

# Live EC Management

User Manual



# Content

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- Raffle draw
- Shopping Cart
- Gift Voucher

# Start a new Live campaign

Click menu [Live Campaign]/[Live Shopping]

Click to start a new campaign

Live Shopping

Campaign Name

Query

Add

ID	Campaign Name	Live broadcast time	Status	Type	Post	Manage
43 53 4	20201221	2020-12-21 18:55:38 --	In progress	Standard	2020-12-21 18:54:19 20201221try <a href="#">Post</a> <a href="#">Live notification</a>	<a href="#">Manage</a>
34 30 9	20201109新北	-- --	Unstarted	Automatic order replenishment	Unset <a href="#">Setting</a>	<a href="#">Manage</a>
30 241	1021午場	2020-10-21 17:00:10 2020-10-21 17:30:59	Ended	Standard	2020-10-21 16:57:22 <a href="#">Post</a> <a href="#">Statement notification</a> 1021測試	<a href="#">Manage</a>
24 43 4	20200804中午場	2020-10-15 10:35:51 2020-11-20 10:56:21	Ended	Standard	2020-10-15 10:34:51 <a href="#">Post</a> <a href="#">Statement notification</a> 競標測試	<a href="#">Manage</a>
23 28 2	20200918	2020-09-18 17:18:02 --	In progress	One-click start	2020-09-18 17:12:13 <a href="#">Post</a> <a href="#">Live notification</a> 發送優惠碼啦!	<a href="#">Manage</a>
191 66	測試	-- --	Unstarted	One-click start	Unset <a href="#">Setting</a>	<a href="#">Manage</a>
189 61	aaaa	2020-08-28 15:17:33 --	In progress	One-click start	2020-08-28 15:16:31 <a href="#">Post</a> <a href="#">Live notification</a> 延遲測試	<a href="#">Manage</a>
152 16	0805第一場	-- 2020-08-05 15:57:48	Ended	Automatic order replenishment	Unset <a href="#">Setting</a>	<a href="#">Manage</a>

- Comment Reply
- Growth Tool
- Messenger
- Live Campaign
- Live Shopping
- Shopping cart
- Blacklist
- Go Shop Url
- Gift Voucher
- Customer MGM
- Mass Message
- EC
- Report
- Website
- Setting
- Free Tools
- Group
- IG



Campaign Name \*

Select a post

Select a post

Comment reply content \*

Thank you for joining the bidding. See the private message to check the order info and leave your contact info in the private message. If you have not seen the notification in a Facebook private message, call customer service at #####

Please enter the comment reply content. Fill out at least one (private message or comment content). Change # to your customer service hotline

Private message reply content

Please enter the private message reply content, will be sent to the user together with the winning bid information

Notification of bid Acceptance

Enabl

Whether to send PM notification when user bid the item

Do not abandon the bid \*

No

Whether user can cancel the item in shopping cart by themselves

Reissue of speeding private message

Disat

Whether to reissue the PM when your PM volume has reach the limited of FB's rule

Whether to send the live end notifications

End live notification

Disat

Select live broadcast type \*

Standard

Please refer to page 6

Set a bid group

Add a bid group Select the goods

Please refer to page 7

Confirm

Cancel

## Live broadcasting type

**Standard:** Only current bid item (keyword) can be automated fetch. the previouses item only can be done by manual.

**Scence:** It is suitable for the mode of selling one product after another in the live broadcast process.

**One-time whole order:** Support to consolidate all orders at once after the live broadcast.

**Scence:** Suitable for overseas online purchasing or walking live broadcast mode. Can be used when the broadcaster cannot operate the system during the live broadcast.

**Automatic order replenishment:** Support current bid item (keyword) can be automated fetch. the previouses item (keyword) also can be automated fetch.

**Scence:** It is most suitable for many products, which allows users to bid the products that have been bided, or the mode that can be subscribed after playback of the live.

**One-click start:** Open bids for all commodities at once.

**Scence:** Most suitable for all products to be displayed at once, without the need to follow the order of the bid group. Or according to customer needs display the bid item.

Set a bid group

[Add a bid group](#) [Select the goods](#)

Can add new item now or later (during the live)

Keywords when user comments.  
Ex. A01+1, it means user wants  
this item for 1 no

## Add a bid group

Set a bid group

No.	Keyword	Group name	Description	Price	Inventory quantity	Mode	
1	<input type="text" value="A01"/>	<input type="text" value="product name"/>	<input type="text" value="description of the product"/>	<input type="text" value="100"/>	<input type="text" value="10"/>	<input type="checkbox"/> Bid	<a href="#">Delete</a>
2	<input type="text" value="A02"/>	<input type="text" value="package name"/>	<input type="text" value="Describe the product mix in the"/>	<input type="text" value="500"/>	<input type="text" value="1"/>	<input checked="" type="checkbox"/> Bid	<a href="#">Delete</a>

[Add a bid group](#) [Select the goods](#)

Bid mode, it means the highest price  
(user comments) can won the bid

## Select the goods: new item can be added by select a product from exist one

選擇商品

×

Query

	ID	Goods name	Goods image	Description	Item inventory	Amount
<input checked="" type="checkbox"/>	605748	T-shirt		A01 +1	9	1000.00
<input type="checkbox"/>	605737	Macbok		Macbok	1	22000.00
<input type="checkbox"/>	605736	iphone		iphone12	5	21000.00
<input type="checkbox"/>	5305	抽獎			1	0.00

Set a bid group

No.	Keyword	Group name	Description	Price	Inventory quantity	Mode	
1	<input type="text" value="A01"/>	<input type="text" value="product name"/>	<input type="text" value="description of the product"/>	<input type="text" value="100"/>	<input type="text" value="10"/>	<input type="checkbox"/> Bid	<a href="#">Delete</a>
2	<input type="text" value="A02"/>	<input type="text" value="package name"/>	<input type="text" value="Describe the product mix in the"/>	<input type="text" value="500"/>	<input type="text" value="1"/>	<input checked="" type="checkbox"/> Bid	<a href="#">Delete</a>
3	<input type="text" value="03"/>	<input type="text" value="T-shirt"/>	<input type="text" value="A01 +1"/>	<input type="text" value="1000.00"/>	<input type="text" value="9"/>	<input type="checkbox"/> Bid	<a href="#">Delete</a>

[Add a bid group](#) [Select the goods](#)

Confirm

Cancel

Cancel

Confirm



Select the Live post you have published.

Select a post ×

Fan page: 福皓整合科技

**FEED** Published posts ▼

<input type="radio"/>	Post ID: 1629176604055867_2445901735716679 2020-12-21 18:54:19 <a href="#">Post</a> 20201221try
<input type="radio"/>	Post ID: 1629176604055867_2295596627413858 2020-06-10 12:03:49 <a href="#">Post</a> 端午節到了!!! 留言回覆: 抓粽子、抓娃娃、或是都要 立即參與活動! 大家一起來划龍舟, 抓粽子! 動作要快, 慢了就沒粽子啦! 
<input type="radio"/>	Post ID: 1629176604055867_1887579654882226 2018-09-13 17:00:06 <a href="#">Post</a> 挑戰你的手、眼、腦, 初老乍現的快來試試! 留言: 我要挑戰 



# Live console control during the Live broadcasting

Click menu [Live Campaign]/[Live Shopping]

Click the [Manage] button, choose [Live broadcasting], open the Live control panel

Live Campaign > Live Shopping > Live Shopping

### Live Shopping

Campaign Name

Query

ID	Campaign Name	Live broadcast time	Status	Type	Post	
43 53 4	20201221	2020-12-21 18:55:38 --	In progress	Standard	2020-12-21 18:54:19 20201221try	Post Live notification <b>1</b> Manage ▾
34 30 9	20201109新北	-- --	Unstarted	Automatic order replenishment	Unset Setting	Manage ▾
30 241	1021午場	2020-10-21 17:00:10 2020-10-21 17:30:59	Ended	Standard	2020-10-21 16:57:22 1021測試	Post Statement notification Manage ▾
24 43 4	20200804中午場	2020-10-15 10:35:51 2020-11-20 10:56:21	Ended	Standard	2020-10-15 10:34:51 競標測試	Post Statement notification Manage ▾
23 28 2	20200918	2020-09-18 17:18:02 --	In progress	One-click start	2020-09-18 17:12:13 發送優惠碼啦!	Post Live notification Manage ▾
191 66	測試	-- --	Unstarted	One-click start	Unset Setting	Manage ▾
189 61	aaaa	2020-08-28 15:17:33 --	In progress	One-click start	2020-08-28 15:16:31 延遲測試	Post Live notification Manage ▾
152 16	0805第一場	-- 2020-08-05 15:57:48	Ended	Automatic order replenishment	Unset Setting	Manage ▾

2

- Setting
- Live broadcasting
- Order
- Copy
- Raffle draw
- Comment log

1



Live video show here

Strat a new bid item

Stop current bid item

Bid won list and the inventory

Upload goods in

**Current** ? Stop

Current : T-shirt  
 Keyword : Green , Blue , Red  
 Amounts : NT\$1000  
 Content : A01 +1

Bidding started Bidding ended

★ Bid winner list ?

Won numbers:0  
 Inventory quantity:9

Bid winning results are announced in the comment

Shows the current bid item info

Stop live campaign

All post comment show here

Can add or edit the item which has not started, please refer to page 13

Show all bid result, please refer to page 15

Lucky draw, please refer to page 17

No.	Group name	Keyword	Amounts	Content	Type
872500	T-shirt	Green , Blue , Red	1000	A01 +1	Standard

User Name	Comments	Comment time	Result ?
畢小白	testing	2020-12-25 16:34:26	<a href="#">Result</a>
福皓整合科技	Congratulations to 畢小白 for winning the prize: for free.	2020-12-21 19:17:36	
畢小白	抽獎[中獎]	2020-12-21 19:17:35	Bid won Cancel the winning bid
福皓整合科技	T-shirt to order, leave a comment Green +1 , Blue +1 , Red +1, content : A01 +1, amount : 1000	2020-12-21 19:12:02	
福皓整合科技	Order List : Bid winners:畢小白,Amount:22000	2020-12-21 19:06:24	
福皓整合科技	Order : Macbok Ended	2020-12-21 19:06:18	
畢小白	22000	2020-12-21 19:05:52	Bid won Cancel the winning bid
福皓整合科技	Macbok Start bid 10000 Starting price. Please leave a comment ( bid amount). The highest bid wins.	2020-12-21 19:04:34	
福皓整合科技	Group name : (iphone) Amounts : (21000) Order List : 畢小白+1	2020-12-21 19:03:06	
福皓整合科技	Order : iphone Ended	2020-12-21 19:03:04	
畢小白	A01+1	2020-12-21 18:56:57	Bid won Cancel the winning bid
福皓整合科技	iphone to order, leave a comment A01 +1, content : iphone12 , amount : 21000	2020-12-21 18:55:39	

wrong keyword, Can be assigned by manual, please refer to page 12

Can be canceled

Right keyword, got the bid item

Publish comment to FB post here

# Manually assign the winning result to a specific comment

User Name	Comments	Comment time	Result 
畢小白	testing	2020-12-25 16:34:26	<a href="#">Download</a> Result
福皓整合科技	Congratulations to 畢小白 for winning the prize: for free.	2020-12-21 19:17:36	
畢小白	抽獎[中獎]	2020-12-21 19:17:35	Bid won Cancel the winning bid
福皓整合科技	T-shirt to order, leave a comment Green +1 , Blue +1 , Red +1, content : A01 +1, amount : 1000	2020-12-21 19:12:02	
福皓整合科技	Order List : Bid winners:畢小白,Amount:22000	2020-12-21 19:06:24	
福皓整合科技	Order : Macbok Ended	2020-12-21 19:06:18	
畢小白	22000	2020-12-21 19:05:52	Bid won Cancel the winning bid

Select the bid group ✕

A03+T-shirt+1000 ▼

Green (3) ▼

Won numbers :

Cancel Confirm

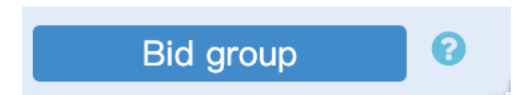
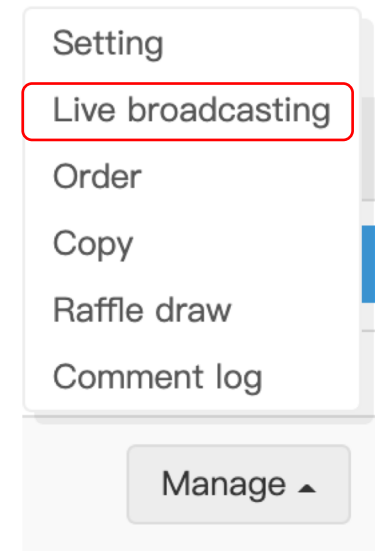
Choose bid item

Choose the style if exist

Set up the quantity of bid won

# Add new bid item during the Live broadcasting

Click menu [Live Campaign]/[Live Shopping]



Add new item or edit item during the Live

Download all bid item

Delete the chosen item

Keywords when user comments.  
Ex. A01+1, it means user wants this item for 1 no

Bid group

<input type="checkbox"/> No.	Keyword	Name	Status	Operate
<input type="checkbox"/> 1	A01	iphone	Ended	
<input type="checkbox"/> 2	A02	Macbok	Ended	
<input type="checkbox"/> 3	A03	T-shirt	In progress	
<input checked="" type="checkbox"/> 4	04	111	Unstarted	

No more data

Keyword: A03

Group name: T-shirt

Description: A01 +1

Type: Standard

Amounts: 1000

Inventory: 9

Goods Weight(g): 0

Quantity limit of winning bid: 1

Won numbers: 0

Product or package name

Description of this item info

Standard (sell by fix price)/Bidding (highest price won)

Price of the item

Inventory of the item

Weight of the item

Limit the number of items that each person can buy

Set to top priority

Can edit the priority no.

Add new item

Setup item style, ex. Color, size ..

Keywords when user comments.  
Ex. Green+1, it means user wants this item with green for 1 no

Style

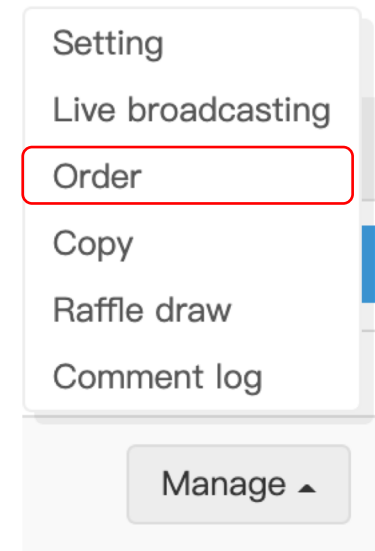
Keyword	Quantity	Won numbers	Operate
Green	3	0	
Blue	3	0	
Red	3	0	

- Edit item
- Delete item
- Republish the start line info comment



# Bidding result and order management

Click menu [Live Campaign]/[Live Shopping]









# Show the bid winner list

🏠 Live Campaign > Live Shopping > Live Shopping (20201221)

[Bid winning list](#) | [Shopping Cart](#) | [Order management](#) | [Statistics of winning bids](#)

Total amounts of bid group: **NT\$ 43000** Total number of bids won: **3**

<input type="checkbox"/>	No.	User name	User ID	Group name	Goods image	Comments	Content	Amount	Quantity	Sub Total	Status	Manage
<input type="checkbox"/>	4618287	 畢小白	1617223524955429	for free		抽獎[中獎]	抽獎	NT\$ 0	1	NT\$ 0	Unconfirmed	<a href="#">Cancel Reissue PM</a>
<input type="checkbox"/>	4618214	 畢小白	1617223524955429	Macbok		22000	Macbok	NT\$ 22000	1	NT\$ 22000	Unconfirmed	<a href="#">Cancel Reissue PM</a>
<input type="checkbox"/>	4618165	 畢小白	1617223524955429	iphone		A01+1	iphone12	NT\$ 21000	1	NT\$ 21000	Unconfirmed	<a href="#">Cancel Reissue PM</a>

Cancel the item

Resend the bid result PM

Cancel bids won in batches

Generate orders in batches

Cancel the chosen item

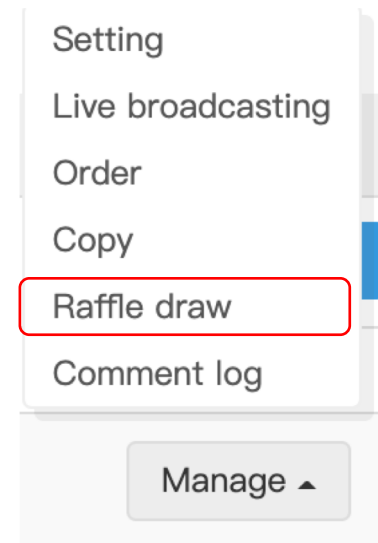
Generate order by chosen item



# Raffle draw

Click menu [Live Campaign]/[Live Shopping]

Can send prize to user via lottery draw



Add new prize

ID	Prize name	Quantity	Manage
872534	for free	0	<a href="#">Edit</a>   <a href="#">Delete</a>   <a href="#">Raffle draw</a>

Number	Profile photo	User ID	User name	Prize name	Manage
1		1617223524955429	畢小白	for free	Confirmed <a href="#">https:</a> <a href="#">Copy</a>

### Set prizes



Prize name: 2

Prize content: CALBEE CHOCOGURA 300g Inventory quantity: 69

Number of prizes: 3

Cancel

Confirm

Select prize from product database

### Setup the critical of lucky draw



The message filter

Please enter your lucky draw message:

share

Comment keyword

Can participants win prizes repeatedly?:

Yes

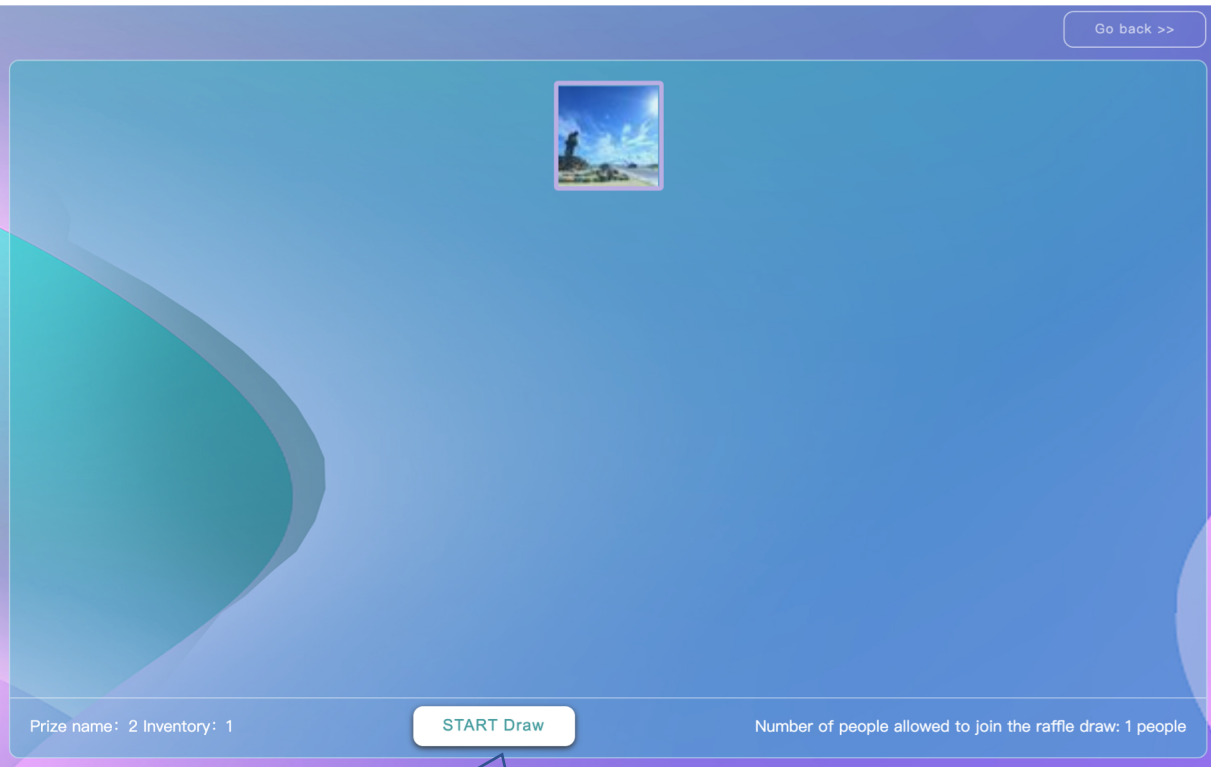
Lucky draw for winning clients:

Yes

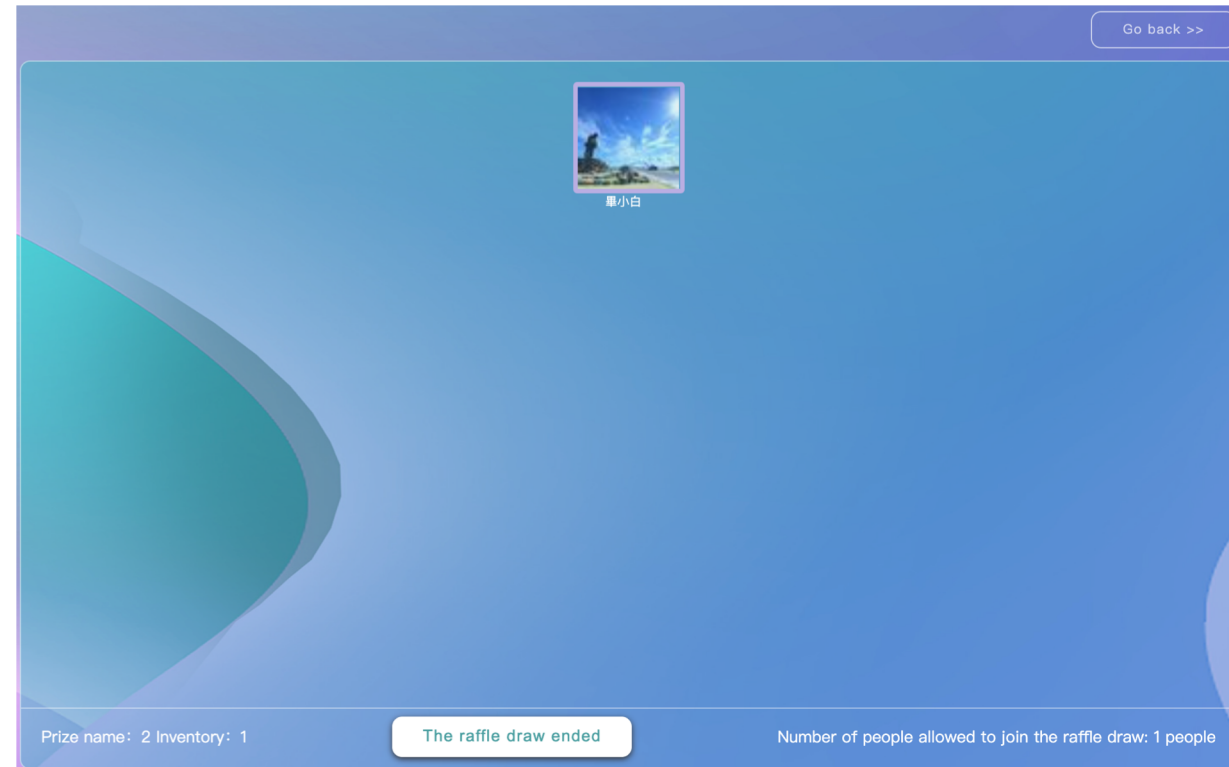
Only to whom have bided the item

Cancel

Confirm



The lottery starts and the avatar flashes randomly




At the end of the lottery draw, the corresponding number of people will be randomly selected and the avatar will be displayed

# Shopping Cart

Click menu [Live Campaign]/[Shopping cart]

Here can see whole user who have made bid and keep the item in shopping cart

No.	User name	User ID	Bids Won Num	Manage
1	 畢小白	1617223524955429	47	<a href="#">Shopping cart</a> <a href="#">Dialogue</a> <a href="#">The user synchronization</a>

Shopping Cart: Open the user's shopping cart , [please refer to Page 22](#)

Dialogue: Can chat to the user via Messenger, [please refer to Page 23](#)

The user synchronization: Can synchronize the user and his shopping cart

Live Name  Goods name  [Query](#) [Add](#)

<input type="checkbox"/>	ID	Live Name	Goods name	Description	Amount	Quantity	Sub Total	Comments	Manage
<input type="checkbox"/>	530542	20201221	抽獎		NT\$ 0	1	0	抽獎[中獎]	<a href="#">Delete</a>
<input type="checkbox"/>	605737	20201221	Macbok	Macbok	NT\$ 22000	1	22000	22000	<a href="#">Delete</a>
<input type="checkbox"/>	605736	20201221	iphone	iphone12	NT\$ 21000	1	21000	A01+1	<a href="#">Delete</a>
<input type="checkbox"/>	67226	Mall to buy	系統測試 直播	系統測試 武德安系統測試 武德安系統測試 武德安...	RM 1000.00	1	1000		<a href="#">Delete</a>
			【食在加分】Brown	手工黑糖保留了豐富的					

Can add new item into shopping cart

Can generate the order by selected item

[Generate orders](#) [Save Quantity](#) [Close](#)

Can change the quantity of selected item

# Manual reply window, can chat to the user via private message








🏠 Messenger > 🏠 Manual Reply > Message management

## 📁 Dialogue with (畢小白)

Reply to text reply materials

Enter reply content

Send

ID	User	Content	Status	Time
33906192	 福皓整合科技	抓粽子活動[Image and text block]	Processed	2020-12-21 19:32:33
33906185	 福皓整合科技	購買電子書-貓永遠是對的[Image and text block]	Processed	2020-12-21 19:31:48
33906184	 畢小白	購買電子書	Processed	2020-12-21 19:31:45
33906179	 福皓整合科技	瑪民認證簽書會[Image and text block]	Processed	2020-12-21 19:30:49
33906177	 畢小白	瑪民認證簽書會	Processed	2020-12-21 19:30:46
33906175	 福皓整合科技	貓永遠是對的[Image and text block]	Processed	2020-12-21 19:29:5
33867296	 福皓整合科技	hi	Processed	2020-12-21 11:50:52



# Gift Voucher

Click menu [Live Campaign]/[Gift Voucher]

Can manually provide the user's shopping money, the user can discount the amount next time they shop



# Gift Voucher list

add\_gold

User name: 畢小白

Gift Voucher:

Remarks:

Manual add user's shopping money

Cancel Confirm

Live Campaign > Gift Voucher > Gift Voucher list

Gift Voucher list

Gift Voucher details

畢小白

Query

Download

Deduct

Add

Import

Import template download

<input type="checkbox"/>	ID	User name	Gift Voucher(+)	Gift Voucher(-)	Balance
<input type="checkbox"/>	1617223524955429	畢小白	1	0	1

reduce\_gold

User name: 畢小白

Gift Voucher:

Remarks:

Manual deduct user's shopping money

Can increase the shopping money of specific users in batches

Cancel Confirm



# Gift Voucher details ( shows all of add and deduct shopping money log )

🏠 Live Campaign > Gift Voucher > Gift Voucher details

Gift Voucher list

Gift Voucher details

Start time

End time

User name

Query

Download

Date	ID/User name	Gift Voucher(+)	Gift Voucher(-)	Balance	Remarks
10/13	林冠伶 3655716224479486		0.05	0.05	測試
10/13	林冠伶 3655716224479486	0.1		0.1	測試
08/04	Rita Wang 3466435673388390		0.5	0.5	
08/04	Rita Wang 3466435673388390	1		1	
05/12	Chen Andy 1680962905327460		19.65	0	
05/12	Chen Andy 1680962905327460	10		19.65	
05/12	Andy Chen 1095054080597917	2		12	
04/27	Chen Andy 1680962905327460		0.35	9.65	订单000120200427102302抵扣
04/18	王一冰 1594339197350599		26.4	89.6	订单000120200418097437抵扣
02/13	王一冰 1594339197350599		4	116	订单000012020021308894

# Go Shop Url

Click menu [Live Campaign]/[Go Shop Url]

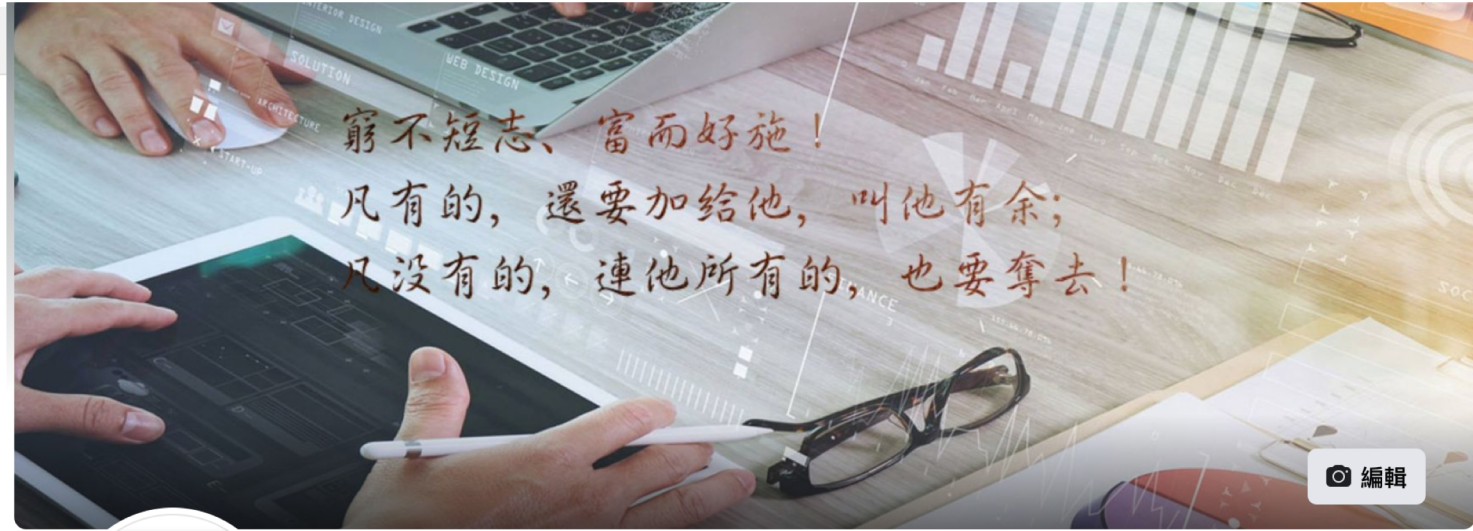
Can set up this to Fan Page's cover page button

Go Shop Url



https://ec2.full2house.com/Mall/index.php?ent\_id=BcMQ5CDA&a=Mal

Copy



編輯



### 福皓整合科技

@Full2house · 網路公司

編輯「來去逛逛」

← 來去逛逛

你希望用戶點擊按鈕後前往哪個網站？

網址

取消 儲存

- 註冊
- 使用應用程式
- 玩遊戲
- 觀賞影片
- 來去逛逛

- 編輯粉絲專頁按鈕
- 選擇你希望粉絲專頁訪客採取的動作。
- 追蹤
  - 查看禮物卡
  - 開始點餐
  - 搶先預約
  - 取得報價
  - 立即通話
  - 聯絡我們
  - 發送訊息
  - 發送 WhatsApp 訊息
  - 寄送電子郵件
  - 瞭解詳情

- 測試按鈕
- 提升銷量
- 編輯按鈕
- 刪除按鈕