

Service Bae User Manual

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Hierarchy Structure

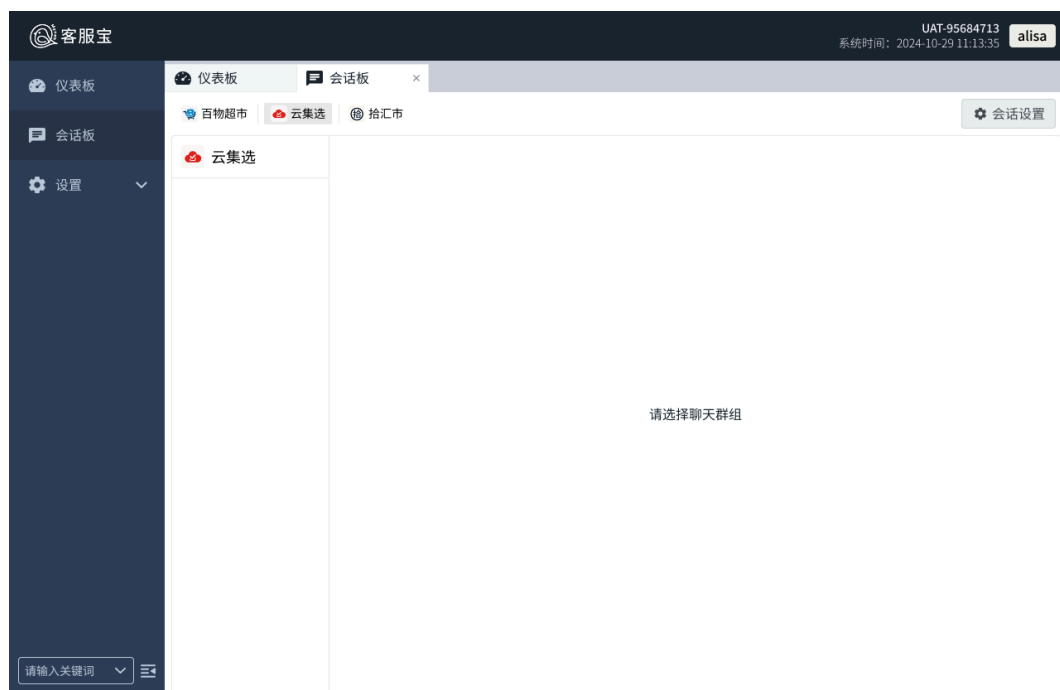
Business Entity > Site > Customer Service Group > Customer Service Agent

Conversation Panel

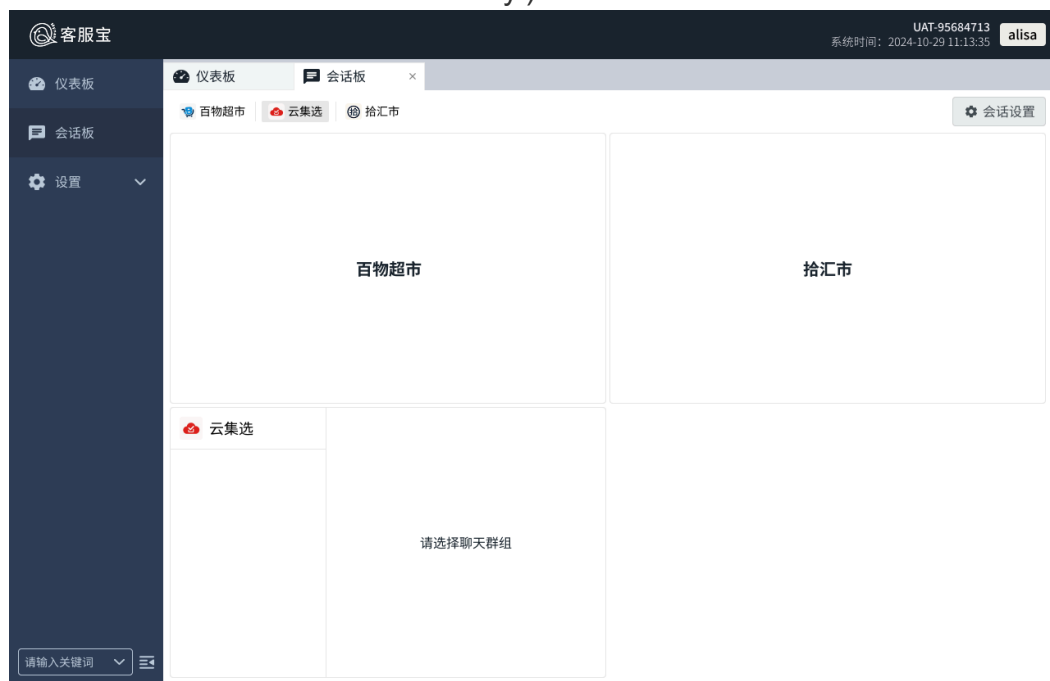
The Conversation Panel enables customer service agents to interact with and assist visitors.

Display Screen

Single Site



Multiple Sites (When there are more than four sites, they will be added to the right. You can use Shift + Mouse Wheel to scroll horizontally.)



Quick Site Selection

The screenshot shows a navigation bar with three tabs: '仪表板' (Dashboard), '会话板' (Conversation Board), and a close button 'x'. Below the navigation bar, three site selection buttons are visible: '百物超市' (Baiwu Supermarket), '云集选' (Yunji Selection), and '拾汇市' (Shi Hui Market). A red box highlights these three buttons. Below the navigation bar, a large white area contains the text '请选择聊天群组' (Please select a chat group).

Site Unread Message Alert

The screenshot shows a navigation bar with three tabs: '仪表板' (Dashboard), '会话板' (Conversation Board), and a close button 'x'. Below the navigation bar, three site selection buttons are visible: '百物超市' (Baiwu Supermarket), '云集选' (Yunji Selection), and '拾汇市' (Shi Hui Market). A red box highlights the '拾汇市' button, which has a small red dot indicating an unread message. Below the navigation bar, a chat conversation is displayed. The chat is titled '百物超市'. The conversation shows a message from 'Guest#1Ahm9' at 15:09: '我买的是「雪松与白茶」'. Below this, there is a message from 'Guest#1Ahm9' at 15:09:03: '我上周买的那个木质香氛蜡烛刚刚收到，耶，是正常的吗？'. Below that, there is a message from 'Guest#1Ahm9' at 15:09:58: '我买的是「雪松与白茶」那款，但我打'.

Chat Panel

Send Message

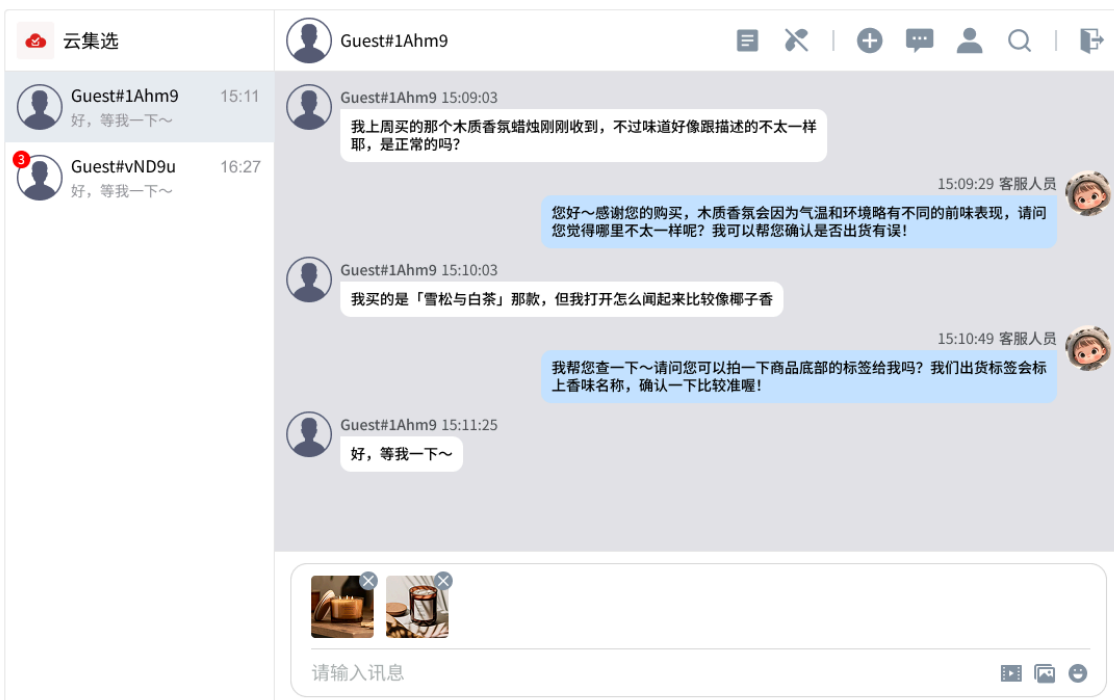
Press Enter to send the message after typing.

Messages from the visitor appear on the left; messages from our side appear on the right.



Send Images

Multiple images can be sent at once. Single image deletion is supported. Currently, the file size limit for each image is 2MB.



Chat List

Unread Message Count Notification

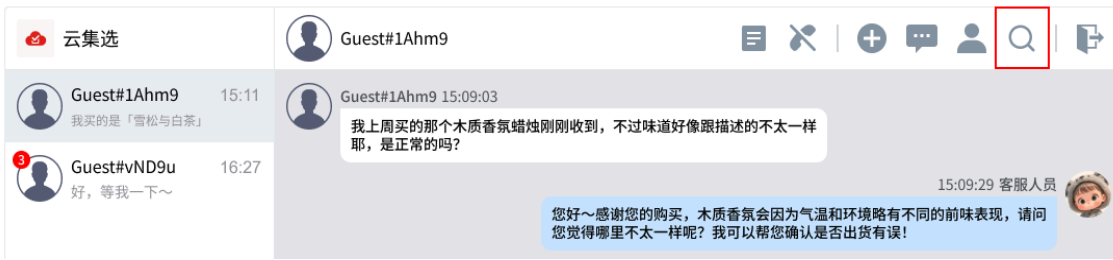
The screenshot shows a chat list interface with a top navigation bar containing '仪表板' (Dashboard) and '会话板' (Chat List) with a close button. Below the navigation bar are three category tabs: '百物超市' (Baiwu Supermarket), '云集选' (Yunji Selection), and '拾汇市' (Shi Hui Market). The chat list is divided into two columns. The left column shows chat items for '百物超市'. The first item is from 'Guest#1Ahm9' at 15:09 with the message '我买的是「雪松与白茶」'. The second item is from 'Guest#vND9u' at 16:27 with the message '好, 等我一下~', which is highlighted with a red box and has a red notification bubble containing the number '3'. The right column shows a chat conversation with 'Guest#1Ahm9' at 15:09:03 with the message '我上周买的那个木质香氛蜡烛刚刚收到, 耶, 是正常的吗?' and another message at 15:09:58 with the message '我买的是「雪松与白茶」那款, 但我打'.

If there are more than 99 unread messages, the notification will display as "99+".

The screenshot shows the same chat list interface as above. The chat item for 'Guest#vND9u' at 16:27 with the message '好, 等我一下~' is highlighted with a red box and has a red notification bubble containing '99+'. The rest of the interface, including the navigation bar, category tabs, and chat messages, is identical to the previous screenshot.

Search Records

Click the magnifying glass to search the history records.



The history records are preset to display messages from the past 30 days.



You can enter text to search the message records from the past 30 days.



Personal Information

Click on Personal Information to view member login details (this field can be customized).



The screenshot shows a chat window with a sidebar on the right titled '个人资料' (Personal Information). The chat history includes:

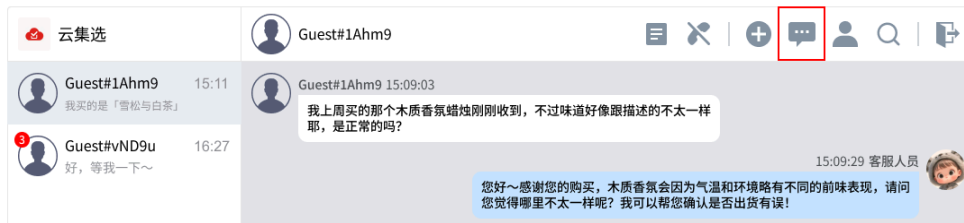
- Guest#1Ahm9 15:11: 我买的是「雪松与白茶」
- Guest#1Ahm9 15:09:03: 我上周买的那个木质香氛蜡烛刚刚收到，不过味道好像跟描述的不太一样耶，是正常的吗？
- 15:09:29 客服人员: 您好～感谢您的购买，木质香氛会因为气温和环境略有不同的前味表现，请问您觉得哪里不太一样呢？我可以帮您确认是否出货有误！
- Guest#1Ahm9 15:10:03: 我买的是「雪松与白茶」那款，但我打开怎么闻起来比较像椰子香
- 15:10:49 客服人员: 我帮您查一下～请问您可以拍一下商品底部的标签给我吗？我们出货标签会标上香味名称，确认一下比较准喔！
- Guest#1Ahm9 15:11:25: 好，等我一下～

The '个人资料' sidebar contains the following information:

- 昵称: alisachang
- 帐号: alisachang
- 设备: WAP
- 浏览器: Chrome
- IP: Chrome
- 系统: Windows 10

Quick Reply

Click to quickly reply with stored information (Quick Reply list for personal account).



The screenshot shows the same chat window as above, but with a red box highlighting the 'Quick Reply' icon (three dots) in the top right corner of the chat area.

No information has been set up yet. Use the shortcut key to go to the "Quick Reply" settings.



The screenshot shows the chat window with the 'Quick Reply' button highlighted. A red box highlights the 'Quick Reply' icon. The chat history is the same as in the previous screenshot. The 'Quick Reply' button is highlighted with a red box.

抱歉！查无资料

前往设定

Information can be created from categories.

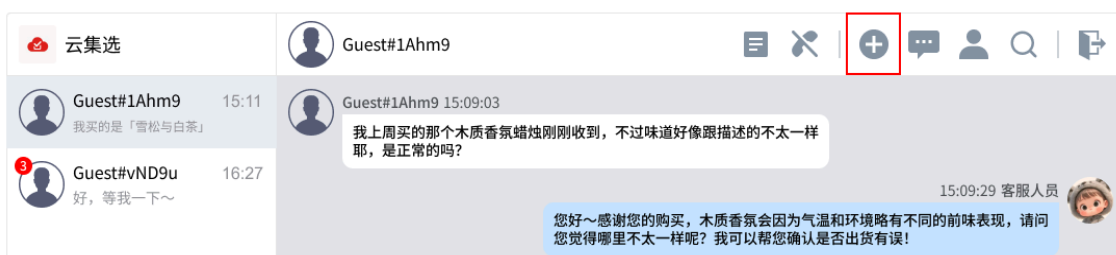


Search keywords (category/title/content) will display all relevant results in the list.



Invite Other Agents

Click to list online agents. Select an agent and invite them to join the chat room.



Available Customer Service Page

Guest#1Ahm9

Guest#1Ahm9 15:09:03
我上周买的那个木质香氛蜡烛刚刚收到，不过味道好像跟描述的不太一样耶，是正常的吗？

15:09:29 客服人员
您好～感谢您的购买，木质香氛会因为气温和环境略有不同的前味表现，请问您觉得哪里不太一样呢？我可以帮您确认是否出货有误！

Guest#1Ahm9 15:10:03
我买的是「雪松与白茶」那款，但我打开怎么闻起来比较像椰子香

15:10:49 客服人员
我帮您查一下～请问您可以拍一下商品底部的标签给我吗？我们出货标签会标上香味名称，确认一下比较准喔！

Guest#1Ahm9 15:11:25
好，等我一下～

请输入客服名称

云集选客服一号 (CL001)
 云集选客服二号 (CL002)
 云集选客服三号 (CL003)

请输入讯息

全清 邀请

No Customer Service Page

Guest#1Ahm9

Guest#1Ahm9 15:09:03
我上周买的那个木质香氛蜡烛刚刚收到，不过味道好像跟描述的不太一样耶，是正常的吗？

15:09:29 客服人员
您好～感谢您的购买，木质香氛会因为气温和环境略有不同的前味表现，请问您觉得哪里不太一样呢？我可以帮您确认是否出货有误！

Guest#1Ahm9 15:10:03
我买的是「雪松与白茶」那款，但我打开怎么闻起来比较像椰子香

15:10:49 客服人员
我帮您查一下～请问您可以拍一下商品底部的标签给我吗？我们出货标签会标上香味名称，确认一下比较准喔！

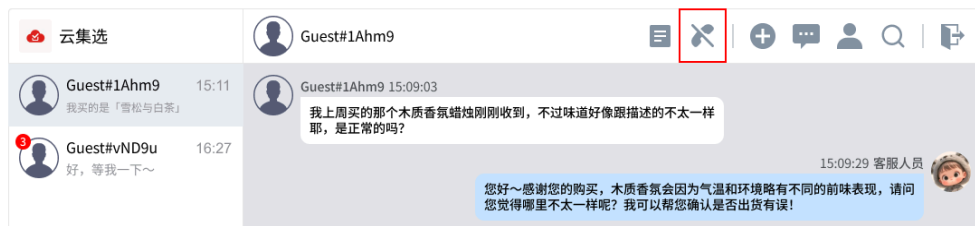
Guest#1Ahm9 15:11:25
好，等我一下～

请输入客服名称

抱歉！查无资料

请输入讯息

Hang Up

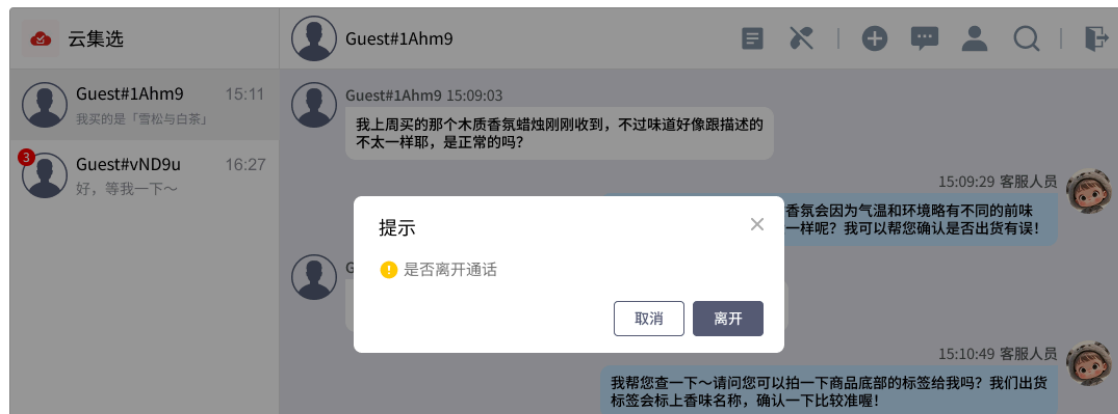


Click to End the Conversation Immediately



Leave Group

*You can only leave the group if there are other agents in the chat room.



Reception Information

The agent account does not have permission to view this page.

Reception Information List

访客帐号	<input type="text" value="请输入帐号"/>	访客IP	<input type="text" value="请输入IP地址"/>	客服帐号	<input type="text" value="请输入接待客服"/>	<input type="button" value="查询"/>		
对话内容	<input type="text" value="请输入对话内容"/>							
接待开始时间	<input type="text" value="2024-10-30 00:00:00"/>	至	<input type="text" value="2024-10-30 23:59:59"/>	<input checked="" type="button" value="今日"/>	<input type="button" value="昨日"/>	<input type="button" value="本周"/>	<input type="button" value="上周"/>	
接待结束时间	<input type="text" value="开始时间"/>	至	<input type="text" value="结束时间"/>	<input checked="" type="button" value="今日"/>	<input type="button" value="昨日"/>	<input type="button" value="本周"/>	<input type="button" value="上周"/>	
访客名称 (访客帐号)	所属商号	站点	访客 IP	开始时间	结束时间	接待客服 (客服帐号)	设备	操作
Guest#rkefy (GU44ZNg5rkefy)	云集选	云集选	10.21.250.212	2024-10-30 16:45:17	2024-10-30 16:51:28	alisa(alisachang)	装置: Computer 浏览器: Chrome 操作系统: Windows	<input type="button" value="查看"/>
共1条 <input type="text" value="25条/页"/> < 1 > 前往 <input type="text" value="1"/> 页								

Reception Conversation

访客帐号	<input type="text" value="请输入帐号"/>	访客IP	<input type="text" value="请输入IP地址"/>	客服帐号	<input type="text" value="请输入接待客服"/>	<input type="button" value="查询"/>		
对话内容	<input type="text" value="请输入对话内容"/>							
接待开始时间	<input type="text" value="2024-10-30 00:00:00"/>	至	<input type="text" value="2024-10-30 23:59:59"/>	<input checked="" type="button" value="今日"/>	<input type="button" value="昨日"/>	<input type="button" value="本周"/>	<input type="button" value="上周"/>	
接待结束时间	<input type="text" value="开始时间"/>	至	<input type="text" value="结束时间"/>	<input checked="" type="button" value="今日"/>	<input type="button" value="昨日"/>	<input type="button" value="本周"/>	<input type="button" value="上周"/>	
访客名称 (访客帐号)	所属商号	站点	访客 IP	开始时间	结束时间	接待客服 (客服帐号)	设备	操作
Guest#rkefy (GU44ZNg5rkefy)	云集选	云集选	10.21.250.212	2024-10-30 16:45:17	2024-10-30 16:51:28	alisa(alisachang)	装置: Phone 浏览器: Chrome 操作系统: Android	<input type="button" value="查看"/>
Guest#ledto (GU44ZNg5rledto)	云集选	云集选	10.21.250.212	2024-10-30 16:45:17	2024-10-30 16:51:28	alisa(alisachang)	装置: Phone 浏览器: Safari 操作系统: iOS	<input type="button" value="查看"/>
Guest#heoda (GU44ZNg5heoda)	云集选	云集选	10.21.250.212	2024-10-30 16:45:17	2024-10-30 16:51:28	alisa(alisachang)	装置: Computer 浏览器: Chrome 操作系统: Windows	<input type="button" value="查看"/>
共1条 <input type="text" value="25条/页"/> < 1 > 前往 <input type="text" value="1"/> 页								

Search Conversation Content

- You can search for any keyword within the conversation content. To search, enter the keyword and click "Search" to begin. (Empty spaces cannot be searched. If there is space between words, the search will include them.)
 - The search will display how many times the "Conversation Content" keyword appears and show the position of the keyword found in the message

Example: "A total of 54 keywords found, this is the 52nd."

- The search will proceed from the oldest to the newest messages. Press Enter to sequentially display the results from top to bottom, and press again to return to the first message. You can also use the mouse to click the buttons to scroll through the results (X to clear the search).



访客IP 请输入IP地址 客服帐号 请输入接待客服

接待对话

访客名称: Guest#rkefy(GU44ZNg5rkefy)
接待客服: alisa(alisachang)
首次响应(时长): 2024-10-29 10:59:43 (4秒)

对话内容: 白茶 52/54

结束对话: 系统(us_timeout)

Guest#1Ahm9 15:09:03
我上周买的那个白茶香氛蜡烛刚刚收到, 不过味道好像跟描述的不太一样耶, 是正常的吗?

Guest#1Ahm9 15:10:03
我买的是「雪松与白茶」那款, 但我打开怎么闻起来比较像椰子香

Guest#1Ahm9 15:10:03
雪松与白茶

关闭 汇出

共1条 25条/页 1 前往 1 页

First Response (Duration = Agent Join Time - First Ring Time)

Format: YYYY-MM-DD hh:mm:ss



访客IP 请输入IP地址 客服帐号 请输入接待客服

接待对话

访客名称: Guest#rkefy(GU44ZNg5rkefy)
接待客服: alisa(alisachang)
首次响应(时长): 2024-10-29 10:59:43 (4秒)

对话内容: 请输入对话内容 52/54

结束对话: 系统(us_timeout)

Switch Between Top and Bottom of the List



Export Reception Information

Supports export in Word and Excel file formats.



Example: Word Export Format



Example: Excel Export Format

	A	B	C
1	站点	云集选	
2			
3	发言时间	人员昵称(帐号)	内容
4	2024-10-30 16:55:18	Guest#setNy 已加入	
5	2024-10-30 16:55:18	Guest#setNy(GU44ZPmusetNy)	暱稱：尼尼
6	2024-10-30 16:55:18	客服人员 (自动回复) (bot)	欢迎来到云集选
7	2024-10-30 16:55:26	Guest#setNy(GU44ZPmusetNy)	充值到账协助确认
8	2024-10-30 16:55:41	alisa 已加入	
9	2024-10-30 16:56:38	alisa(alisachang)	好的 请稍后
10	2024-10-30 16:56:55	alisa(alisachang)	已到账 在麻烦确认 谢谢
11	2024-10-30 18:16:03	Guest#setNy(GU44ZPmusetNy)	你好
12	2024-10-30 18:16:25	Guest#setNy(GU44ZPmusetNy)	已到账 谢谢
13	2024-10-30 18:16:28	Guest#setNy 已离开	
14	2024-10-30 18:16:29	alisa 已离开	
15	2024-10-30 18:16:29	对话结束	

Data Statistics

Customer Service Data Statistics

The average response duration is calculated in minutes (rounded to one decimal place).

客服一组	统计时间	2024-10-30 00:00:00 至 2024-10-30 23:59:59	今日	昨日	本周	上周	查询
客服二组	账号	请输入账号					汇出
客服组长							
	账号	总接待量	平均每日接待量	平均每小时接待量	平均接待时长(分)		
	lscs001	18	2.6	0.1	3.2		
	alisachang	10	1.4	0.1	289.2		
	合计:	28	4.0	0.2	105.3		
	共1条 25条/页 < 1 > 前往 1 页						

Export Customer Service Data Statistics in Excel Format

自动保存		客服一组_2024-10-25_2024-10-31 - 受保护的检视						
档案	常用	插入	页面配置	公式	资料	校閱	检视	說明
B11								
	A	B	C	D	E			
1	帐号	总接待量	平均每日接待量	平均每小时接待量	平均接待时长(分)			
2	lscs001	18	2.6	0.1	3.2			
3	alisachang	10	1.4	0.1	289.2			
4								
5	总计	28	4.0	0.2	105.3			
6								
7								
8								

Settings

Business Management

Chat Rules

Auto End Chat Settings

对话规则

自动结束对话

当对话在一段时间内没有新消息产生后，系统将自动将其结束。

访客未发话 不自动结束

60 分钟后未连线自动结束(最少10分钟，最多720分钟)

客服断线 不自动结束

10 分钟后未连线自动结束(最少10分钟，最多720分钟)

当聊天室建立后一段时间内没有连线且访客没有停留在该页面，系统将自动将其结束。

访客未接通 不自动结束

60 分钟后未连线自动结束(最少10分钟，最多720分钟)

保存

Business List

客服宝

仪表盘 会话板

百物超市 云集选 拾汇市

云集选

商号管理 < 商号列表

站点管理 > 商号权限管理

客服管理 >

Add Business Sub-account

At least one business permission group must be created first.

- Account
 - Length: 6–20 characters
 - Allowed characters: Half-width English letters, numbers, and underscores (_)
- Password
 - Length: 8–20 characters
 - Allowed characters: Half-width English letters, numbers, and symbols (no spaces)
 - Minimum requirements: Must include at least one uppercase letter, one lowercase letter, one number, and one symbol

Permission Scope: Site

Based on the assigned permission group, the user can perform operations on specific sites.

Example (Partial Permissions):

Currently, the business account has Site 1, Site 2, and Site 3.

If Sub-account 1 selects partial permissions for Site 1 and Site 2, then Sub-account 1 can perform operations on Site 1 and Site 2.

Example (Full Permissions):

Currently, the business account has Site 1, Site 2, and Site 3.

If Sub-account 2 selects full permissions, then Sub-account 2 can perform operations on Site 1, Site 2, and Site 3.

If no sites have been created yet, partial permissions cannot be selected, and only full permissions can be chosen.



The screenshot shows a search and filter interface for user management. It includes the following elements:

- 账号** (Account): Input field with placeholder "请输入账号" (Please enter account).
- 修改人员** (Modify Person): Input field with placeholder "请输入内容" (Please enter content).
- 状态** (Status): Dropdown menu with placeholder "请选择" (Please select).
- 创建时间** (Creation Time): Date range selector with "开始时间" (Start Time) and "结束时间" (End Time) fields, and a "至" (to) separator.
- 修改时间** (Modification Time): Date range selector with "开始时间" (Start Time) and "结束时间" (End Time) fields, and a "至" (to) separator.
- 查询** (Search): Blue button with a magnifying glass icon.
- + 新增管理员** (+ Add Administrator): Blue button with a plus sign icon, highlighted with a red border.

新增管理员



* 账号

* 密码



* 确认密码



* 所属商号



* 权限分组



* 权限范围

部分权限

全部权限

新增

取消

Sub-account List

The business master account cannot be viewed or modified in the list. If you need to adjust the business master account information, please contact the administrator.

商号列表

百物超市

云集选

拾汇市

账号

修改人员

状态

创建时间 至

修改时间 至

账号	所属商号	权限分组	权限范围	状态	修改人员	创建时间	修改时间	操作
lscs001	云集选	operate01	all	正常	main7	2024-03-23 18:04:52	2024-03-23 18:50:16	<input type="button" value="编辑"/> <input type="button" value="修改密码"/> <input type="button" value="禁用"/>

共1条 < 1 > 前往 页

Operations can be performed on sub-accounts.

账号	所属商号	权限分组	权限范围	状态	修改人员	创建时间	修改时间	操作
lscs001	云集选	operate01	all	正常	main7	2024-03-23 18:04:52	2024-03-23 18:50:16	<input type="button" value="编辑"/> <input type="button" value="修改密码"/> <input type="button" value="禁用"/>

Enabled Status

操作

Disabled Status

The sub-account can only be deleted after it is disabled.

操作

When changing the password of another account (permission required), please enter the administrator's login password.

变更密码

* 管理者密码

* 新密码

* 确认新密码

When changing the password of the currently logged-in account, the original password must be entered.

变更密码

* 原密码

* 新密码

* 确认新密码

Business Permission Management



After setting or modifying the permissions, please click "Save".

It is recommended to at least grant "View" permissions.

权限分组

+ 新增权限分组

百物超市	<input type="checkbox"/> 查看	<input type="checkbox"/> 新增	<input type="checkbox"/> 禁用			
云集选	<input type="checkbox"/> 查看	<input type="checkbox"/> 新增	<input type="checkbox"/> 编辑	<input type="checkbox"/> 修改密码	<input type="checkbox"/> 禁用	<input type="checkbox"/> 删除
拾汇市	<input checked="" type="checkbox"/> 查看	<input type="checkbox"/> 新增	<input type="checkbox"/> 编辑	<input type="checkbox"/> 禁用		
	<input type="checkbox"/> 查看内容	<input type="checkbox"/> 新增	<input type="checkbox"/> 编辑名称	<input type="checkbox"/> 编辑内容	<input type="checkbox"/> 删除	
	<input type="checkbox"/> 新增	<input type="checkbox"/> 编辑	<input type="checkbox"/> 禁用	<input type="checkbox"/> 删除	<input type="checkbox"/> 修改密码	
	<input type="checkbox"/> 查看	<input type="checkbox"/> 新增	<input type="checkbox"/> 编辑	<input type="checkbox"/> 删除		
	<input type="checkbox"/> 查看内容	<input type="checkbox"/> 新增	<input type="checkbox"/> 编辑名称	<input type="checkbox"/> 编辑内容	<input type="checkbox"/> 删除	

Site Management

Site List




Add Site

站点名称搜寻 修改人员

创建时间 至 修改时间 至

If no customer service groups have been created, they cannot be assigned.

添加站点 ×

站点图标 

* 站点名称


* 确认密码

* 所属商号

客服组分配

If customer service groups exist, multiple groups can be assigned to handle visitors of this site.

添加站点 ×

站点图标 

* 站点名称

* 确认密码

* 所属商号

客服组分配

客服一組

Site List

Once the site is disabled, it cannot be re-enabled. Please contact the administrator if re-enabling is required.

操作	
 编辑	 站点接入
 禁用	

Site Integration

Provide the necessary information for front-end API integration.

站点接入 ×

API 手机端网站 PC端网站

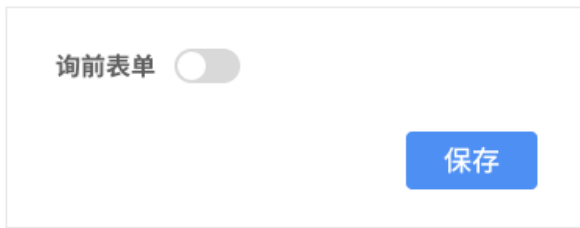
商号 ID FEdwiFWEQDx **复制**

站点 ID TdRFLDwwdcd **复制**

离开

Pre-inquiry Form

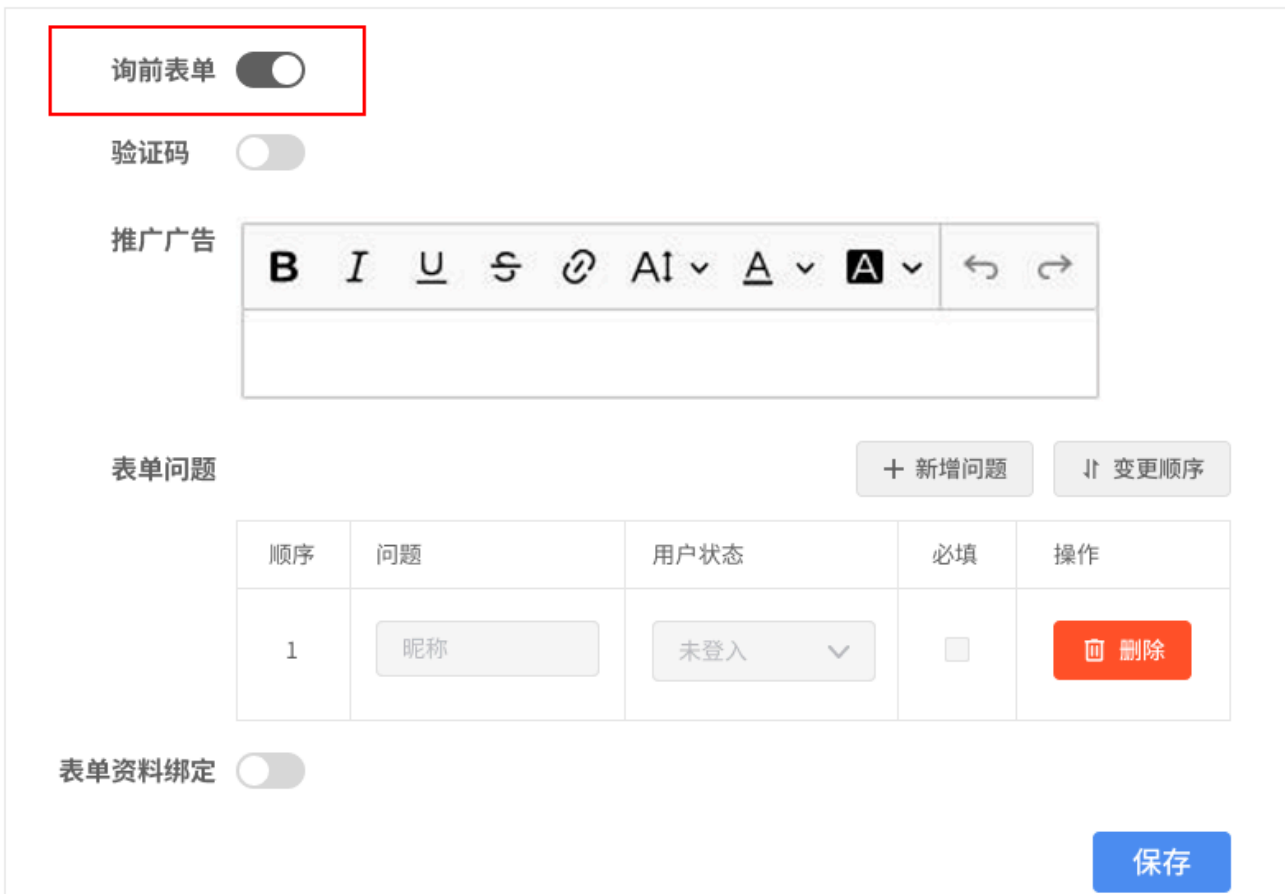
Pre-inquiry Form (off)



询前表单

保存

Pre-inquiry Form (on)



询前表单

验证码

推广广告

表单问题

顺序	问题	用户状态	必填	操作
1	昵称	未登入	<input type="checkbox"/>	删除

表单资料绑定

保存

Captcha

Only JPG/JPEG format images can be uploaded.

The image verification format should be 300 x 150 (2:1 ratio).

A maximum of one image can be uploaded. If no image is uploaded, a default set of three images will be randomly displayed.

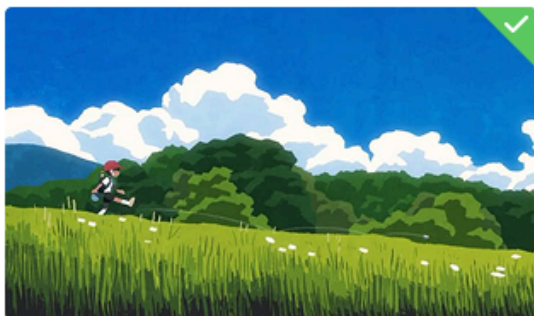
The "Captcha" field (including the switch and image upload) will only appear when the pre-inquiry form is enabled.

- If the verification option is turned off, the verification image will not be displayed.
- If the verification option is turned on, the verification image will appear. Clicking the image allows you to upload a new one. Hovering over the image and clicking will delete it.

询前表单

验证码

验证图片



只能上传 jpg/jpeg 文件，图片比例 300x150

推广广告

B *I* U ~~S~~ AI v A v **A** v

表单问题

+ 新增问题

⇅ 变更顺序

顺序	问题	用户状态	必填	操作
1	<input type="text" value="昵称"/>	<input type="text" value="未登入"/> v	<input type="checkbox"/>	删除

表单资料绑定

保存



昵称



向右滑动开始咨询

Promotional Advertisement

询前表单

验证码

推广广告

B *I* U ~~S~~ AI

嗨嗨~欢迎来到我们的香氛小宇宙🌟

我是你的香气导航员，随时为你推荐**最对味的蜡烛**！不管你今天想放松、提神，还是制造一点**仪式感**，我都能帮你找到**命定香气**👉
有问题也别客气，传讯息给我就对了♡

温馨提醒：若长时间未收到客服回覆，请您及时联系官方信箱进行咨询，谢谢！

表单问题 + 新增问题 ⇅ 变更顺序

顺序	问题	用户状态	必填	操作
1	<input type="text" value="昵称"/>	<input type="text" value="未登入"/> ▼	<input type="checkbox"/>	🗑️ 删除

表单资料绑定

保存

Desktop Version (Centered Layout)

云选集客服人员 ✕

嗨嗨~欢迎来到我们的香氛小宇宙🌟

我是你的香气导航员，随时为你推荐**最对味的蜡烛**！不管你今天想放松、提神，还是制造一点**仪式感**，我都能帮你找到**命定香气**👉
有问题也别客气，传讯息给我就对了♡

温馨提醒：若长时间未收到客服回覆，请您及时联系官方信箱进行咨询，谢谢！

今天下午 14:28

Guest#1Ahm9 15:09:03

我上周买的那个木质香氛蜡烛刚刚收到，不过味道好像跟描述的不太一样耶，是正常的吗？

15:09:09 客服人员(自动回覆)

您好，欢迎来到云选集

请输入讯息...

发送

云选集客服人员

🌿 嗨嗨～欢迎来到我们的香氛小宇宙🌟

我是你的香气导航员，随时为你推荐**最对味的蜡烛**！不管你今天想放松、提神，还是制造一点**仪式感**，我都能帮你找到命定香气🕯️
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15:09:09 客服人员(自动回覆)

您好，欢迎来到云选集

请输入讯息...

Customer Service Management

Customer Service List



Add Customer Service Group

客服分组 [+ 新增客服分组](#)

账号	昵称	分组	权限分组	权限范围	状态	修改人员	创建时间	修改时间	操作
lscs001	lscs001	客服一组	云集选客服	all	正常	Admin	2024-03-23 18:04:52	2024-03-23 18:50:16	编辑 修改密码 禁用

共1条 < 1 > 前往 页

新增客服分组 ✕

*** 分组名称**

*** 接待数上限**

The maximum number of visitors that this customer service group can handle is the upper limit for the number of visitors it can accommodate.

Add Customer Service Representative

新增客服 ✕

头像

*** 账号**

*** 昵称**

*** 密码**

*** 确认密码**

*** 分组**

*** 权限分组**

*** 权限范围**

Permission Scope: Customer Service Group

Based on the permissions assigned to the group, operations can be performed on specific customer service groups.

Permission Scope

Only Myself	Partial Permissions	Full Permissions
Current Group	Selected Customer Service Group	All Customer Service Groups

If partial permissions or full permissions are selected, the customer service representative will be included in other groups and will be able to handle sites assigned to those other groups.

- Example 1 (Only Myself):
 - The customer service representative belongs to the "Customer Service Group 1" and selects "Only Myself".
 - They can only operate the related data of "Customer Service Group 1" (if they have the permissions).
 - They can also only handle visitors from sites assigned to "Customer Service Group 1".
- Example 2 (Partial Permissions):
 - The customer service representative belongs to the "Customer Service Group 1" and selects "Partial Permissions", and chooses "Customer Service Group 2" and "Customer Service Group 3".
 - They can operate the related data of "Customer Service Group 1", "Customer Service Group 2", and "Customer Service Group 3" (if they have the permissions).
 - They can also handle visitors from sites assigned to "Customer Service Group 1", "Customer Service Group 2", and "Customer Service Group 3".
- Example 3 (Full Permissions):
 - The customer service representative belongs to the "Customer Service Group 1" and selects "Full Permissions".
 - They can operate the related data of all customer service groups (if they have the permissions).
 - They can also handle visitors from all sites assigned to customer service representatives.

Customer Service List

账号	昵称	分组	权限分组	权限范围	状态	修改人员	创建时间	修改时间	操作
lscs001	lscs001	客服一組	云集选客服	all	正常	Admin	2024-03-23 18:04:52	2024-03-23 18:50:16	编辑 修改密码 禁用

Enabled Status



Disabled Status

The customer service representative can only be deleted after being disabled.



If you modify the password of another account (permission required), please enter the administrator's password for login.

变更密码

* 管理者密码

* 新密码

* 确认新密码

If you modify the currently logged-in account, you will need to enter the original password.

变更密码

* 原密码

* 新密码

* 确认新密码

Customer Service Permissions Management



After setting or modifying permissions, please click "Save".

If the "View" permission is not granted to the customer service group, you will not be able to access the customer service list.

权限分组

+ 新增权限分组

百物超市	 	百物超市客服
云集选		客服 <input type="button" value="全选"/>
拾汇市		<input type="checkbox"/> 新增 <input type="checkbox"/> 编辑 <input type="checkbox"/> 禁用 <input type="checkbox"/> 删除 <input type="checkbox"/> 修改密码
		客服分组 <input type="button" value="全选"/>
		<input type="checkbox"/> 查看
		<input type="button" value="保存"/>