

Passing on changes to your digital assistant

Something changing in your business? How to pass on a change in Mijn Chatunda, including a temporary one, how to answer the open questions, how to adjust your chat window yourself, and how sleep mode and cancelling work.

Time needed: 5 minutes

What you need: Mijn Chatunda, or your e-mail and the address info@chatunda.com

What is this for?

Your digital assistant only knows what you have told us. If something changes, such as a delivery time, a price, your returns policy or your opening hours, you pass it on as a knowledge base request in Mijn Chatunda. We adjust it. You don't need to edit anything in the knowledge base yourself.

Tip: 20 knowledge base requests per subscription month are included in your subscription. We make them within one working day. Above that, each further block of 20 requests costs € 10. At 16 sent requests you get a notice in advance in Mijn Chatunda and by e-mail. 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.

Step by step: an ordinary change

- 1 Log in to Mijn Chatunda and open the conversation with the answer that needs to change.**
- 2 Click the pencil next to the answer: Verbeter dit antwoord (Improve this answer).**
- 3 Write the right answer. The clearer, the faster it is right. In the explanation, put:**
 - What it was: for example "delivery time 2 to 3 working days".
 - What it becomes: for example "delivery time 1 to 2 working days".
 - From when: today, or a date.
- 4 Click Versturen naar Chatunda (Send to Chatunda). Want to collect more first? Then click Bewaren (Save). Under Verbeteren (Improve), at Kennisbankverzoeken (Knowledge base requests), you send saved requests later one by one or all at once with Alles versturen (Send all).**

Done? Under Verbeteren (Improve) you see where your request stands: sent, in progress, processed or not adopted with the reason. When it is processed, you also get a short e-mail.

Tip: Does the change not belong to any conversation, such as a new delivery time or your holiday closure? Then click Nieuw kennisbankverzoek (New knowledge base request) under Verbeteren (Improve), at Kennisbankverzoeken (Knowledge base requests). You write what it is about, what the assistant should say from now on and, if needed, from which date. It counts as an ordinary knowledge base request.

A temporary change

A promotion in December, a different delivery time during the holidays, new terms from 1 January: you can schedule that in advance.

- 1 Pass on the change as described above.**
- 2 Add a start date, and for a temporary change also an end date.**

For example: "From 20 December up to and including 3 January we are closed. Orders will be shipped again from 4 January."

On the start date the change takes effect automatically. After the end date we automatically restore the old situation. You receive a message at every step.

A new web address or e-mail address

Is a page on your website moving, such as your returns page, or do you get a new customer service e-mail address? Send us the old and the new address via Hulp en contact (Help and contact) in Mijn Chatunda or by e-mail. We change it everywhere at once, so your digital assistant never refers to an old page or an old address again.

Adjusting your chat window and add-ons yourself

Some things you arrange yourself as the owner in Mijn Chatunda, without a knowledge base request:

- Under Uw assistent (Your assistant) you change the welcome text, the design and colour of your chat window, its position on the page, the pages where it does not appear, an extra domain and the link to your privacy statement. Within a few minutes it is live.
- Under Uitbreidingen (Add-ons) you switch Second language, Contact plus, Order status, Product info and Live agent on and off.

This does not count as a knowledge base request. You receive an e-mail for every change. You can also pass on changes to your chat window by e-mail. How it works exactly is in the guide Getting started with Mijn Chatunda.

Open questions: what didn't it know?

In Mijn Chatunda, under Verbeteren (Improve), at Open vragen (Open questions), you find the visitors' questions your digital assistant had no answer to, and the answers that got a thumbs down. Nearly identical questions are grouped. If the answer is already on your website, we add a proposal, with the page where it says so.

- 1 Open Verbeteren (Improve) and choose Open vragen (Open questions).**
- 2 Is the proposal right? Then click Klopt dit? (Is this right?). If there is no proposal, fill in the right answer yourself, in your own words.**
- 3 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. If there was nothing new, you receive no e-mail.

Several pages of your website changed

Have you changed several pages on your website or added new pages, such as new services, other prices or new terms? Then you do not need to type it all over yourself. As the owner you request a Websitescan (Website scan) in Mijn Chatunda under Verbeteren (Improve), at Kennisbankverzoeken (Knowledge base requests). We read your website again and prepare the differences as proposals for you. For each proposal you choose Klopt, overnemen (Correct, adopt), Aanpassen (Adjust) or Niet overnemen (Do not adopt).

The scan itself is included at no extra cost. Each change you adopt counts as one knowledge base request. You can request one scan per subscription month. How it works exactly is in the guide Getting started with Mijn Chatunda.

A big change

Has your business or website changed drastically, with new terms, a new range or a new website? Then a new knowledge base is needed. You then go through your questionnaire again. Your earlier answers remain, so you only change what is different.

That costs a one-off € 149 including VAT. The new knowledge base is live within five working days after you complete the questionnaire again. E-mail us and we will send you the link.

Switched off for a while: sleep mode

Don't need your digital assistant for a while, for example outside the season? Then switch on sleep mode.

- 1 In the owner profile, open Abonnement en kosten (Subscription and costs).**
- 2 Under Slaapstand (Sleep mode), click Slaapstand aanzetten (Switch on sleep mode).**
- 3 The window states the date on which sleep mode starts and what your monthly amount becomes. Confirm.**

An e-mail to info@chatunda.com is also possible.

- Sleep mode costs € 19 per month including VAT.
- It starts in the first subscription month that has not yet been invoiced.
- Your server, knowledge base and settings are kept.
- Sleep mode has no maximum duration. You still receive your monthly report every month, and you decide when to switch it off again or cancel.
- Want to start again? Click Slaapstand uitzetten (Switch off sleep mode). Your digital assistant works again immediately, without a new set-up fee, and the first two months do not start again. From the next invoice the standard rate applies again.

If you pay annually, we arrange sleep mode with you via Hulp en contact (Help and contact).

Cancelling

- 1 In the owner profile, open Abonnement en kosten (Subscription and costs).**

- 2 Click Abonnement opzeggen (Cancel subscription) at the bottom.**
- 3 You see the end date. If you like, choose why you are cancelling, this is not required.**
- 4 Click the button Ja, opzeggen per (Yes, cancel as of), with the end date.**

An e-mail to info@chatunda.com is also possible. Cancel before the end of the current month. Your digital assistant keeps working until the last day of that month. After that the collection stops. Changed your mind? Until and including that last day you withdraw the cancellation with Opzegging intrekken (Withdraw cancellation).

Want to keep the conversations? Export them before the end date under Gesprekken (Conversations).

Watch out: If you come back after cancelling, you start again, with a new set-up fee. In doubt? Then first see whether sleep mode suits you.

It doesn't work

- I haven't heard anything after one working day. Check under Verbeteren (Improve) where your request stands. If you e-mailed us, check your spam folder and then feel free to send a reminder as a reply to your own e-mail.
- A change isn't quite right. Reply to our message about the change with what should be different. We adjust it again, at no extra cost.
- I have another question. Use Hulp en contact (Help and contact) in Mijn Chatunda or e-mail info@chatunda.com. We are happy to help.

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