

SeBot

BY SEMICOLANS

User Guide

Simple Step-by-Step Guide for Everyday Users

USER GUIDE

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User Guide

A simple, step-by-step guide to using SeBot — no technical knowledge needed. Just follow the numbered steps.

What is SeBot? (in plain words)

SeBot is a helper for your business that **answers your customers automatically** on WhatsApp and on your website — day and night. You teach it about your business by adding questions and answers (like "What are your prices?"). After that, when a customer asks, SeBot replies for you. You can read every chat, jump in yourself any time, and see a list of everyone who messaged.

You'll use two things: **WhatsApp** (on your phone, like normal) and the **Dashboard** (a website you log into on a computer or phone browser). This guide covers both.

Part 1 — Before you start

Have these ready:

- Your **login details** — the email address and password for your account. If nobody has set one up for you yet, Part 2 shows you how to create it.
- Your **business information**: your prices, opening hours, delivery details, return policy, address, and the common questions customers ask.
- A computer or phone with internet.

Part 2 — Creating your account

Skip this part if someone has already created your account and given you a username and password.

- 1 Go to the login page and click **Register a business**, underneath the Sign in button.
- 2 Fill in the form. There are several name boxes and they are not the same thing — the table below says exactly what goes in each.
- 3 Submit the form. You are logged in straight away and your dashboard is ready to use.

Box	What to type
Business name	The name of your business as customers know it — e.g. <i>Sanaf Aromatics</i> . This appears at the top of your dashboard and in your bot's replies.
Workspace slug	A short one-word version of the business name, letters and numbers only — e.g. <i>sanafaromatics</i> . It becomes part of your web address. Leave it empty and one is made from your business name.
Your name	Your own name, not the business — e.g. <i>Afsal</i> . This is who the team sees as the account owner.
Phone	

Your contact number with the country code, e.g. +94 77 123 4567. This is **not** your WhatsApp bot number — that is connected separately on the Connect page.

Country and Currency

Where you trade, and the currency your prices, invoices and reports use. Choose the currency carefully.

Email

This is your username. There is no separate username box — you sign in with this email address. Use one you can open, and one that will still exist if a staff member leaves.

Password

At least 6 characters. Choose something only you know.

The thing people get wrong: your email is your login. Business name, workspace slug and your name are labels — none of them signs you in. If you cannot log in later, you are almost certainly typing a name where the email should go.

One email can register only once. If you are told the email is already registered, the account exists — use **Forgot password?** on the login page rather than registering again.

Part 3 — Logging in

- 1 **Open your web browser** (Google Chrome, Safari, or any browser).
- 2 In the address bar at the top, type your dashboard address and press Enter. It looks like:
support.semicolans.com/public/dash/login.php
- 3 You'll see a **Sign in** box. Type your **username** in the first field and your **password** in the second.
- 4 Click the **Sign in** button.

✓ You'll now see your **Dashboard** — a page with a menu on the left and your business name at the top.

Forgot your password? Click "Forgot password" on the login page, or ask the person who set up your account.

Part 4 — Finding your way around

Two areas to know:

- **The left menu** — this is how you move between pages (Knowledge, Leads, Live chats, and more). On a computer it is always open down the left side. On a phone it is hidden: tap the menu icon (three short lines) in the top-left corner to open it.
- **The top bar** — shows your business name and a few quick-access icons.

Don't worry about the many menu items. For answering customers, you'll mainly use three: **Knowledge, Live chats and Leads.**

Part 5 — Teach SeBot about your business (Knowledge Base)

This is the most important part. You add **questions and answers**. SeBot uses them to reply to customers. Let's add your first one.

- 1 In the left menu, under **Catalog & Knowledge**, click **Knowledge**.
- 2 At the top, choose which **product** the question is about — or choose "**Company / general**" for questions about your whole business (like opening hours).
- 3 In the **Question** box, type a question a customer might ask. Example: *What are your opening hours?*
- 4 In the **Answer** box, type the reply you want SeBot to give. Example: *We're open 9am to 6pm, Monday to Saturday.*
- 5 Click **Add** (or **Save**). Your question and answer appear in the list below.

✓ That's it — SeBot now knows the answer to that question.

Now add the rest. Repeat steps 3–5 for every common question, for example:

- What are your prices? / How much is [product]?
- Do you deliver? How long does delivery take?
- Where are you located?
- What is your return / refund policy?
- How can I contact you / pay?

Tip for good answers: write them the way you'd reply to a customer — short, friendly and clear. The more questions you add, the smarter SeBot sounds.

Changing or removing an answer

- 1 On the **Knowledge** page, find the question in the list.
- 2 Click **Edit** next to it, change the text, and save — or click **Delete** to remove it.

✓ Changes take effect immediately — no waiting.

Adding a new product to answer about

- 1 In the menu, under **Catalog & Knowledge**, click **Products & Knowledge**.

Three menu items have similar names and do different jobs. **Products & Knowledge** is where you create the products the bot answers about. **Products** is the customer-facing catalogue shown by the web chat widget. **Item Catalog** is your inventory — quantities, opening stock and reorder levels.

- 2 Click **Add**, type a short name (e.g. "SePOS") and save.
- 3 Go back to **Knowledge**, choose that product at the top, and add its questions & answers (Part 5).

Part 6 — Test that it works

Always check SeBot answers correctly after adding questions.

Test on WhatsApp

- 1 Take a **different phone** (not the business phone) and open WhatsApp.
- 2 Send a message to your **business WhatsApp number** — ask one of the questions you added, e.g. "What are your opening hours?"
- 3 Wait a few seconds. SeBot should reply with your answer.

✓ If it replies correctly, your bot is working. Try a few more questions.

If SeBot doesn't know the answer, it means that question isn't in your Knowledge yet — go add it (Part 5).

Test on your website

- 1 Open your website and click the **chat bubble** (usually bottom-right corner).
- 2 Type one of your questions → SeBot answers in the chat window, just like on WhatsApp.

Part 7 — See and reply to customer chats

You can read every conversation and step in whenever you want.

- 1 In the menu, under **Support**, click **Live chats**. You'll see a list of people chatting with your bot.
- 2 Click a chat to open it and read the conversation.
- 3 To reply yourself, click **Take over chat**. Now you can type a message and it goes to the customer.

✓ While you've taken over, SeBot pauses and lets you handle the chat personally.

Part 8 — Your leads (people who messaged)

Every customer who chats is saved as a **lead** so you can follow up.

- 1 In the menu, click **Leads**. You'll see a list with names, phone numbers and status.
- 2 Use the pills at the top (All / New / Contacted / Demo / Quoted / Won / Lost — each shows a count) to filter, or use the **search** box to find someone.
- 3 Change a lead's **status** using the dropdown as you work on it (e.g. New → Contacted → Demo → Quoted → Won).
- 4 Click **CSV** to save the list as a spreadsheet. If a filter or search is on, only those leads are exported.

Habit to build: check Leads every day and follow up new ones quickly — fast replies win more business.

Part 9 — Everyday things you might do

Update a price or detail

Go to **Knowledge**, find the question (e.g. the price one), click **Edit**, change it, and save. Done.

Send a message to many customers (Broadcast)

- 1 In the menu, click **Broadcast**.
- 2 Type your message, choose who to send to, and send. (Try sending to your own number first to check it.)

See how your Facebook ads are doing

If you run Facebook "Click-to-WhatsApp" ads, open **Ad Campaigns** to see how many people each ad brought and set a special greeting per ad.

Part 10 — Common questions (troubleshooting)

Problem	What to do
SeBot didn't answer a question	That question isn't in your Knowledge yet. Add it (Part 5) and test again.
SeBot gave a wrong/old answer	Go to Knowledge, Edit that answer, and save. Changes apply instantly.
A customer needs a human	Open Live chats → the conversation → Take over chat, and reply yourself.
I can't log in	Check your username/password. Use "Forgot password", or ask your account administrator.
Answers should be in Sinhala/Tamil	Just write your answers in that language — SeBot replies in the language the customer uses.

Part 11 — Need help?

If you're stuck or want training, contact Semicolans at info@semicolans.com / **+94 75 703 5587**, or visit sebot.semicolans.com. You can also try our live assistant at support.semicolans.com or WhatsApp **+94 78 703 5587**. We're happy to help you get set up.

Quick recap: 1) Log in · 2) Add your questions & answers in Knowledge · 3) Test on WhatsApp · 4) Watch Live chats and take over when needed · 5) Follow up your Leads. That's SeBot.