



Empower SMEs to grow E-commerce Business

# Prime Commerce

## **Enterprise solution for social CRM**

### USER MANUAL

# Prime One-Stop Solutions

**Prime Dashboard** is dashboard software for everyone by visualizing analytics data and tracking end-to-end business performance.

**Prime Distribution** is online software which could help SMEs manage multiple channels (from E-commerce, social media to offline retails) in one place and sell everywhere effortlessly.

**Prime CRM** is an online software which could help SMEs manage their customer's inquire in multiple channels from online to offline (from social media, website, SMS, email-marketing, call-center etc.) and turn conversations into conversions



**Prime Web** is online web builder which could help SMEs to build the e-commerce store in minute.

**Prime Influencer** is online software which could help SMEs to book influencer and manage their influencer campaign in real-time.

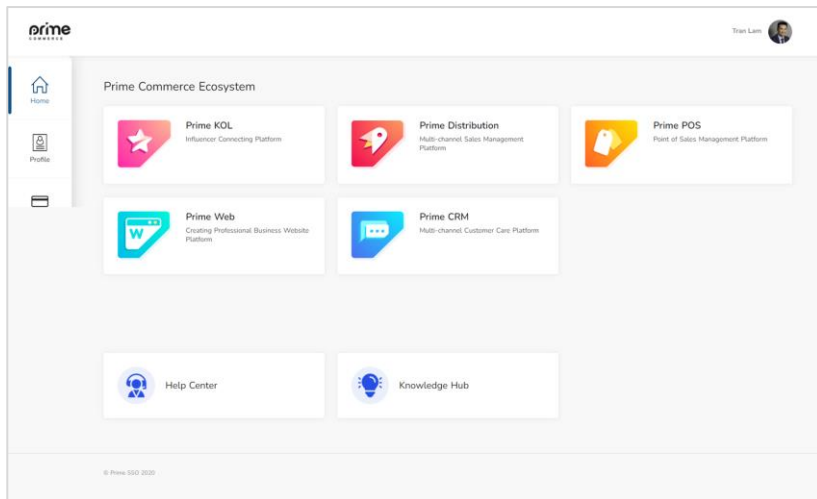
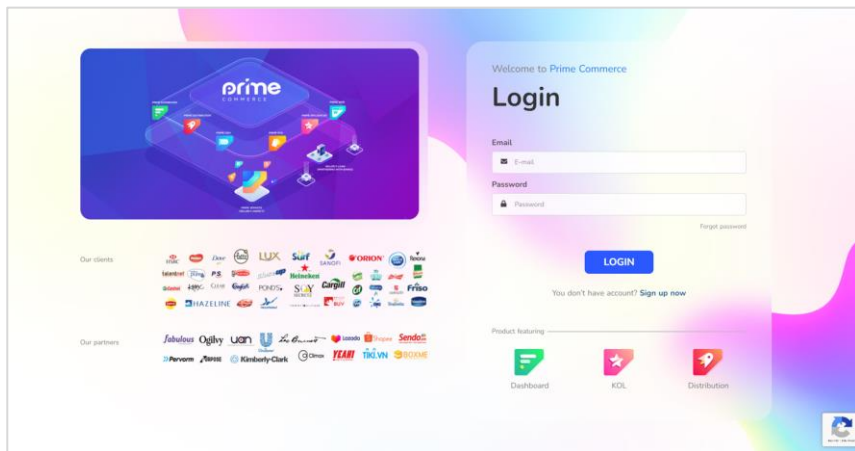
**Prime POS** is an online software (Desktop & Mobile App) which could help to tracking sales and reporting, it also could help SMEs take the payment whereas their customer are and pair to online payment with billing printer to become all-in-one powerful system.

# GET STARTED

Go to [auth.primecommerce.asia/auth/login](https://auth.primecommerce.asia/auth/login)

Login by enter user name and password  
(\*)Provided by PRIME via email

Explore 5 products to leverage your business  
**Choose Prime CRM**

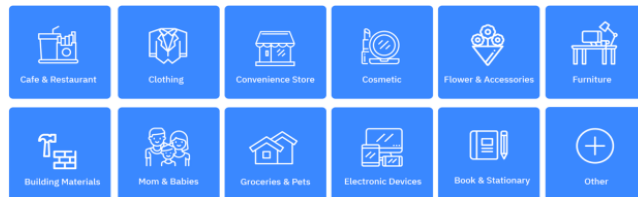


# PRIME CRM

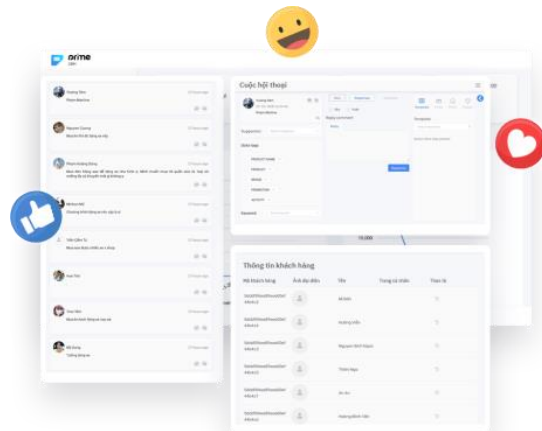


**Description:** Prime CRM is an online software which could help SMEs manage their customer's inquire in multiple channels from online to offline (from social media, website, SMS, email-marketing, call-center etc.) and turn conversations into conversions

## 1. Suitable for all categories



## 2. Features



- Huge amount of messages is dealt thoroughly
- Managing conversations and customer resources



# PRIME CRM USER MANUAL

## Agenda

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# I. Dashboard

**Dashboard:** Gives users reports of conversations statistics and interactions in charts.

**Fans:** Lists out user accounts that have interacted with the business's social channels.

**Posts:** Gathers all posts information from social channels to keep track more easily.

**Response:** Contains conversations that need processing from all channels.

**Response history:** Where users can find processed and unprocessed conversations from all social channels.

**Response suggestion:** Gives users suggested responses to each conversation from pages.

**Response template:** Where users can create response protocol and make customer service process faster.

**Data tag:** Helps users to create and edit data tag for better management (*Data tag definition: Keywords represent for content of conversation*)

**Keywords:** Allows users to add and edit keywords in order to track conversations more effectively.

**Keywords filter:** Helps users to filter response with banned keyword in conversations.

**Data source:** Allows users to manage pages that they are working on with detailed centralised information.

**Social channel:** Where users can connect the system with their business social accounts.

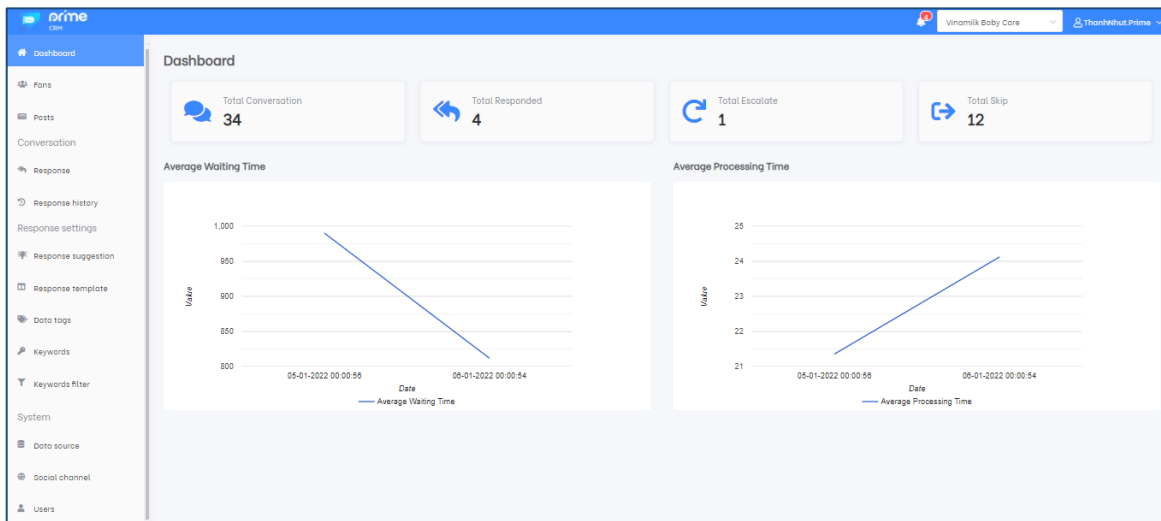
**Users:** Allows users to add more users to operate and manage their information.

**Conversation stats:** Provides all essential statistics for management including Total conversation, Total responded, total Escalate and Total skip.

**Average waiting time:** Provides users the average processing time for conversations from being received to being processed.





**Average processing time:** Gives users the average time needed to process a conversation.


**Notification:** page name and user name






## II. Fans - Edit fans information

	Fan ID	Avatar	Name	Profile Link	Action
	5dddf04ea89eae00ef44b4c2		Mi Báh	<a href="https://facebook.com/1000136153485636">https://facebook.com/1000136153485636</a>	 
	5dddf04ea89eae00ef44b4c4		Hường Viễn	<a href="https://facebook.com/1000208660146160">https://facebook.com/1000208660146160</a>	 

**Step 1:** Click  to go to Fan conversation history screen

### Fan conversation history



Full name

Mi Báh

Email

Phone

Address

Profile link

<https://facebook.com/100013615348563>

Avatar

<https://i.pinimg.com/originals/a8/45/76>

Update

Name	Comment	Response	Date	Type
No Data				
<div>&lt; 1 &gt;</div>				

**Step 2:** Edit full name

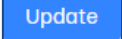
**Step 3:** Edit email

**Step 4:** Edit phone number

**Step 5:** Edit Address

**Step 6:** Edit Profile link

**Step 7:** Avatar (auto update due to Facebook link address)

**Step 8:** Click  to complete



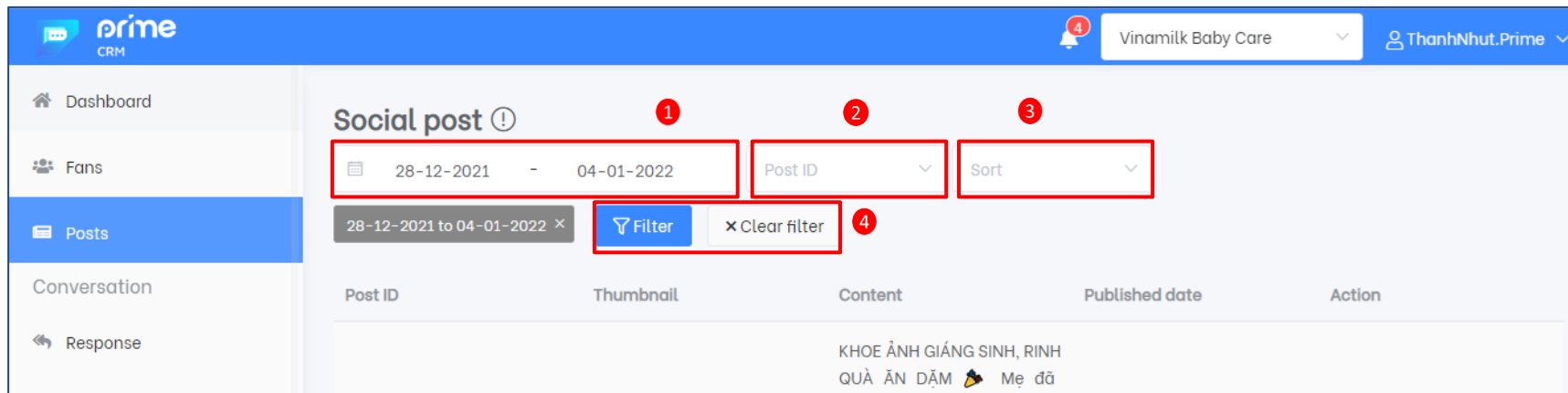
## III. Posts - Filter your posts

**Step 1:** Select date range

**Step 2:** Enter post ID

**Step 3:** Sort posts as newest/oldest/most relevant

**Step 4:** Click  to filter posts. Click  to reset



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**Social post** ⚠️

28-12-2021 - 04-01-2022

Post ID

Sort

28-12-2021 to 04-01-2022 ×

**Filter**

× Clear filter

Post ID	Thumbnail	Content	Published date	Action
		KHỎE ẢNH GIÁNG SINH, RINH QUÀ ĂN DẶM 🍌	Mẹ đã	



## IV. Response - View unprocessed responses

**Step 1:** Select date range

**Step 2:** Input Post ID

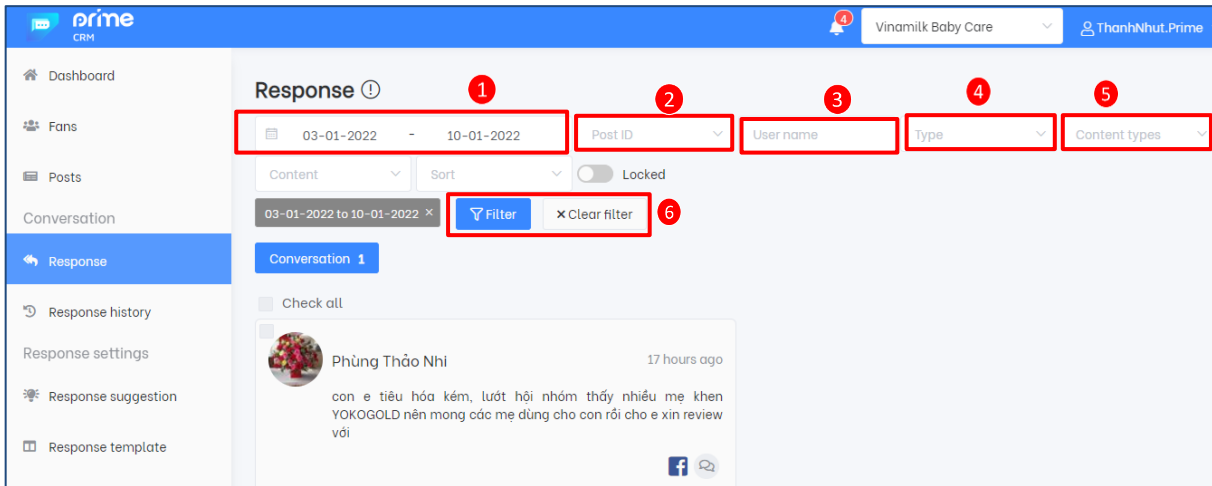
**Step 3:** Input user name (Facebook account name)

**Step 4:** Select type of conversation (Message, Comment, Reply, Review)

**Step 5:** Sort conversation as newest/oldest/most relevant

**Step 6:** Click  to start filter conversation. Click  to clear filter

View number of processing conversation at 

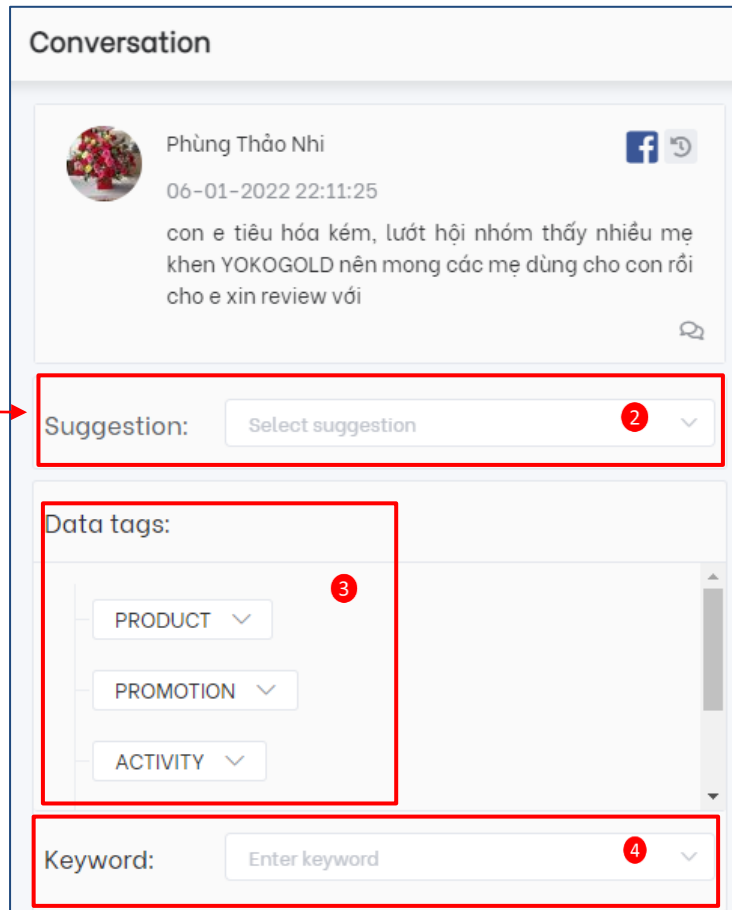
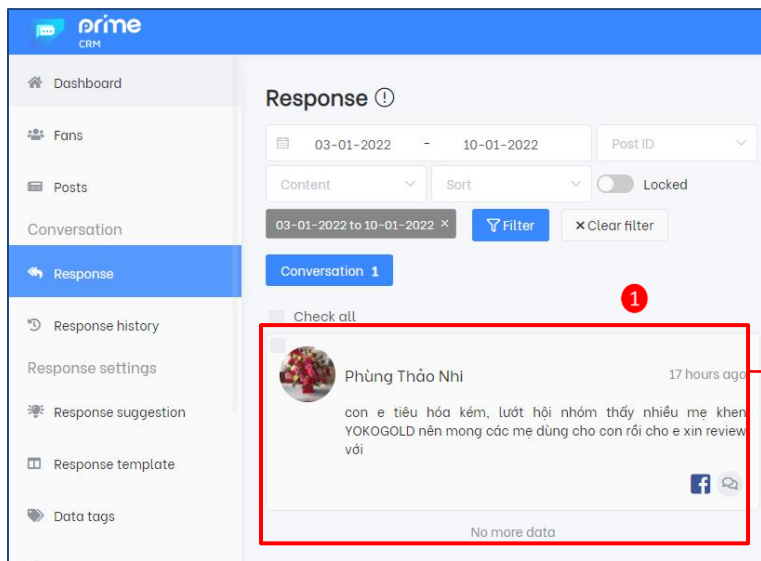


The screenshot displays the Prime CRM interface for viewing responses. The left sidebar contains navigation options: Dashboard, Fans, Posts, Conversation, Response (selected), Response history, Response settings, Response suggestion, and Response template. The main content area is titled 'Response' and includes several filters and controls:

- 1:** Date range selector showing '03-01-2022' to '10-01-2022'.
- 2:** Post ID dropdown menu.
- 3:** User name input field.
- 4:** Type dropdown menu.
- 5:** Content types dropdown menu.
- 6:** Filter button (blue with a funnel icon) and Clear filter button (grey with an 'x' icon).

Below the filters, there is a 'Conversation 1' button and a 'Check all' checkbox. The main content area shows a response from 'Phùng Thảo Nhi' posted '17 hours ago'. The response text is: 'con e tiêu hóa kém, lướt hội nhóm thấy nhiều mẹ khen YOKOGOLD nên mong các mẹ dùng cho con rồi cho e xin review với'. At the bottom of the response, there are icons for Facebook and a comment bubble.

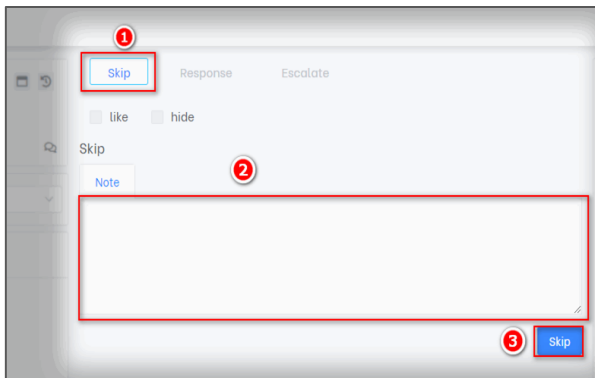
## IV. Response - Suggestion and Data tags



- Step 1:** After filtering, click any conversation to process.
- Step 2:** Select suggestion for the conversation.
- Step 3:** Select data tag for the conversation.
- Step 4:** Input banned keyword for the conversation.



## IV. Response - Processing

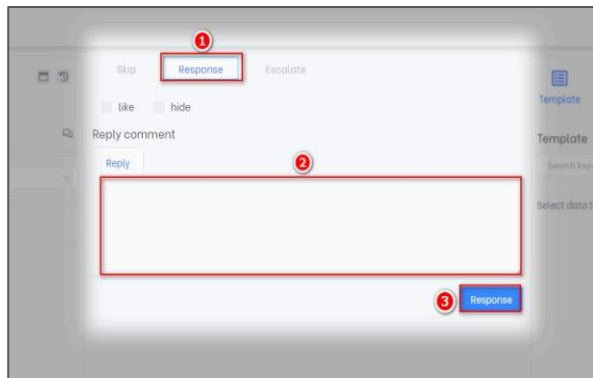


### Skip conversation

**Step 1:** Select **Skip**

**Step 2:** Add note (to explain reason why you skip it)

**Optional:** Hit like or hide the conversation



### Response to conversation

**Step 1:** Select **Response**

**Step 2:** Type response

**Step 3:** Click response

**Optional:** Hit like or hide the conversation



### Escalate the conversation

**Step 1:** Select **Escalate**

**Step 2:** Input context and required information to ask client's opinion.

**Optional:** Hit like or hide the conversation



## IV. Response - Edit responses


**Step 1:** Select **Template** to pick available response template from the system, the response is based on the data tag.

**Step 2:** Add **Image**.

**Step 3:** Add **Stickers**.

**Step 4:** Add new **Suggestion** for this kind of conversation.

Conversation



Phùng Thảo Nhi  
06-01-2022 22:11:25  
con e tiêu hóa kém, lượt hội nhóm thấy nhiều mẹ khen YOKOGOLD nên mong các mẹ dùng cho con rồi cho e xin review với

Skip Response Escalate

☐ like ☐ hide ☐ reply

Escalate this response

Question

[## Escalate Case ##]

Escalate

Template

Image

Sticker

Suggest

1

2

3

4

Template

Search keywords...

Select data tags please!

Suggestion: Select suggestion

Data tags:

PRODUCT

PROMOTION

ACTIVITY

Keyword: Enter keyword

## IV. Response - Manage fans information

Conversation

Phùng Thảo Nhi  
06-01-2022 22:11:25  
con e tiêu hóa kém, luật hội nhóm thấy nhiều mẹ khen YOKOGOLD nên mong các mẹ dùng cho con rồi cho e xin review với

Skip Response Escalate

like hide reply

Escalate this response

Question

[## Escalate Case ##]

Suggestion: Select suggestion

Data tags:

PRODUCT PROMOTION ACTIVITY

Keyword: Enter keyword

Escalate

Template

Search keywords...

Select data tags please!

Phùng Thảo Nhi

Information

Name

Phùng Thảo Nhi

Phone

Email

Address

Profile link

Avatar

https://platform-lookaside.fbsbx.com/plati

Phùng Thảo Nhi

Information

Name

Phùng Thảo Nhi

Phone


Email

Address

Profile link

Avatar

https://platform-lookaside.fbsbx.com/plati

**Step 1:** Click  to edit information

**Step 2:** Edit name



**Step 3:** Edit phone number

**Step 4:** Edit email

**Step 5:** Edit Address

**Step 6:** Add profile link

**Step 7:** Set avatar for fans

**Step 8:** Click  to save and click  to cancel.

## V. Response history - Filter responses

**Step 1:** Select date range

**Step 2:** Input Post ID

**Step 3:** Edit user name

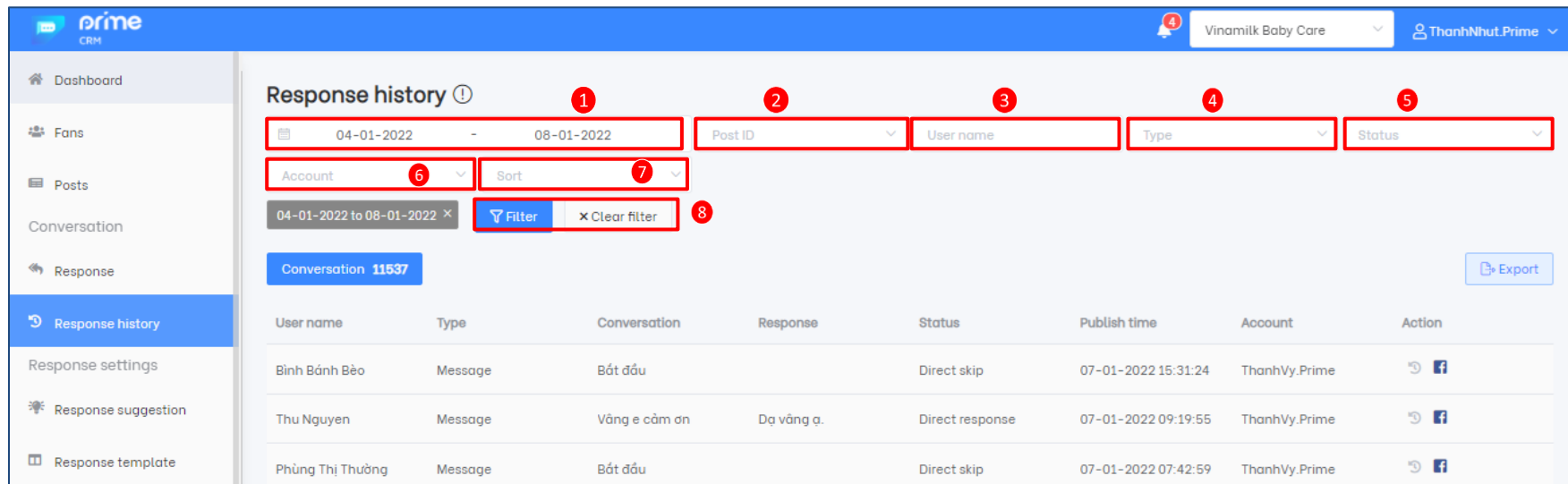
**Step 4:** Select type of conversation (Message, Comment, Reply, Review)

**Step 5:** Select status of conversation







**Step 6:** Select account (account used to log in Prime CRM)

**Step 7:** Sort conversation

**Step 8:** Click  to filter conversation. Click  to clear filter.



The screenshot shows the Prime CRM interface with the 'Response history' section active. The interface includes a sidebar with navigation options: Dashboard, Fans, Posts, Conversation, Response, Response history (selected), Response settings, Response suggestion, and Response template. The main content area displays the 'Response history' table with columns: User name, Type, Conversation, Response, Status, Publish time, Account, and Action. The table contains three rows of data. Above the table, there are filter controls: a date range selector (04-01-2022 to 08-01-2022), a Post ID dropdown, a User name dropdown, a Type dropdown, a Status dropdown, an Account dropdown, a Sort dropdown, and a Filter button. The 'Filter' button is highlighted with a red box and a red circle labeled 8. The 'Clear filter' button is also visible. The 'Conversation' count is 11537. An 'Export' button is located in the top right corner of the table area.

User name	Type	Conversation	Response	Status	Publish time	Account	Action
Bình Bánh Bèo	Message	Bắt đầu		Direct skip	07-01-2022 15:31:24	ThanhVy.Prime	 
Thu Nguyen	Message	Vâng e cảm ơn	Dạ vâng ạ.	Direct response	07-01-2022 09:19:55	ThanhVy.Prime	 
Phùng Thị Thường	Message	Bắt đầu		Direct skip	07-01-2022 07:42:59	ThanhVy.Prime	 

# V. Response history - Export to Excel

prime CRM

Vinamilk Baby Care

ThanhNhut.Prime

Response history ⓘ

Start date - End date

Post ID

User name

Type

Status

Account

Sort

Conversation 11045

Export

User name	Type	Conversation	Response	Status	Publish time	Account	Action
Bùi Hải Hương	Comment	THỦ TỤC HỒ SƠ NHANH KHÔNG PHIL...		Direct skip	23-12-2021 16:25:24	ThanhVy.Prime	

Step 1: Click

Export Conversation

Email \* 2





nhut.climax@primecommerce.asia


Submit

Step 2: New window pops up, enter email address to receive file via email

Step 3: Click to start exporting

# V. Response history - View processing history


User name	Type	Conversation	Response	Status	Publish time	Account	Action
Bùi Hải Hương	Comment	THỦ TỤC HỒ SƠ NHANH GỌN, KHÔNG PHI...		Direct skip	23-12-2021 16:25:24	ThanhVy.Prime	 
Chuột Tony	Message	Minh cần mua optimun mama	Cảm ơn Mẹ đã tin dùng sản phẩm c... Ngoài ra nếu cần thêm thông tin về sản phẩm... Nếu có thắc mắc nào về sản phẩm, Mẹ h...	Direct response	23-12-2021 16:12:58	ThanhVy.Prime	 


 Thanh Hương Trần

Nhiên Thủy ơi, YOKOGOLD này chất lượng từ Nhật Bản hẳn hoi nè, lại còn là của vinamilk nữa, mua cho Rin uống đi

Type :  
Content Type :  
Fan :  
Create Date :  
Data Tag :  
Keyword :  
Response :  
Waiting time (sec) :  
Processing time (sec) :  
History

Comment  
text  
Thanh Hương Trần  
06-01-2022 22:42:06  
PRODUCT > Product Related > Purchase Intention > YOKO  
  
Chào Mẹ, cảm ơn Mẹ đã tin dùng và ủng hộ Vinamilk. Nếu có bất kỳ thắc mắc nào Mẹ cứ để lại tin nhắn cho Vinamilk Mẹ nhé. Cảm ơn Mẹ ạ ❤️  
52822  
11  
Create  
06-01-2022 22:42:06  
Open response box  
07-01-2022 13:22:16  
Open response box  
07-01-2022 13:22:17  
Direct response

**Step 1:** Click  to see processing history

**Optional:** Click  to go to conversation on Facebook

**Step 2:** In new window, you can view:

**Type of conversation, Content type, Fan name, Created date, Data tag, Keyword, Response, Waiting time, Processing time, History** (create, open response box,...)



# VI. Response suggestion - Create suggestion

**Step 1:** Click [+ Create Suggestion](#)

**Step 2:** Input suggestion name

**Step 3:** Select conversation type

**Step 4:** Select Post ID *(This response suggestion will apply on selected posts)*

**Step 5:** Select content type

**Step 6:** Is string *(Need to match all keywords to use the suggestion)*

**Step 7:** Select string *(Need to match a keyword to use suggestion)*

**Step 8:** Click [Next >](#) to go to next setting

**Step 9:** Select data tag

**Step 10:** Input banned keywords

**Step 11:** Select processing methods (skip, response, escalate)

**Step 12:** Input reply according to selected method

**Step 13:** Click [Save](#) to save and use suggest for new conversation.

Click [Back](#) to return to previous steps

The screenshot displays the 'Suggestion' form in the Prime Commerce interface, divided into three main sections. The top section shows a list of existing suggestions with columns for Suggestion, Description, Created By, Created Date, and Action. The middle section is the 'Create Suggestion' form, which includes a search bar, a 'Create Suggestion' button, and a series of numbered steps (1-13) indicating the flow of the form. The bottom section is the 'Data tags' section, which includes a list of tags (e.g., Chất lượng sản phẩm, Chương trình KM, Bảo trì, Hạn sử dụng, Spam, Tào hù, Ý kiến, Agent feedback, Agent, sản phẩm) and a 'Keyword' field. The form also includes a 'Next >' button and a 'Back' button.

Suggestion	Description	Created By	Created Date	Action
VNM - COMMON - COMMENT	Áp dụng cho các Comments ngoài giờ làm việc 6PM - 9AM từ Thứ hai - Thứ bảy và Chủ nhật	Huong Prime	30-08-2021 18:14:31	<a href="#">🔗</a> <a href="#">📄</a>

**1** [+ Create Suggestion](#)

**2** Input suggestion name...

**3** Conversation Types \* Select...

**4** Post ID Post ID

**5** Content type \* Select...

**6** Is string Please input...

**7** Has string Select...

**8** [Next >](#)

**9** Data tags:

- Chất lượng sản phẩm
- Chương trình KM
- Bảo trì
- Hạn sử dụng
- Spam
- Tào hù
- Ý kiến
- Agent feedback
- Agent
- sản phẩm

**10** Keyword: Enter keyword

**11** Skip Response Escalate

**12** Reply comment



**13** [Back](#) [Save](#)



## VI. Response suggestion - Edit suggestion

Suggestion ⓘ [+ Create Suggestion](#)

Search...

Suggestion	Description	Created By	Created Date	Action
VNM - COMMON - COMMENT	ÁP DỤNG CHO CÁC COMMENTS NGƯỜI GIỎI LÀM VIỆC GPM - 9AM TỪ THỨ HAI - THỨ BẢY VÀ CHỦ NHẬT	Huong Prime	30-08-2021 18:14:31	 

2 test neeeeeee

3 Conversation Types \* message comment

4 Post ID 27952986...

5 Content type \* text photo

6 Is string test

7 Has string test

8 Next >

test neeeeeee

10

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## VII. Response template - View template

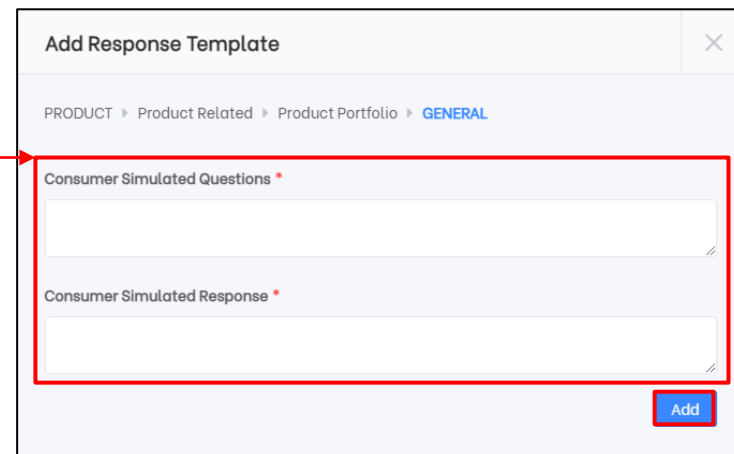
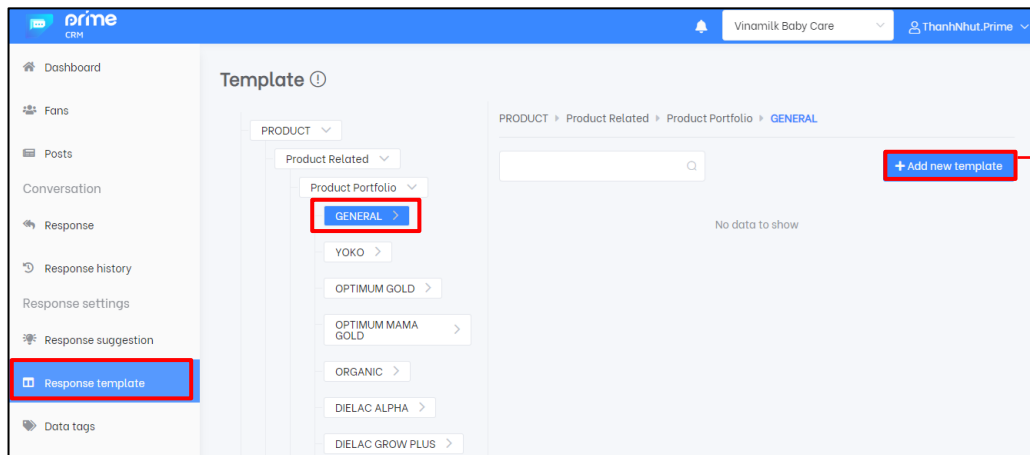
The screenshot displays the 'Response template' view in the Prime CRM. The left sidebar contains navigation options: Dashboard, Fans, Posts, Conversation, Response, Response history, Response settings, Response suggestion, Response template (highlighted with a red box), and Data tags. The main content area is titled 'Template' and shows a breadcrumb trail: PRODUCT > Product Related > Product Portfolio > GENERAL. Below the breadcrumbs, there is a search bar and a '+ Add new template' button. A list of sub-tags is displayed: YOKO, OPTIMUM GOLD, OPTIMUM MAMA GOLD, ORGANIC, DIELAC ALPHA, and DIELAC GROW PLUS. The text 'No data to show' is visible in the main content area.

**Step 1:** Select one after another the available data tags (from the system)

**Step 2:** In each main data tag, there are more sub-tags. Select sub-tag as your reference

**Step 3:** See on the right screen list of response templates

## VII. Response template - Add new template



**Step 1:** Select data tag, sub-tag you want to add the response template

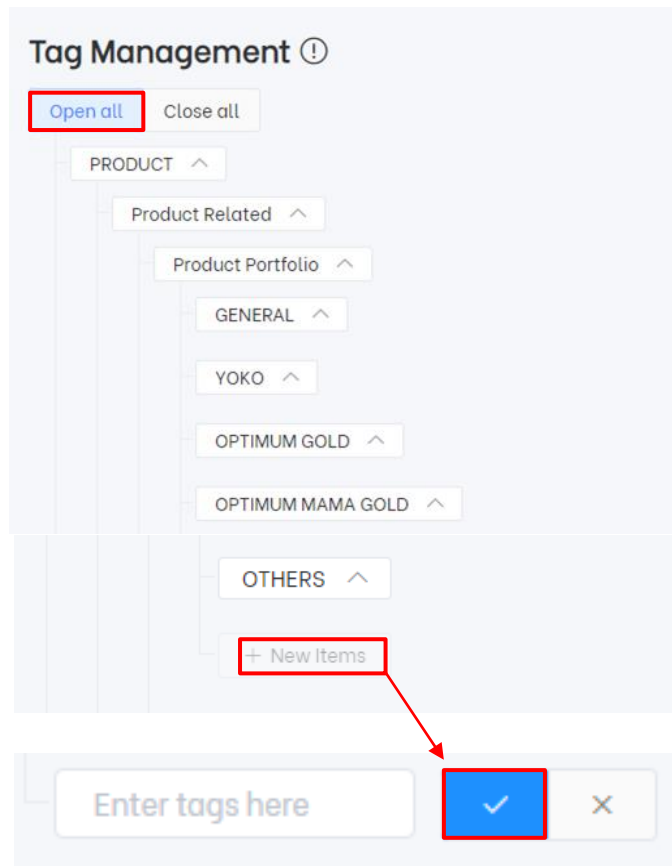
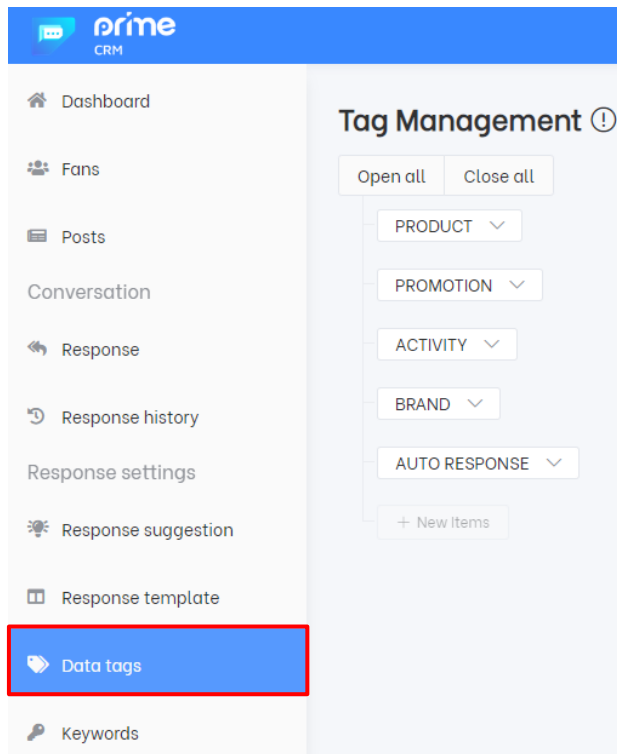
**Step 2:** Click 

**Step 3:** Input stimulate question

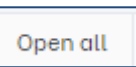
**Step 4:** Input stimulate response

**Step 5:** Click  to complete

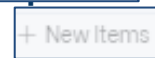
## VIII. Data tag - Add new data tag/sub-tag



**Step 1:** Click



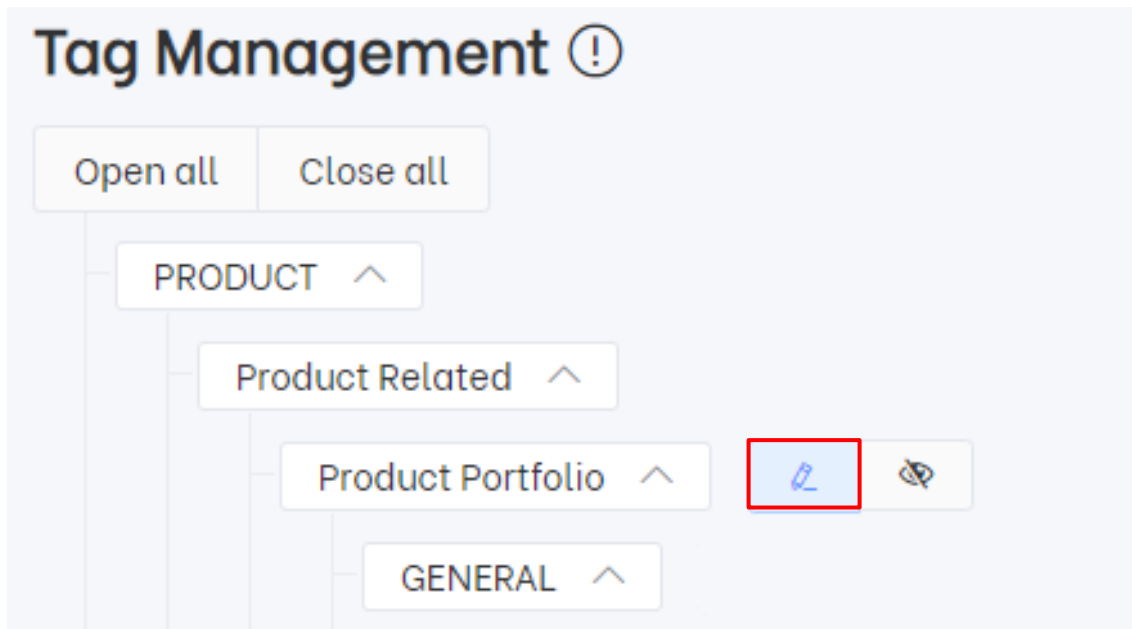
**Step 2:** Click **+ New Items** to add items




**Step 3:** Input tag name

**Step 4:** Click  to complete

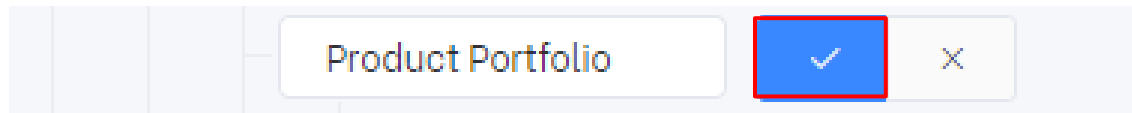
## VIII. Data tag - Edit data tag/sub-tag



**Step 1:** Point to the data tag, click  to Edit

**Step 2:** Edit tag name

**Step 3:** Click  to complete



## IX. Keyword - Keyword management

The screenshot shows the 'Keyword Management' interface. On the left is a sidebar with navigation options: Dashboard, Fans, Posts, Conversation, Response, Response history, Response settings, Response suggestion, Response template, and Data tags. The 'Keywords' option is highlighted at the bottom. The main area has a title 'Keyword Management' with a help icon. Below the title is a search bar (callout 1). A table lists keywords with columns: ID (callout 2), Keyword, Created Date, Status, and Action. The table contains six rows of data. The second row (ID 174) has its 'Status' toggle switch (callout 3) and 'Action' edit icon (callout 4) highlighted. At the bottom right of the table is a pagination control showing '1'.

ID	Keyword	Created Date	Status	Action
169	new new 1	18-09-2019 14:13:18	<input type="checkbox"/>	
174	test	19-09-2019 13:56:16	<input checked="" type="checkbox"/>	
193	Acnes	14-11-2019 10:38:47	<input checked="" type="checkbox"/>	
194	test 234234	14-11-2019 10:40:16	<input checked="" type="checkbox"/>	
195	new test	14-11-2019 14:56:10	<input checked="" type="checkbox"/>	
200	test 12345	20-11-2019 17:06:48	<input type="checkbox"/>	

To set and manage keywords:

**Step 1:** Search keywords to manage.

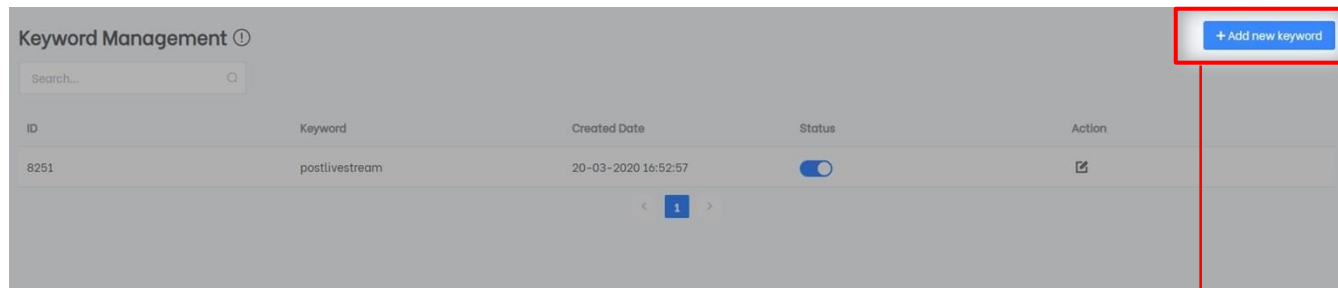
**Step 2:** View list of keyword from system, you can see ID, Keyword, Created date.

**Step 3:** Change status of keyword as needed (active or inactive).

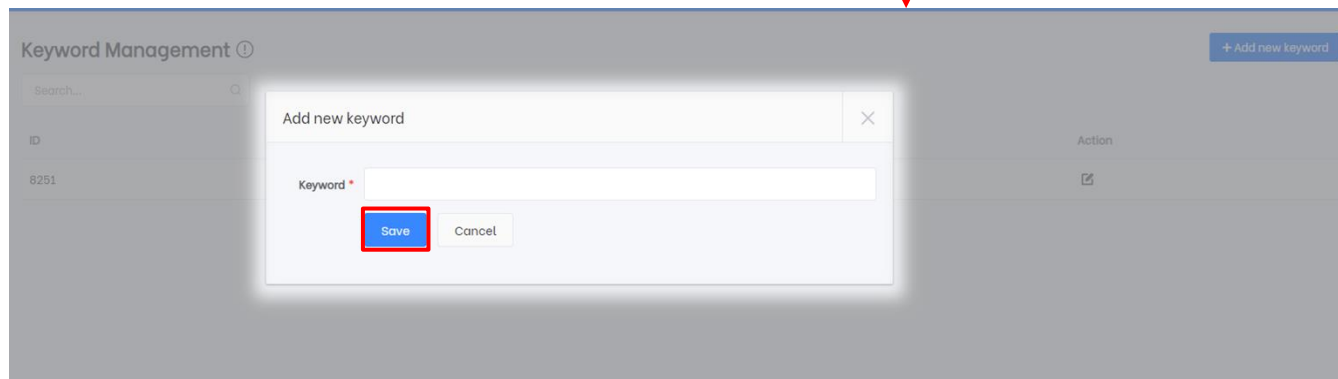
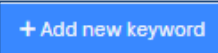
**Step 4:** Click  to edit keyword.



## IX. Keyword - Add new keyword



**Step 1:** Click



**Step 2:** New window pops up, enter keyword you want to add

**Step 3:** Click  to complete



# X. Keyword filter - Keyword filter management

ID	Keyword	Created Date	Action
36	anh/chị	14-11-2019 15:52:29	
37	huggies	14-11-2019 15:52:37	
38	kotex	14-11-2019 15:52:42	
39	budweiser	14-11-2019 15:52:50	
40	spam phá hoại làng xóm	14-11-2019 15:53:03	
41	chúng là những con bò zui nhộn chúng ta là những con bò hạnh phúc	14-11-2019 15:53:27	
42	gọi số zalo em nha	14-11-2019 15:53:36	
43	000	14-11-2019 15:53:43	
44	01216461313	14-11-2019 15:54:02	

To set and manage banned keywords:

**Step 1:** Search keywords to manage

**Step 2:** View list of keyword from system, you can see ID, Keyword, Created date

**Step 3:** Click to edit keyword



## X. Keyword filter - Add new banned keyword

Keyword Filter Management ⓘ

Search...

ID	Keyword	Created Date	Action
35	xxx	14-11-2019 10:39:33	
54	budweiser	14-11-2019 16:05:05	
59	tui test ne	15-11-2019 15:08:30	

< 1 >

+ Add new keyword filter

**Step 1:** Click

+ Add new keyword filter

Keyword Filter Management ⓘ

Search...

Add New Keyword Filter

Keyword filter \*

Save Cancel

+ Add new keyword filter

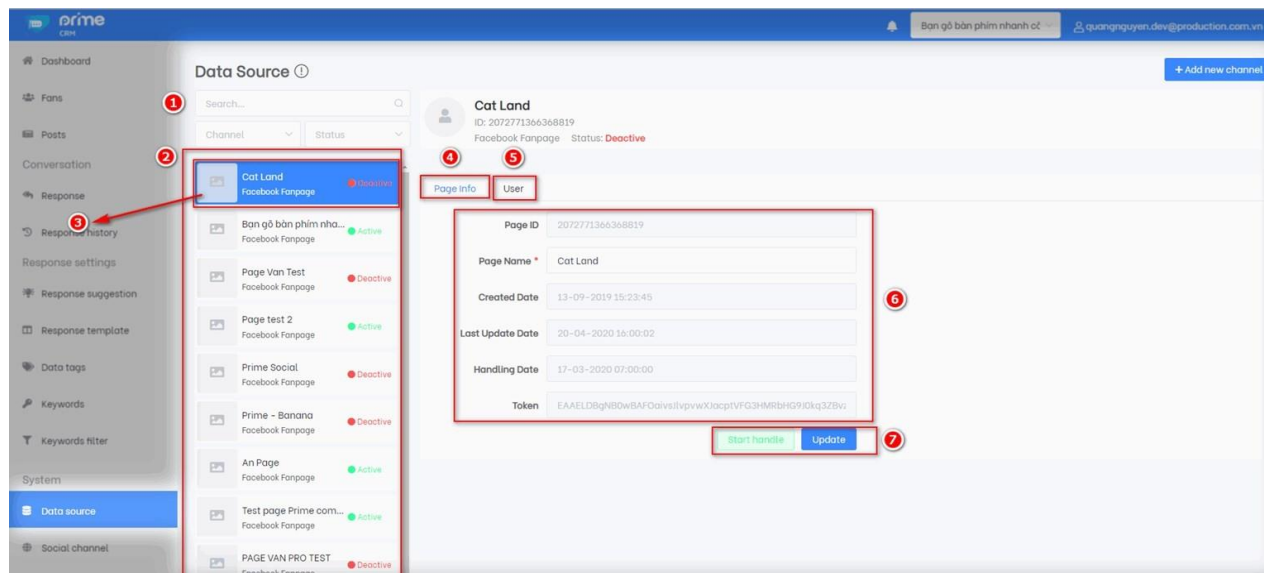
< 1 >

**Step 2:** New window pops up, enter keyword you want to add

**Step 3:** Click **Save** to complete



## XI. Data source - View data source



To view available connect data sources in the system:

**Step 1:** Search data source by filter some criteria (Name, Channel, Status)

**Step 2:** The below show list of data source including Name, Channel and Status

**Step 3:** Click one data source to view details: Name, Page ID, Channel and Status

**Step 4:** View page info detail: Page ID, Page name, Channel Date, Last update date, Handling date and Token

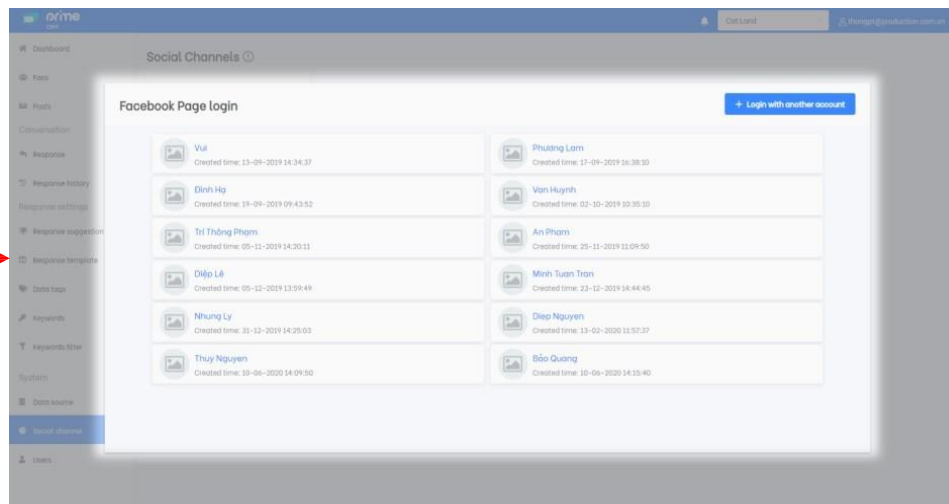
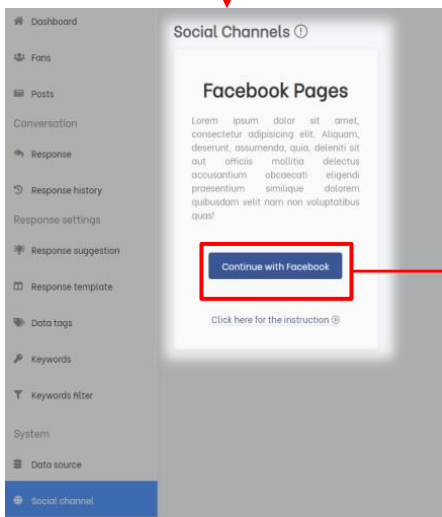
**Step 5:** View user detail: name and email of page admin

**Step 6:** Make change as needed and click Update

**Step 7:** Click Start handle to activate and Stop handle to deactivate



## XI. Data source - Add new channel



**Step 1:** Click [+ Add new channel](#)

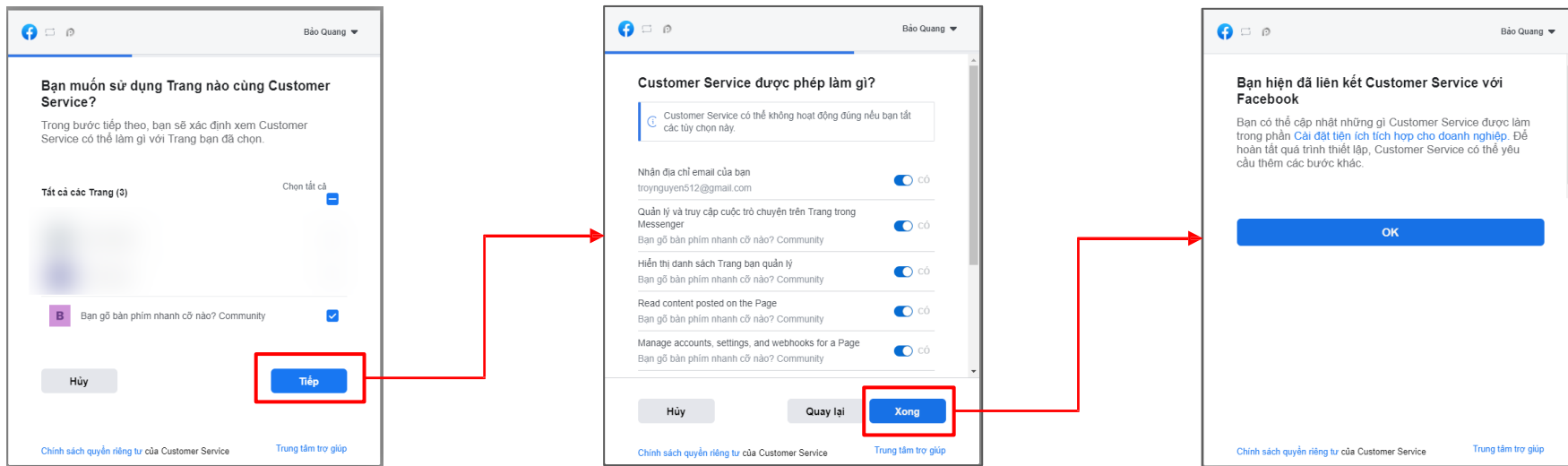
**Step 2:** Social channels screen appears, click [Continue with Facebook](#) to connect.

**Step 3:** Facebook page login appears, select available accounts or [+ Login with Facebook account](#)



## XI. Data source - Add new channel

**Step 4:** Facebook window pops up, follow the instructed steps to connect the add the channel to the system:



Select page you want to add, then click

Next >

Select yes/no for each access terms, then click

Accomplis...

Click

OK

to complete

# XI. Data source - Add new channel

Facebook Page Channel ⓘ

5 Search...

Bảo Quang  
Created at: 10-06-2020 14:15:40  
[Refresh All Token](#)

Page ID ⓘ	Page ⓘ	Handle ⓘ	Action ⓘ
334569739955104	 Bạn gõ bản phim nhanh cỡ nào? Community	<input checked="" type="checkbox"/>	<a href="#">View Token Detail</a>

**Step 5:** When complete set up, you can go back to Prime system, and view the following detail:

1. Page ID
2. Page name
3. Handle: Manage the page
4. Action: view token detail
5. Search bar

**Step 6:** Click [Refresh All Token](#) to refresh all token information

Access Token Info

App ID ⓘ	293621547730764
App Name ⓘ	Customer Service
Type ⓘ	PAGE
Page ID ⓘ	...
App-Scoped User ID ⓘ	...
App-Scoped User Name ⓘ	...
Issued ⓘ	...
Expires ⓘ	...
Data ⓘ	2020-09-03 09:19:51
Valid ⓘ	true
Scopes ⓘ	email, read_insights, pages_manage_cta, pages_show_list, ads_management, ads_read, business_management, pages_messaging, publish_to_groups, groups_access_member_info, leads_retrieval, pages_read_engagement, pages_manage_metadata, pages_read_user_content, pages_manage_ads, pages_manage_posts, pages_manage_engagement, public_profile

[Clear Token](#) [Update Token](#)


**Step 7:** Click [View Token Detail](#) to view token detail, including: App ID, App name, Type, Page ID, App-Scoped User ID, App-Scoped User name, Issued, Expires, Data, Valid and Scope

**Step 8:** Click [Clear Token](#) to reset or [Update token](#) to Update token detail



## XII. Social channel

### Social Channels ⓘ




#### Facebook Pages

Don't miss opportunities to turn your social followers into your customers. Install now your Facebook fanpage to never ever miss any coming conversations from your potential customers.

[Continue with Facebook](#)

[Click here for the instruction ⓘ](#)




#### Instagram Pages

Being tired of switching devices to reply all your customer inquiries! Why not bring Instagram chat boxes to desktop interface with real-time conversation management, plus tools to instantly generate order request. Sync now to grow your business!

[Continue with Instagram](#)

[Click here for the instruction ⓘ](#)




#### Whatsapp

Approach your potential customers from anywhere on social, and Whatsapp is definitely good idea! Quick support make your customers happy and easy to convert into orders.

[Coming Soon](#)

[Click here for the instruction ⓘ](#)



#### Zalo

60 millions of Vietnamese users are having Zalo accounts, bring on your brand visibility means you may have significant attention of your potential users. We provide tools to send out ZNS and Zalo Broadcast, as well as tools to generate orders request

[Coming Soon](#)

[Click here for the instruction ⓘ](#)

View social channel that the system is supported.  
Facebook and Instagram is available.  
To connect, refer to the Data source section.



## XIII. Users - Add new user

**Step 1:** Click

+ Add new user

**Step 2:** Enter user name

**Step 3:** Enter email

**Step 4:** Enter user account

**Step 5:** Add password

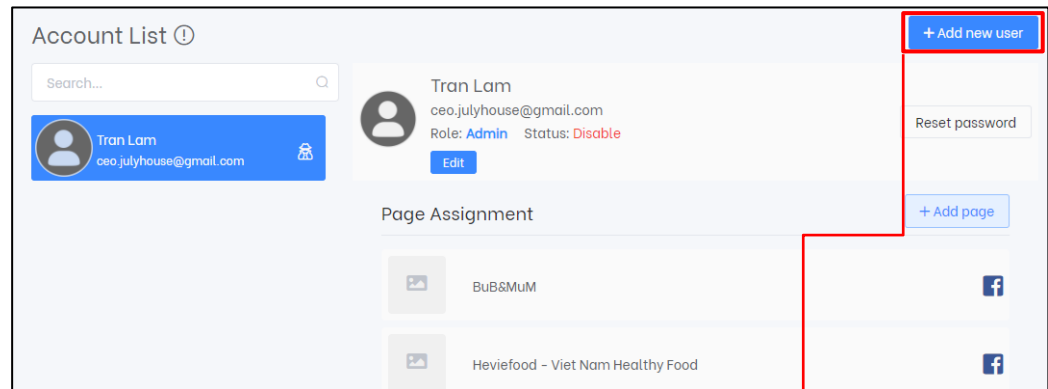
**Step 6:** Add role for user

**Step 7:** Input name page to handle

**Step 8:** Click

+ Add new user

to complete



Add new user

Name \*

Please input name...

Email \*

Please input email...

User name \*

Please input user name...

Password \*

Please input password...

Roles \*

Select

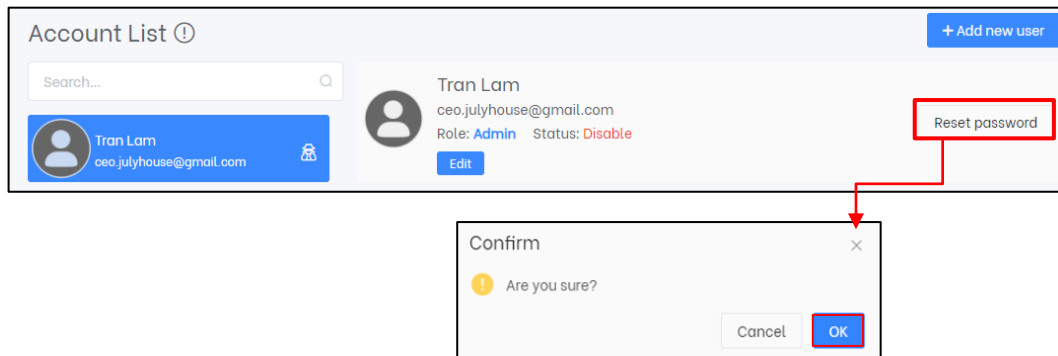
Page Assignment

Select

Add new user



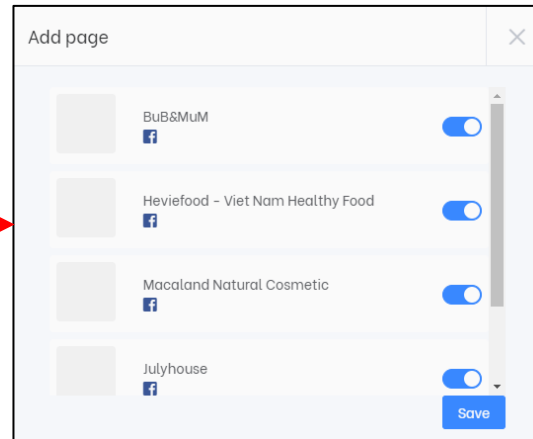
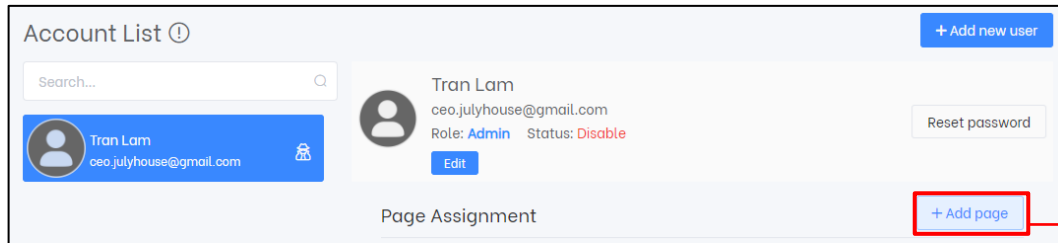
# XIII. Users - Change password - Add page



To change password

Click **Reset password**, new window pops up and ask you to confirm.

Click **OK** and the system will create new password and send to user email



To add page

**Step 1:** Click

**+ Add page**

**Step 2:** Turn the button into blue to activate

**Step 3:** Click

**Save**

to complete

“At Prime Commerce, we believe that we can create positive impacts on people's lives through empowering online commerce.”

-----  
**Thank you**