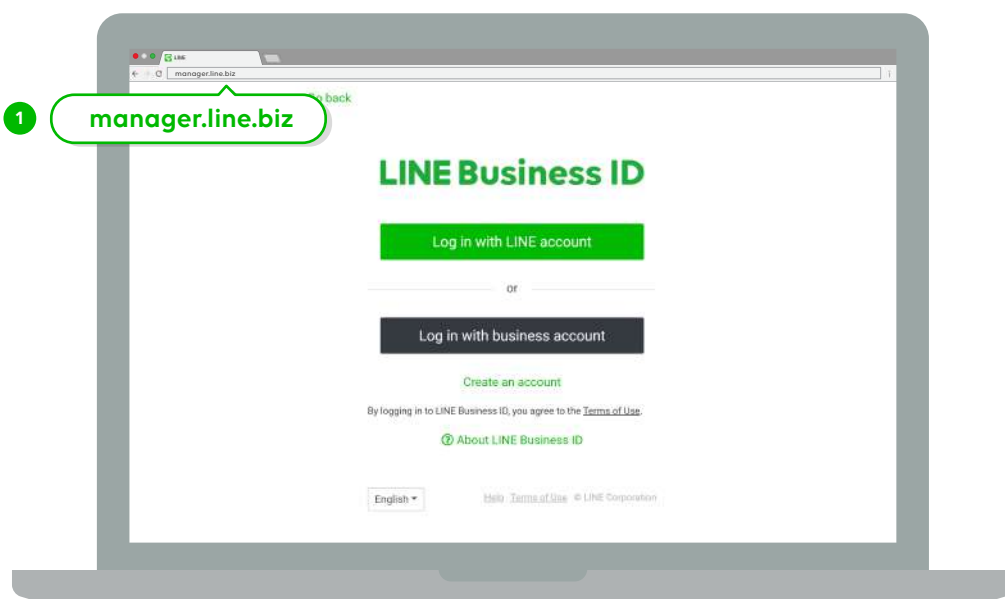
Auto reply is a type of chat bot which can be easily generated to help you answer your customers' questions during non-working hours. The system will automatically and immediately respond to your customers when they type some preset keywords to ensure great customer service when there is no administrator outside office hours. This feature will keep your store open 24/7 and easily impress the customers.



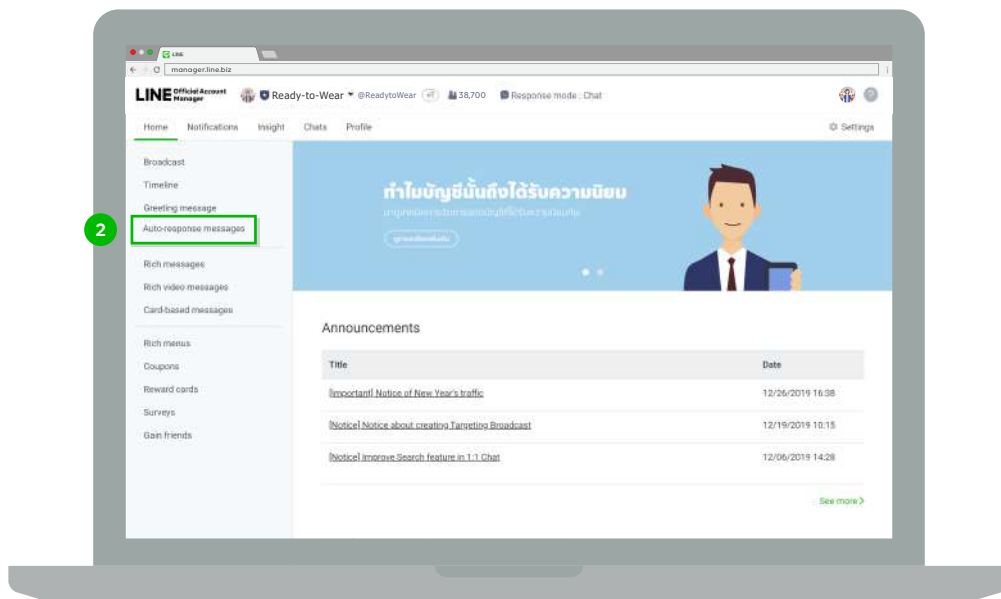
## How to Turn On Chat Bot

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

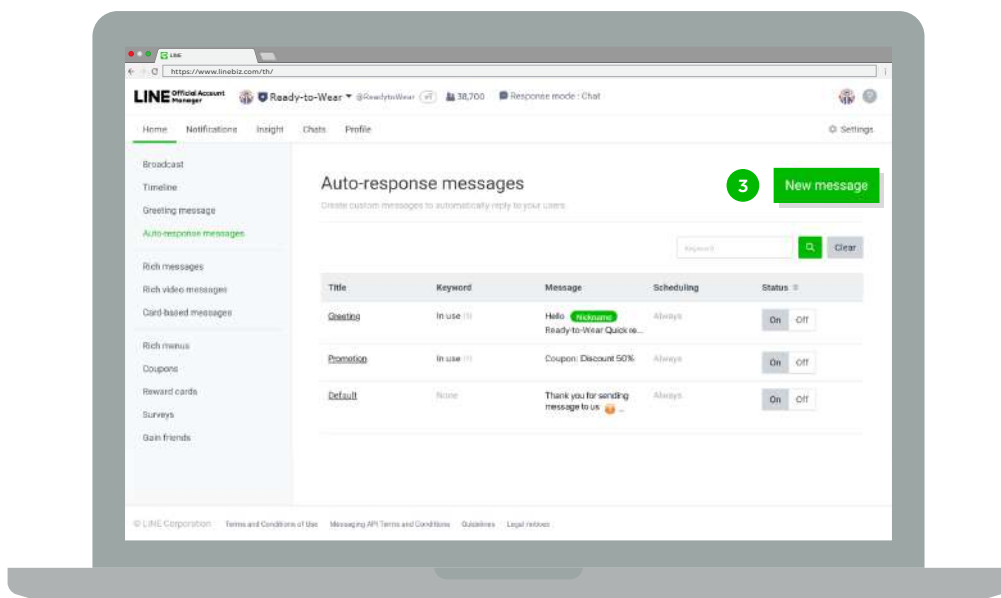
*\*The recommended browser is Google Chrome.*



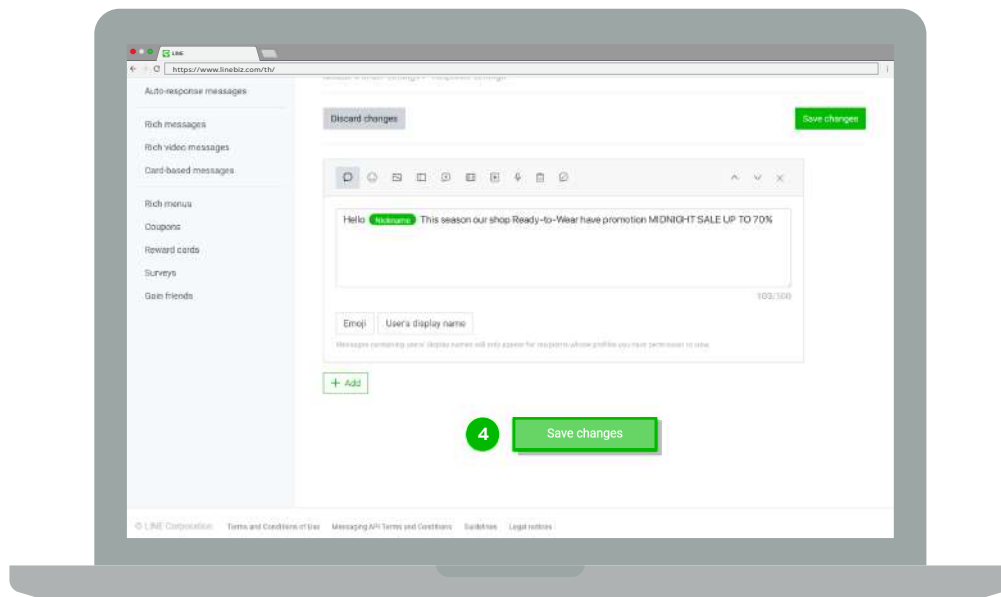
## 2. Click 'Auto-response Message'



## 3. Click 'New'



#### 4. Add details of your automated message and click 'Save'

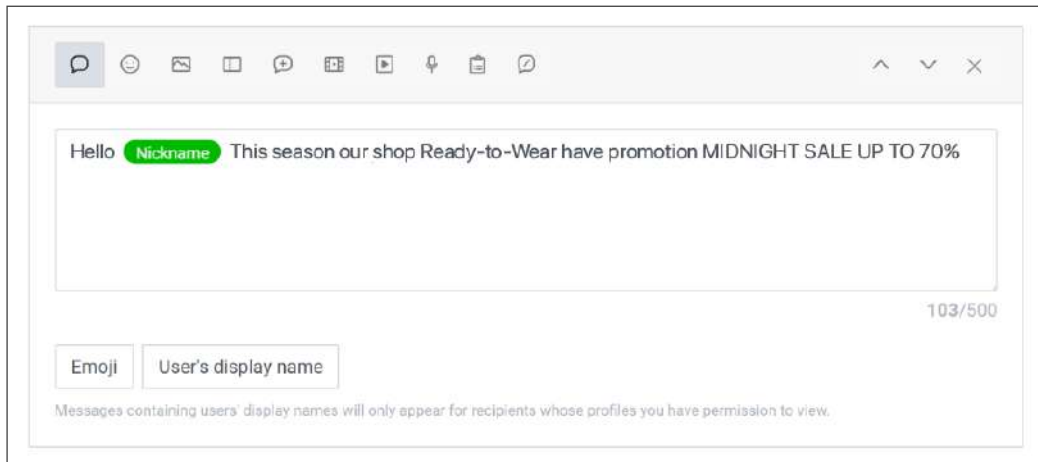


**Title :** This reminds you of when to use it but it will be invisible to the users.

**Status :** When it is 'Off', none of messages will be sent to the customers in spite of being scheduled.

**Message Schedule :** When time and date are scheduled, the messages will be sent to specific customers only. This feature should be active outside working hours to replace the administrator's response. After entering keywords, click "Enter" to save them in the system

**Keywords :** After entering keywords and clicking "Enter", the system will save them in the system. They should not contain more than 30 characters. You can click 'View Sample' to view a sample of a keyword. When a customer types any preset keywords in the chat room, the automated message set for that keyword will be automatically sent. The system can support up to 51 keywords (excluding emoticons).



**Answer Box :** You can add your answers based on each keyword using 5 boxes maximum.

However, it is suggested to use only 3 boxes for good readability and allowing all content to appear on one screen.

You can add the display name in the message, which will automatically be retrieved by the system to show in the message when responding to the customer.

In the case of a group chat, the system will first show the display name of friend who sends the message before sending the response.

## The answers in boxes can be

1. Text
2. Sticker
3. Image
4. Coupon
5. Full-screen image (Rich Message)\*
6. Full-screen video (Rich Video)\*
7. Video
8. Voice message

Rich Message and Rich Video can be created via LINE Official Account Manager only.



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