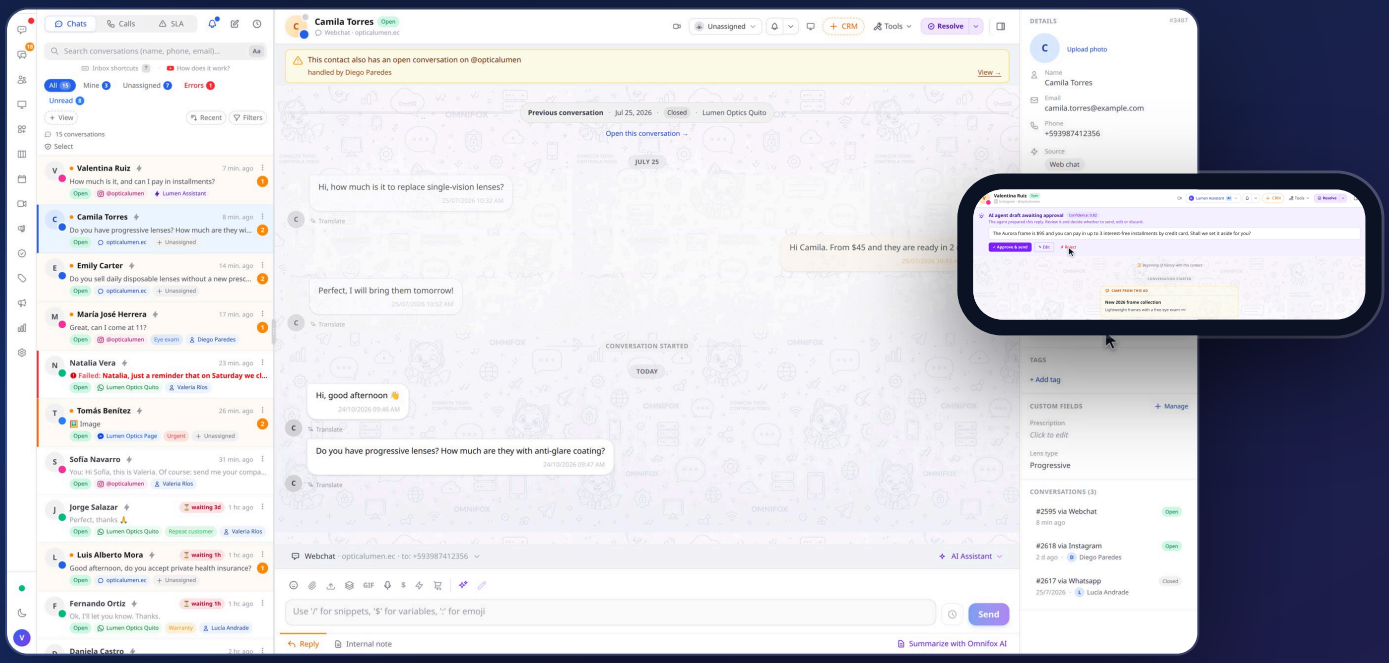
Omnifox

COMPLETE GUIDE · USER MANUAL

Inbox

Everything you can do in the Omnifox inbox, step by step: search and filter, reply with every editor tool, assign, work with AI, WhatsApp, calls, statuses and teamwork.



Step-by-step guide for your support team

Version 2.0 · October 2026 · omnifox.io

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How to read this guide

The screenshots are real Omnifox screens with a sample business, **Lumen Optics**, a fictional optical store in Quito with three people on the team: Valeria (the person using the screen), Diego and Lucía. The customers, messages and call are made up.

Button and field names are in **bold**, exactly as they appear on screen. This guide follows the same chapters as the video “Inbox complete guide” on the Omnifox YouTube channel. Some features depend on your plan, on how your workspace is set up and on the permissions your administrator gives you.

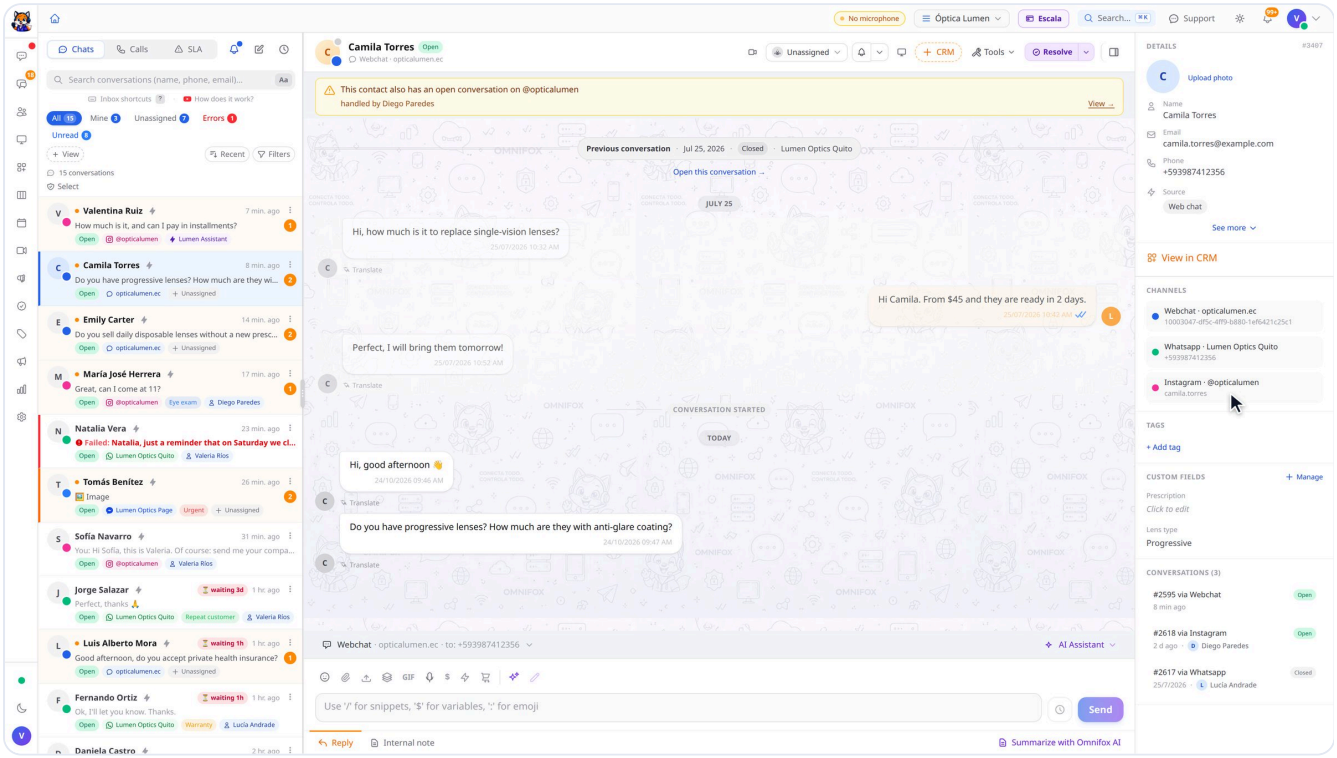
01

CHAPTER 1

A tour of the screen

Three columns: the conversation list, the open chat and the customer panel.

The inbox (**Conversations** menu) brings WhatsApp, Instagram, Messenger and your website chat together in a single list. Each conversation shows which channel it came from, its status and who is handling it, so nobody answers the same thing twice and no customer is left waiting.



The inbox with its three columns.

Area	What you find
List (left)	The **Chats**, **Calls** and **SLA** tabs; search; the quick views; **View**, sorting and **Filters**; and the conversations.
Chat (center)	The header with the status, the assignment and the actions; the history; and the editor to reply or leave an **Internal note**.
Panel (right)	Contact details, channels, **Tags**, **Custom fields**, conversations and **View in CRM**.
Top bar	The workspace selector, global search, **Support** and the notifications bell.
Sidebar	The Omnifox modules and, at the bottom, your status (**Online**).

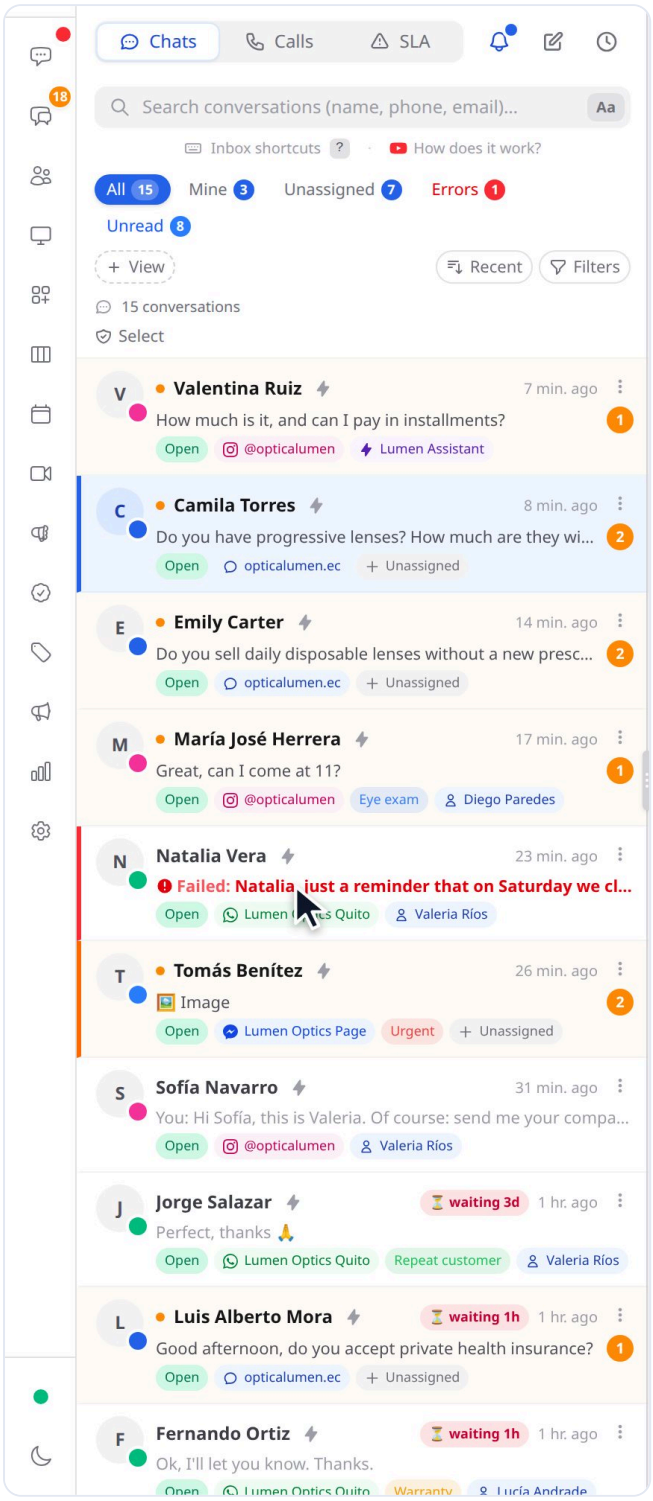
1. To make more room, tap **Hide contact details** (the panel icon at the top right of the chat).
2. To see the panel again, tap the same button (**Show contact details**).
3. If you have questions, the **How does it work?** link below the search box opens the video and this guide.

02

CHAPTER 2

The conversation list

Each row tells you at a glance who wrote, from where, what they asked and who is handling it.



List rows: status, channel, tags, assignment, unread, waiting time and failed send.

Element	What it means
Name and message	The customer, their last message and how long ago it arrived.
Status	**Open**, **Pending**, **Snoozed**, **Resolved** or **Closed**.
Channel	The account they wrote to (WhatsApp, Instagram, Messenger, web chat).
Tags	The conversation tags, in color.
Assignment	The person, team or AI agent handling it, or **Unassigned**.
Orange circle	Unread messages.
waiting	How long the customer has been without a reply.
Colored border	Priority: an orange border marks an urgent chat.
Failed: in red	Your last message could not be delivered.

Quick views

View	What it shows
All	Every conversation you can see in this workspace.
Mine	Only the ones assigned to you.
Unassigned	The ones nobody has taken yet.
Errors	Conversations whose last send failed.
Unread	Adds to the chosen view and keeps only the ones with unread messages. Tap it again to turn it off.

Chats, Calls and SLA tabs

Chats is the regular list. **Calls** is the call log (chapter 18), with a red number when there are missed calls you haven't checked yet. **SLA** gathers the chats that went past the response time your company agreed on.

> **NOTE**
> What you see depends on your permissions: an administrator can limit your inbox to your own chats, to your teams' chats, or open it up completely.

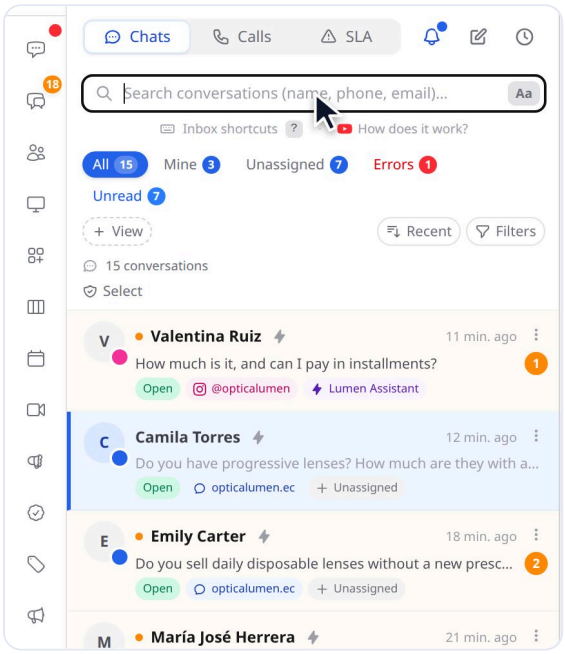
03

CHAPTER 3

Search and sort

Find any customer in seconds and sort the list the way you like.

1. Type the customer's name, phone number or email in the search box: the list filters as you type.
2. To also search inside message text, turn on the **Aa** button to the right of the search box and type a word (for example, "polarized").
3. To go back to the full list, clear the search box (and turn off **Aa** if you turned it on).
4. Tap **Recent** to change the order: **Recent**, **Oldest**, **Unanswered** (what has been waiting longest) or **Priority**.



Searching by name in the list.

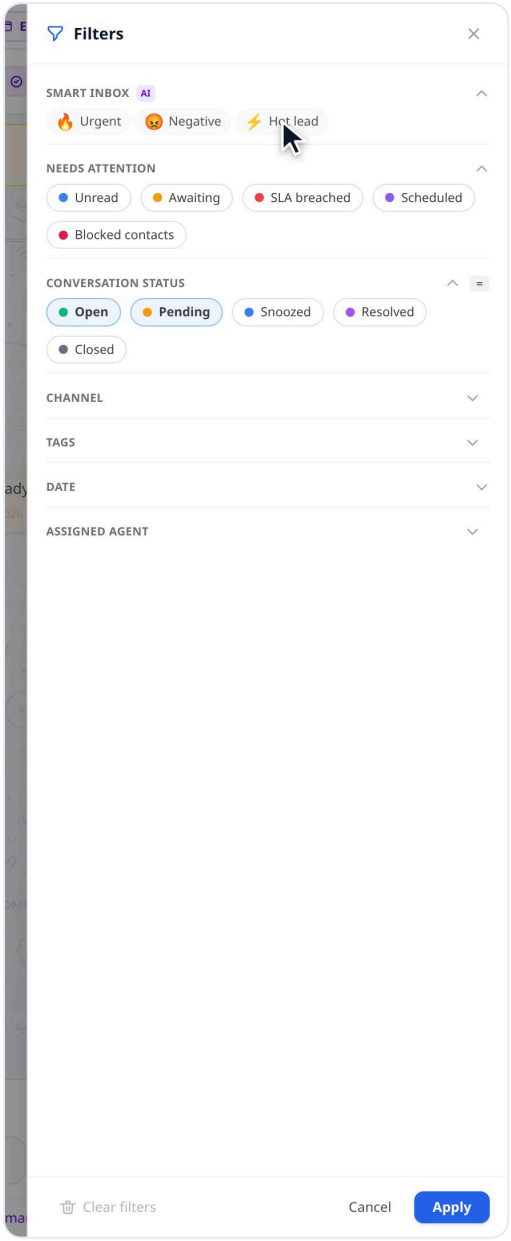
> **NOTE**
>
> Searching inside messages depends on your plan.

04

CHAPTER 4

Filters and saved views

Combine criteria to keep only what you need to handle, and save them as a view.



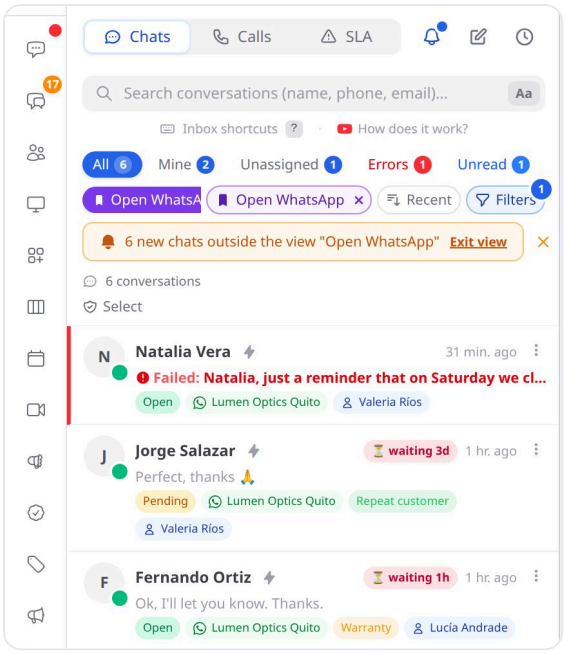
The Filters panel, with Smart Inbox at the top.

Section	What it's for
Smart Inbox (AI)	**Urgent**, **Negative** (upset customers) and **Hot lead** (eager to buy), based on the AI's analysis.
Needs attention	**Unread**, **Awaiting**, **SLA breached**, **Scheduled** (chats with messages waiting to go out) and **Blocked contacts**.
Conversation status	Open, Pending, Snoozed, Resolved and Closed. By default you see open and pending ones. The button to the right of the title switches between including or excluding what you checked.
Channel	By channel type or by a specific account.
Tags, **Teams**, **Date**, **Assigned agent**	To narrow things down even more (last message or creation date: today, 24 h, 7 or 30 days, or a range).

1. Tap **Filters**, above the list.
2. Check what you need; for example, open **Channel** and choose **WhatsApp**.
3. Tap **Apply**. The Filters button shows how many filters are active.
4. If new chats arrive that your filter is hiding, an orange notice above the list tells you, with a link to **Clear**.
5. To remove the filters, open Filters again, tap **Clear filters** and then **Apply**.

Saved views

1. With the filters, sorting and search you want on screen, tap **View** → **Save current view**.
2. Give it a name (for example, "Open WhatsApp").
3. Leave **Pin as a quick tab** checked to keep it next to the All, Mine... views, and tap **Save**.
4. Tap the view to turn it on, and tap it again to turn it off. From the View menu you can also update it with the current filters, pin it, unpin it or delete it.



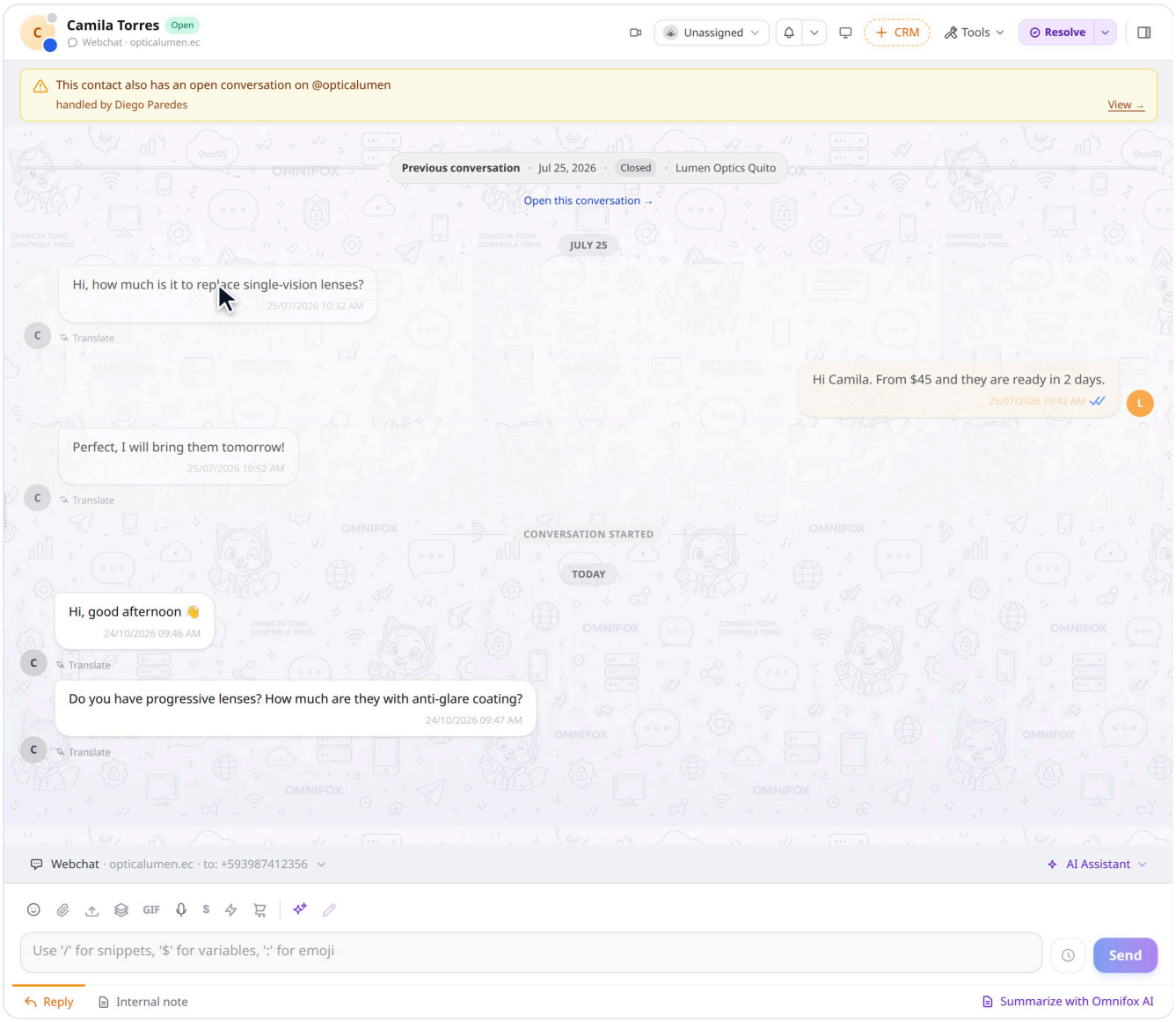
The “Open WhatsApp” view, saved and pinned.

05

CHAPTER 5

Inside a conversation

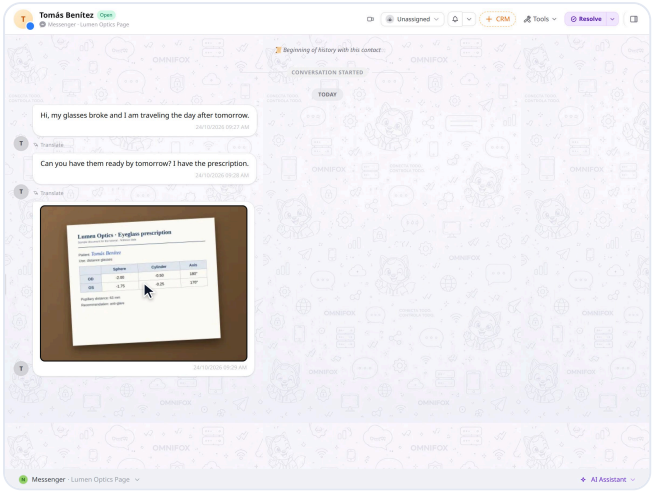
Everything that happened with the customer, across all their channels, on one screen.



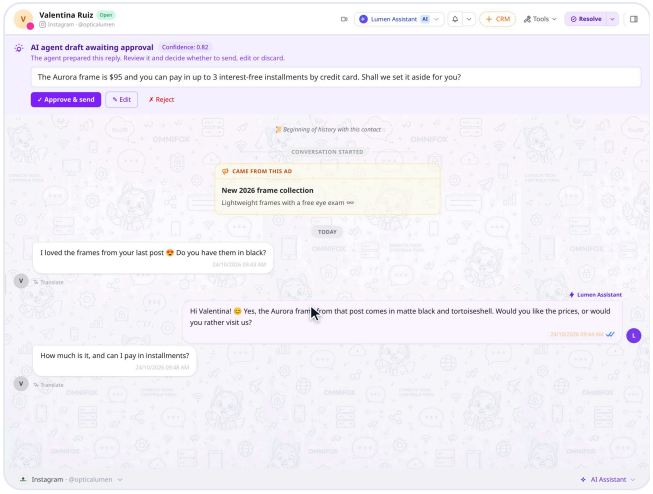
Camila's conversation: a notice about another open conversation and her earlier WhatsApp history.

- **Header**: name, status and channel; on the right, the actions (call or video call, assignment, mute, CRM, **Tools** and **Resolve**).
- **Yellow notice** "This contact also has an open conversation on...": the same customer is writing to you on another channel and someone (or an AI) is handling it; **View** takes you to that chat.
- **Previous conversation**: as you scroll up in the chat, the customer's past conversations from any channel appear in read-only mode. **Open this conversation** opens it in full.
- **Photos and files** show up inside the chat; click a photo to open it large, with arrows to move to the next one and a button to download it.
- **Came from this ad**: if the customer arrived from an Instagram or Facebook ad, you'll see the ad at the top of the chat.

- **Search in this chat**: press **Ctrl + F** (or **Cmd + F** on a Mac) to search for a word inside the open conversation.



The photo of the prescription Tomás sent.



Valentina's source ad and a search inside the chat.

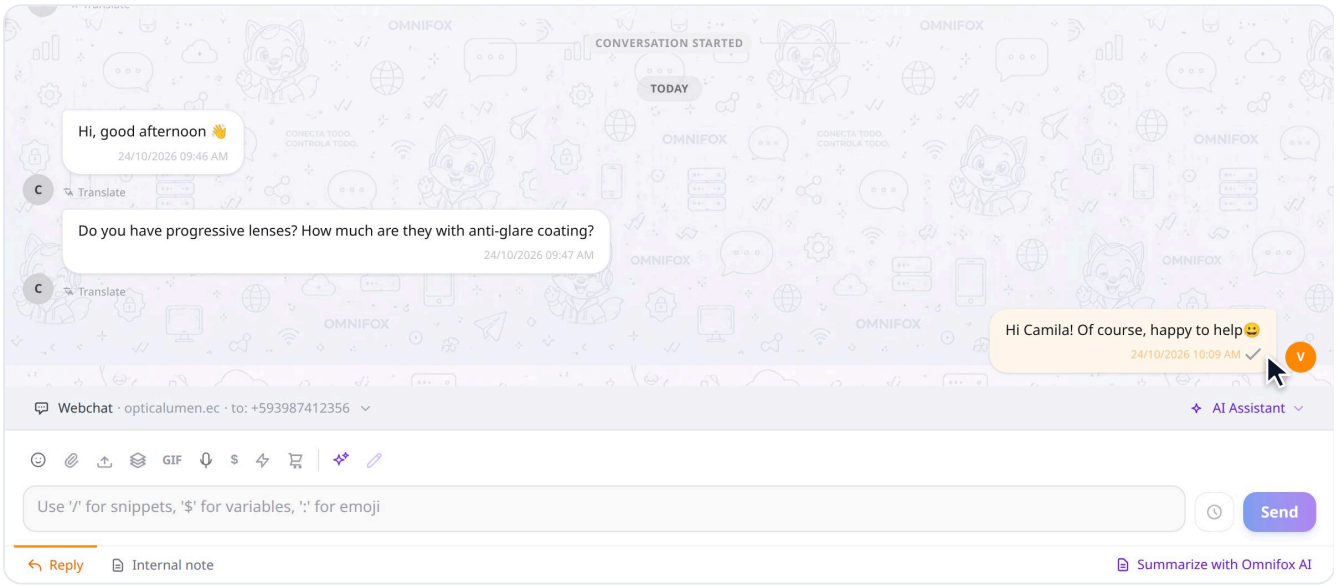
06

CHAPTER 6

Write and send

The editor: which channel the message goes out on, emojis, drafts and delivery receipts.

1. Above the editor you see the channel your message will go out on and to which number or user. If the customer has several channels, tap it to choose another one (**Reply via**).
2. Type your message. **Enter** sends it and **Shift + Enter** adds a line break.
3. For emojis, use the smiley button or type a colon **:** followed by the emoji name.
4. Tap **Send**.



The message sent to Camila.

- **Drafts**: if you switch chats before sending, the text is saved automatically.
- **Drag and drop**: drop files onto the chat to attach them.
- **Delivery receipts**: under each message you can see whether it is **Queued**, **Sent**, **Delivered** or **Read** (hover to see the exact time).

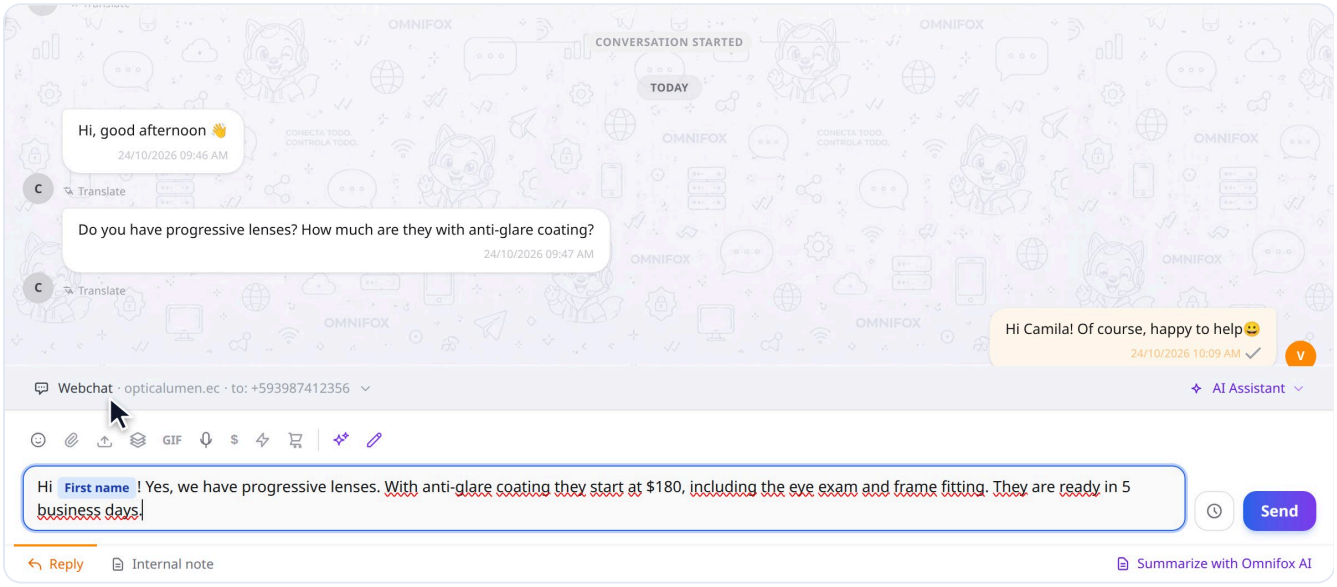
07

CHAPTER 7

Quick replies, variables and sequences

Answer repeat questions in seconds, with the customer's details filled in for you.

1. In the editor, type a slash **/** and start typing: matching quick replies appear.
2. Pick one with the mouse or with **Enter**. Variables such as **Name** show up as a tag and are replaced with the customer's data when you send.
3. Review the text, change it if needed and tap **Send**.



The "Progressive lens price" quick reply with the Name variable.

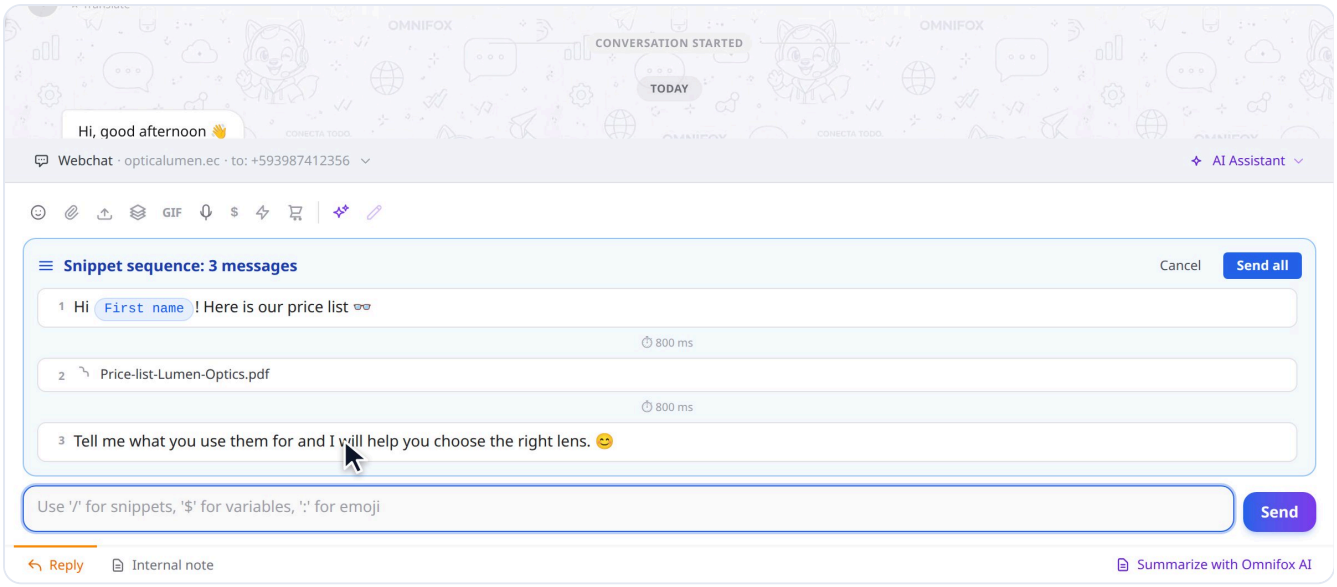
Variables

Type **$** (or tap the **$** button on the toolbar) to insert a variable by hand: **Contact** details (first name, last name, email, phone, company, city...), **Agent** details (your name) or **Workspace** details.

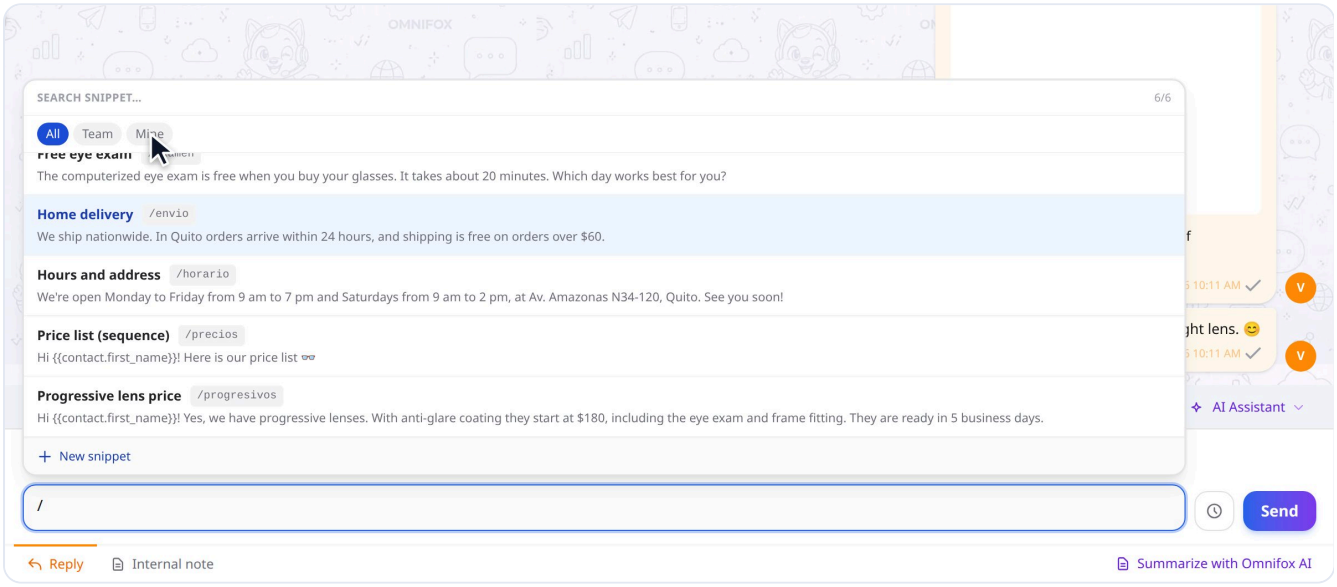
Sequences

A quick reply can be a **multi-message sequence**: text, images, videos, audio or files such as a PDF, sent in order.

1. Type **/** and choose the sequence (in the example, **Price list (sequence)**).
2. The preview "Snippet sequence: 3 messages" appears, with each step. You can edit a step before sending.
3. Tap **Send all**: Omnifox sends the messages one after another.
4. If a step fails (for example, because the channel doesn't support that file type), it tells you which one and you can use **Retry remaining**.



Preview of a three-step sequence: greeting, PDF and question.



The quick reply picker, with the All, Team and Mine tabs.

TIP

With **New snippet** you create a quick reply without leaving the chat. Check **Only me** if you want it to be private: the rest of the team won't see it.

08

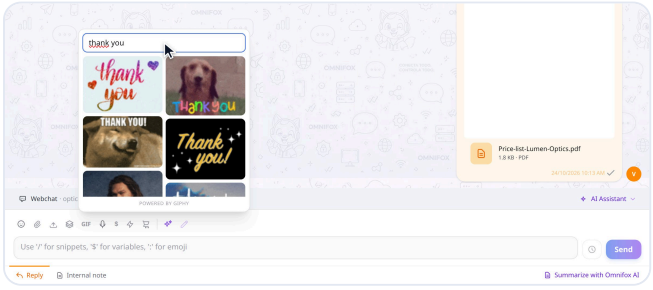
CHAPTER 8

Files, audio, GIFs and catalog

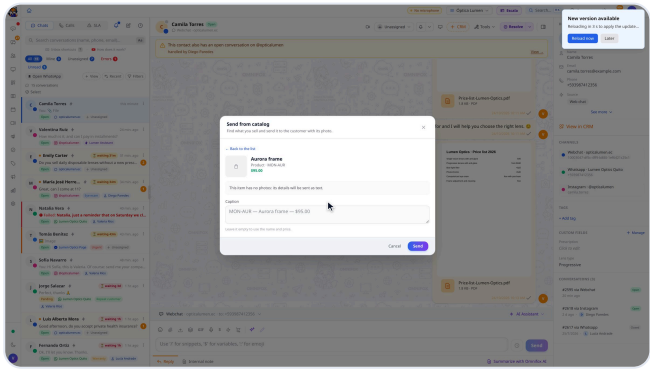
Everything you can send from the editor toolbar.

Button	What it's for
Smiley	Insert emojis.
Paper clip (**Attach file**)	Send any file: PDFs, documents, etc.
Attach image	Send photos and videos.
Attach from media library	Reuse images your team has already uploaded.
GIF	Search for and send a GIF.
Microphone	Record and send a voice note (up to 5 minutes; your browser asks for permission to use the microphone).
$	Insert variables.
Lightning bolt (**Snippets**)	Open quick replies.
Cart (**Send from catalog**)	Send a product, service or other item from your catalog with its photo, price and caption.
Sparkles and pencil	**Suggest reply** and **Improve text** with Omnifox AI (chapter 13).
Clock	**Schedule send** (chapter 9).

1. Tap the paper clip and choose the file (or drag it onto the chat).
2. The file appears above the editor, ready to send; you can remove it before sending.
3. Tap **Send attachments**.



The GIF search.



Send from catalog: the product card with its caption.

NOTE

On WhatsApp there are more options while the 24-hour window is open: see chapter 17.

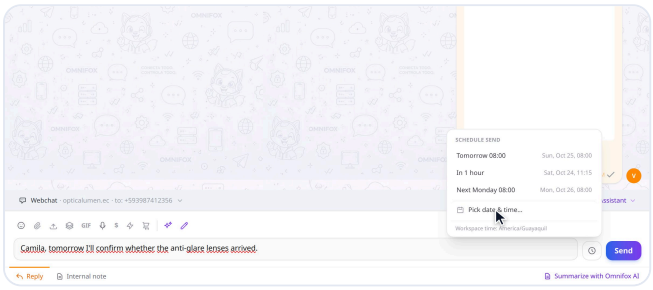
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CHAPTER 9

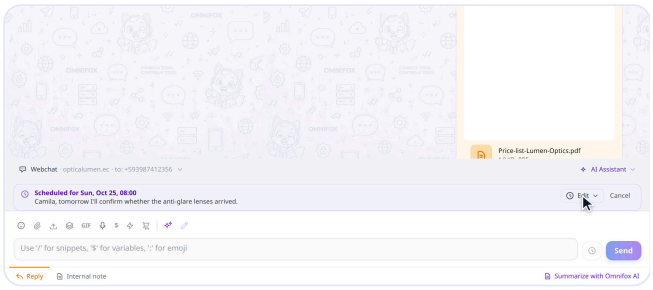
Schedule messages

Write now, send later.

1. Type the message in the editor.
2. Tap the clock (**Schedule send**), next to Send.
3. Choose **In 1 hour**, **Tomorrow 08:00**, **Next Monday 08:00** or **Pick date & time...** (the workspace time zone is used).
4. The message sits above the editor with its send date. From there you can **Edit** or **Cancel** it.



The Schedule send options.



The scheduled message, above the editor.

TIP

In **Filters** → **Needs attention** → **Scheduled** you see every chat with messages waiting to go out. On WhatsApp, if the 24-hour window is closed when the time comes, the send will fail: schedule a template instead.

10

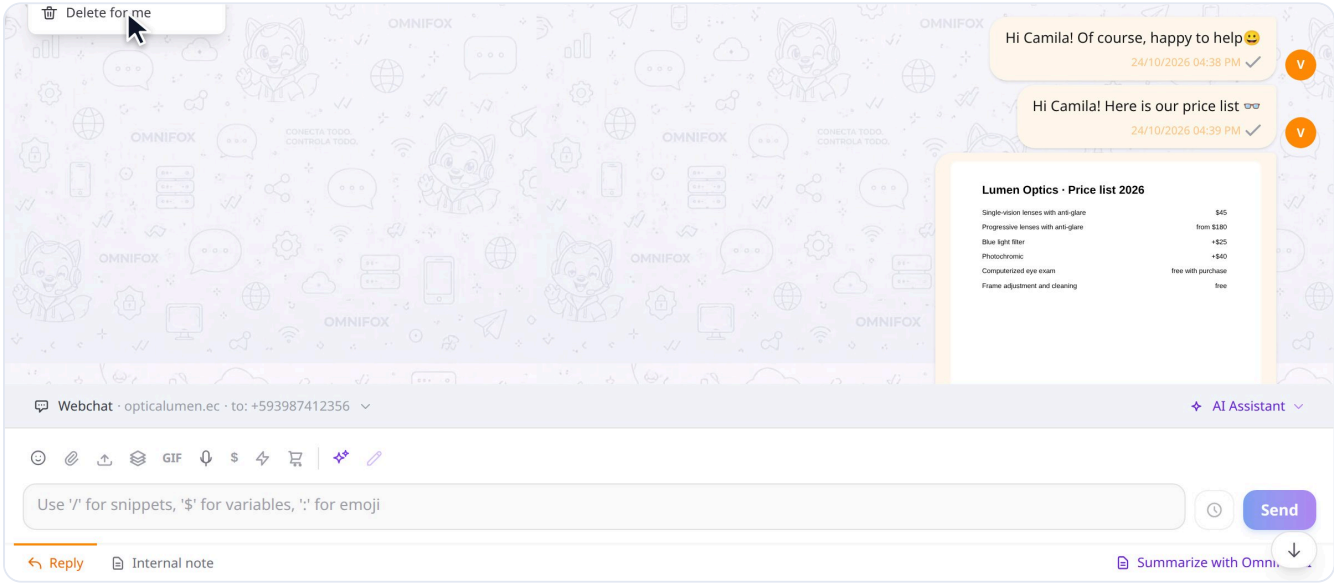
CHAPTER 10

Actions on a message

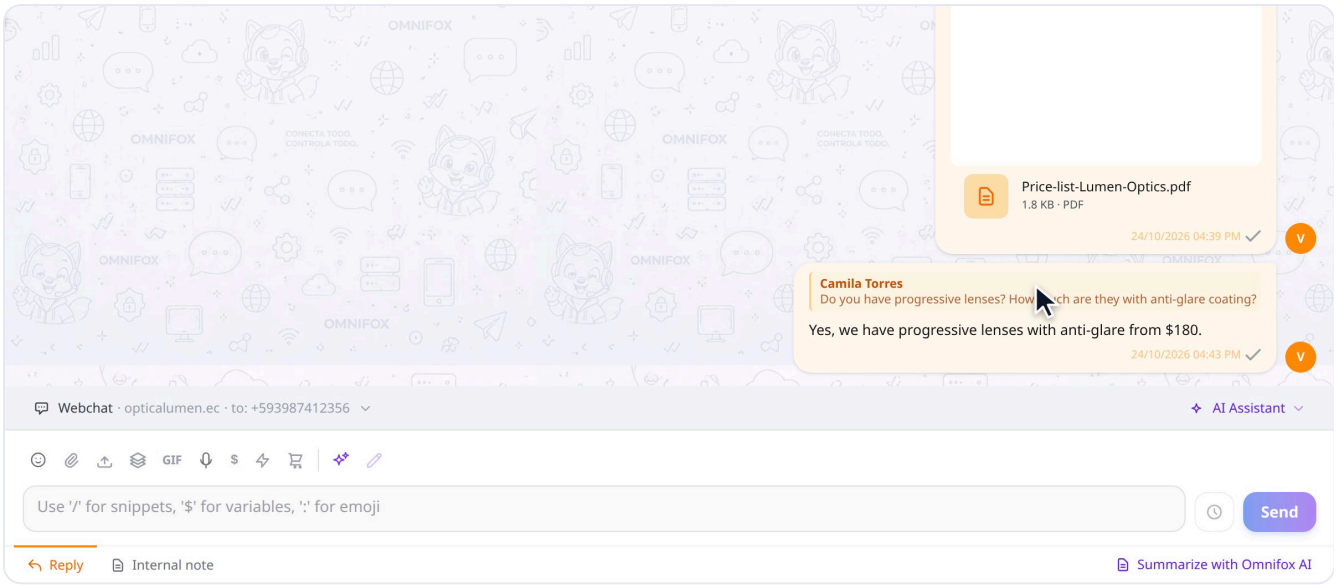
React, quote, copy, edit, delete and retry.

When you hover over a message, the smiley (**React**) and the three dots (**Message actions**) appear.

Action	What it does
React	Adds an emoji to the message.
Reply	Quotes the message: your reply is linked to the original (“Replying to...”).
Copy text	Copies the text to the clipboard.
Delete for me	Removes it only from your view; the customer still sees it.
Edit	On your own messages, during the first 15 minutes, on channels that allow it.
Delete for everyone	On your own messages: marks it as deleted for the whole team in Omnifox. On WhatsApp the customer still sees the original message, because Meta doesn’t allow deleting it.



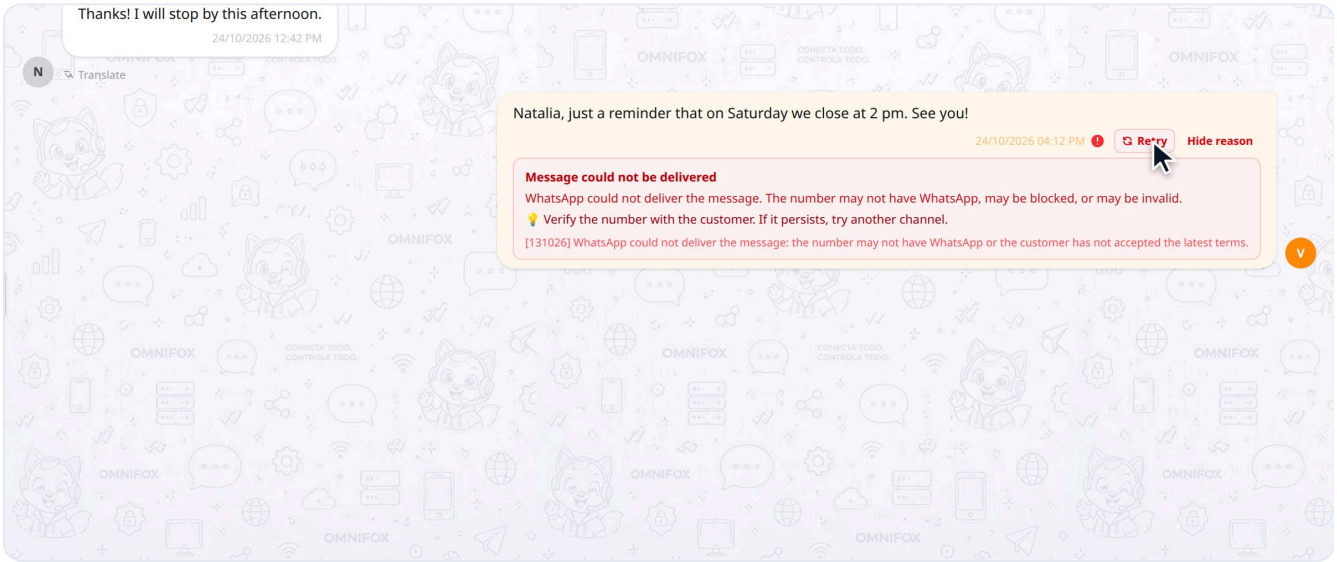
The actions menu on a customer message.



The reply quoting Camila's message, and the 👍 reaction.

Messages that weren't delivered

1. A message that couldn't be delivered shows a red notice (and the conversation appears in the **Errors** view).
2. Tap **See why** to read the channel's explanation.
3. Fix what's needed and tap **Retry** to send it again.



An undelivered WhatsApp message, with its reason.

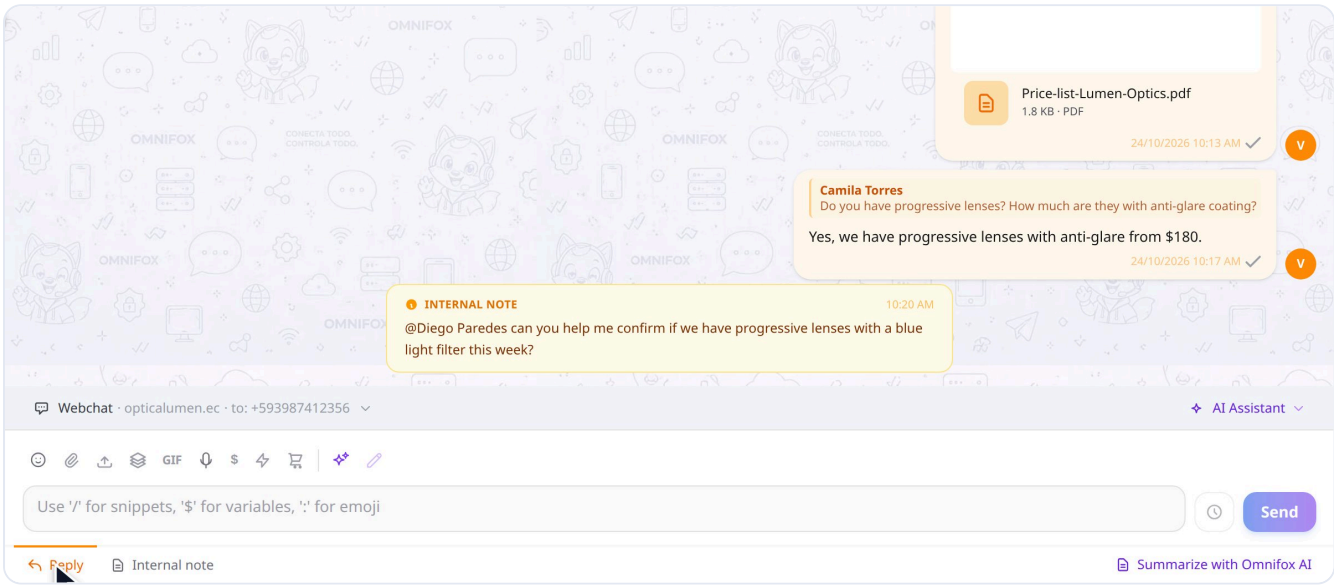
11

CHAPTER 11

Internal notes and mentions

Talk with your team inside the conversation without the customer seeing it.

1. Below the editor, switch to **Internal note**.
2. Type **@** and a teammate's name and pick them to mention them: they get a notification and land right in this chat.
3. Tap **Save note**.
4. Switch back to **Reply** to write to the customer again.



The internal note mentioning Diego, in yellow.

> **NOTE**
>
> Internal notes are never sent to the customer, on any channel. Hover over a note to **Edit note** or **Delete note**.

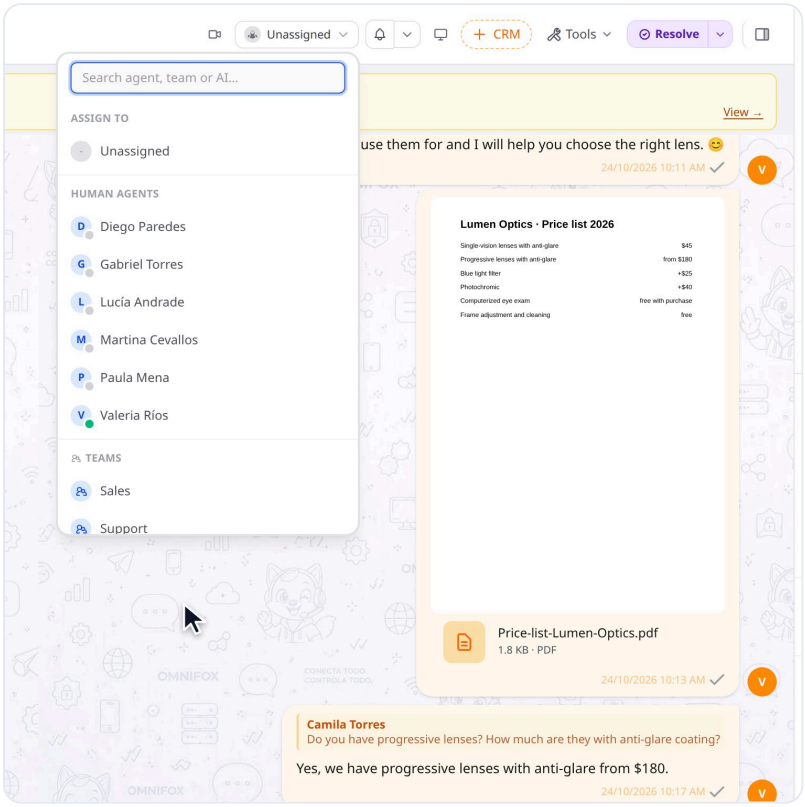
12

CHAPTER 12

Assign and distribute

Give every chat an owner and let each agent see their own.

1. In the chat header, tap the assignment button (**Unassigned** or the name of whoever has it).
2. Choose from **Human agents** (with their status: Online or Offline), **Teams** or **AI agents**.
3. The change shows instantly in the header and in the list, and it's recorded inside the conversation.



The assignment picker: people, teams and AI agents.

- Each agent finds their conversations in **Mine**.
- If you assign to a **team** (for example, Sales or Support), Omnifox can distribute the conversations among its members according to the rule your administrator sets up.
- To take a chat instantly: hover over the row, press **A** and confirm with **Enter**.

13

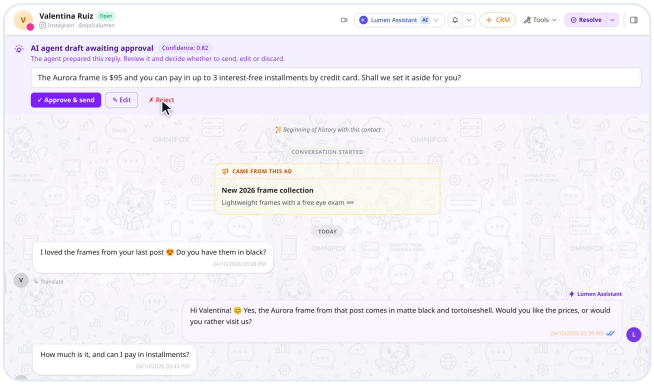
CHAPTER 13

AI inside the chat

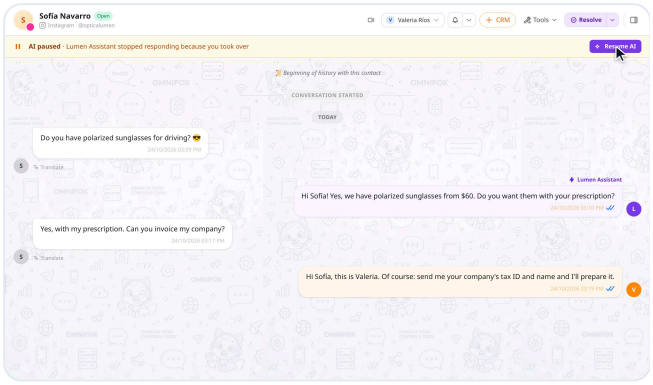
How artificial intelligence works alongside your team, and how it helps you write.

AI agents in the inbox

- In the list, a chat handled by an AI agent shows its name (in the example, **Lumen Assistant**). Its messages are labeled with its name.
- **AI agent draft awaiting approval**: if the agent is set up to ask for approval, it leaves a draft instead of replying. Choose **Approve & send**, **Edit** or **Reject**.
- **AI paused**: the agent stops replying when a person takes over (or when it hands the conversation to a team). **Resume AI** gives the conversation back to it.



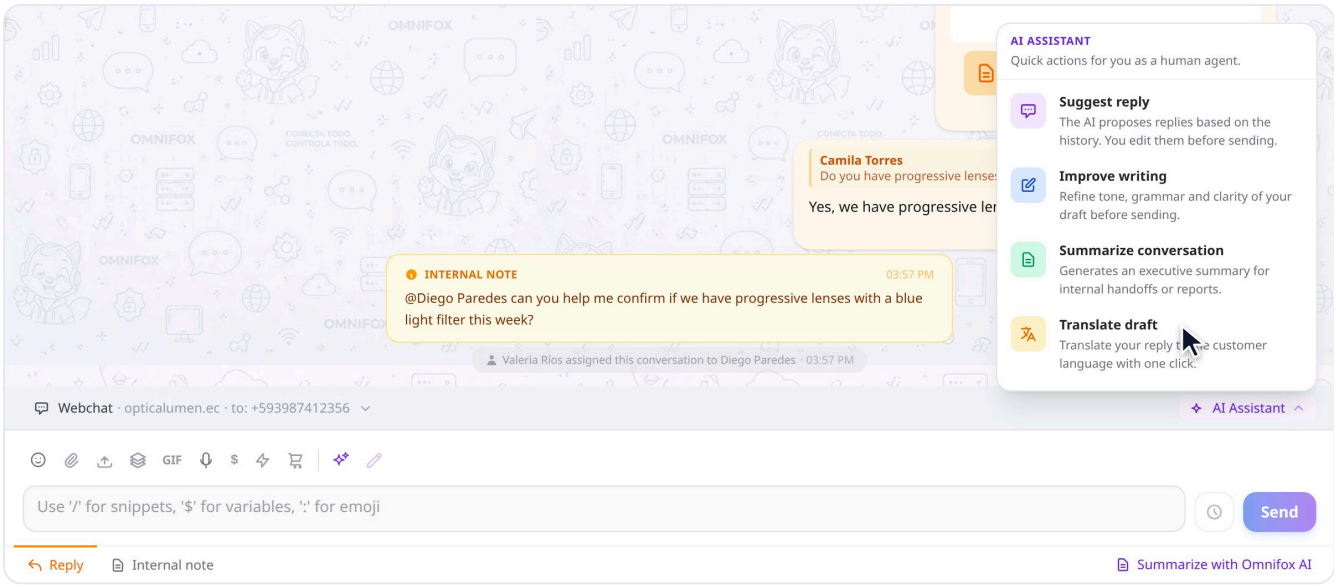
An AI draft awaiting approval, and the source ad.



AI paused in Sofía's chat.

Editor AI assistant

Option	What it does
Suggest reply	Suggests replies (formal, friendly, short) based on the conversation. Click one to put it in the editor and adjust it before sending.
Improve writing	Polishes the tone, spelling and clarity of your draft.
Summarize conversation	Generates a summary (chapter 14).
Translate draft	Translates your reply into the customer's language.



The editor AI Assistant menu.

Translation

- Under each customer message there's **Translate**, to read it in your language (it's marked "Translated by AI" and you can see the original).
- With **Tools** → **Translate this conversation**, the customer's messages reach you translated and what you write goes out in their language; the editor shows this with "Will be translated to: ...". In **Tools** → **Customer's language** you choose it by hand or let it be detected automatically.

> **HEADS UP**
>
> AI features use your plan's AI balance. If the balance isn't enough, Omnifox lets you know and doesn't translate or generate the text.

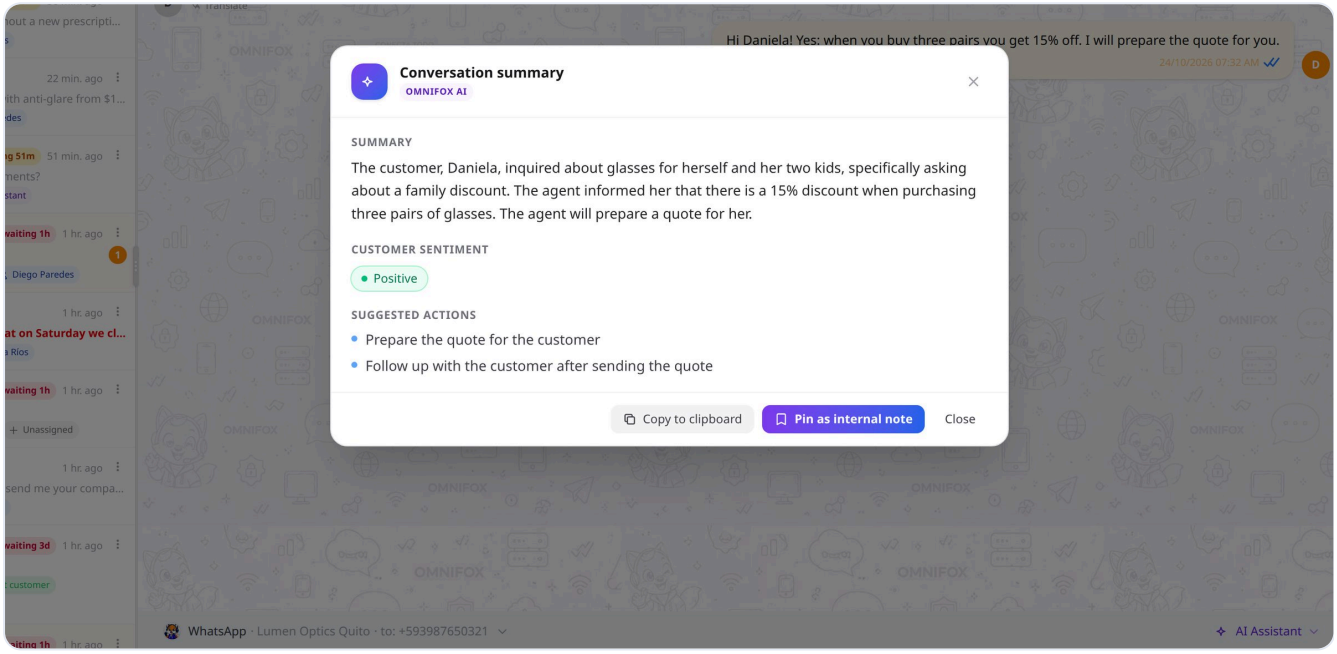
14

CHAPTER 14

AI summary

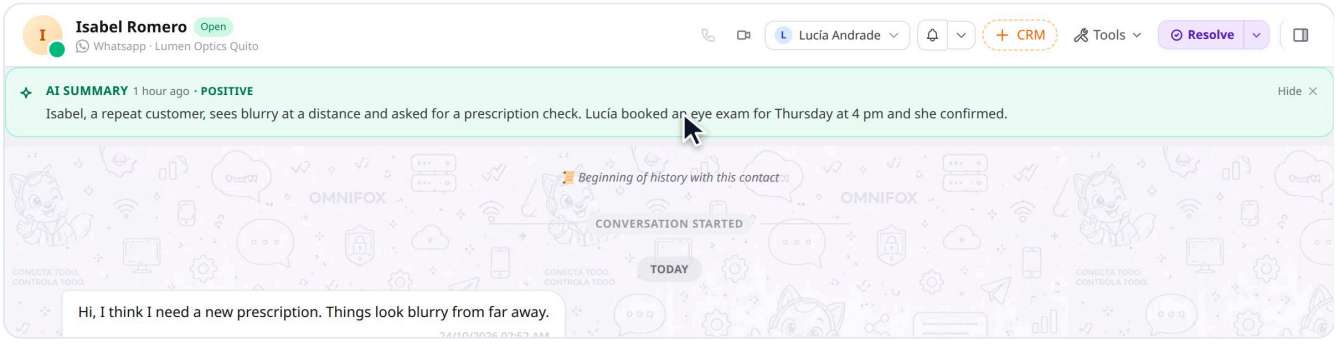
Catch up on a long chat in seconds.

1. Open the conversation and tap **Summarize with Omnifox AI**, below the editor.
2. In seconds you see the **Summary**, the **Customer sentiment**, any **Pending** items and the **Suggested actions**.
3. Tap **Copy to clipboard** or **Pin as internal note** so the whole team can see it.



The summary of Daniela's conversation.

The latest summary stays saved at the top of the chat (**AI summary**, with **Show** / **Hide**; if it's more than 24 hours old it's marked as an old summary). And in the list, the **AI summary** button on each row lets you read it without opening the chat.



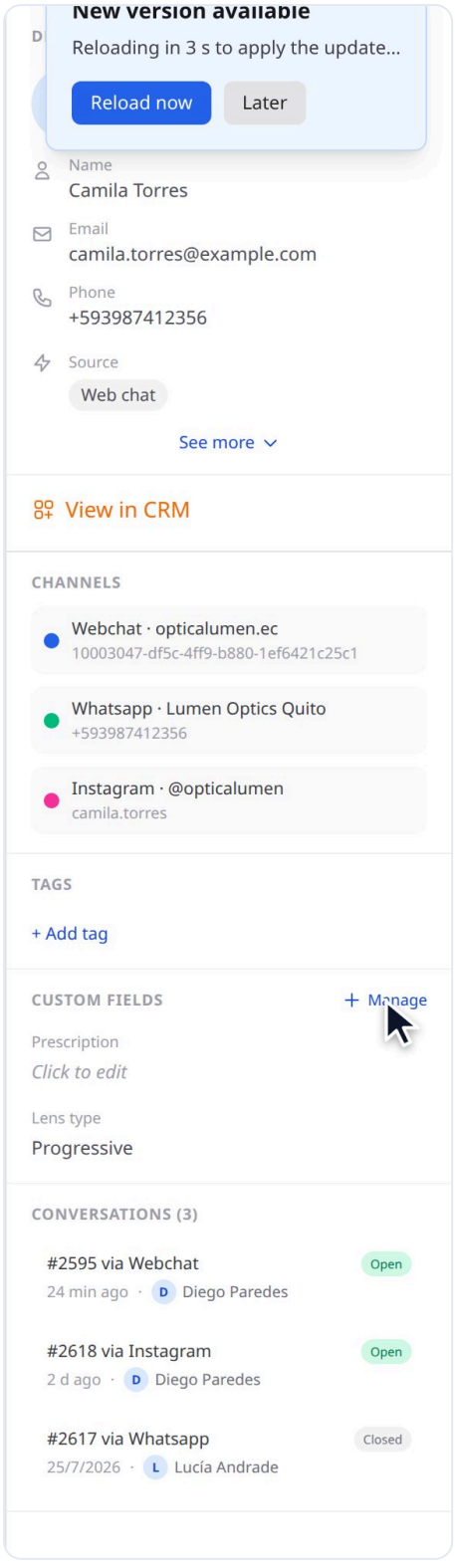
The saved summary above Isabel's chat.

15

CHAPTER 15

The contact panel

Everything you know about the customer, right next to the conversation.



The contact panel.

Block	What it contains
Details	Photo, name, email, phone and source. Click a field to edit it; **See more** shows company, job title, city, address, country and language.
View in CRM	The full record in the CRM: opportunities, tasks and history.
Channels	Every account this contact has written to you from.
Tags	The tags on this conversation (chapter 16).
Custom fields	Data specific to your business (in the example, Prescription and Lens type). **Manage** creates or edits the fields.
Conversations	All their conversations, with channel, status and who handled them. One click opens any of them.
Pre-chat info	In web chat, what the visitor filled in before writing (if your widget asks for it).

16

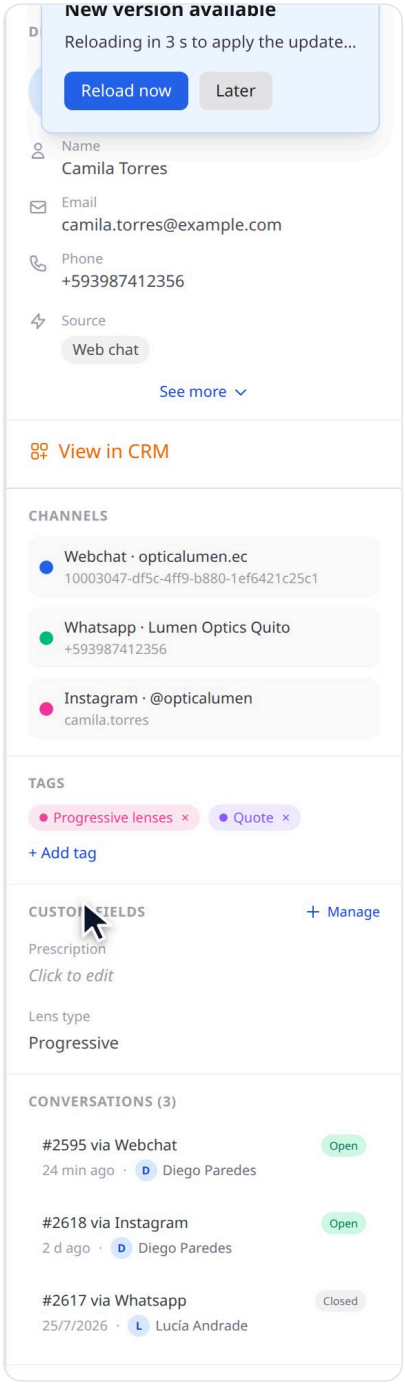
CHAPTER 16

Tags and opportunities

Organize your chats and turn them into sales.

Tags

1. In the contact panel, tap **+ Add tag**.
2. Pick one from the list, or type a new name and choose **+ Create "..."**.
3. To remove it, tap the × on the tag.

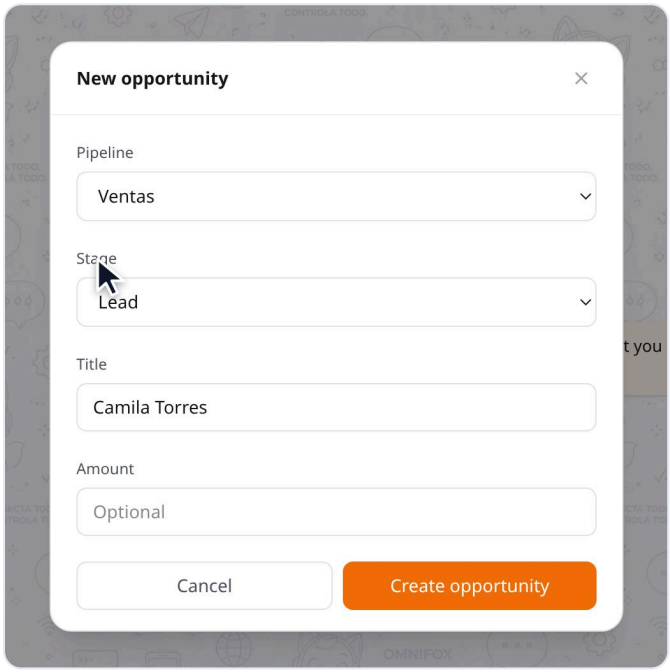


The Progressive lenses and Quote tags added.

Tags show up in the list, are used in **Filters** and can be applied to many chats at once (chapter 23).

CRM opportunities

1. In the header, tap **CRM** (**Convert to opportunity**).
2. Choose the **Pipeline** and the **Stage**, check the **Title** and, if you like, the **Amount**.
3. Tap **Create opportunity**. From that same button you can see the stage and change it without leaving the chat.



A new opportunity from the conversation.

> **TIP**
> If your team works with project boards, **Tools** → **Create board card** turns the conversation into a card.

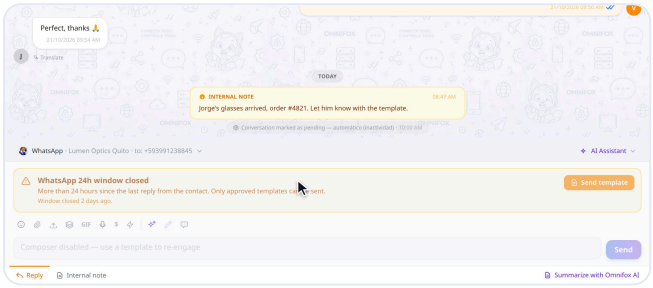
17

CHAPTER 17

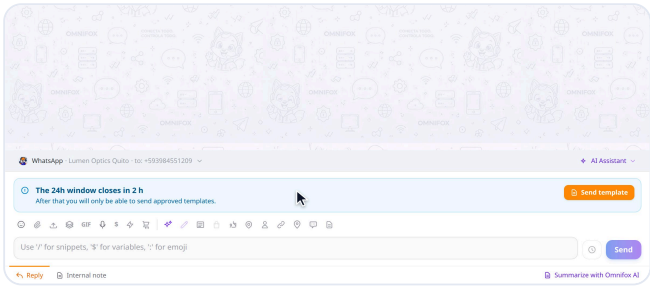
WhatsApp: the 24-hour window and templates

How to write to a WhatsApp customer outside the 24-hour window, and special messages.

WhatsApp only allows free-form messages during the 24 hours after the customer's last message. After that, the window closes: the editor is locked and you can only write to them with a **Meta-approved template**. When the customer replies, the window opens again. Omnifox warns you when only a few hours are left ("The 24h window closes in...").

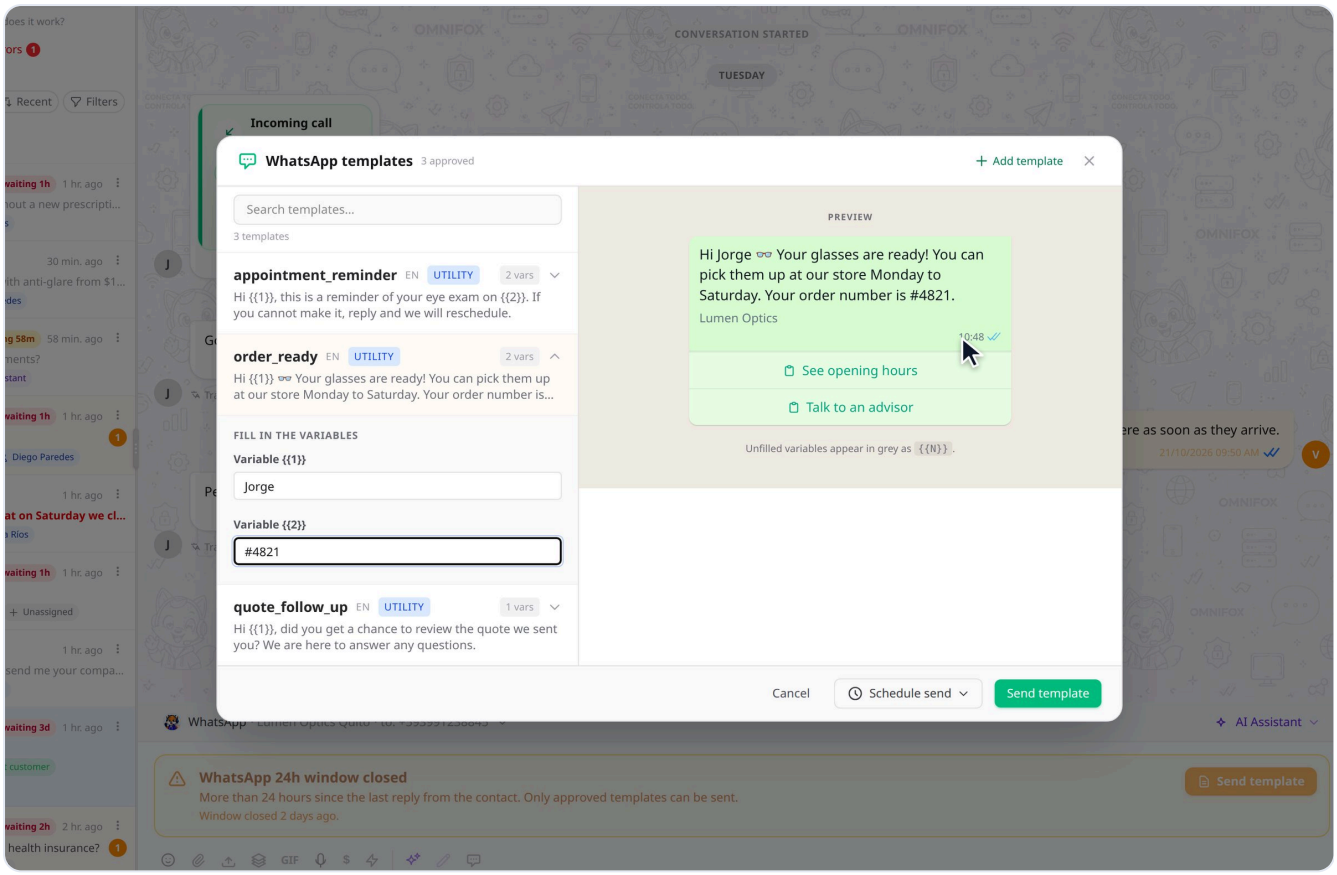


24-hour window closed.



Notice that the window is about to close.

1. Tap **Send template**.
2. Search for and choose the template (in the example, **order_ready**).
3. Fill in the variables; if the template has an image, video or document in its header, choose or upload it. The preview is on the right.
4. Tap **Send template**, or **Schedule send** to send it later.

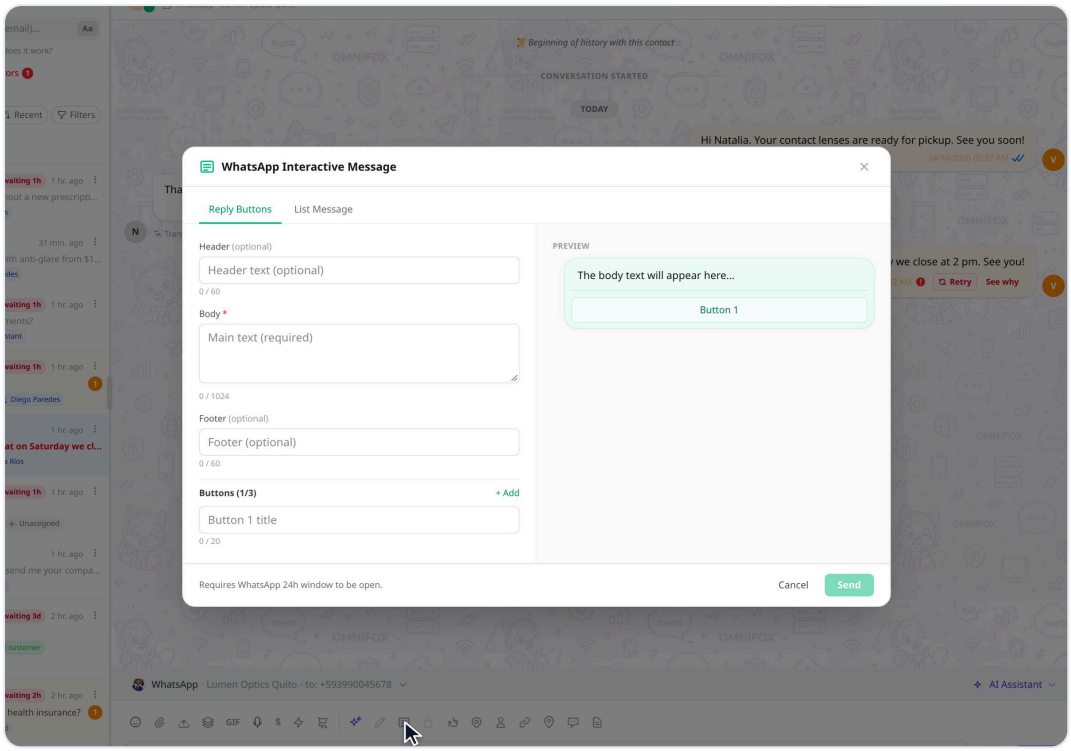


The template picker with the variables filled in and the preview.

> **HEADS UP**
>
> Templates are created and submitted for approval from **Add template** (it opens the channel settings). Only approved templates appear.

Special WhatsApp messages

With the window open, the editor toolbar adds: **WhatsApp templates**, interactive messages (**Reply Buttons** and **List Message**), the WhatsApp catalog, stickers, location, contact card, a button with a link (**CTA URL**), asking the customer for their location, and **WhatsApp Flows** forms. Some depend on your plan and on the channel settings.



Interactive WhatsApp message: reply buttons or list.

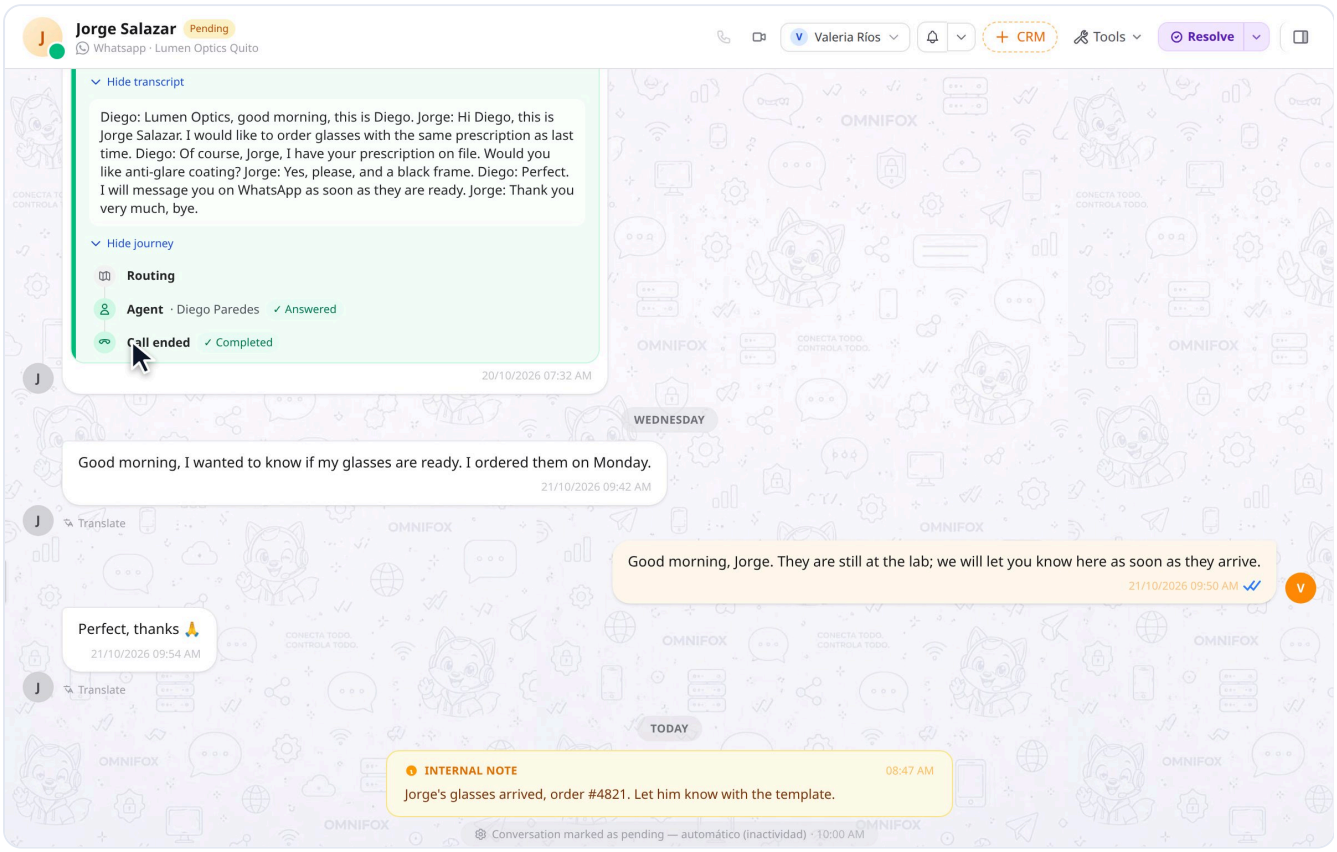
18

CHAPTER 18

Calls and video calls

WhatsApp calls, recordings, transcripts and video calls.

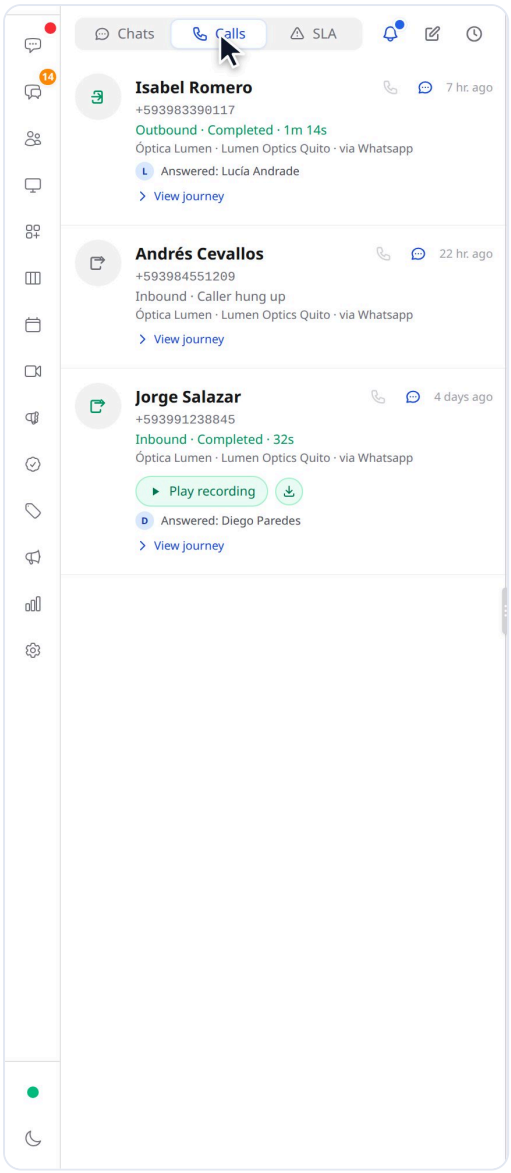
- Each call appears in the customer's chat: incoming or outgoing, duration and status.
- If it was recorded: **Play recording** and download it. **Show transcript** shows the text (made with AI; if it wasn't transcribed automatically, **Transcribe this call**, which uses AI).
- **View journey**: where the call came in, who it rang for, who answered and how it ended.



Jorge's call: recording, transcript and journey.

Calls tab

The log of every call in the workspace: incoming, outgoing and missed, who answered, the recording and the journey. From each card, **Open chat** or **Call back**. The red number on the tab counts the missed calls you haven't checked yet.



The Calls tab.

Calls and video calls

- **Call via WhatsApp** (phone in the header): the channel must have WhatsApp calling turned on, your administrator must give you permission and the customer must allow calls. If they haven't, Omnifox lets you send them a **permission request**; the status shows next to the button (pending, active, expired).
- **Start a video call** (camera): Omnifox creates the room and puts the link in the editor so you can send it to the customer; you join from the tab that opens. Video calls are an add-on.

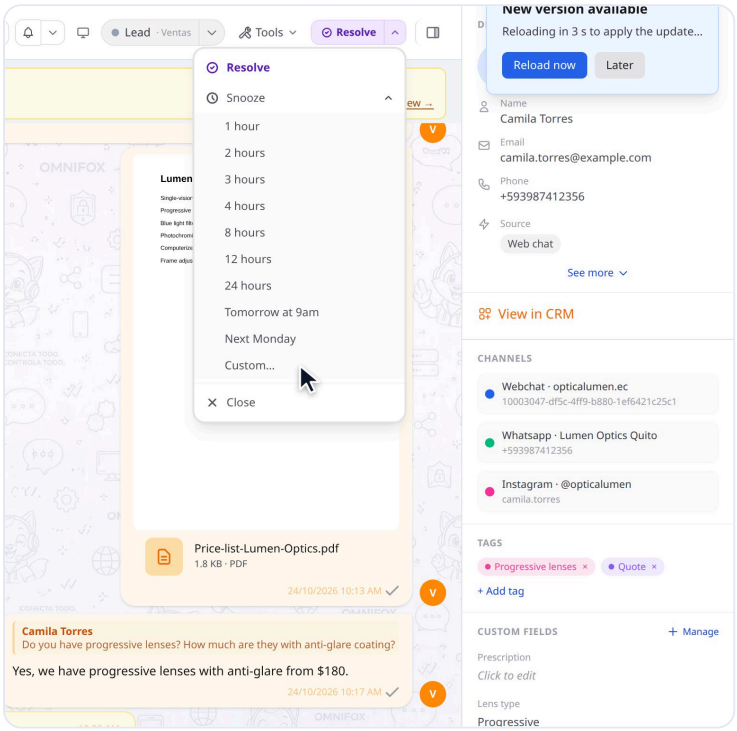
19

CHAPTER 19

Resolve, snooze and close

Keep your inbox up to date: every conversation in its right status.

1. To mark a conversation as handled, tap **Resolve**: it leaves the open list and the next one opens.
2. For other options, tap the arrow next to Resolve: **Snooze** (1, 2, 3, 4, 8, 12 or 24 hours, tomorrow at 9, next Monday or **Custom...**) or **Close**.
3. On a resolved or closed chat, the button changes to **Reopen**.

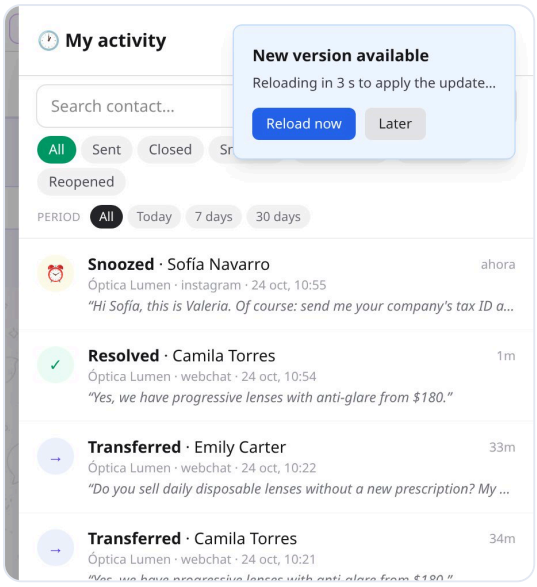


The status options: Resolve, Snooze and Close.

- Press **P** on a row to snooze the chat for one hour.
- A snoozed chat comes back on its own at the set time, or earlier if the customer writes; meanwhile, the chat shows “Conversation paused · reappears in...”.
- Your administrator can set up **auto-close** for inactive chats (when the customer doesn’t reply, or when nobody replied to them).

My activity

The clock above the list (**My activity**) shows what you’ve done: messages sent and chats you resolved, closed, snoozed, transferred or reopened, with filters by period (today, 7 or 30 days) and search by contact. It can be exported to CSV.


My activity
New version available
Reloading in 3 s to apply the update...
Reload now
Later
Search contact...
All
Sent
Closed
Reopened
PERIOD
All
Today
7 days
30 days
Snoozed · Sofía Navarro
ahora
Óptica Lumen · instagram · 24 oct, 10:55
"Hi Sofía, this is Valeria. Of course: send me your company's tax ID a...
Resolved · Camila Torres
1m
Óptica Lumen · webchat · 24 oct, 10:54
"Yes, we have progressive lenses with anti-glare from $180."
Transferred · Emily Carter
33m
Óptica Lumen · webchat · 24 oct, 10:22
"Do you sell daily disposable lenses without a new prescription? My ...
Transferred · Camila Torres
34m
Óptica Lumen · webchat · 24 oct, 10:21
My activity.

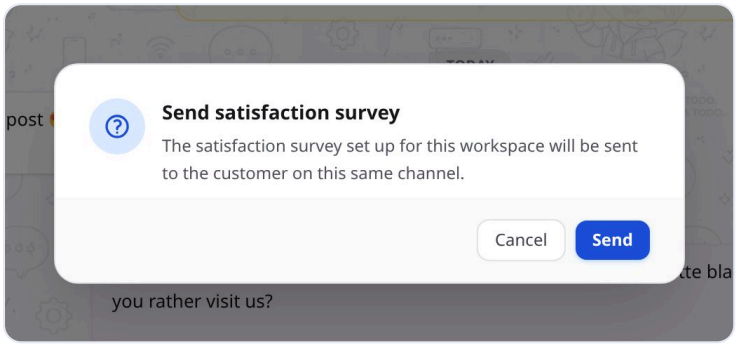
20

CHAPTER 20

Satisfaction survey

Ask the customer how you did.

1. In the chat, tap **Tools** → **Send satisfaction survey**.
2. Confirm with **Send**: the survey set up in your workspace is sent on the same channel.



Confirmation before sending the survey.

NOTE

If the survey can’t be sent (it isn’t set up, the channel doesn’t support it, the 24-hour window is closed or the customer already answered), Omnifox explains why. Your administrator can have it sent automatically when a chat is resolved or closed.

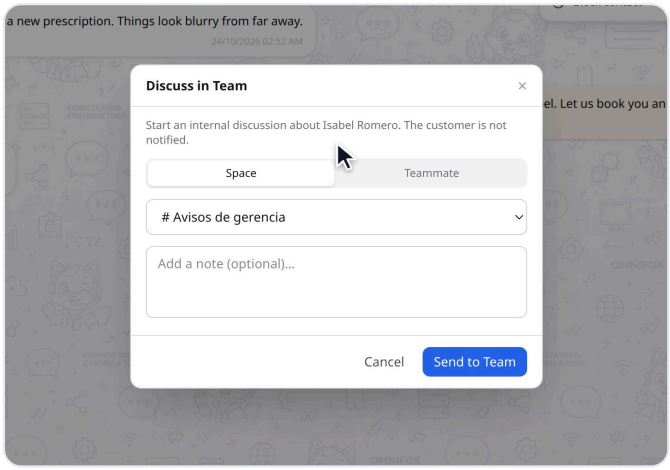
21

CHAPTER 21

Discuss the case in Team

Discuss a case with your team without writing to the customer.

1. Tap **Tools** → **Team** → **Discuss in Team**.
2. Choose a **Space** or a **Teammate**, add a note if you like and tap **Send to Team**.
3. A card linked to this chat appears in Team; the customer receives nothing.



Discuss in Team.

With **Tools** → **Team** → **Select and send to Team** you check one or more customer messages and forward them to Team as a thread, with a title, note and files.

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CHAPTER 22

Mute, notifications and blocking

Less noise, no missed notifications and no spam.

Mute a chat

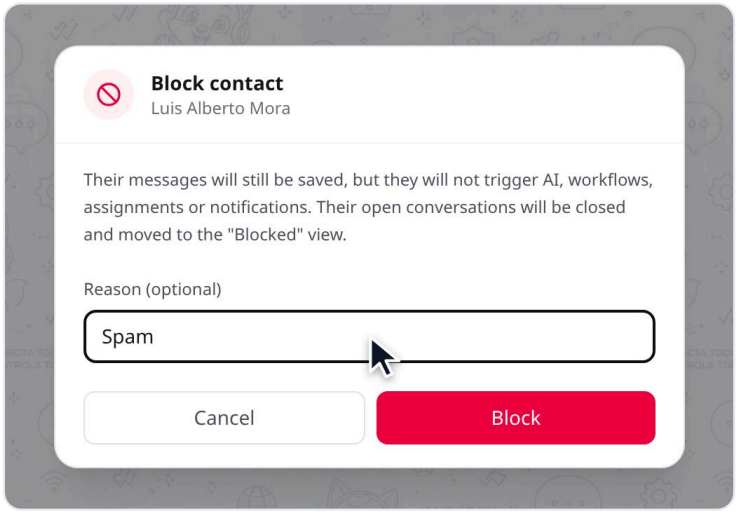
The bell in the header mutes notifications for that chat; the arrow next to it sets the duration: 1, 4, 8 or 24 hours, or **Forever (until removed)**.

Browser notifications

Turn on notifications with the bell above the list (**Turn on browser notifications**). If they're off, Omnifox reminds you with a bar at the top of the screen: without them, if you're not looking at the tab, you won't find out about new messages or calls.

Block a contact

1. Tap **Tools** → **Block contact**.
2. Type a reason if you like and tap **Block**. The conversation is closed.
3. Their messages are still saved, but they don't trigger AI, workflows, assignments or notifications. On WhatsApp, Omnifox also tries to block them on Meta.
4. To see them, use **Filters** → **Blocked contacts**. To unblock: **Tools** → **Unblock contact**.



Block contact.

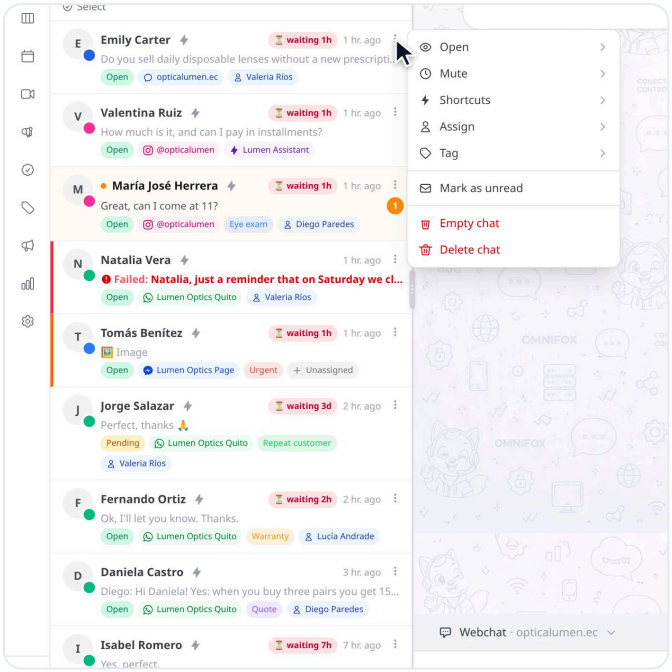
23

CHAPTER 23

Quick and bulk actions

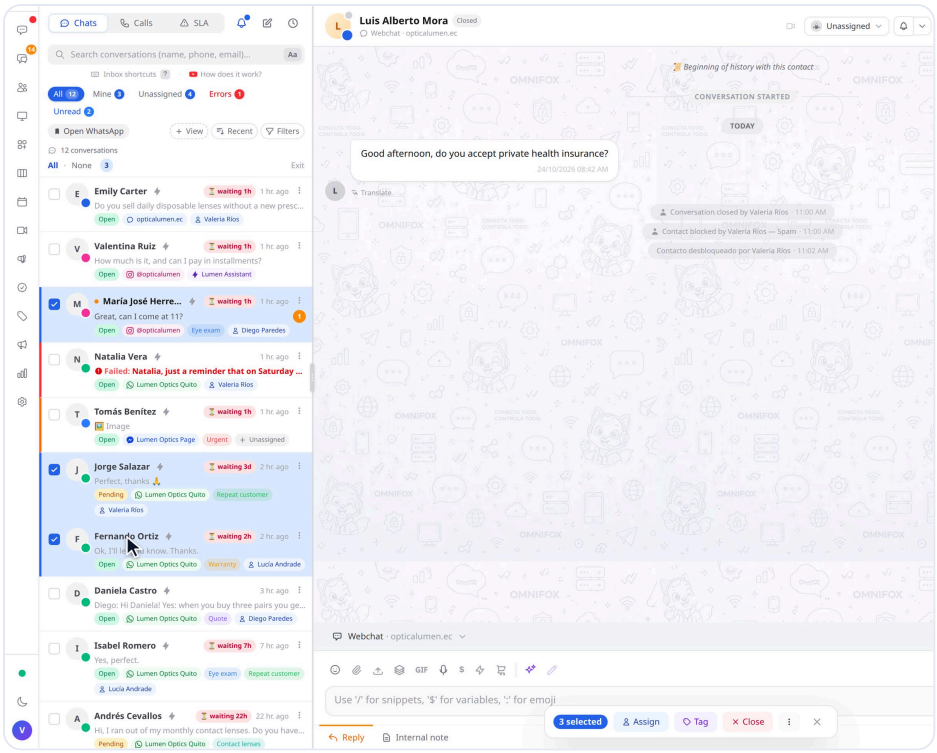
The menu on each row and actions on many chats at once.

The three dots on each row (**More options**) offer: **Mute**, **Shortcuts** (run a workflow with a “Shortcut” trigger), **Assign**, **Lifecycle**, **Tag**, **Mark as read / unread**, **Empty chat** and **Delete chat** (these last two are permanent and for administrators only).



The menu on a row.

1. Tap **Select**, above the list (or **All** to check them all).
2. Check the conversations.
3. In the bottom bar choose **Assign** (agent, team or AI agent), **Tag**, **Close** or, under ⋮, change the status, mute, change the lifecycle stage, mark as read or unread, empty or delete.
4. Tap **Exit** to go back to the regular list.



Three conversations selected and the bulk actions bar.

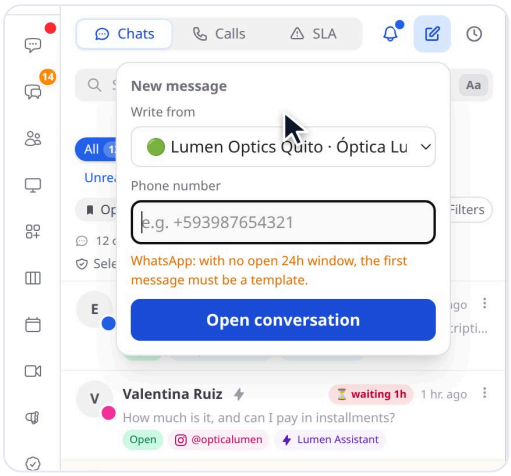
24

CHAPTER 24

Start a conversation

Be the first to write to a customer.

1. Tap the pencil above the list (**New message**).
2. In **Write from**, choose the channel.
3. Type the phone number (or the email or username, depending on the channel) and tap **Open conversation**.



New message.

HEADS UP

On WhatsApp, if there's no open 24-hour window with that number, the first message must be a template.

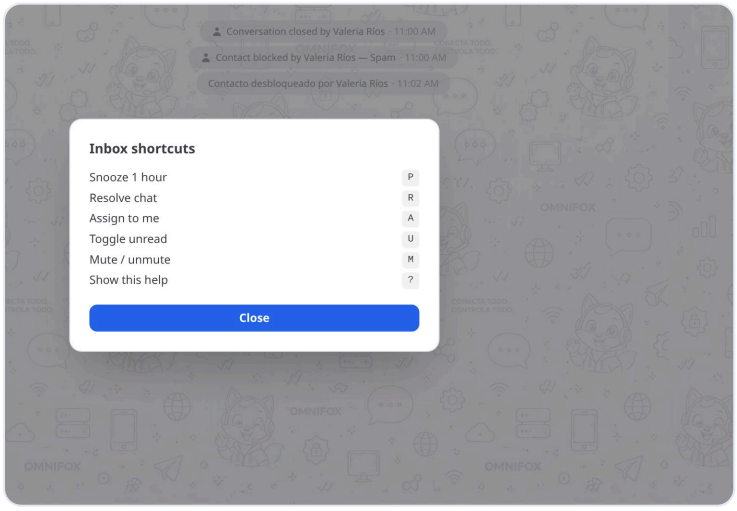
CHAPTER 25

25 Keyboard shortcuts

Work faster with the keyboard.

Hover over a chat in the list and press a key; Omnifox asks you to confirm with **Enter** (or **Esc** to cancel). Keys don't do anything while you're typing in a field.

Key	Action
↑ ↓	Move through the list or the chat
Enter	Open the conversation
P	Snooze for 1 hour
R	Resolve
A	Assign it to yourself
U	Mark as read or unread
M	Mute or unmute
D	Delete the chat (administrators only)
?	See all shortcuts
Esc	Close panels, menus and search
Ctrl + F	Search in the open chat
In the editor: **/** · **$** · **:** · **@**	Quick replies · variables · emojis · mention (in notes)
In the editor: **Enter** · **Shift + Enter**	Send · new line



The inbox shortcuts help.

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CHAPTER 26

Status glossary and FAQ

Status glossary

Status	What it means	How it leaves that status
Open	Active: someone needs to handle it.	When it's resolved, snoozed or closed.
Pending	We owe the customer a reply (Omnifox marks it automatically if the customer waits too long, depending on the settings).	When you reply and resolve it.
Snoozed	Set aside until a given time or date.	Comes back on its own at the set time, or earlier if the customer writes.
Resolved	Handled; the customer can pick it up again.	Reopens on its own if the customer writes again.
Closed	Finished.	With **Reopen**; a new message from the customer starts a new conversation (or reopens it if it's recent).

Other terms

Term	What it is
24-hour window	WhatsApp's time frame for writing freely after the customer's last message.
Template	A Meta-approved WhatsApp message, the only kind allowed when the window is closed.
Internal note	A message just for the team, in yellow; the customer never sees it.
Quick reply (snippet)	Saved text you insert with **/**; it can have variables and several steps.
SLA	The maximum response time your company has agreed on.
Smart Inbox	AI filters: urgent, negative and hot lead.

Frequently asked questions

Why can't I write to a WhatsApp customer?

Because more than 24 hours have passed since their last message. Use **Send template** (chapter 17).

Can the customer see internal notes?

No. Only your team sees them, inside Omnifox.

Two people opened the same chat. What happens?

Both see it in real time. To avoid double replies, assign it (chapter 12). If the customer has another open conversation on another channel, the yellow notice tells you.

Where's a conversation I resolved?

In **Filters** → **Conversation status**, check **Resolved** and apply; or search for it by name. It also shows up in the contact panel, under **Conversations**, and in **My activity**.

A message came out in red. What do I do?

Tap **See why**. If the problem is the WhatsApp window, use a template; if it was a temporary failure, tap **Retry**.

The AI is replying and I want to answer myself.

Write in the chat: when you reply, you take over and the AI pauses. Whenever you want, use **Resume AI**.

Can I reply from my phone?

Yes, from your phone's browser or from the Omnifox app for agents.

How do I stop getting notifications for a chat?

With the bell in the header (chapter 22).

Need help?

Write to us from the **Support** button in the app or visit the help center at omnifox.io/help. If you don't use Omnifox yet, try it free for 7 days at **omnifox.io**.