Biz1 Multi-Channel Chat System Overview

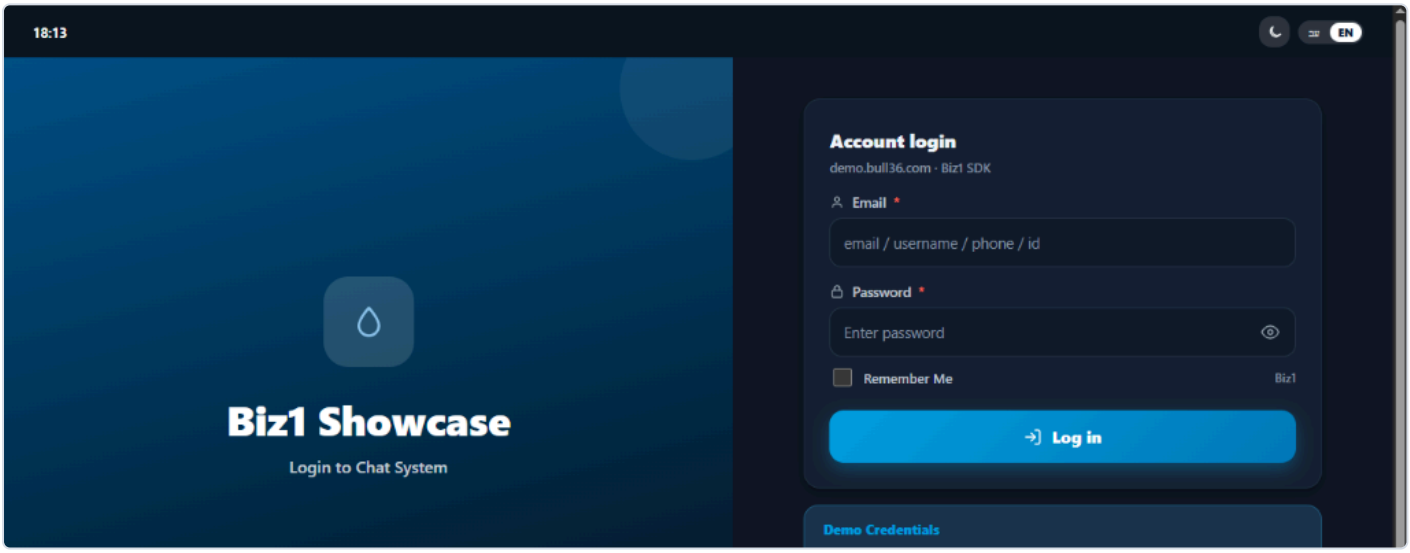
Biz1 Chat System is an enterprise multi-channel communication hub designed to consolidate WhatsApp customer messages, internal system notes, emails, and Biz1 direct communications into a unified operational inbox.

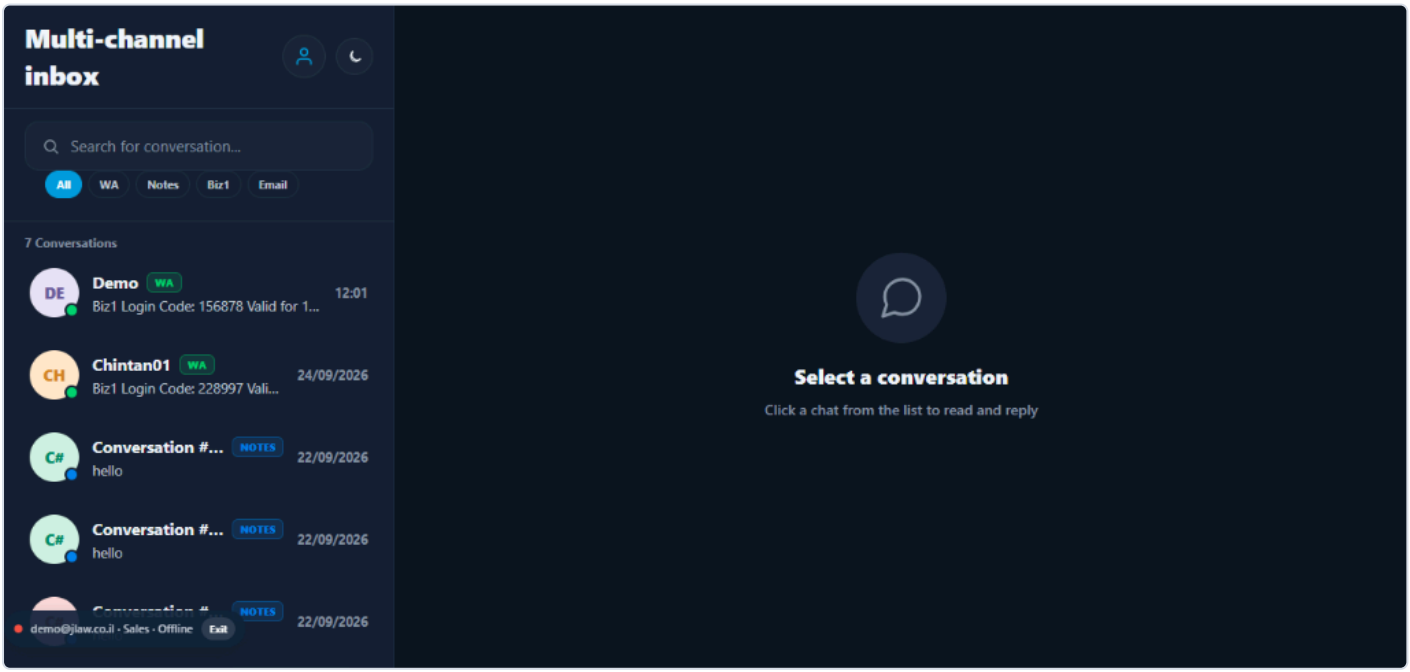
- **Omnichannel Unified Inbox:** Centralized conversation stream managing incoming dialogues with clear channel tags (`WA` , `NOTES` , `Biz1` , `Email`) and live contact presence indicators.
- **Automated Dispatch & Authentication Codes:** Native support for automated customer notification templates, time-limited login codes (e.g. Biz1 Login Code verification), and two-way interaction history.
- **Agile Team Assignment & Channel Filters:** Channel filter pills for instant triage (All, WA, Notes, Biz1, Email), conversation search, and dedicated agent status management.

LIVE LOGIN URL: https://apps.bull36.com/demo/chat/login.html

SYSTEM ACCESS CREDENTIALS · ACTIVE TEST ACCESS

Parameter / Control	Value / Format	Description & Instructions
Login Portal URL	https://apps.bull36.com/demo/chat/login.html	Direct web access URL to the Chat System login and messaging inbox.
Login Username	`demo@jlaw.co.il`	Valid operator account identifier to authenticate into the platform.
Login Password	`pass0364`	Standard demo passkey; click password visibility toggle to view input.

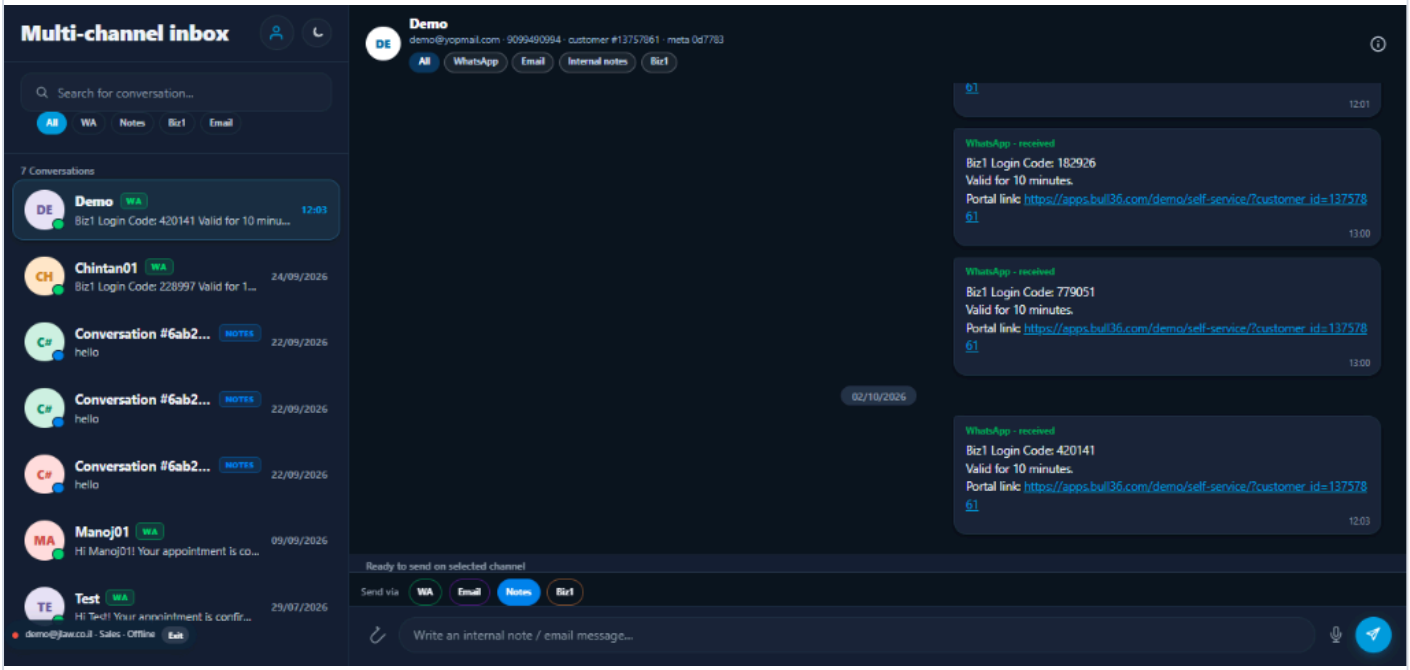




• Omnichannel Unified Inbox & Customer Conversation Stream

COMMUNICATIONS HUB

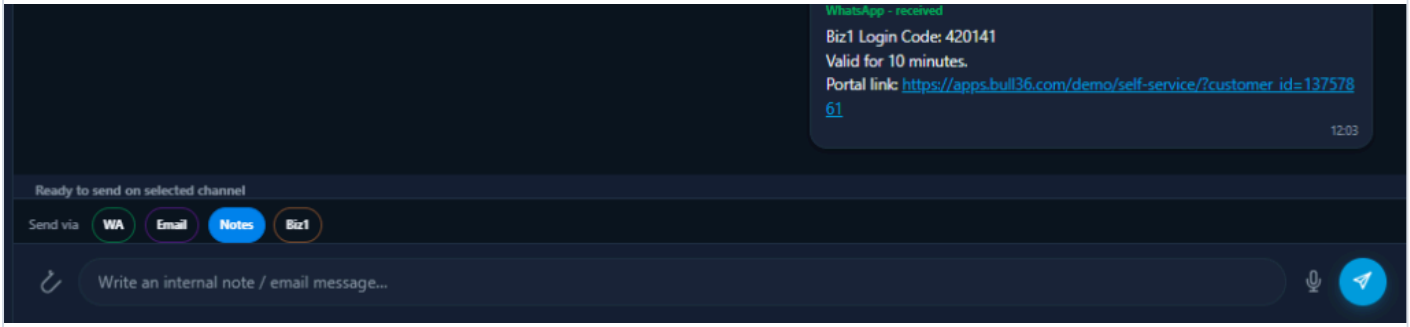
- **Unified Multi-Channel Aggregator:** Consolidates incoming dialogues across WhatsApp, email, system notes, and Biz1 direct notifications into a single, high-efficiency conversation stream with live contact presence indicators.
- **Automated Security & OTP Messaging:** Natively tracks two-way customer exchanges, automated authentication dispatches (e.g., 6-digit login codes valid for 10 minutes), and self-service portal routing links.
- **Rapid Channel Filtering:** Dedicated triage pills (`All` , `WA` , `Notes` , `Biz1` , `Email`) and universal conversation search enabling instantaneous dialogue discovery and routing.



• Multi-Channel Dispatch Bar & Message Composition Studio

OUTBOUND MESSAGING

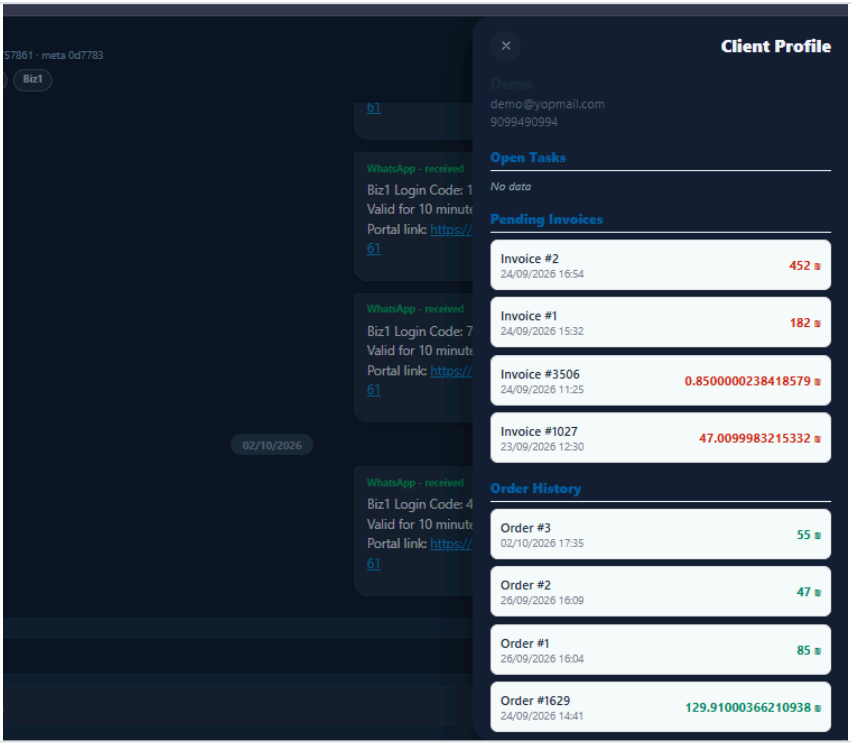
- **Dynamic Target Channel Routing:** Allows operators to toggle dispatch channels on the fly between WhatsApp (`WA`), Email, internal team Notes, or direct Biz1 portal notifications with a single click.
- **Rich Composition Utilities:** Integrates full text messaging, file attachment paperclip for documents/media, audio dictation recording microphone, and instant message transmission.
- **Context-Aware Input Modes:** Automatically adjusts input formatting and character constraints based on the active communication mode (internal private notes vs. customer-facing WhatsApp broadcasts).



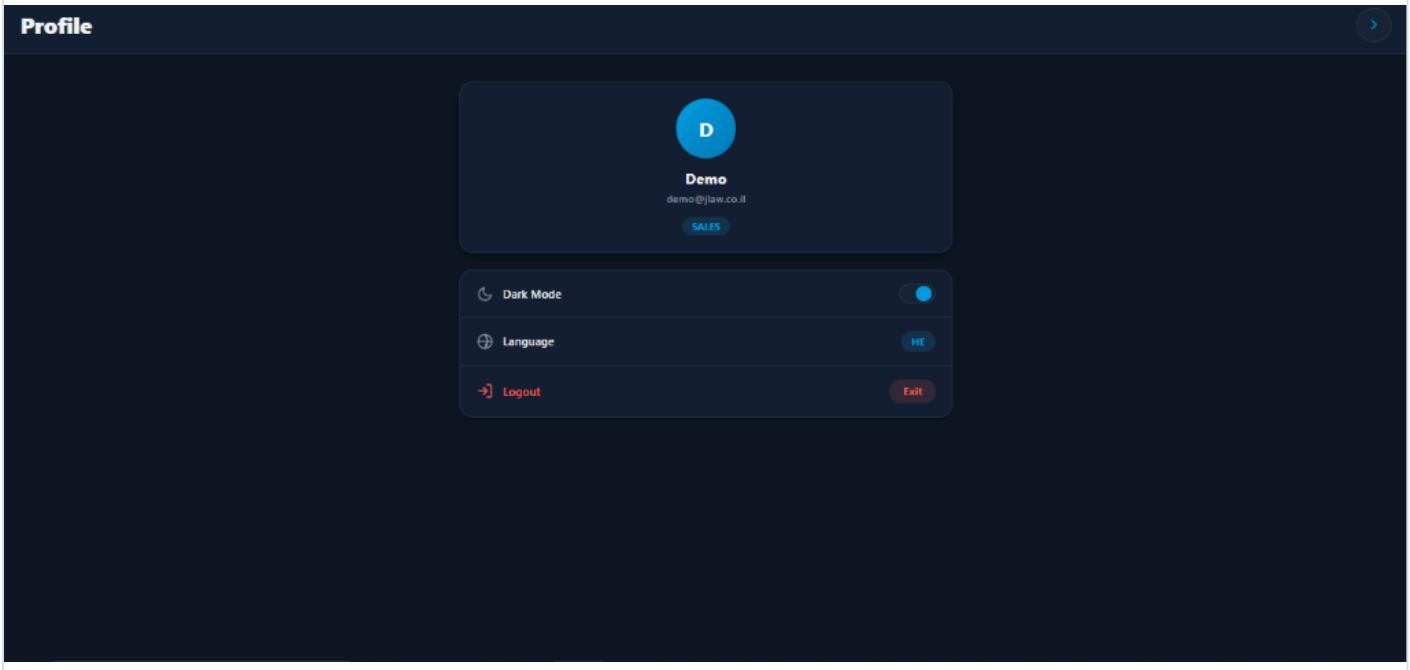
• Integrated Client Profile Drawer & Live Billing Audit Ledger

CLIENT CONTEXT

- **Contextual Client Dossier:** Collapsible right-hand drawer surfacing customer identity (`demo@yopmail.com` , mobile number, unique customer ID) directly beside the active messaging stream.
- **Live Pending Invoices Stream:** Real-time visibility into outstanding unpaid invoices (Invoices #2, #1, #3506, #1027) with exact currency balances and dispatch timestamps for collection conversations.
- **Historical Orders Audit:** Chronological record of completed transactions (Orders #3, #2, #1, #1629) enabling agents to provide instant context-aware support without leaving the chat interface.



• Operator Account Administration & System Localization Controls

USER SETTINGS

- **Operator Identity & Role Attribution:** Displays current operator credentials (`demo@jlaw.co.il`) and enterprise role tags (`SALES`) ensuring auditable messaging accountability.
- **Native Hebrew RTL Localization:** One-click language switch toggling between English and native Hebrew (`HE`) layout with complete bi-directional text alignment.
- **Visual Comfort & Session Security:** Dedicated Dark Mode / Light Mode toggle to reduce operator eye strain and single-click secure session termination (`Exit`).