

Getting started with Mijn Chatunda

Logging in for the first time, your profile and PIN, reviewing conversations, improving an answer, answering open questions, requesting a website scan, handling messages, switching add-ons on and off, adjusting your chat window, managing your subscription and taking over a conversation with Live agent, with AI help.

Time needed: 15 minutes

What you need: The invitation e-mail for Mijn Chatunda, your phone with an authenticator app

What is this for?

Mijn Chatunda is your own environment for your digital assistant. You review the conversations there, handle messages from visitors, improve an answer when it could be better and answer the questions your digital assistant did not know. As the owner you also switch add-ons on and off there, adjust your chat window and manage your subscription. This is part of your subscription. With the Live agent add-on you also watch live and take over a conversation, with AI help for your answer.

The screens of Mijn Chatunda are in Dutch. In this guide you find the Dutch name of each button in bold, with the English translation in brackets.

Mijn Chatunda is at the address of your own digital assistant, not on chatunda.com. The address is in the invitation e-mail.

Logging in for the first time

- 1 **Open the invitation e-mail for Mijn Chatunda we sent you when your assistant went live.**
- 2 **Click Wachtwoord kiezen (Choose a password). The link works once and for 48 hours.**
- 3 **Choose a strong password. This is the password of your business.**
- 4 **Open the authenticator app on your phone, for example Google Authenticator or Microsoft Authenticator, and scan the QR code on the screen.**
- 5 **Enter the six digit code from the app to confirm the link.**
- 6 **Keep the ten recovery codes in a safe place. You use them to log in when you do not have your phone at hand.**
- 7 **Bookmark the page. From now on you log in there.**

Watch out: You see the recovery codes only once. Copy them or download them as a text file before you continue.

Your profile and PIN

After the password and the code from the app you choose a profile, like on a streaming service. As the

owner you have the owner profile. Only that profile manages the settings, the retention period, deleting conversations and the other profiles.

- 1 Choose your profile.**
- 2 The first time, choose a six digit PIN. An easy series such as 123456 or 111111 is not allowed.**
- 3 After that, enter your PIN on every visit.**

Tip: Tick Dit toestel 90 dagen onthouden (Remember this device for 90 days) on your own computer or phone. Mijn Chatunda then does not ask for the code from the app there for 90 days. The password and your PIN are still needed.

Overview

After logging in, Overzicht (Overview) opens. You see straight away whether your digital assistant is working, how many conversations and knowledge base requests there were this month and what is waiting for you, such as open messages and open questions. Click a line to go to the right tab. On a phone the tabs are under Menu.

Staff members do not see the tabs Uitbreidingen (Add-ons), Abonnement en kosten (Subscription and costs) and Uw assistent (Your assistant). They are for the owner profile only.

Reviewing conversations

- 1 Open Gesprekken (Conversations).**
- 2 Search for a word, or filter by date, by questions the digital assistant could not answer, by a thumbs down, by a click on a button or by Niet geholpen (Not helped).**
- 3 Open a conversation. You see who said what: the visitor, the digital assistant or a staff member.**

At the end of a conversation the chat window asks whether the chat helped. With the filter Niet geholpen (Not helped) you see the conversations in which the visitor answered no. This is how you quickly find where an answer can be better.

Want to keep conversations in your own records? With Exporteren (Export) you download them. You are responsible for such a copy yourself.

Improving an answer

Is an answer not quite right, or could it be better?

- 1 Open the conversation.**
- 2 Click the pencil next to the answer: Verbeter dit antwoord (Improve this answer).**

- 3 Adjust the answer, or write the right answer if the digital assistant did not know it. A short explanation helps us.**
- 4 Click Versturen naar Chatunda (Send to Chatunda). Want to collect more first? Then click Bewaren (Save).**

Your suggestion is a knowledge base request. Under Verbeteren (Improve), at Kennisbankverzoeken (Knowledge base requests), you find the saved requests. There you can still adjust them, delete them, or send them one by one or all at once with Alles versturen (Send all).

We process a sent request in your knowledge base, in both languages if you have Second language. At Kennisbankverzoeken you see where it stands: sent, in progress, processed or not adopted with the reason. Once it is processed, you also receive a short e-mail.

Tip: 20 knowledge base requests per subscription month are included in your subscription. Above that, each further block of 20 requests costs € 10. A request only counts when you send it, and a request we do not adopt does not count. A correction of an error on our side does not count either. Such a request then shows Correctie van Chatunda, telt niet mee (Correction by Chatunda, does not count). The meter at the top shows where you stand, and at 16 you get a notice in advance.

Passing on a change without a conversation

Is something changing in your business, such as your delivery time, your returns policy or your opening hours during the holidays? Then you pass it on without a conversation that goes with it.

- 1 Open Verbeteren (Improve) and choose Kennisbankverzoeken (Knowledge base requests).**
- 2 Click Nieuw kennisbankverzoek (New knowledge base request).**
- 3 At Waar gaat het over? (What is it about?) write a short question or a subject, for example: What is the delivery time?**
- 4 At Wat moet de assistent voortaan zeggen? (What should the assistant say from now on?) write the new answer.**
- 5 Does it only apply from a certain day? Choose it at Vanaf welke datum? (From which date?). If it applies straight away, leave the field empty.**
- 6 Click Versturen naar Chatunda (Send to Chatunda), or Bewaren (Save) to send it later with the rest.**

It is an ordinary knowledge base request and counts as one. With a date, we prepare the change for that day.

Requesting a new website scan

Have you changed several pages on your website or added new pages? Then Chatunda reads your website again and prepares the differences with your digital assistant for you. You choose which changes you adopt. Only the owner can request a website scan.

A scan is a good idea if:

- you have put new services, products or pages on your website
- prices, delivery times or terms have changed on several pages
- you have renewed your website and the content stayed largely the same

No scan needed:

- for one single change, use Nieuw kennisbankverzoek (New knowledge base request) instead
- if your business has changed substantially, a new knowledge base through the questionnaire is better (€ 149)

- 1 Open Verbeteren (Improve) and choose Kennisbankverzoeken (Knowledge base requests).**
- 2 At Websitescan (Website scan), click Websitescan aanvragen (Request website scan).**
- 3 If you like, write at Welke pagina's zijn veranderd? (Which pages have changed?) what is different, for example: new page Rates, terms adjusted.**
- 4 Tick Chatunda mag mijn website lezen om de kennisbank bij te werken. (Chatunda may read my website to update the knowledge base.) Without this tick we cannot do the scan.**
- 5 Click Aanvragen (Request).**

We read the public pages of your website again, also up to 20 new pages, and we respect robots.txt. If your website has not been confirmed yet, you first receive the e-mail to confirm your website. After that the scan starts by itself. When the proposals are ready, you receive an e-mail, usually within one working day.

With each proposal you see the question, what your digital assistant says now and what is on your website, with the page. You choose:

- Klopt, overnemen (Correct, adopt): the proposal becomes a knowledge base request and goes to Chatunda straight away.
- Aanpassen (Adjust): you adjust the text first and then adopt it.
- Niet overnemen (Do not adopt): nothing changes.

We never change anything in your knowledge base by ourselves on the basis of a scan.

Tip: The scan itself is included at no extra cost. Each change you adopt counts as one knowledge base request. Not adopting does not count. You can request one scan per subscription month, and a scan that fails on our side does not count for that.

Answering open questions

Under Verbeteren (Improve), at Open vragen (Open questions), you find the questions your digital assistant could not answer recently, the answers with a thumbs down and the questions from conversations in which the visitor answered no to Bent u geholpen? (Did this help?). Nearly identical questions are grouped.

- 1 Open Verbeteren and choose Open vragen.**

- 2** Is there a proposal from your own website, and is it right? Then click Klopt dit? (Is this right?).
- 3** No proposal, or not right? Fill in the right answer, in your own words.
- 4** Your answer becomes a knowledge base request. Send it straight away, or save it and send it later with the rest.

A question that is not relevant, you remove from the list with one click. On Monday you get a short e-mail when there are new open questions.

Handling messages and requests

When a visitor leaves a message or a call-back request, it appears under Berichten en verzoeken (Messages and requests). You also receive an e-mail about it.

- 1** Open the message.
- 2** Reply with Beantwoord per mail (Answer by e-mail). We send your reply on behalf of your business, and if the visitor responds, that reaches you directly.
- 3** Prefer to call or e-mail yourself? Then mark the message as Afgehandeld (Handled).

That way everyone in your team sees what is still open and who did what.

Tip: If a message or request has been open for more than a working day, you get a reminder on your phone and by e-mail, and after two working days once more. As the owner you switch that off under Instellingen (Settings).

Subscription and costs

Only the owner profile sees the tab Abonnement en kosten (Subscription and costs). Under Kosten deze maand (Costs this month) it shows:

- what the invoice for this subscription month is expected to be, and how much of it is extra
- the date and amount of the next direct debit
- your subscription and add-ons with their price
- a meter of the conversations, for example 312 of 500, and a meter of the knowledge base requests
- your invoices with the amount, the status and the pdf

At 400 conversations or 16 knowledge base requests in a month you see a notice here, and you also get an e-mail.

In this tab you also arrange yourself:

- Betaalgegevens (Payment details): if you want to pay from a different account from now on, click Nieuwe machtiging afgeven (Give a new mandate). You pay € 0.01 with iDEAL/Wero from that account.
- Factuurgegevens (Invoice details): click Wijzigen (Change). Your change applies from your next invoice.
- Slaapstand (Sleep mode): your digital assistant switched off temporarily for € 19 per month. If you switch sleep mode off, it works again immediately.
- Verwijzen (Referring): your personal link for another business owner, with the status of the

businesses that signed up through you.

- **Opzeggen (Cancelling):** at the bottom, with **Abonnement opzeggen (Cancel subscription)**. You first see the end date, and until and including that day you can withdraw the cancellation.

How sleep mode and cancelling work exactly is in the guide **Passing on changes to your digital assistant**.

Add-ons

Only the owner profile sees the tab **Uitbreidingen (Add-ons)**. You switch **Second language**, **Contact plus**, **Order status**, **Product info** and **Live agent on and off** yourself.

- 1 Open Uitbreidingen. Under Staat aan (On) and Beschikbaar (Available) you see each add-on with what it does and what it costs.**
- 2 Click Aanzetten (Switch on). For Contact plus you first fill in your phone number, WhatsApp number or e-mail address. For Order status and Product info you fill in the address of your shop and a read-only key. How to create that key is in the guides for Shopify and WooCommerce.**
- 3 The window shows what your monthly amount becomes and from which invoice. Click Aanzetten to confirm.**

An add-on is usually ready within a few minutes. With **Second language** Chatunda translates your whole knowledge base automatically. That usually takes a quarter of an hour to an hour. With **Order status** and **Product info** Chatunda first tests the link with your webshop.

With **Uitzetten (Switch off)** the add-on keeps working until the end of the paid subscription month and then switches off automatically. If you change your mind, click **Toch aan laten (Keep it on)**.

What you switch on appears on the next invoice that has not yet been made. Nothing is charged pro rata.

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

Your assistant

Only the owner profile sees the tab **Uw assistent (Your assistant)**. Here you adjust your chat window yourself: the **Welkomstekst (Welcome text)**, the **Uiterlijk (Appearance, design and main colour)**, the **Plaats op de pagina (Position on the page)**, the **Pagina's (Pages)** where it does not appear, the **Domeinen (Domains)** and the link to your **Privacyverklaring (Privacy statement)**.

- 1 Click Aanpassen (Adjust) at a block.**
- 2 Change what you want. You see a preview straight away.**
- 3 Click Doorvoeren (Apply) and confirm.**

Within a few minutes it is live on your website. Does your website also work on another address, such as a .be next to your .nl? Then click **Domein toevoegen (Add domain)** under **Domeinen**. You put the same code as for confirming your website on the new domain, and Chatunda checks it within a few minutes.

Help and contact

Under Hulp en contact (Help and contact) you send us a message at Contact met Chatunda (Contact Chatunda) and see your sent messages. A staff member asks the owner to send a message. The guides are there too.

As the owner you download the verwerkersovereenkomst (data processing agreement) here, filled in with the details of your business. Would you like it signed? Sign at Klant (Customer) and send it to info@chatunda.com. You get it back signed by Chatunda within one working day.

An e-mail for every change

For every change you make under Uitbreidingen, Uw assistent or Abonnement en kosten you receive an e-mail: when we receive it, and when it has been carried out, scheduled or has not succeeded. In Mijn Chatunda you see the status at the change. As long as Chatunda has not started on it, you withdraw it with Intrekken (Withdraw). The log under Instellingen (Settings) records who did what.

With Live agent: watching and taking over

If you have the Live agent add-on, you join the conversations yourself.

- 1 Set yourself Online when you are available. If nobody is Online, the digital assistant helps the visitor as always.**
- 2 Switch on notifications on your phone or computer. Then you know when a visitor wants to talk to a person.**
- 3 Open an ongoing conversation and watch. The visitor does not notice.**
- 4 Click Neem gesprek over (Take over). The visitor immediately sees that you are taking over, with your name, and the digital assistant stays silent.**
- 5 Type your reply, or choose a saved reply and adjust it before you send it.**
- 6 Done? Click Terug naar de assistent (Back to the assistant). If a colleague knows more about it, hand the conversation over to that colleague.**
- 7 Set yourself Offline when you leave.**

Tip: Write an internal note on a conversation for your colleagues. The visitor and the digital assistant never see it.

With Live agent: AI help for your answer

A conversation has Hulp van de assistent (Help from the assistant). Nothing from it goes to the visitor by itself: you read it, adjust it and send it yourself.

- 1 Wat zou de assistent zeggen? (What would the assistant say?) Choose one or more messages from the visitor and click the button. The draft comes from your own knowledge base, with the sources. Click Zet in het antwoordvak (Put in the reply box), adjust it and send it.**

- 2** If the answer is not in your knowledge base, you see **Dit staat niet in uw kennisbank.** (This is not in your knowledge base.) Click **Bewaar als kennisbankverzoek** (Save as knowledge base request). If you then answer yourself, Mijn Chatunda suggests adding your answer to the request.
- 3** When you take over a conversation, the **Samenvatting** (Summary) tells you in three lines what the visitor wants and what the assistant already said.
- 4** Type your own text and click **Netjes maken** (Tidy up). You get it back in the tone and form of address of your business, with a warning if you promise something that your own arrangements do not allow, such as a refund, a discount or a deadline.
- 5** Does the visitor write in the other language and do you have **Second language**? Then you type in Dutch and Mijn Chatunda translates your text into the visitor's language.
- 6** After the conversation, **Vragen die niet in uw kennisbank staan** (Questions that are not in your knowledge base) shows what was missing. You save each question as a knowledge base request with one click.

Adding staff

With Live agent you have two staff profiles, in addition to your own owner profile. You add an extra profile yourself. Each profile above two costs € 9 per month, from the next invoice. Mijn Chatunda tells you this before you save the profile. If you delete the profile, that stops.

- 1** In the owner profile, open **Instellingen** (Settings) and choose **Profielen** (Profiles).
- 2** Add a profile with the name the visitor sees, for example a first name, and a colour.
- 3** Choose a PIN together with your staff member. Staff log in with the e-mail address and password of your business and then their own PIN.

It does not work

- I lost the address. Email info@chatunda.com and we will send it again.
- I forgot my password. Click **Wachtwoord vergeten** (Forgot password) on the login screen. You receive a link at the e-mail address of your business.
- I lost my phone. Log in with a recovery code. If you no longer have those either, e-mail us. After a check by phone we reset the two-step verification.
- A staff member forgot their PIN. As the owner you create a new one under Settings. If you forgot your own PIN, you create a new one with the password and the code from your app.
- I have another question. Use **Hulp en contact** (Help and contact) in Mijn Chatunda or email info@chatunda.com. We are happy to help.

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