

Setting up Contact plus

With Contact plus the digital assistant offers your phone number, WhatsApp or e-mail address as a button, during your opening hours or always. This is how you fill it in correctly.

Time needed: 5 minutes

What you need: The Chatunda questionnaire (Extra options screen), or Mijn Chatunda (Uitbreidingen tab)

What is this for?

If a visitor wants to contact you, the digital assistant can offer a button with Contact plus: call, WhatsApp or e-mail. The visitor clicks and calls, messages or e-mails you directly. Outside your opening hours it offers the call-back request instead: the visitor leaves their phone number and a preferred time, and you call back yourself. Would you rather have the buttons there all the time, including in the evening and at the weekend? You can choose that too.

Contact plus costs € 15 per month including VAT and can be cancelled monthly.

Tip: The digital assistant never calls, messages or e-mails by itself. They are ordinary buttons for your visitor.

Step by step in the questionnaire

1 On the Extra options screen, tick the Contact plus extra.

Boxes appear to fill in.

2 Fill in what you want to offer. You don't have to fill them all in: an empty box does not become a button.

- Phone number: for example 020 123 45 67.
- WhatsApp number: for example 06 12 34 56 78.
- E-mail address: for example info@yourbusiness.nl.

3 Under Opening hours, fill in when the buttons may be visible. Simply type it the way you are used to, for example:

Below the box you immediately see how we read it, for example: We read this as: Monday to Friday 08:30 to 18:00, Saturday 09:00 to 17:00. Is that right? Then it is fine.

Mon-Fri 8.30-18.00, Saturday 9-17, Sunday closed

4 Below that, choose when the digital assistant offers the buttons:

- Only during opening hours: outside them it offers the call-back request or the form.
- Always, also outside opening hours: the buttons are always there. Outside your opening hours the digital assistant adds that you will respond as soon as you are available again.

5

Would you also like the call-back request? Then tick **Call-back request**.

6

Click **Save and continue**.

Watch out: Does it say in red below the box that we cannot read the hours? Then write them like this: ma-vr 09:00-17:00, za 10:00-14:00 (Dutch abbreviations for the days). If you leave the box empty, the buttons are always visible, including in the evening and at the weekend.

What does your visitor see?

- During your opening hours: when a visitor asks for contact, the digital assistant shows the buttons you filled in: Call us, WhatsApp and Email us.
- Outside your opening hours: the buttons disappear and it offers the call-back request, or the form to leave a message. That way a button never points to a phone nobody answers.
- Did you choose Always? Then the buttons are there outside your opening hours too. The digital assistant mentions your opening hours and adds that you will respond as soon as you are available again.

Switching it on or changing it later

Didn't choose Contact plus in the questionnaire? As the owner you switch it on yourself in Mijn Chatunda, under Uitbreidingen (Add-ons). Click Aanzetten (Switch on) at Contact plus, fill in the same boxes as above and confirm. Contact plus appears on the next invoice that has not yet been made.

Are your numbers or opening hours changing, or do you want to show the buttons always from now on, or no longer? Click Contactgegevens wijzigen (Change contact details) at Contact plus. The buttons in the conversation use the new details straight away.

With Uitzetten (Switch off) the buttons disappear at the end of the paid subscription month.

Tip: Do you pay annually? Then you switch Contact plus on or off via Hulp en contact (Help and contact). We then arrange the invoice with you.

It doesn't work

- The call button also shows in the evening. Then the Opening hours box was probably left empty, or you chose Always. Adjust it with Contactgegevens wijzigen (Change contact details) in Mijn Chatunda, or e-mail us what you want.
- No button appears. The buttons only appear when a visitor wants contact. In the chat window, ask for example: "Can I call you?"
- It still doesn't work. E-mail info@chatunda.com. We are happy to help.

Something not right any more? Email info@chatunda.com, we are happy to help.