



Pingu Handbook

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All you need to master Pingu




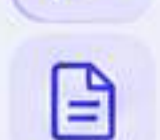




Introduction to Pingu

What is Pingu?

Pingu is an AI-powered customer support platform that helps businesses communicate with customers easily and efficiently. It combines AI technology with human support to provide fast and smart customer service.

With Pingu, businesses can:

-  Reply to customers instantly
-  Provide 24/7 customer support
-  Manage conversations from one platform
-  Train AI easily using URLs and documents
-  Support customers in multiple languages
-  Internal AI knowledge base




About the Pingu Chat Widget

Overview

The Pingu Chat Widget is a live chat system that can be added to a website. It helps businesses communicate with customers in real time using both AI and human support.


Features of the Chat Widget


 **Customizable Design**
Businesses can customize the widget appearance and characters to match their website design.

 **24/7 AI Support**
The AI assistant can respond to customer questions anytime, even outside business hours.

 **Easy AI Training**
The chatbot can be trained quickly by:

- Adding URLs
- Uploading PDFs and documents

 **AI + Human Support**
Human agents can join conversations whenever needed to provide better support.

 **Multi-Language Communication**
Customers can communicate in different languages using the AI assistant.

 **Organized Conversations**
Customer chats are organized properly, making it easier to manage communication.



Pingu Mobile Application


Overview


The Pingu Mobile Application allows support teams to manage customer conversations directly from their mobile devices.

It helps businesses stay connected with customers anytime and anywhere.


Features of the Mobile App

 **Real-Time Messaging**
Customer conversations are updated instantly so support agents can reply quickly.

 **Instant Notifications**
Agents receive notifications whenever a customer sends a new message.

 **Centralized Communication**
All customer conversations can be managed from one application without switching between platforms.

 **AI + Human Hybrid Support**
AI handles automated replies while human agents can take over conversations whenever necessary.

 **Separate Chat Threads**
Each customer conversation is organized into separate chat threads for easier management.

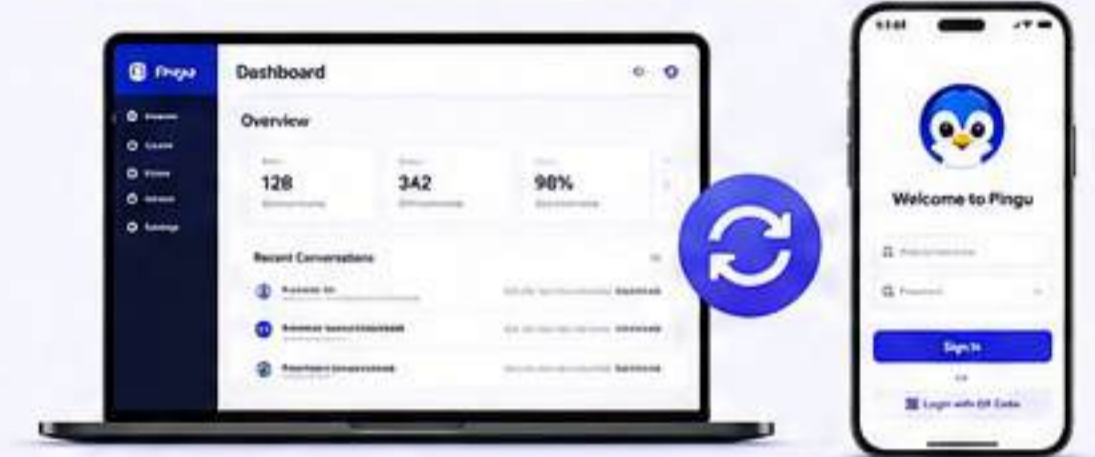


Getting Started with the Pingu Mobile App



Two Ways to Get Started with Pingu

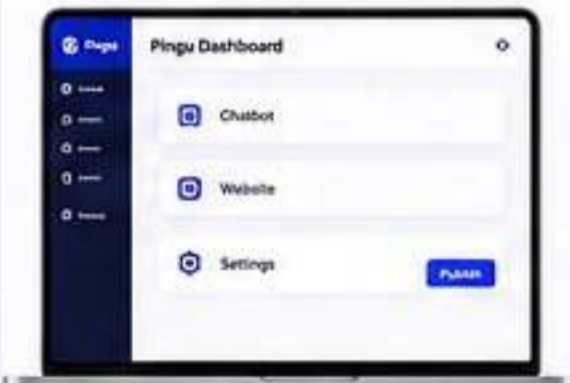
- ✓ Complete your setup through the Pingu Dashboard (Web Portal)
- ✓ Or create your account directly through the Pingu Mobile App
- ✓ After setup, use the Pingu Mobile App to manage customer conversations from anywhere



1

Complete Your Pingu Setup

Set up your Pingu workspace through the Pingu Dashboard (Web Portal). Configure your chatbot, website integration, and business information.



2

Download & Connect the Mobile App

Download the Pingu Mobile App and sign in using your existing credentials or the QR Code Login feature.



3

View Customer Chats

Monitor all customer conversations from the Chats Dashboard and quickly find messages using the search feature.



4

Manage Conversations

Review AI-generated responses, take over chats when needed, and provide personalized assistance to customers.



5

Configure Settings

Customize your profile, manage widgets, change language and appearance settings, and control notifications.



6

Stay Connected

Receive instant notifications for new customer messages, escalations, and important updates wherever you are.



1. Complete Your Setup



2. Download & Connect



3. View Customer Chats



4. Manage Conversations



4. Configure Settings



5. Configure Settings



6. Stay Connected



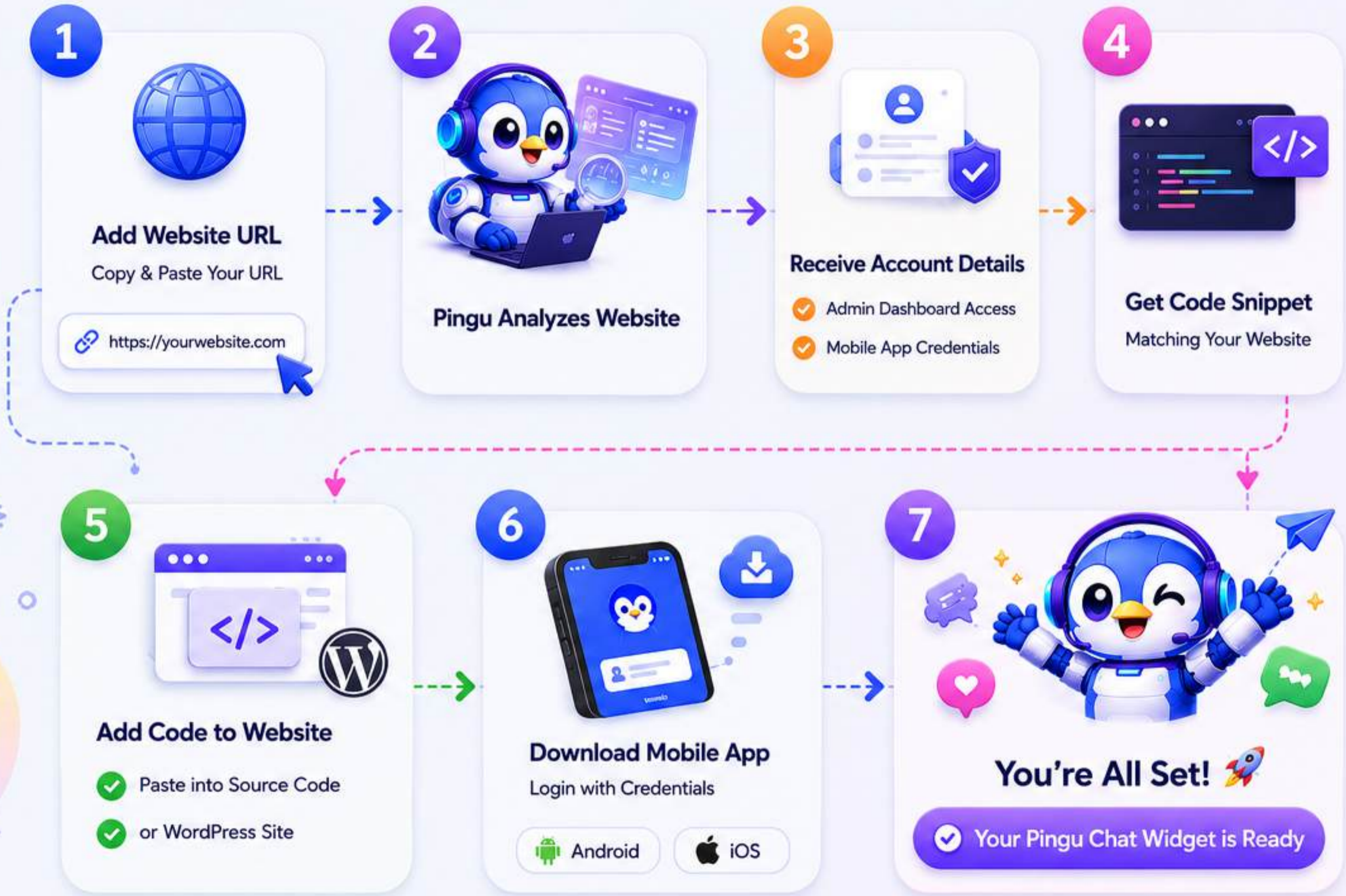
You're Ready!

Your Pingu Mobile App is now connected to your Pingu workspace, allowing you to monitor customer interactions and manage conversations anytime, anywhere.



How Pingu Works

Getting started with Pingu is quick and easy. Follow these simple steps to bring AI support to your website and your team.

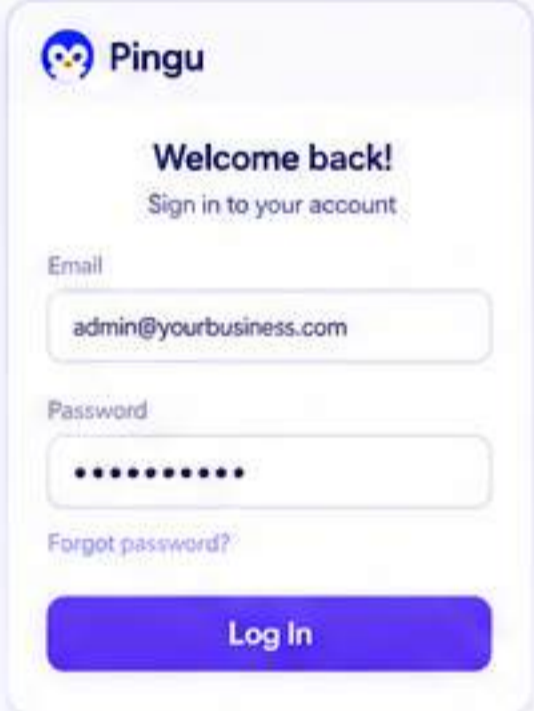


-  Add your website in seconds
-  Pingu analyzes & prepares your website
-  Get account access & app credentials
-  Add code to your website easily
-  Manage from mobile anytime, anywhere
-  AI support live on your website

Getting Started with the Pingu Chatbot


1 Log In

Log in to the Pingu Admin Dashboard.



2 Open Widgets Tab


Go to the Widgets tab and select your chatbot widget.



3 Customize Your Chatbot

You can:

- Change colors
- Edit appearance
- Add animated characters
- Match your website branding



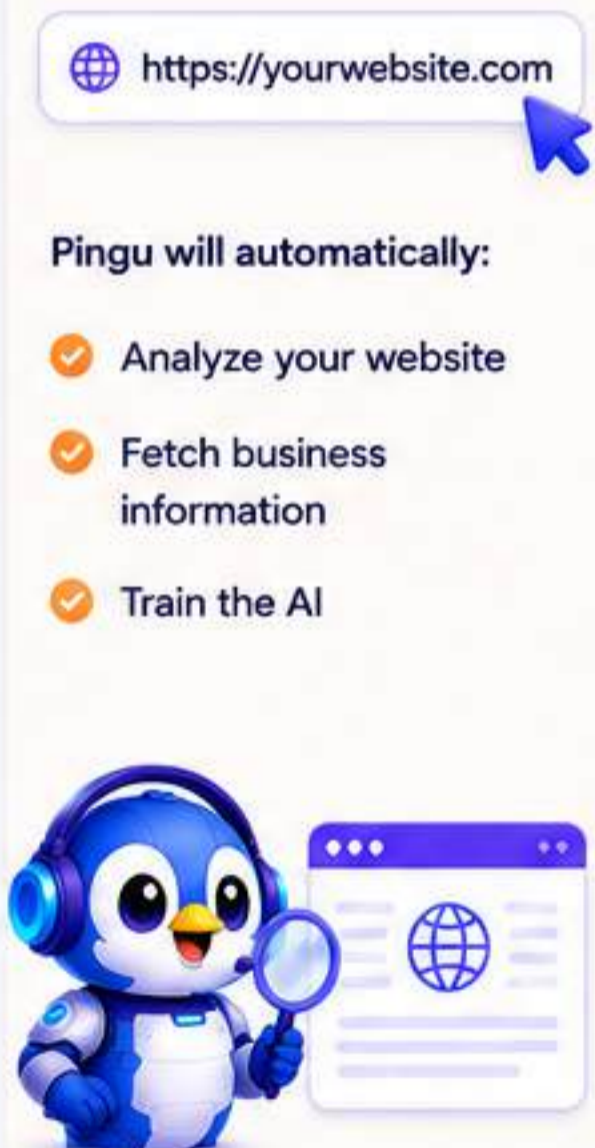
4 Create Your Knowledge Base

Paste your Website URL.

<https://yourwebsite.com>

Pingu will automatically:

- Analyze your website
- Fetch business information
- Train the AI




5 Upload Additional Data

Add extra files such as:

- PDFs
- Documents
- FAQs
- Product information


Drag & drop files here or click to upload



6 You're Ready

Your AI chatbot is now ready to:

- Reply instantly
- Support customers 24/7
- Work with human agents
- Manage conversations easily





Internal AI Knowledge Base

What is Internal AI?

The Internal AI Knowledge Base allows your team to securely access company information through Pingu AI. Instead of searching through folders, documents, or emails, employees can simply ask questions and receive instant answers based on your organization's approved knowledge.

Internal AI can be trained using your company's own documents, making it a powerful tool for employee support, onboarding, and knowledge sharing.

What Can Be Added?

You can upload:

- Employee Handbooks
- Policies and Procedures
- Training Materials
- Product Documentation
- Internal Guides
- Frequently Asked Questions (FAQs)
- Standard Operating Procedures (SOPs)

Benefits

- Instant access to company knowledge
- Faster employee onboarding
- Reduced time spent searching for information
- Consistent answers across the organization
- Secure access for authorized team members only

Setting Up Internal AI

1 Step 1: Enable Internal AI

- 1 Log in to the Pingu Admin Portal.
- 2 Open AI Assistant Settings.
- 3 Navigate to **Internal AI**.
- 4 Toggle **Enable Internal AI** to ON.

Enable Internal AI

ON

2 Step 2: Generate Your Secret Code

After enabling Internal AI:

- 1 Click **Generate Secret Code**.
- 2 A unique code will be created for your organization.
- 3 Share this code only with authorized team members.

Your Secret Code

 A7X9 ZZQ8

Generate Secret Code 

The Secret Code acts as a security layer that protects access to your organization's knowledge base.





Building Your Knowledge Base

Upload Company Documents

- 1 Open Internal AI → Knowledge Base.
- 2 Click Upload Files.
- 3 Select your company documents.
- 4 Wait for Pingu to process and index the files.



Once indexing is complete, employees can immediately begin asking questions based on the uploaded information.



Managing Knowledge Files

To maintain accurate responses:

- ✓ Add new documents whenever information changes.
- ✓ Remove outdated or duplicate files.
- ✓ Review uploaded content regularly.
- ✓ Keep policies and procedures updated.



Keep your knowledge base up to date to ensure your team always gets accurate and helpful answers.



Accessing Internal Knowledge

Using Internal AI is simple:



1 Step 1
Open the Pingu Chat Widget.



2 Step 2
Type: **#internal**

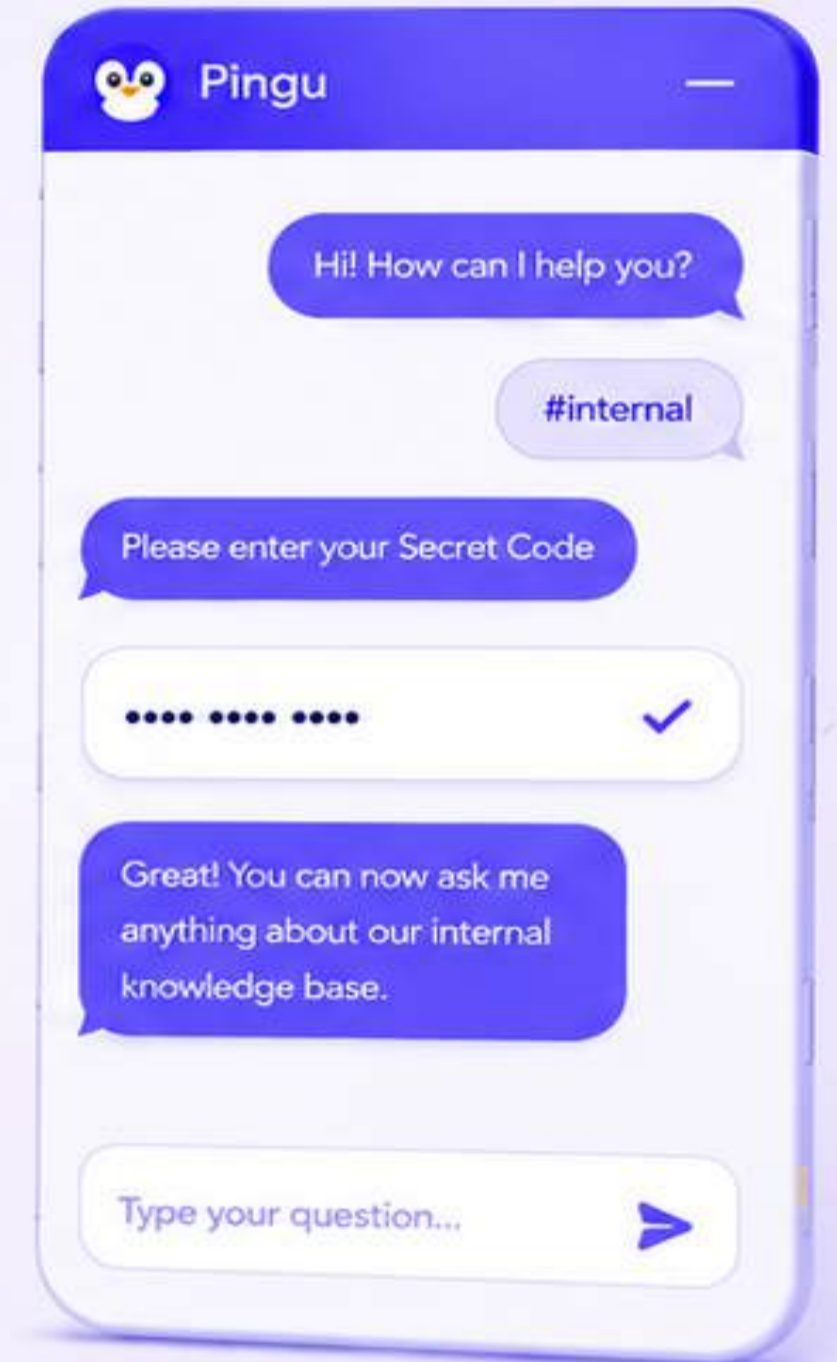


3 Step 3
Enter your organization's Secret Code.



4 Step 4
Start asking questions about:

- Company policies
- Employee procedures
- Product information
- Training materials
- Internal guidelines
- Frequently asked questions



Best Practices

- ✓ Upload clear and up-to-date documents.
- ✓ Remove outdated information.
- ✓ Keep the Secret Code confidential.
- ✓ Share access only with authorized personnel.
- ✓ Review knowledge files regularly.
- ✓ Ensure sensitive information is protected.



With Internal AI, your team can access the information they need instantly, improving productivity, consistency, and collaboration across the organization.

Benefits of Using Pingu



Easy to Set Up

Pingu is simple to set up, even for people with no technical knowledge. Businesses can quickly connect their website and start using AI-powered customer support without complicated steps.



Never Lose Customers

Customers receive instant answers instead of waiting for email replies. Fast responses help businesses engage customers quickly and reduce missed opportunities.



24/7 Availability

The AI assistant remains active at all times, providing continuous customer support day and night. Human support agents can also join conversations whenever needed.



Reduced Support Costs

Businesses can reduce dependency on large customer support teams by using AI to handle common customer questions automatically.



Improved Customer Experience

Faster and smarter communication helps improve customer satisfaction and creates a better support experience.



Centralized Communication

All customer conversations and interactions are managed in one place through the Pingu Dashboard and Mobile Application, making communication easier and more organized.

