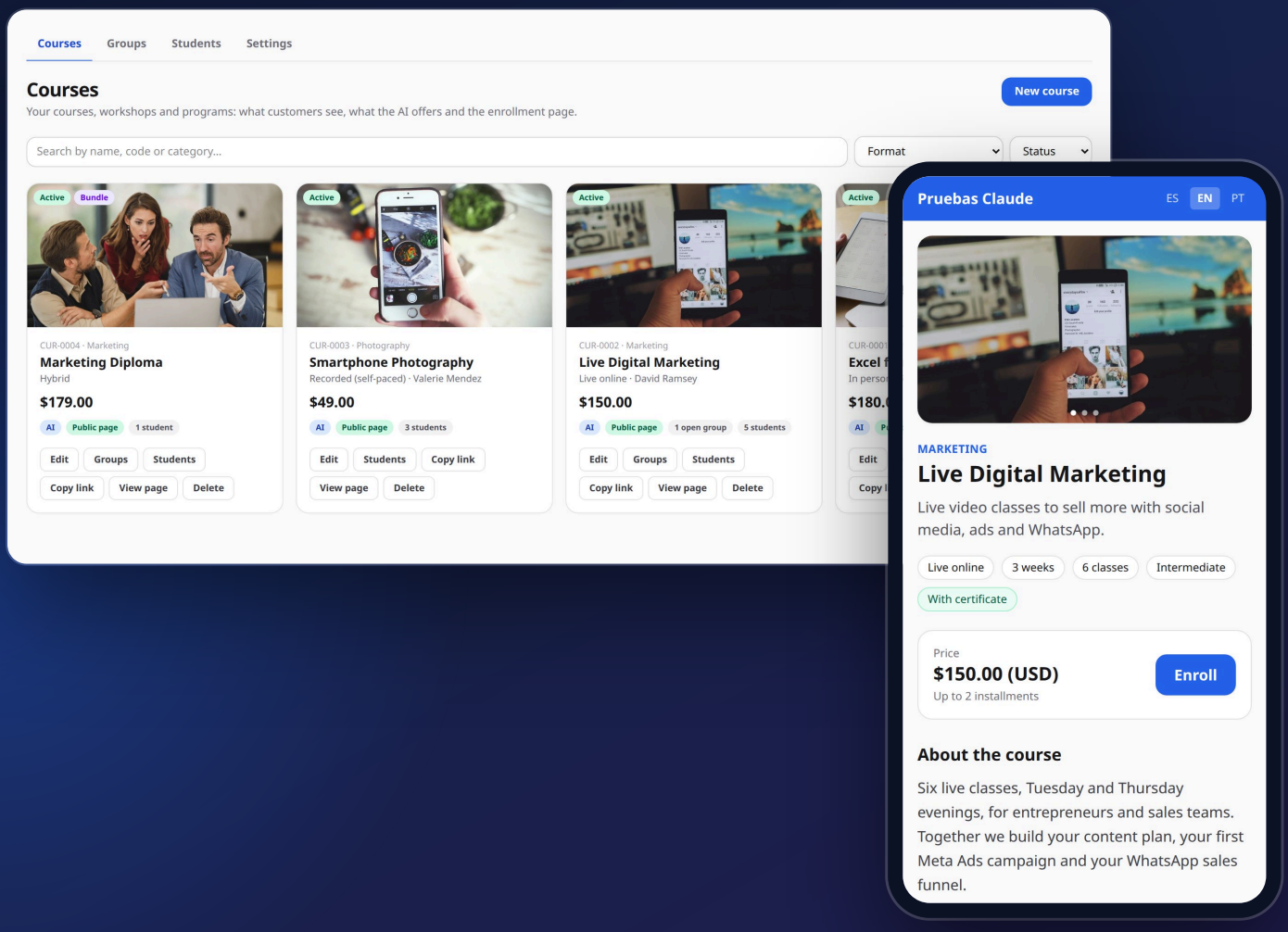
Omnifox

MODULE MANUAL

Courses

Sell courses, workshops and diplomas on WhatsApp, Instagram, Messenger and your website: groups with seats, classes in the calendar, students, installments, attendance and an AI agent that enrolls people right in the conversation.



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How to read this manual

The screenshots are real Omnifox screens with a sample setup: a school with **Excel from Scratch** (in person), **Live Digital Marketing** (live online by video call), **Smartphone Photography** (recorded) and the **Marketing Diploma** (bundle). The numbers in an orange circle 1 point to what is explained under each image.

Button and field names are in **bold**, exactly as they appear on screen.

01

CHAPTER 1

What Courses is and who it is for

A Catalog module for any business that sells training: a school with many courses, someone who sells a single workshop, or anyone who builds diplomas out of several courses. Available from the Impulsa plan.

Courses organizes everything between the first question in the chat and the last class: what you sell, when it is taught, who enrolled, how much they paid and whether they showed up. Because it lives inside Omnifox, the same information is used by your team in the inbox, by the AI agent in the conversation and by the public page where students enroll on their own.

Course
What you sell: price, syllabus, photos, format

→

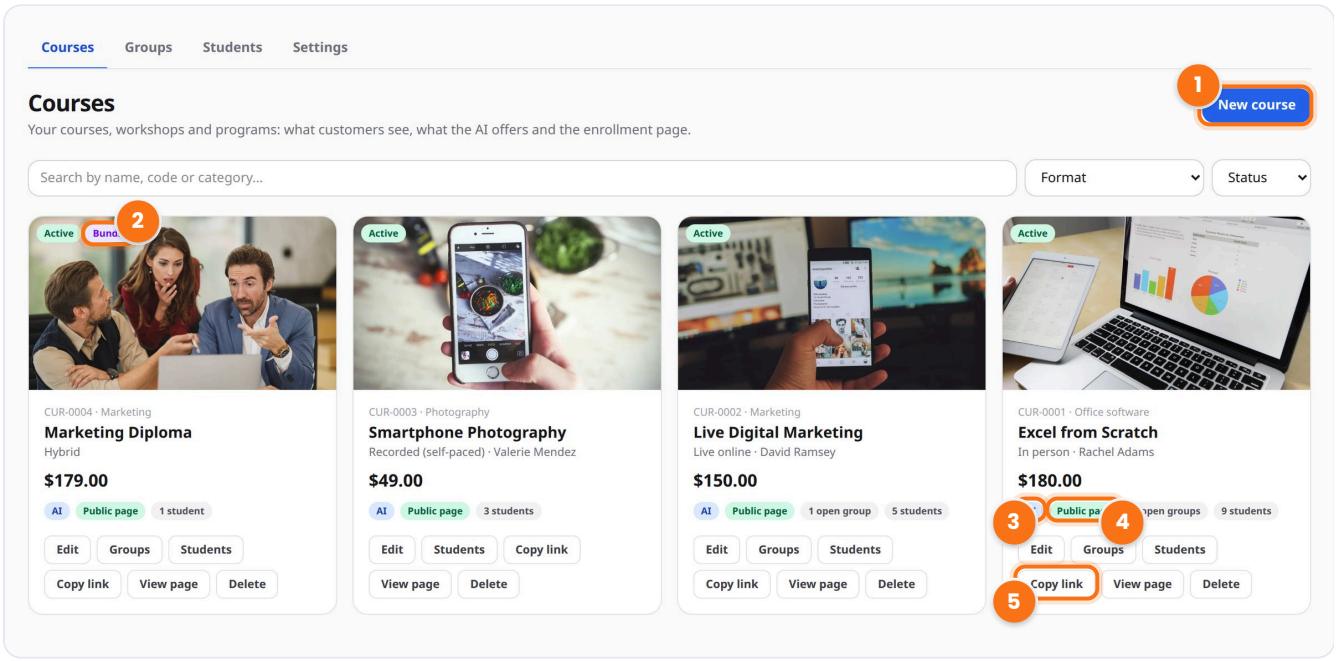
Group
Each time you teach it: dates, schedule, location, seats

→

Classes
Created automatically in the Calendar

→

Students
Enrollment, payment, installments and attendance



The **Courses** tab with the sample setup: each card shows status, format, price and where it is sold.

1. **New course** opens the editor.
2. A **bundle** (diploma) looks like any other course, with its label.
3. **AI**: the AI agent can offer it.
4. **Public page**: it has an enrollment link.
5. **Copy link** and **View page** to share it.

Who it is for

Business	How it uses it
School or institute	Many courses, several groups open at once, different instructors and a waitlist.
Professional who sells a course	A single course with one or two groups a year and its own page to share on social media.
Online school	Recorded courses: once paid, the student gets the access link by chat or email.
Training center	Diplomas and programs set up as bundles of several courses, with a single price.
Workshop, studio or gym	One-day workshops or class series with limited seats and attendance.

The four formats

Format	How it works	Example in this manual
In person	Classes at a location, in groups with dates, schedule and seats.	Excel from Scratch
Live online	Video classes, in groups. The room can be an Omnifox one or your own link.	Live Digital Marketing
Recorded (self-paced)	No groups: once paid, the student receives the access link.	Smartphone Photography
Hybrid	You open groups and also send an access link.	Marketing Diploma

WHAT IS INCLUDED

Courses is available from the **Impulsa** plan (and in Conecta, Crece, Escala and Exclusivo) at no extra cost; the Lite plan does not include it. The only thing billed separately is the **Video calls** add-on, if you want Omnifox to create the rooms for your online classes (chapter 6).

02

CHAPTER 2

Turning the module on

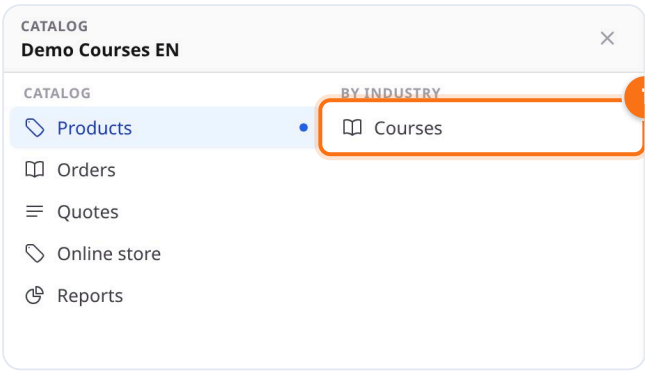
Courses starts switched off. You turn it on per workspace in two clicks, and turn it off just as easily.

From the Catalog panel

1. In the sidebar, open **Catalog**.
2. At the bottom of the panel, under **Add to catalog**, you see the modules your workspace has not turned on yet.
3. Next to **Courses**, click **Enable**.
4. The **Courses** entry appears right away in the **By industry** group.

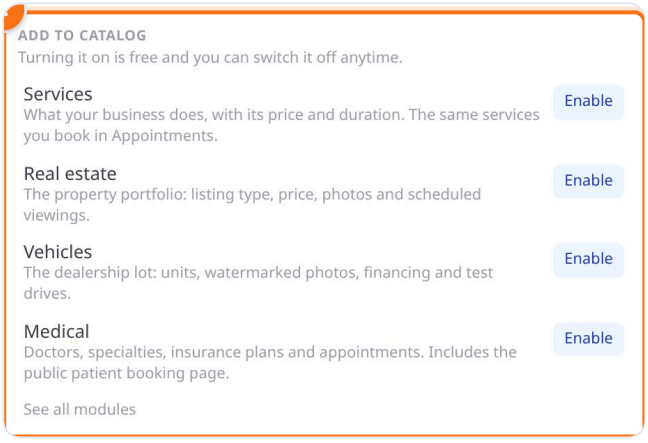
You can also go to **Catalog → See all modules** and turn it on there with **Turn on**.

> **NOTE**
>
> Turning modules on and off is a task for the owner or an admin. If you do not see the **Enable** button, ask one of them. If you have several workspaces, turn it on in each one where you need it. On the Lite plan, Courses shows a lock, the notice **Available from the Impulsa plan** and the **Upgrade plan** button.



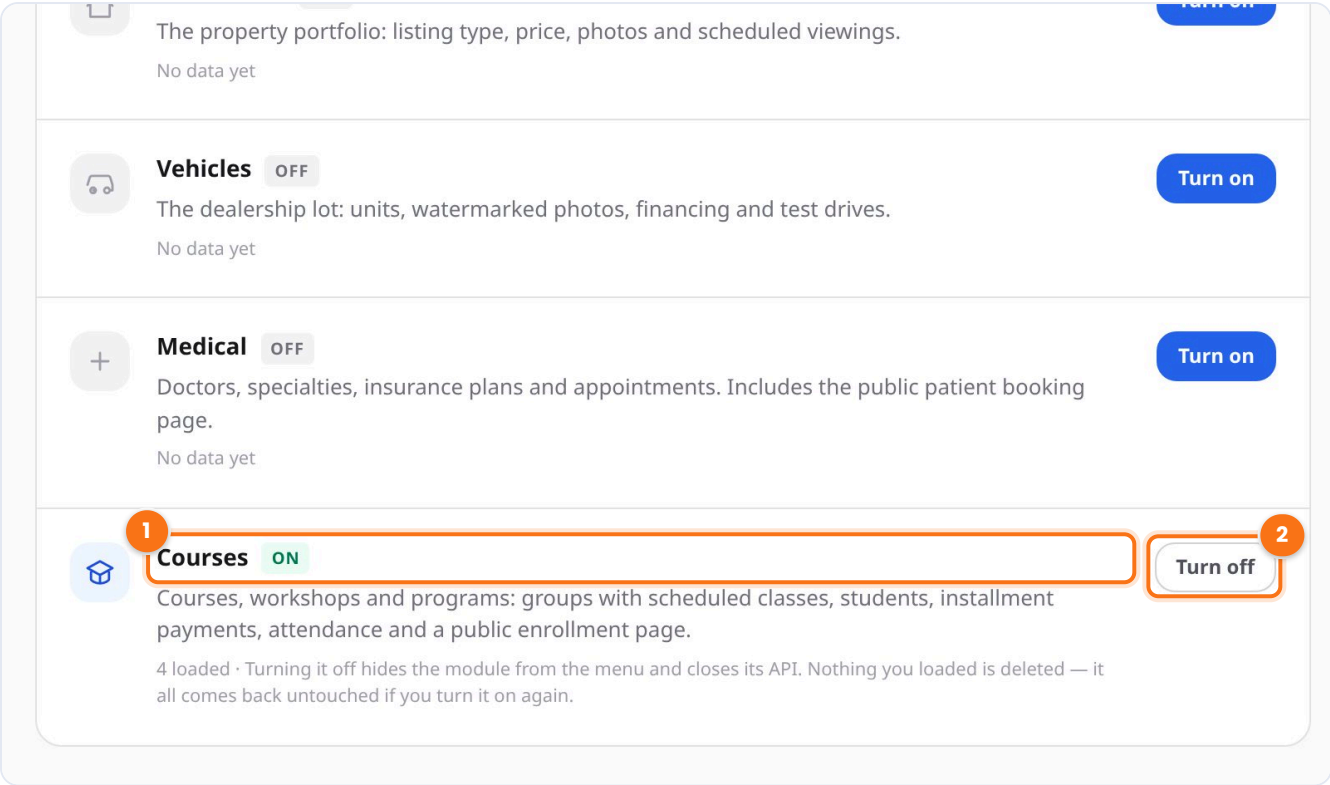
The Catalog panel with Courses already on.

1. **By industry → Courses**: the module entry.



At the bottom of the same panel, **Add to catalog**: the modules still missing, each with its **Enable** button.

2. Modules that are still off.



Catalog → See all modules: each module with its status. Turning one on does not change your plan; Courses needs the Impulsa plan or higher.

1. Courses, **ON**.
2. **Turn off** hides it from the menu; nothing you loaded is deleted and it all comes back untouched if you turn it on again.

The four tabs

Tab	What it is for
Courses	Your courses, workshops and bundles: photos, syllabus, price, format and public page.
Groups	Each group with dates, schedule, location and seats; its classes go to the Calendar.
Students	Enrollments, payments, installments and attendance.
Settings	Classes calendar, notifications, waitlist, public page and messages.

Once it is on, AI agents can also use two new tools, **Search courses** (`search_courses`) and **Enroll in a course** (`enroll_course`). They start off: you decide which agent uses them (chapter 10).

> **TIP**
> Before turning the module off, check whether any AI agent has the Courses tools turned on.

03

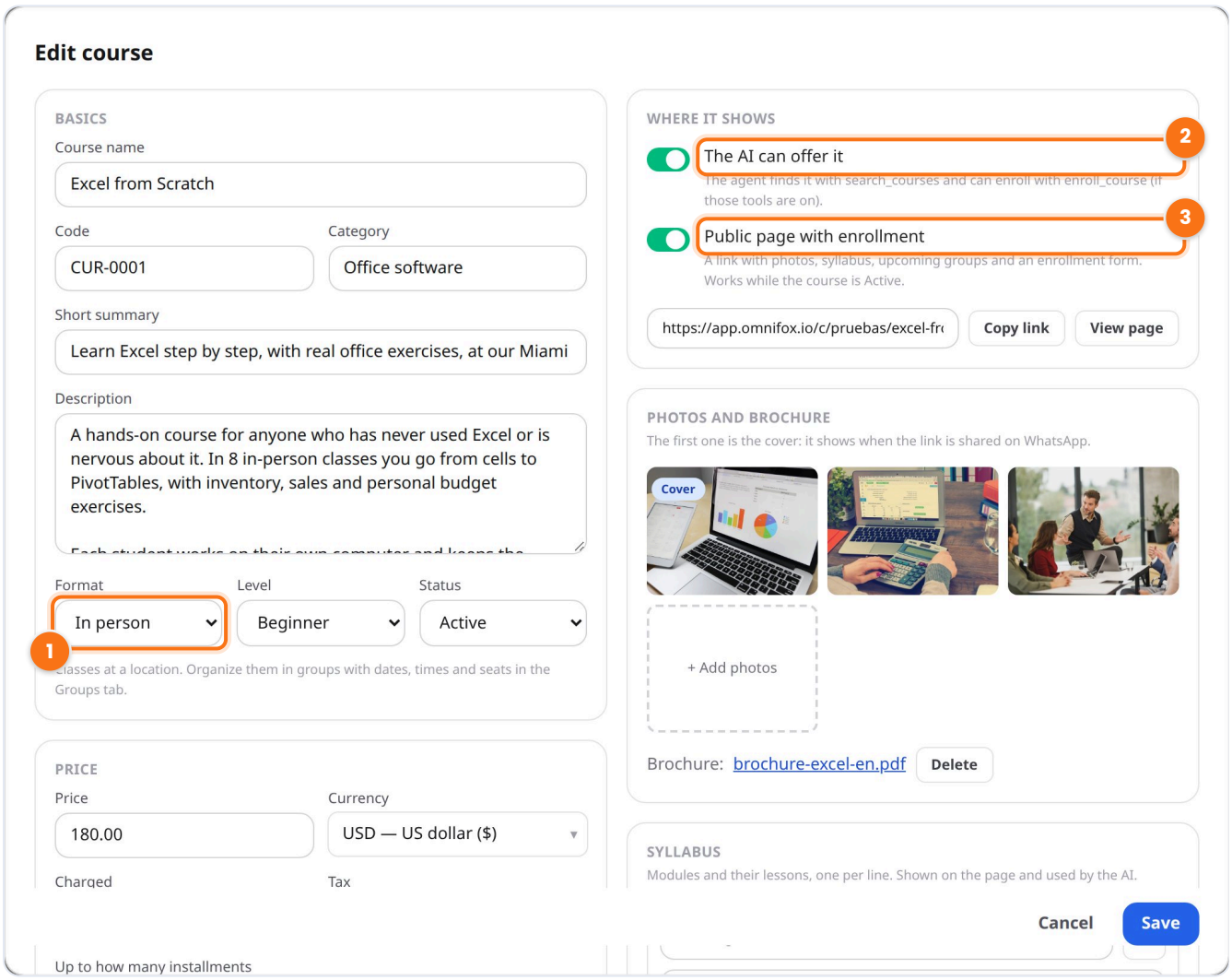
CHAPTER 3

Creating a course in each format

A course is what you sell. Dates, schedules and seats do not go in the course but in its groups, because the same course can be taught many times.

The course editor

In **Catalog** → **Courses**, **Courses** tab, click **New course**. The editor has two columns: on the left, what describes the course; on the right, where it shows and its content.

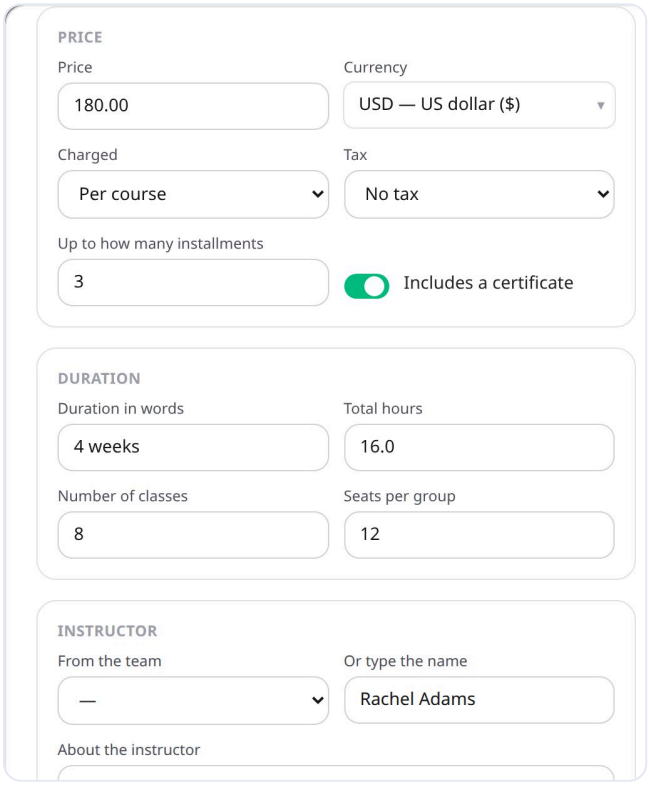


Editor for **Excel from Scratch**, an in-person course.

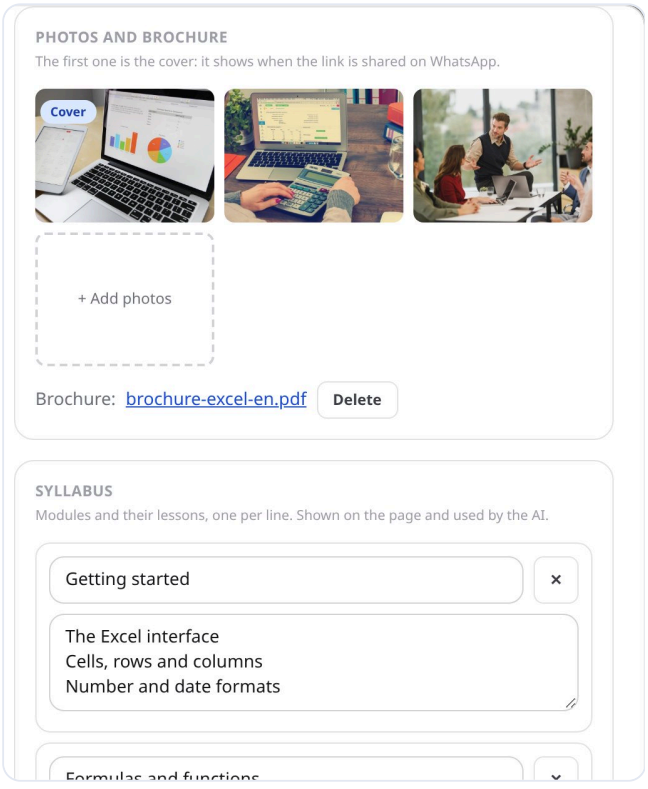
1. **Format**: defines whether it has groups, an access link or both.
2. **The AI can offer it**: the agent finds it and can enroll people.
3. **Public page with enrollment**: creates the link to share.

Section by section

Section	What to fill in
Basics	**Course name**, **Code** (automatic if you leave it empty), **Category**, **Short summary**, **Description**, **Format**, **Level** and **Status**.
Price	Price, **Currency**, how it is **Charged** (per course, per month, per class or per hour), **Tax** and **Up to how many installments**. Tick **Includes a certificate** if it applies.
Duration	**Duration in words** (“4 weeks”), **Total hours**, **Number of classes** and **Seats per group**.
Instructor	Someone from the team or a name, and a short bio.
Where it shows	**The AI can offer it** and **Public page with enrollment**.
Photos and brochure	Photos (the first one is the **Cover**, shown when the link is shared) and a PDF brochure.
Syllabus	Modules and their lessons, one per line. Shown on the page and used by the AI.
Bundle	Only for a diploma or program (chapter 4).
Recorded course access	Link and instructions the student receives once paid (recorded or hybrid).
AI only	Internal notes and frequent questions the AI uses to answer but never shows.



Price, **Duration** and **Instructor**: up to 3 installments, certificate, 8 classes with 12 seats.

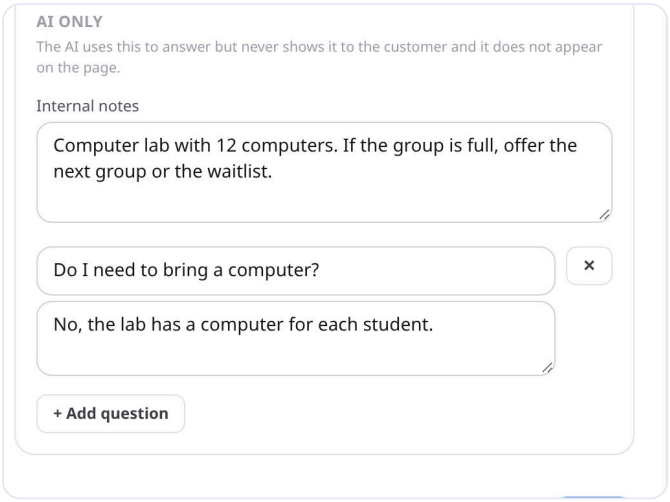


Photos and brochure: the first photo becomes the **Cover**. The brochure can be downloaded from the page.

1. Fill in **Basics**, **Price** and **Duration**.
2. Under **Where it shows**, turn on **The AI can offer it** and **Public page with enrollment**.
3. Click **Save and upload photos**: the photos and the brochure are uploaded once the course is saved.

4 When everything is ready, change the **Status** to **Active**.

> **NOTE**
> The public page and the AI only show the course when its **Status** is **Active**. As a draft you can prepare it without anyone seeing it.



AI only: notes and frequent questions the agent uses to answer ("Do I need to bring a computer?") without showing them to the customer or on the page.

Each format, with its example

IN PERSON **Excel from Scratch**

Choose **Format: In person**, set the **Seats per group** (12, the size of the computer lab) and save. The campus and room do not go in the course but in each group, because you can teach the same course at two locations. Continue in chapter 5 to open its groups.

LIVE ONLINE **Live Digital Marketing**

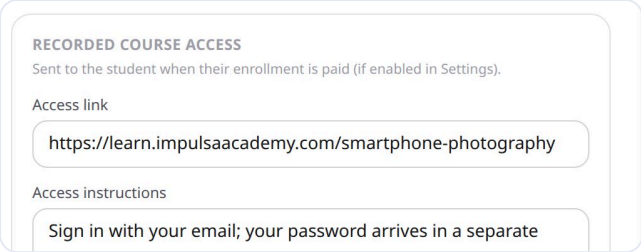
Choose **Format: Live online**. The course is set up just like an in-person one; the difference is in the group, where under **Where** you pick **Omnifox video call** or your own link (chapter 6).

HYBRID **Groups + access**

Choose **Format: Hybrid** when there are live classes and also recorded material: you open groups as in a live course and fill in the access as in a recorded one.

RECORDED **Smartphone Photography**

Choose **Format: Recorded (self-paced)**. It has no groups: under **Recorded course access** you enter the **Access link** to your online classroom and the **Access instructions**. When the enrollment is paid, the student receives them automatically (if it is turned on in **Settings**).



Recorded course: the access link and its instructions.

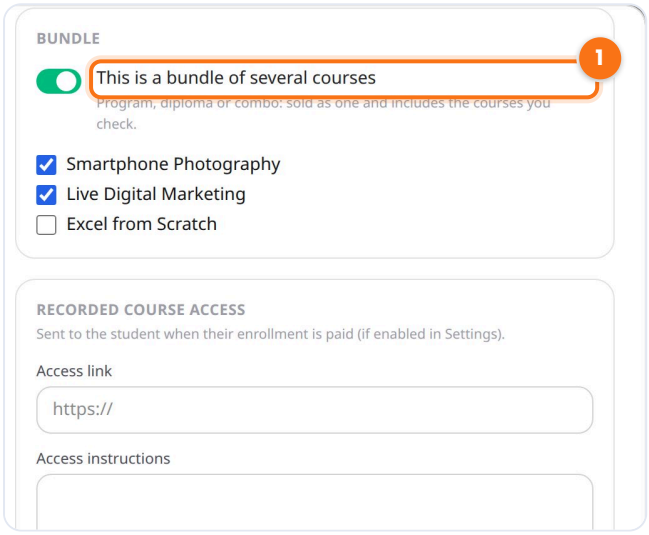
04

CHAPTER 4

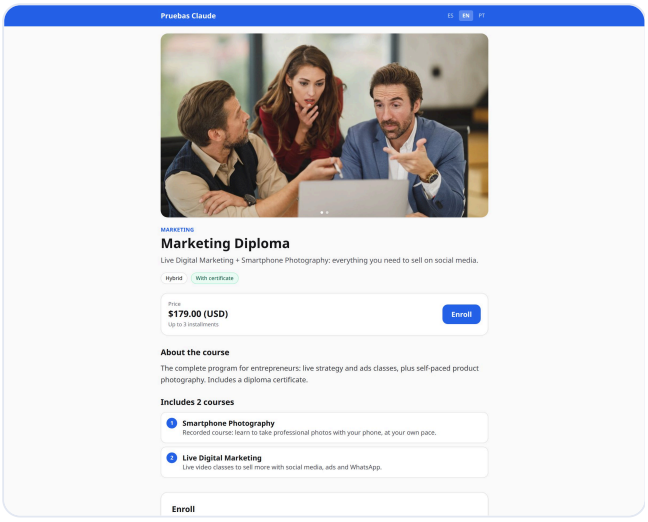
Bundles: diplomas and programs

A bundle brings several courses together and sells them as one: diplomas, programs or combos. The student buys a single thing and you do not have to explain three separate prices.

1. First create, in the **Courses** tab, each course that will be part of the bundle.
2. Click **New course** and give it a name that states the outcome: “Marketing Diploma”.
3. In the **Bundle** section, turn on **This is a bundle of several courses** and tick the courses it includes.
4. Fill in the bundle price, the description, the total duration and whether it includes a certificate.
5. Save, upload its photos and set it to **Active**.



The **Marketing Diploma** includes **Smartphone Photography** and **Live Digital Marketing**, for $179.



Its public page says how many courses it includes and lets people enroll directly.

How someone enrolls in a bundle

If the bundle has no groups of its own, enrollment is **direct**: the student is enrolled in the bundle and you record the payment as with any course. If you prefer the bundle to have its own dates, open groups for it as for a live course.

The AI also finds bundles with **Search courses**: when someone asks about the diploma it answers with the bundle price and which courses it includes.

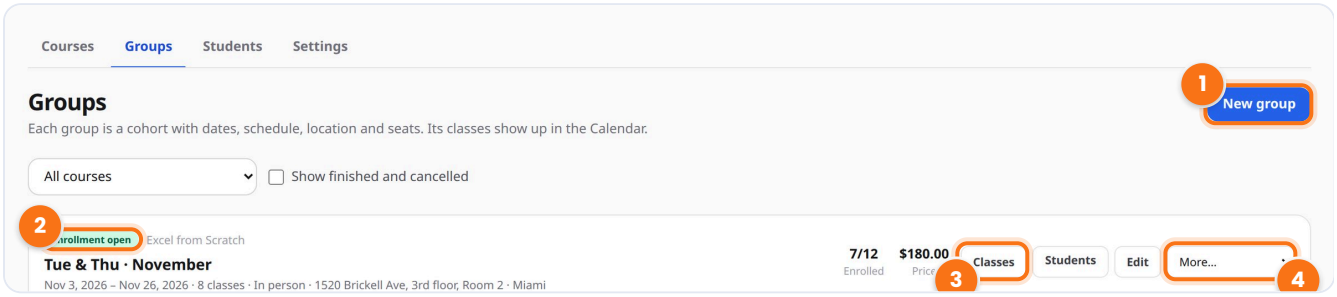
Do this	Avoid
A name that states the outcome (“Diploma in...”)	Internal codes as the name
The total duration in **Duration**	Making the student add up durations
Photos of the program itself	Reusing the photo of a single course
Saying in the description if it is cheaper than buying separately	Leaving the AI to work it out

05

CHAPTER 5

Groups and classes in the calendar

A group (or cohort) is each time you teach a live, in-person or hybrid course: it has dates, schedule, location and seats. Its classes show up automatically in the Calendar.

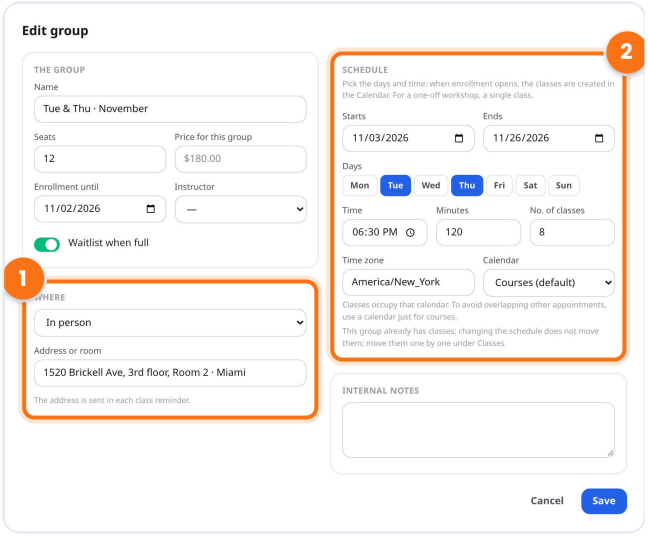


The **Groups** tab: Excel has two open groups and Marketing one.

1. **New group**.
2. Group status: **Enrollment open**.
3. **Classes**: the group's list of classes, to move, add or cancel them.
4. **More...**: mark in progress or finished, back to draft or cancel the group.

Creating a group

1. In **Groups**, click **New group**.
2. Under **The group**: choose the **Course**, give it a **Name** ("Tue & Thu · November"), the **Seats** and, if you like, a **Price for this group**, an **Enrollment until** date and the **Instructor**. Leave **Waitlist when full** on.
3. Under **Where**: **In person** (address or room), **Omnifox video call**, **Your own link (Zoom, Meet...)** or **No location**.
4. Under **Schedule**: **Starts**, **Days**, **Time**, **Minutes**, **No. of classes** (or the date it **Ends**), the **Time zone** and the **Calendar**.
5. Tick **Open enrollment on save** and save. If you prefer to review it first, save it as a draft and use **Open enrollment** later.



In-person Excel group: Tuesdays and Thursdays at 6:30 PM, 8 classes of 120 minutes, 12 seats.

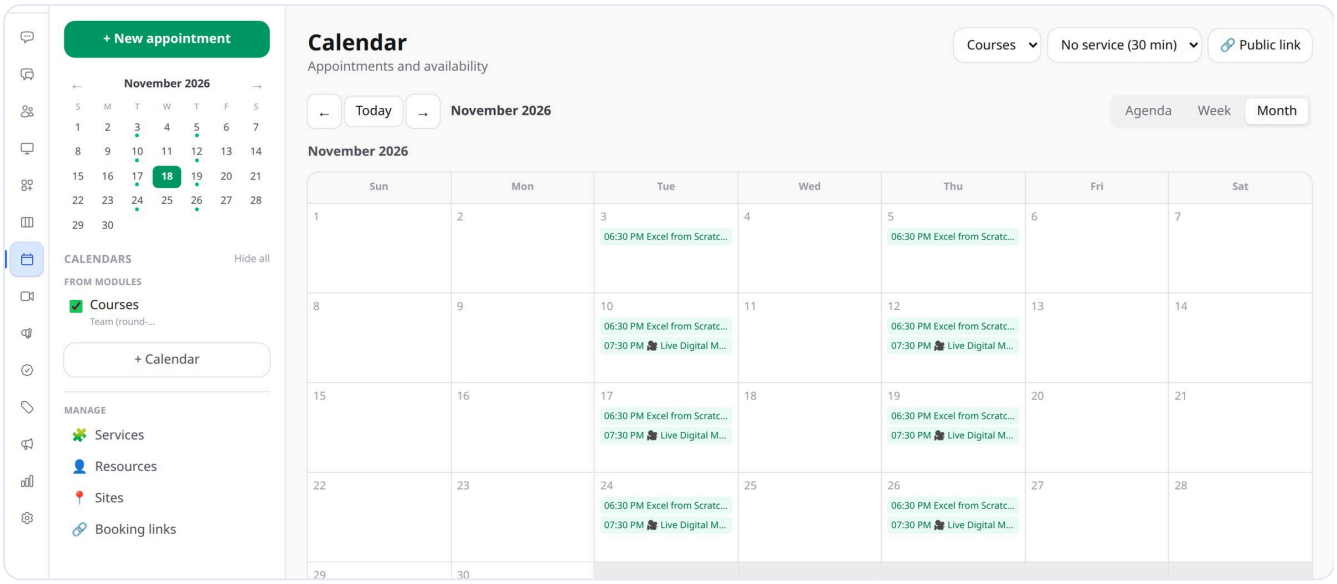
1. **Where**: the address goes in each class reminder.
2. **Schedule**: the classes are created from here.

What happens when you open enrollment

- The **classes are created in the chosen Calendar**. If the workspace has no calendar for courses, one is created for you.
- The course **waitlist** is notified.
- The group appears on the public page and the AI can offer it while it has seats.

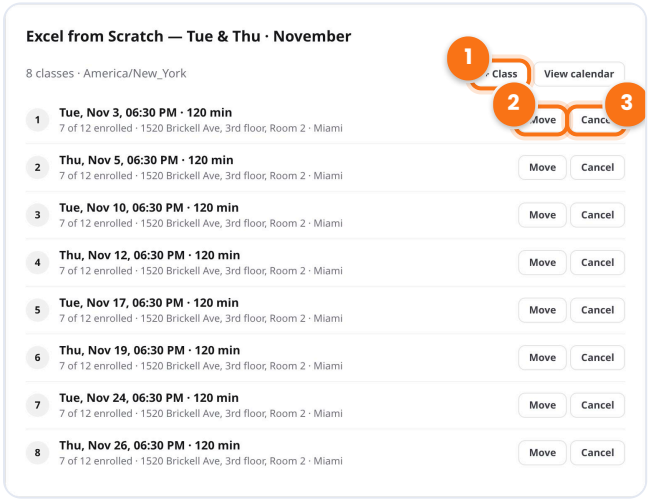
HEADS UP

Classes occupy the calendar they are created in: if it is the same calendar where you book other services, they can block those times. Use a calendar just for courses.



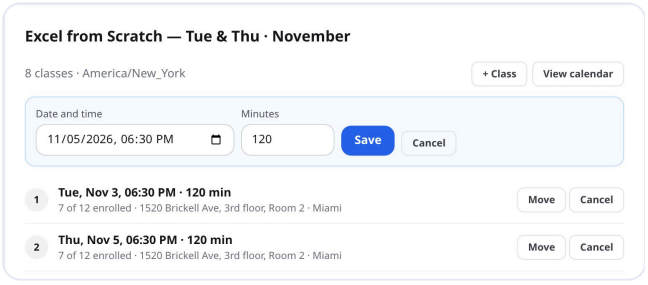
November classes in the **Calendar**, in the "Courses" calendar: Excel on Tuesdays and Thursdays at 6:30 PM and Marketing at 7:30 PM.

Moving, adding and cancelling classes

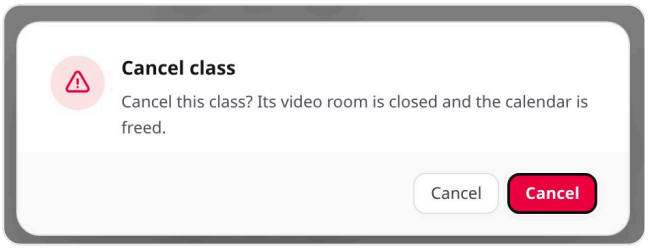


In the group, **Classes**: each class with its date, seats taken and address.

1. **+ Class**: adds a one-off class.
2. **Move**: changes date, time or length.
3. **Cancel**: cancels that class.



When you click **Move**, that class's date and time open up; save and it is moved in the Calendar.



Before cancelling a class, Omnifox asks you to confirm: its video room is closed and the calendar is freed.

I want to…	How
A one-day workshop	A group with **No. of classes** = 1.
The same course at two locations	Two groups, each with its own location.
Move or add a class	In the group, **Classes** → **Move** or **+ Class**.
Cancel a class	**Classes** → **Cancel** on that class, and confirm.
Cancel the whole group	**More…** → **Cancel group**: its upcoming classes are cancelled, the calendar is freed and the students are kept so you can move them to another group.

NOTE

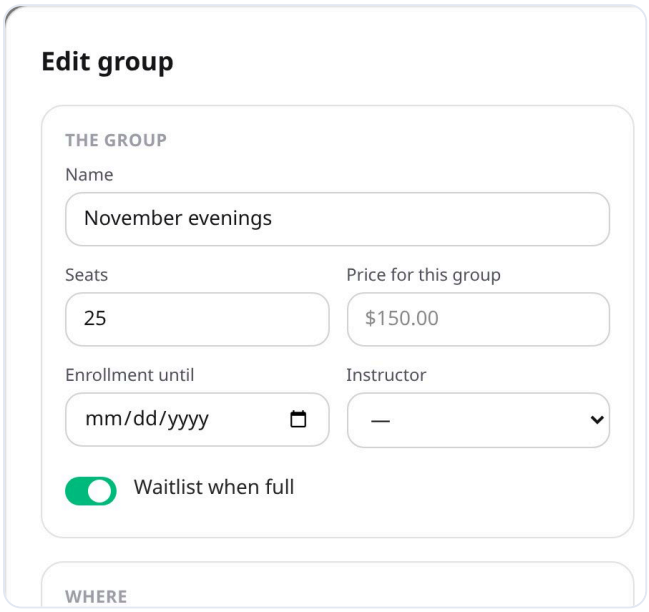
If you change the schedule of a group that already has classes, they do not move on their own: move them one by one under **Classes**.

06

CHAPTER 6

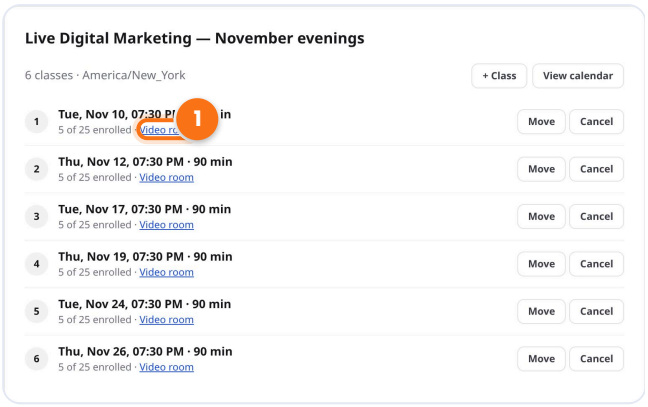
Classes by video call

For live online classes, Omnifox can create a video room per class and send the link in the reminder. It is an add-on billed separately.



Live Digital Marketing group with **Where: Omnifox video call**.

1. Omnifox creates a room per class and the link goes in the reminder.



Each class in the group already has its **Video room**.

1. The room link for that class.

The “Where” options for online classes

Option	What happens	You need
Omnifox video call	A room is created per class; the link goes in each student’s reminder and shows under **Classes**.	The **Video calls** add-on
Your own link (Zoom, Meet...)	You paste the link of the video conferencing tool you already use; it goes in the reminder.	Nothing else
No location	The reminder only says the time.	Nothing else

The Video calls add-on

It is billed separately from any plan, per organization and per month. The tier sets how many people fit in each room, so pick it based on the size of your groups, counting the instructor:

Tier	Monthly	Participants per room	Minutes per month	Recording
Starter	$19	4	1,500	—
Pro	$49	12	unlimited (fair use)	30 days
Business	$99	25	unlimited (fair use)	90 days
Enterprise	custom	custom	custom	to be agreed

Prices in US dollars. On Starter, once the minutes run out no new rooms open, but a meeting in progress is never cut off.

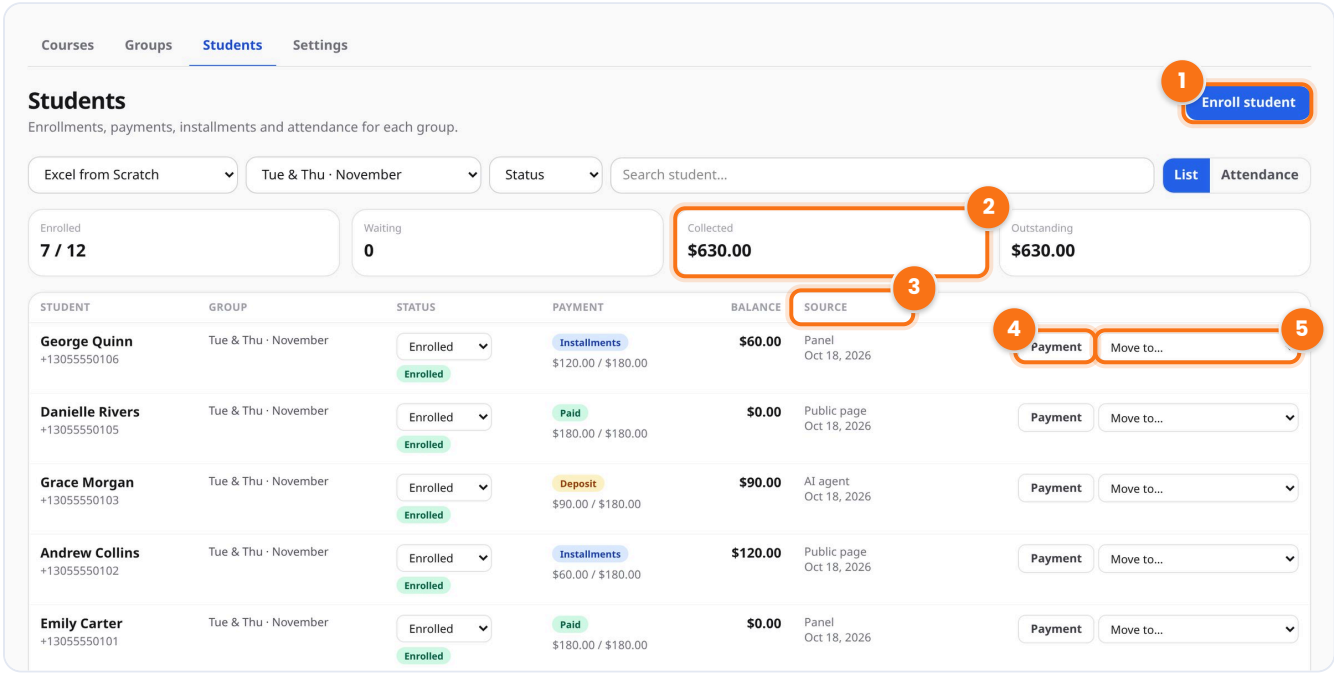
> **TIP**
> If you cancel a class, its video room is closed. If you move it, the link stays the same for that class.

07

CHAPTER 7

Students, waitlist, installments and attendance

Each enrollment links a student to a group and keeps track of how they pay. It can come from the panel, the AI agent, the public page or the API.

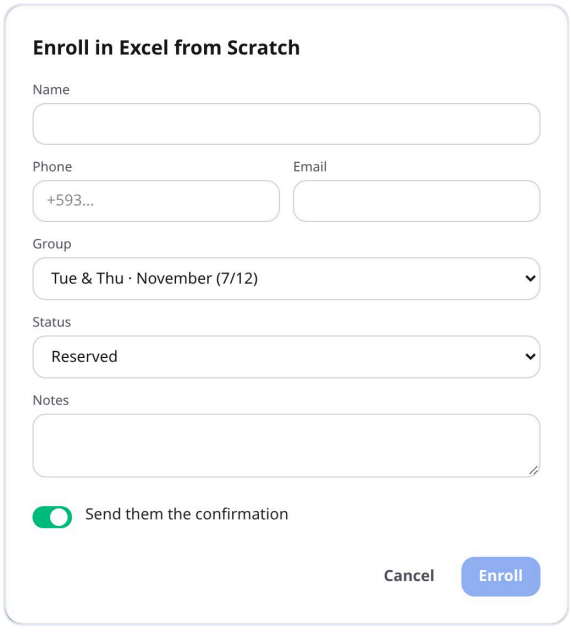


The **Students** tab filtered by the Excel group "Tue & Thu · November".

1. **Enroll student** manually.
2. **Collected** and **Outstanding** for the chosen filter.
3. **Source**: panel, public page or AI agent.
4. **Payment**: total, paid and installment plan.
5. **Move to...** another group of the same course.

Enrolling manually

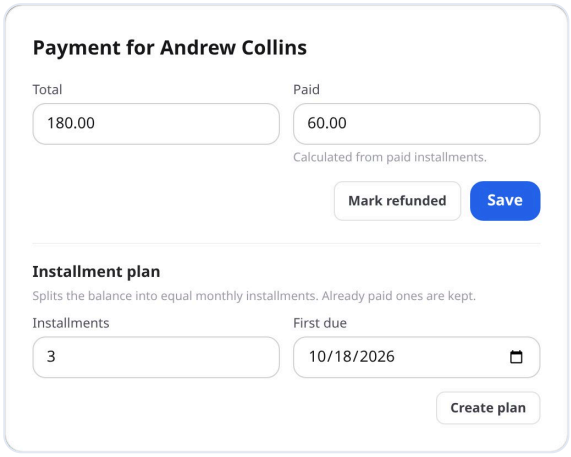
1. In **Students**, click **Enroll student**.
2. Choose the course and the **Group** (seats taken in brackets).
3. Type the **Name**, **Phone** and **Email**. If the person is already a contact, their record is used.
4. Choose the **Status** (Reserved or Enrolled) and leave **Send them the confirmation** ticked if you want them to get the notice.
5. Click **Enroll**: the group seat is taken immediately.



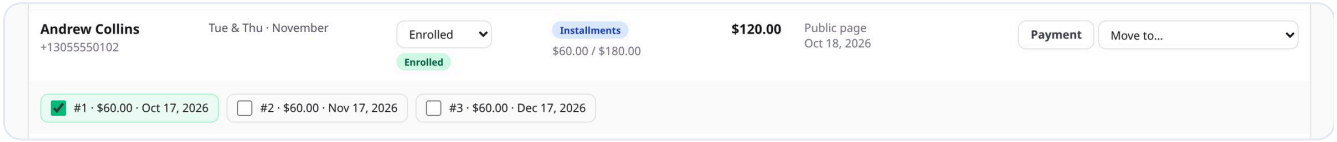
Payments and installments

Omnifox **does not collect payments for you**: the student pays through your usual methods (bank transfer, cash, card at your location) and you record it.

1. In the student's row, open **Payment**.
2. Enter the enrollment **Total** and the amount **Paid**.
3. For installments, under **Installment plan** choose how many **Installments** and when the first one is due (**First due**). With **Create plan** the balance is split into equal installments, one per month. If they had already paid a deposit, it is kept as the first paid installment (**Initial deposit**).
4. As they pay, mark each installment as paid in the student's row. **Paid** is calculated from the installments marked.

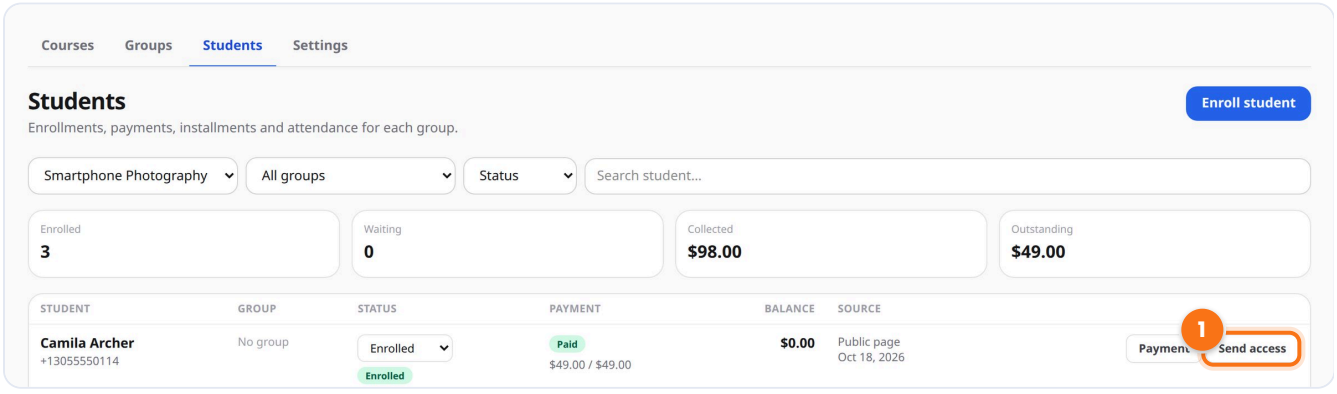


The **Payment** for Andrew Collins: $180 in 3 installments, the first one already paid.



The installments unfold under the student: the first one ($60, Oct 17) marked; the November and December ones, pending.

Payment status	What it means
Unpaid	No payments recorded.
Deposit	Paid part of it, without an installment plan.
Installments	Has an installment plan with an outstanding balance.
Paid	The balance reached zero. In a recorded course, it triggers sending the access.
Refunded	With **Mark refunded** in the payment.

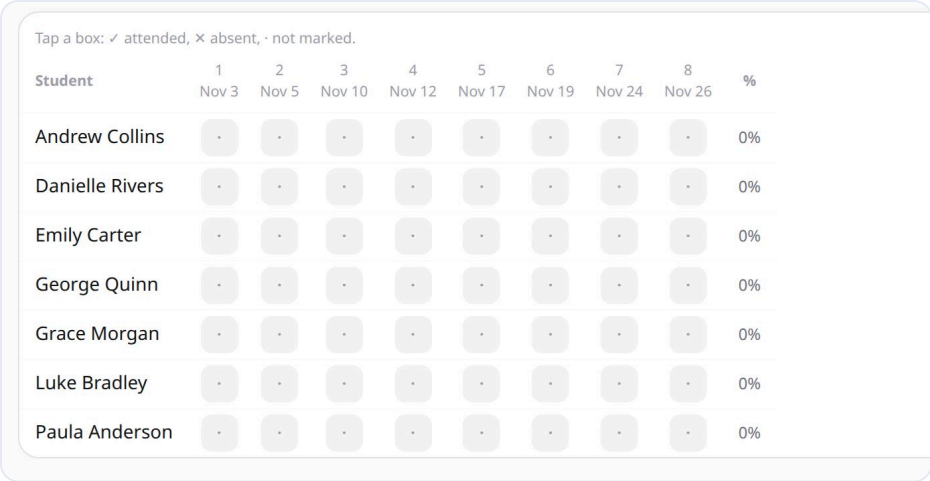


Students of **Smartphone Photography** (recorded): no group, with **Send access** or **Resend access** by hand.

1. If **Send access when paid** is on in Settings, it goes out automatically when the balance reaches zero.

Attendance

Switch to the **Attendance** view, choose the group and tap each class box: ✓ attended, ✕ absent, · not marked. The last column shows each student's percentage.



Attendance for the Excel group: one column per class, from 1 (Nov 3) to 8 (Nov 26).

Waitlist

- If a group is full, or the course has no open groups, the person goes on the course **Waitlist**.
- If someone withdraws (**Withdraw**, in the student's status), their seat is freed and **the first person on the list gets in automatically** and is notified.
- When you open enrollment for a new group, everyone on the waitlist is notified.
- The **Status → Waitlist** filter and the **Waiting** counter tell you how many are waiting.

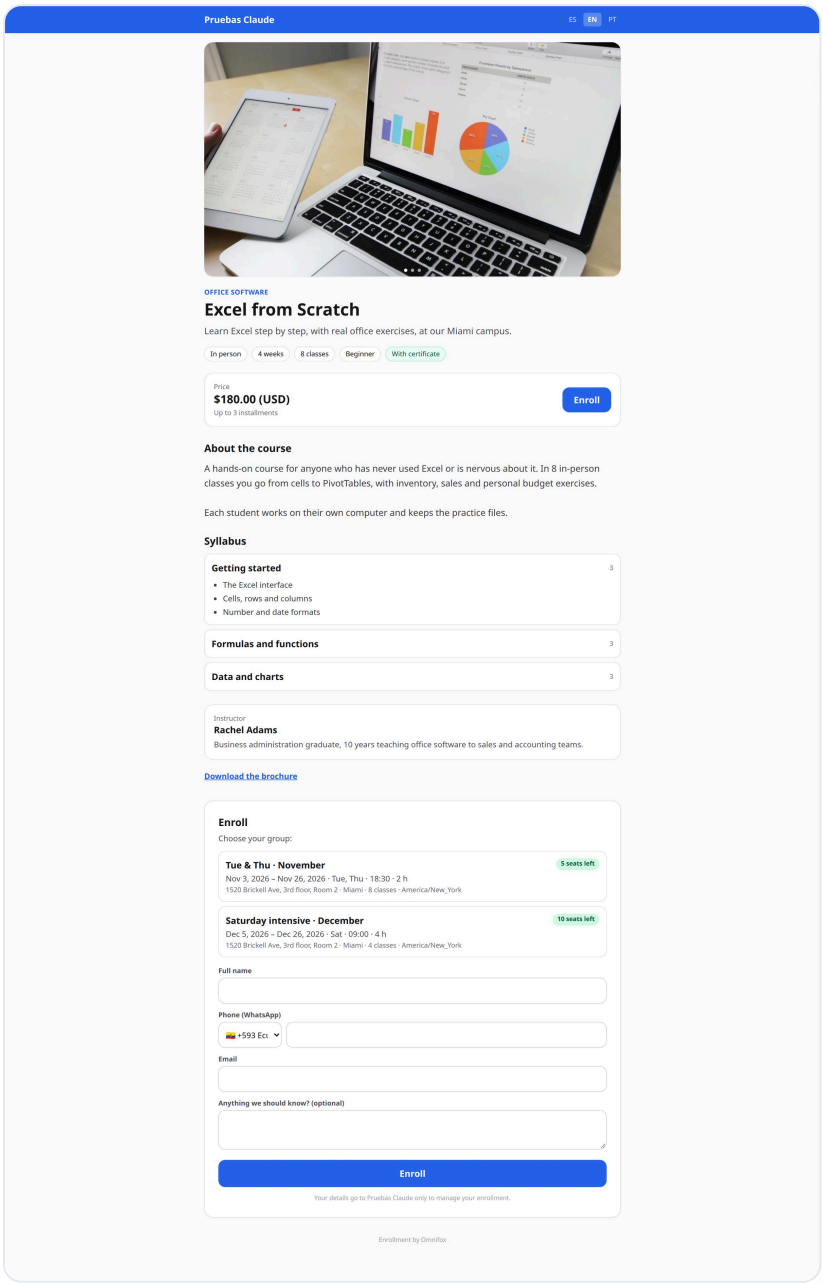
> **TIP**
> If the waitlist grows, it is the signal to open another group. With **Move to…** you move a student from one group to another without losing their payment.

08

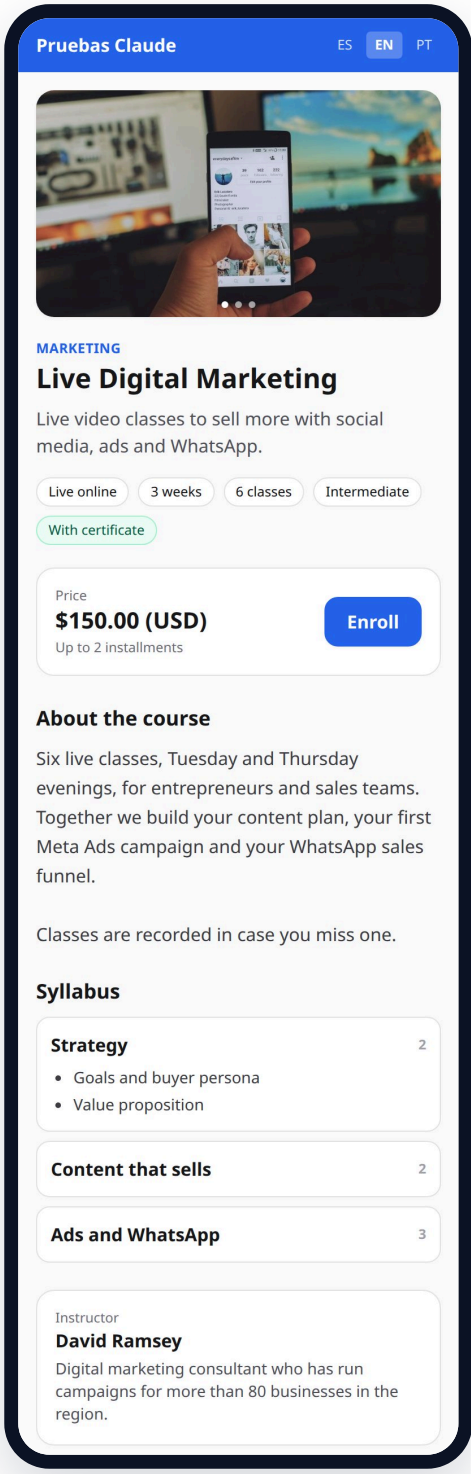
CHAPTER 8

Public page and direct enrollment

Each course and each bundle can have its own page with photos, syllabus, upcoming groups and a form: the student enrolls without creating an account.



The public page of **Excel from Scratch**: cover, price, installments, syllabus, instructor, brochure, upcoming groups with seats and the form.



On a phone, the page of **Live Digital Marketing**.

Turning it on

The page works when three things are true:

1. The course is in **Status: Active**.
2. In the course, **Where it shows → Public page with enrollment** is on.
3. In **Settings → Public page**, **Public course pages** is on (it lets you close them all at once).

In **Settings** you also choose whether prices are shown (**Show prices**) and the page **Color**; if you do not pick one, your web store color or Omnifox's is used. The page is shown in the visitor's language (Spanish, English or Portuguese).

Sharing the link

On the course card, use **Copy link** or **View page**. The link ends in `/c/your-organization/course-name`, for example `app.omnifox.io/c/pruebas/excel-from-scratch`.

Where	What for
WhatsApp (chats and status)	Answer questions with everything in one tap. It shows with the course **cover**.
Instagram (bio and messages)	Take people from social media to enrollment.
Your website	An "Enroll" button.
Ads and email	Traffic straight to enrollment.
The Omnifox inbox	With **Send from catalog** (chapter 11), or the AI sends it.

What the form asks for

The student picks their group and types their full name, phone (WhatsApp) and email. Email is required: that is where the confirmation arrives. When they submit, they are enrolled with **Source: Public page** and the seat is taken. If the group filled up, they go on the waitlist. In a bundle without groups, enrollment is direct.

If this happens…	Check
The page does not open	The three conditions above.
No dates appear	That the course has groups with open enrollment.
The link shows without a photo	Upload at least one photo. WhatsApp keeps the preview for a while: if you change the cover, chats where it was already shared may still show the old one.

09

CHAPTER 9

Notifications and reminders

The module notifies students and your team automatically. Everything is set in Catalog → Courses → Settings.

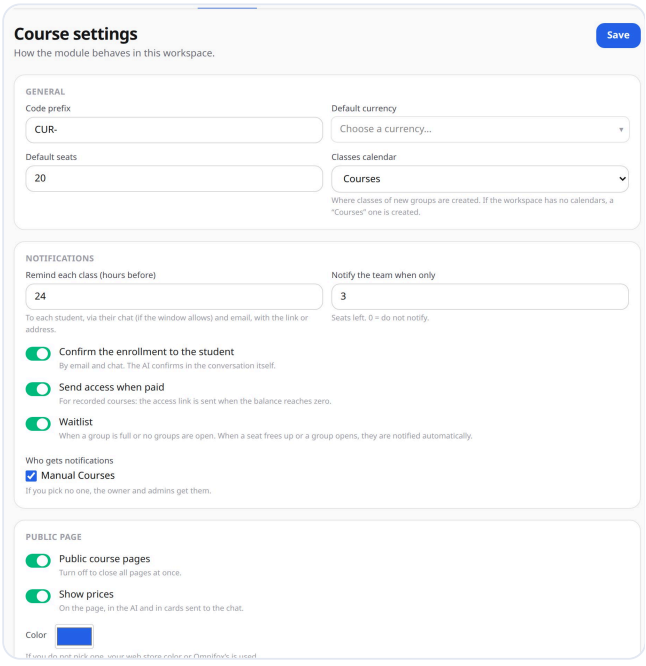
Notifications to the student

Notification	When it goes out	Setting
Confirmation	On enrollment (panel, AI or public page)	**Confirm the enrollment to the student**
Class reminder	The number of hours before each class you choose, with the link or address	**Remind each class (hours before)**
Recorded course access	When the enrollment is paid	**Send access when paid**
Waitlist	On joining, when a seat frees up and when you open a new group	**Waitlist**

Notifications go out **through the student's chat** when the WhatsApp (or channel) 24-hour window allows it and, if not, **by email**, in the student's language. The confirmation also goes by email. If the student enrolled with the AI, the conversation itself gives the confirmation.

Notifications to the team

- **Every new enrollment** and every waitlist sign-up: a bell notification and an email.
- **Low seats**: in **Notify the team when only** you choose how many free seats trigger the notice (0 = do not notify). The team is also notified when a group fills up.
- In **Who gets notifications** you choose the people. If you pick no one, the owner and admins get them.

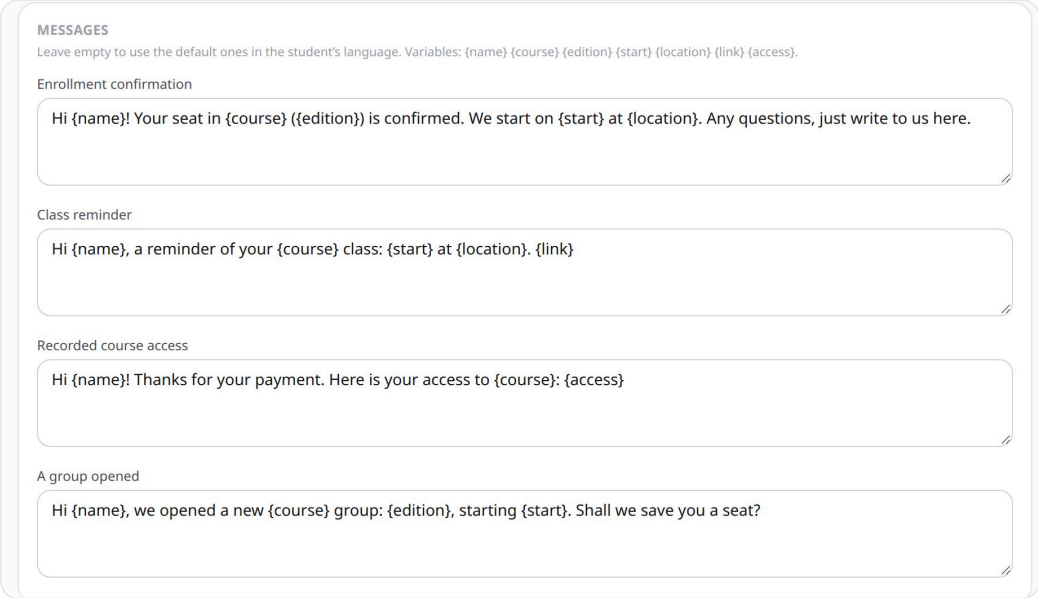


Course settings: the classes calendar, notifications (reminder 24 hours before, team notice at 3 free seats) and the public page.

Customizing the messages

Under **Messages** you can rewrite the confirmation, the reminder, the access and the new-group notice. Leave them empty to use the default ones in the student's language.

Variable	Replaced by	Variable	Replaced by
`{name}`	Student's name	`{location}`	Address, room or class link
`{course}`	Course name	`{link}`	Class or page link
`{edition}`	Group name	`{access}`	Recorded course access link
`{start}`	Start date and time		



Messages: the four templates with their variables. When empty, the default ones are used.

> **TIP**
>
> Check each group's address or link before opening enrollment: that is what goes in the reminder. If a reminder does not arrive, check that the setting is on and that the student has an email or an open chat.

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CHAPTER 10

Setting up the AI agent

An AI agent can answer price, syllabus and dates with seats, enroll the student in the group they choose and send them the link, on WhatsApp, Instagram, Messenger and your website chat.

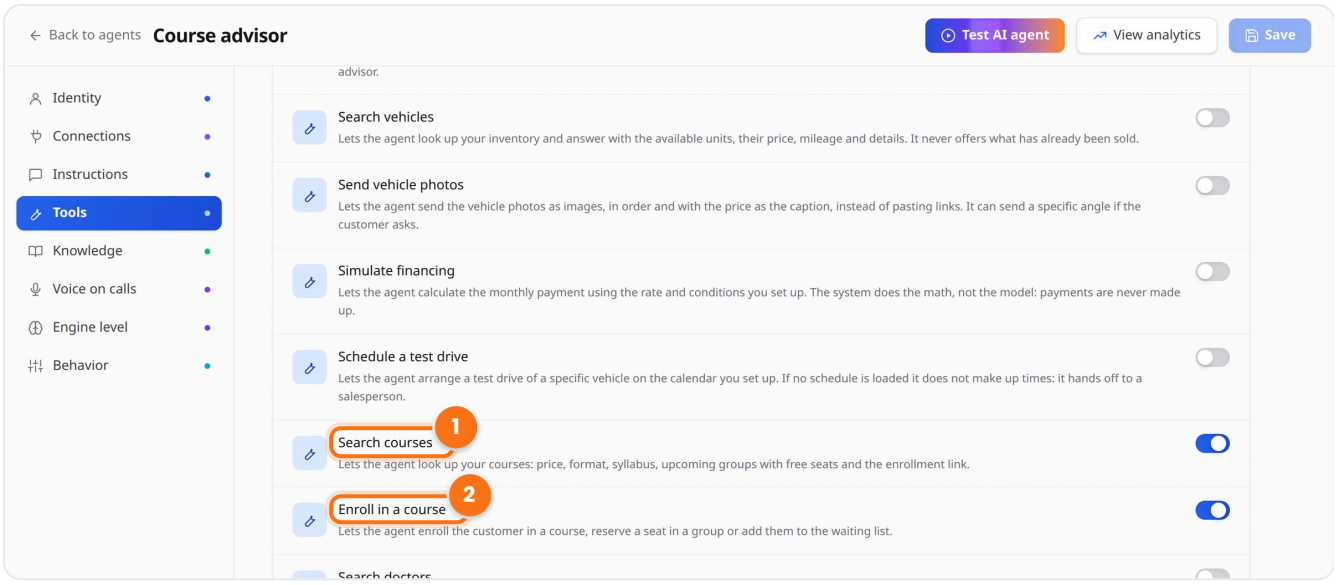
Before you start

- The **Courses** module is on and you have courses in **Status: Active**.
- Every course the AI may sell has **The AI can offer it** turned on (**Where it shows** section). Courses with it off do not exist for the agent.
- Live and in-person courses have at least one group with open enrollment.

Step by step

1. Go to **AI Agents** and open the agent (or create a new one).
2. In **Tools**, turn on **Search courses** and **Enroll in a course**.
3. Optional: **Send quotes**, if you want it to build quotes (it finds courses too).
4. Turn on **Assign to agent or team**, to hand the conversation to your team.
5. In **Instructions**, paste the example prompt and replace whatever is in brackets.
6. In **Connections**, choose the channels it answers on.
7. Test it with **Test AI agent**: “how much is it?”, “when does it start?”, “I want to sign up”. Save.

Tool	What it does
Search courses `search_courses`	Searches courses and bundles; returns price (if shown), syllabus, format, groups with seats and the page link.
Enroll in a course `enroll_course`	Enrolls the student; if there are several groups it asks which one, and if there are no seats it offers the waitlist.
Send quotes `create_quote`	Builds a quote with the course as a line item.
Assign to agent or team	Hands the conversation to a person.



Tools tab of the "Course advisor" agent.

1. **Search courses**.
2. **Enroll in a course**.

Example prompt: "Course advisor"

Copy it into **Instructions** and change whatever is **[in brackets]**. Tools are named with a **!** in front, as in the instructions editor.

```
# Role
You are the Course advisor for [Your school name]. You answer people interested in our courses on
WhatsApp, Instagram, Messenger and our website chat. Your goal is to answer their questions with real
data and, when they are ready, enroll them in the group they choose.

# Tone
- Warm, clear and professional.
- Short messages: 2 to 4 lines. One question per message.
- Use the person's first name once you know it.
- No pressure and no fake urgency ("last seats!") unless the tool shows that very few seats are
actually left.
- Reply in the language the person writes in.

# What to ask (no interrogation)
1. What they want to learn or what they need it for.
2. Which format works for them: live online, in person, self-paced recorded or blended.
3. Which days or times suit them.
If they already told you, do not ask again. If they ask about a specific course, go straight to it.

# When to use !search_courses
- ALWAYS before giving price, syllabus, length, format, dates, schedule, venue, link or seats.
- Never answer those from memory or from earlier messages: they may have changed.
- If there are several options, present at most 3, each with start date and schedule.
- Only offer groups the tool shows with open seats.
- If no group has seats, say so clearly and offer the waitlist: they will be notified if a seat opens
up or we open a new group.
- If you cannot find the course they ask for, do not invent it: say we do not offer it and suggest the
closest one.

# When to use !enroll_course
- Only when the person confirms the exact course and group.
- First ask for any missing details: full name and email (and phone number if they are not writing on
WhatsApp).
- Repeat course, group and start date, and wait for a "yes" before enrolling.
- If the group filled up during the chat, offer the next group with seats or the waitlist.
```

```
- After enrolling, confirm in one short message and tell them they will get a reminder before each
class.

# When to send the course link
- When they ask for "more information", photos, the full syllabus or something to share.
- After enrolling, so they have everything at hand.
- When they prefer to register on their own.
Only send the link returned by !search_courses. Never make up a web address.

# Prices, deposits and installments
- Give the exact price returned by !search_courses, with its currency. If the course does not show a
price, say a team member will confirm it and hand off.
- Explain the payment options: full payment, deposit or installments (up to the number the course
allows). Do not invent installment amounts, due dates or fees.
- You do not take payments in the chat: if they ask how to pay, hand off to a person on the team.
- If it is a bundle (program or track), explain which courses it includes.
- Do not offer discounts, scholarships, promotions or special prices on your own.
- Never ask for card details, passwords or payment receipts in the chat.

# When to hand off to a person (!assign_to_user_or_team)
- They ask for a discount, scholarship, employer agreement or a special invoice.
- They want to pay, or there is a problem with a payment, a refund or a complaint.
- The question is academic and the syllabus does not answer it (special prerequisites, credit transfer,
certificates).
- They want to enroll a group of people or arrange corporate training.
- The person asks for a human, is upset, or you still do not understand them after two tries.
Before handing off, say: "I'm connecting you with someone on our team who can help with this." Leave a
short summary: course of interest, group, details already collected and what they asked for.

# Never
- Invent courses, dates, seats, prices, instructors or certificates.
- Enroll anyone without explicit confirmation.
- Promise outcomes (a job, passing an exam).
- Criticize other schools.
```

Tips

- Test it with a full group, to check that it offers the waitlist instead of enrolling.
- If you change prices or dates, you do not need to touch the prompt: the AI reads them from the course in every conversation.
- Whatever you write in **AI only** (the course's notes and frequent questions) is used to answer without being shown.
- If you turn off **Show prices** in **Settings**, the AI does not give them either and hands off to a person.
- Each reply uses AI credits from your plan.

11

CHAPTER 11

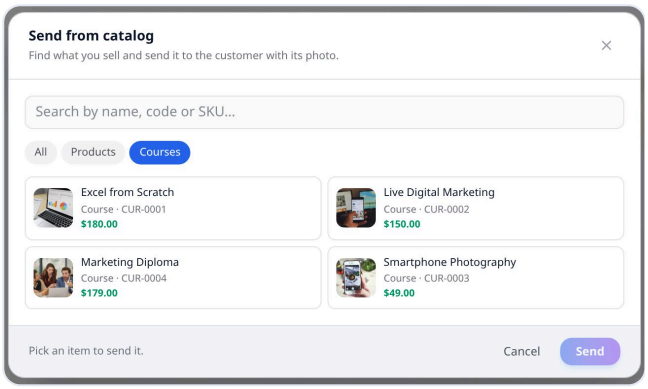
Quotes and “Send from catalog”

Courses are quoted and sent through the chat just like products.

Send from catalog

When someone asks about a course in the chat, there is no need to copy text or look for photos: the course is sent from the conversation itself.

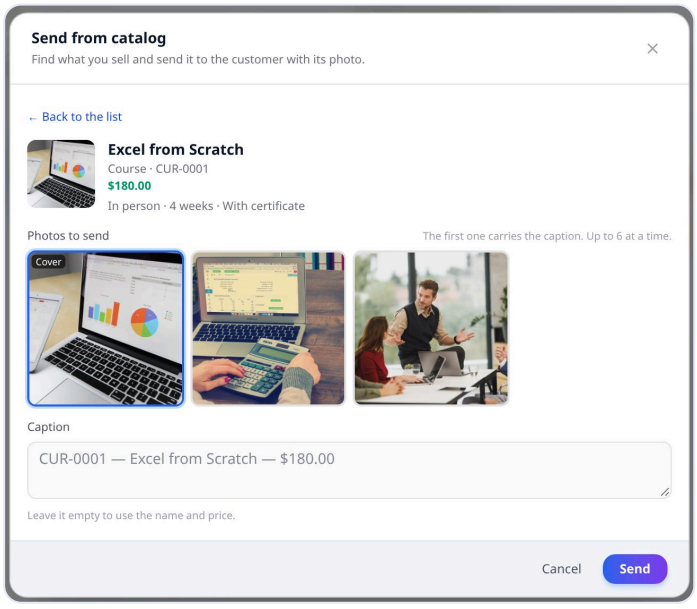
1. In the inbox, open the conversation.
2. In the message bar, tap the **Send a catalog item** button.
3. Switch to the **Courses** tab and pick the course.
4. Choose which **Photos to send** (up to 6; the first one carries the caption), check the **Caption** and tap **Send**.



Send from catalog, **Courses** tab: the four courses with their code and price.

The customer receives the photos with the name, code and price, and the **public page link** to enroll. If you leave the caption empty, the name and price are used.

> **NOTE**
> On WhatsApp, outside the 24-hour window only approved templates can be sent: the button stays disabled until the customer writes again.

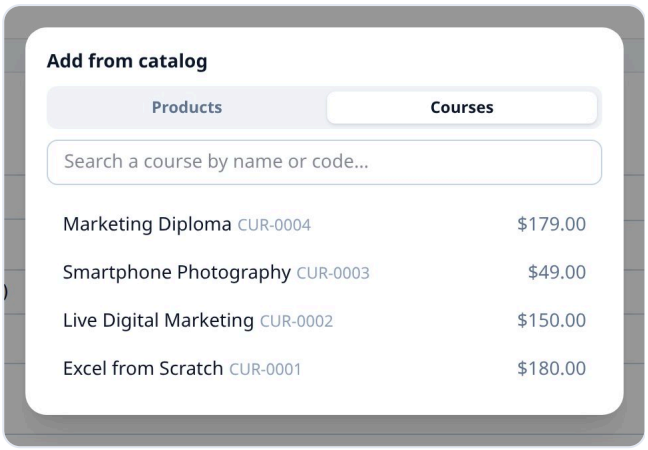


The **Excel from Scratch** card ready to send: cover, photos, format, duration and certificate.

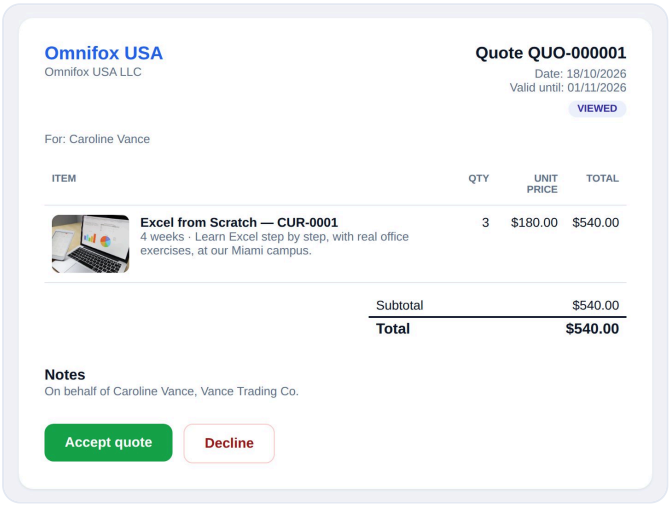
Quotes

In **Catalog → Quotes**, when you add a line with **Pick a product**, the picker has two tabs: **Products** and **Courses** (the latter appears when the module is on). Pick the course and the line is filled in with its name and price.

If the AI agent has **Send quotes**, it also builds quotes with courses when the customer asks for one ("can you send me a quote?"). The quote is sent through the same channel and, once accepted, it is handled like any other.



New quote: the picker with the **Courses** tab.



What the customer sees: the quote with the course as a line item, ready to accept or reject.

12

CHAPTER 12

FAQ and current limits

The most common questions and what the module does not do yet, so you know before promising it to a student.

Current limits

No online payments

Omnifox does not collect the enrollment or the installments: there is no payment gateway on the public page or in the chat. The student pays through your usual methods and you record it in **Payment**.

Installments marked by hand

Each installment is marked as paid by hand. There is no automatic charge or overdue notice: check **Outstanding** in Students.

The schedule does not move existing classes

If you change the days or time of a group that has classes, move them one by one under **Classes**.

The certificate is informational

Includes a certificate is shown on the page and the AI mentions it, but Omnifox does not issue the certificate.

Frequently asked questions

Does it cost anything to turn on Courses?

No. It is included in your plan from Impulsa up. Only the Omnifox video rooms require the Video calls add-on.

Can I have the same course at two times or two locations?

Yes: one course, two groups. Each group has its own schedule, location, seats and, if you like, its own price.

What happens if a group fills up?

If **Waitlist when full** is on, new people go on the waitlist. If someone withdraws, the first one gets in automatically. The team gets the group-full notice.

Can the AI enroll someone without the customer confirming?

The example prompt tells it to repeat course, group and date and wait for a “yes”. And it never enrolls in a group without seats: it offers the next one or the waitlist.

Does the student need to create an account?

No. They enroll on the page with name, phone and email, or through the chat.

Do classes block my services calendar?

They occupy the calendar they are created in. Use a calendar just for courses and they will not overlap.

How do I take a deposit and the rest in installments?

In **Payment**, enter the deposit in **Paid** and then create the **Installment plan**: the deposit is kept as the first paid installment and the balance is split into equal installments.

What language are the notifications and the page in?

The student's (Spanish, English or Portuguese), unless you write your own messages in Settings.

Can I connect Courses to another system?

Yes: courses and enrollments are also available in the Omnifox API; enrollments that come in that way show with their source.



Need help?

The articles in the **Courses** category of the help center (omnifox.io/help/courses) follow these same steps. If something does not look like it does in the manual, write to us from **Support**, at the top right in Omnifox.