

Coqui User Guide

How to set up and run Coqui, the AI assistant for your Facebook Page, Messenger, comments, WhatsApp and website chat. Updated October 2026.

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1 What Coqui does

Coqui is an AI customer-support assistant made by Career Velocity BD, a Meta Verified Tech Provider. You connect your own Facebook Page, tell Coqui what you sell and how you talk, and Coqui answers your customers day and night. You can take over any conversation yourself at any time.

Where Coqui answers

- **Messenger:** private messages to your Facebook Page.
- **Comments:** short public replies to comments on your Page's posts (Messenger + Comments and Full Omnichannel plans).
- **WhatsApp:** your WhatsApp Business number (Full Omnichannel plan).
- **Your website:** a chat bubble you add with one line of code.

Plans (per connected Page, per month)

- **Messenger:** ₹9,999/month. Coqui answers your Page's Messenger chats 24/7.
- **Messenger + Comments:** ₹16,999/month. Messenger, plus replies to comments on your posts.
- **Full Omnichannel:** ₹27,999/month. Messenger and comments, plus your WhatsApp Business number.

Each connected Page has its own plan and its own 30-day billing cycle. There is no setup fee.

2 Create your account and log in

Sign up

1. Go to **www.careervelocitybd.com/signup**.
2. Enter your **Business name**, **Email**, **WhatsApp number** and a **Password** (at least 8 characters).
3. Answer the small maths question (it stops spam sign-ups) and click **Create account**.
4. You land on your dashboard. You can also sign up with **Sign up with Google** or **Sign up with Facebook**; then add your business name and WhatsApp number on the **Almost there** page and click **Go to my dashboard**.

Log in

1. Go to **www.careervelocitybd.com/login**.
2. Enter your email and password and click **Log in** (or use **Continue with Google** / **Continue with Facebook**).
3. If you turned on two-factor authentication, enter the 6-digit code from your authenticator app (or one backup code) and click **Verify**.

Forgot your password

1. On the login page click **Forgot password?**.
2. Enter your email, answer the maths question and click **Send reset link**.
3. Open the email within 1 hour, set a new password and click **Update password**. You are logged out everywhere and can log in with the new password.

Too many wrong passwords in a few minutes blocks logins to that email for a short while. Wait a few minutes and try again.

3 Dashboard tour

Everything is in the left sidebar. Click the arrow next to a section to open its sub-menu.

- **Overview**: setup checklist, quick buttons and your stats.
- **CRM System**: Dashboard, Inbox, Contacts and Pipelines for every conversation and lead.
- **Connectors**: **Meta Integration** (Facebook Pages, plans, payments), **Website** (chat bubble code) and **WhatsApp**.
- **Products**: what you sell and the prices Coqui may quote.
- **Talking Style**: how Coqui writes and what it should aim for.
- **Account**: business details, instructions for Coqui, password and two-factor authentication.
- **Billing**: your payment history and receipts.
- **User Guide**: this guide.
- **Settings & privacy**: language, display, activity log, privacy checkup and more.
- **Support**: **Ask Coqui** (help chat), **Email support** and **Report a problem**.

Overview

Until setup is finished, Overview shows **Get Coqui answering your customers** with four steps: **Connect your Facebook Page**, **Turn Coqui on**, **Add what you sell** and **Set how Coqui talks**. After that you get quick buttons (**Open Inbox**, **Test your bot on Messenger**, **Add chat to your website**, **Pipelines**) and stat tiles such as Total conversations, Messages Coqui answered, Comment replies sent, Total leads and Needs your follow-up. Drag the tiles to reorder them.

The theme switch (**Dark mode / Light mode**) and **Log out** are at the bottom of the sidebar.

4 Connect your Facebook Page

You need to be an admin of the Facebook Page (or have full control of it in Meta Business Suite).

1. In the sidebar open **Connectors** → **Meta Integration**.

2. Click **Connect Facebook Page**.
3. Choose a service for this Page: **Messenger**, **Messenger + Comments** or **Full Omnichannel** (or **Try Coqui free for 48 hours** if you signed up from a free-trial link).
4. Click **Continue with Facebook** and log in to Facebook if asked.
5. Select the Page Coqui should answer for and allow **every** permission Facebook asks for. Coqui only uses them to read and answer your Page's messages and comments.
6. You come back to Meta Integration and the Page is listed under **Facebook Pages**.

What the status means

- **Active**: Coqui is answering.
- **Free trial · countdown**: Coqui is answering during your 48-hour trial.
- **Inactive · Add-on required**: your plan's active-Page limit is used. Activate it with its own plan (see Turn Coqui on and pay).
- **Paused**: you paused it. Coqui stays silent until you reactivate it.
- **Not active**: the payment is overdue past the 3-day grace period, or the free trial ended.

If you see a message after connecting (for example "No Facebook Page was shared" or "Facebook refused to send its messages to Coqui"), click **Connect Facebook Page** again and make sure you select your Page and allow every permission.

5 Turn Coqui on and pay

Your first connected Page becomes active straight away. Payment is by bKash or Nagad; there is no card payment yet.

Make a payment

1. Open **Connectors** → **Meta Integration**. Under **Your plan** you see each active Page's plan and the **Total**.
2. Click **Make a payment** (or **Activate** on a Page row, choose a plan and click **Continue to payment**).
3. In bKash or Nagad, use **Send Money** to **01847186612** for the amount shown. Copy the number with **কপি করুন**.
4. Back in Coqui, enter the number you sent from and the **TrxID** from the payment SMS (or paste the whole SMS), tick the agreement and click **পেমেন্ট সাবমিট করুন**.
5. You see "Payment submitted". The team checks it and activates your Page(s) as soon as possible.

Billing rules

- Each Page is billed every **30 days**, with a **3-day grace period** after the due date.

- The **48-hour free trial** has no grace period: when it ends Coqui stops replying until you choose a plan.
- Your payments and their status (**Pending review**, **Confirmed**, **Rejected**) are under **Billing**. Confirmed payments have **Download receipt**.

Need help with a payment? Message WhatsApp +8801680051342 with your TrxID.

6 Add your products and prices

1. Click **Products** in the sidebar. If you have more than one Page, click **Manage** next to the Page.
2. Enter the **Product / service name**, the **Price (৳)** and, if you like, **Details**.
3. Click **+ Add product**. Repeat for each product. Use **Remove** to delete one.

Coqui only ever quotes the exact prices on this list. If something isn't listed, Coqui says it will check instead of guessing. Each Page has its own product list.

7 Set how Coqui talks

1. Click **Talking Style** (choose the Page if you have more than one).
2. Pick **Default** and paste one real message you've sent a customer, or pick **Custom** and answer the 10 quick questions (greeting, Bangla/English/Banglish, Apni/Tumi, emojis, how you talk about price, and so on). You can add a description of your business and upload a reference document (.txt only).
3. Choose what this Page's bot should aim for: **Book & confirm appointments**, **Collect potential leads for follow-up**, **Convert customers & close sales**, **Answer questions / customer support** or **Take and confirm orders**.
4. Click **Save**.

Instructions for Coqui

Under **Account** → **Instructions for Coqui** you can write rules for every Page at once, for example "We are closed on Fridays" or "Always mention free delivery inside Dhaka". Click **Save instructions**. Use this for announcements and temporary changes.

Coqui always replies in the customer's own language (Bangla, Banglish or English), whatever your sample is written in.

8 Test your bot

1. Make sure the Page shows **Active** or **Free trial** on Meta Integration.
2. From a personal Facebook account that is **not** an admin of the Page, open your Page in Messenger (or click **Test your bot on Messenger** on Overview).
3. Ask a question about one of your products. Coqui replies within about a minute.
4. On a plan with comments, comment on one of your posts from that account. Coqui posts a short public reply.
5. Open **CRM System** → **Inbox** to see the conversation.

9 Inbox: read and reply to conversations

1. Open **CRM System** → **Inbox**. Filter by source (**All**, **WhatsApp**, **Messenger**, **Website**) or search.
2. Use the tabs **All**, **Needs you** (Coqui handed these to you) and **AI handling**.
3. Open a conversation and click **Take over** to reply yourself. Coqui stays silent for that customer.
4. Type in the box at the bottom and send. You can record a voice message, attach a file (up to 10 MB: images, PDF, audio) or insert a saved reply.
5. When you're done, click **Resume AI** so Coqui answers that customer again.

Saved replies

In a conversation, open the **Templates** tab, write a title and the text, and click **Save reply**. Insert it later from the composer.

When Coqui hands a conversation to you

Coqui stops and hands over when a customer asks for a human, complains or asks for a refund, sends ID documents, or repeats the same objection. Those conversations appear under **Needs you**. Reply, then click **Resume AI**.

Website visitors only see your reply the next time they send a message in the chat bubble.

10 Contacts, Pipelines and the CRM Dashboard

Contacts

CRM System → **Contacts** lists every customer Coqui has talked to, with channel, stage, lead score (out of 10) and last seen. Filter by channel or stage, search by name or phone, and click **Open** for the full profile. On the profile you can **Pause AI — take over** or **Resume AI** and set the **Product** they're interested in.

Pipelines

- **CRM System** → **Pipelines** shows a board with the columns New, Engaged, Qualified, Converted and Lost. Coqui moves customers along as conversations progress.
- Drag a card to another column to move it yourself. Converted and Lost stay where you put them.
- Cards show **Hot**, **Warm** or **Cold** from the lead score.
- **Manage columns** lets you rename, reorder, add or delete columns and choose which ones mean Qualified, Converted and Lost.
- **Export CSV** downloads your contacts as a spreadsheet.

CRM Dashboard

CRM System → **Dashboard** shows your most engaged customers, queries per channel and created-vs-resolved charts. Use the filters for date range and channel.

Support agent logins and Team Chat are still being finished. Please talk to support before adding agent seats.

11 Comment replies

- Available on **Messenger + Comments** and **Full Omnichannel**. The **Messenger** plan doesn't answer comments.
- Coqui replies to new comments on your Page's posts with **one short line**.
- Public replies **never** include prices or phone numbers; for details Coqui invites the person to send a message.
- Praise ("Nice!", "Alhamdulillah") just gets a thank-you.
- If Coqui can't answer a comment, it stays silent instead of posting an error.

12 Add Coqui to your website

1. Open **Connectors** → **Website** (your Page must be active first).
2. Click **Copy code**.
3. Paste the code just before **</body>** on every page of your website (or in your site builder's "custom code" / footer section).
4. Visit your website: a chat bubble appears at the bottom right. Visitors' chats show in the Inbox under **Website**.

13 Connect WhatsApp

WhatsApp is included in the **Full Omnichannel** plan at no extra cost. You need a WhatsApp Business Platform (Cloud API) number set up in Meta Business Manager.

1. Make sure one of your Pages is on **Full Omnichannel**.
2. Open **Connectors** → **WhatsApp**.
3. Enter your **Phone Number ID**, **WhatsApp Business Account ID** and a **Permanent Access Token** (a System User token from Meta Business Manager).
4. Click **Connect WhatsApp**. Coqui checks the details with Meta before saving.
5. To stop, click **Disconnect WhatsApp**.

Not sure where to find these IDs? Email support@careervelocitybd.com and we'll set it up with you.

14 What your customers experience

- **Language:** Coqui replies in the customer's own language and style: Bangla, Banglish or English.
- **Honest answers:** only your products, prices and instructions; if it doesn't know, it says so. If asked, Coqui says it is an AI assistant.
- **Orders:** with the goal "Take and confirm orders", Coqui confirms the order and gives the customer an Order ID. It appears on the contact's Sales tab.
- **Handover:** complaints, refunds, a request for a human or ID documents go to you under Inbox → Needs you.
- **Memory:** Coqui remembers a conversation for 30 days.
- **Follow-up:** if a customer goes quiet, Coqui sends at most one friendly follow-up, only inside Messenger's 24-hour window.
- **Voice messages** are understood. **Photos and documents** sent in Messenger get a privacy warning instead of being opened.
- **DELETE DATA:** any customer can send exactly **DELETE DATA** to delete their conversation and contact record; they get a confirmation.

Online appointment booking forms are not available for self-serve Pages yet. If you take bookings, choose the goal "Collect potential leads for follow-up" and confirm times with customers from the Inbox.

— Pause, change or remove a Page

- – on a Page row: **Pause this service** (Coqui goes silent; **Reactivate this service** to resume), **Deactivate this service**, or **Remove this Page completely** (also deletes its products and Talking Style; can't be undone).
- + on a Page row: add the same Page under another service, then **Continue to payment**.
- Changing to a service with different features may ask you to log in with Facebook once more, because each service uses its own set of Facebook permissions. That's expected.
- Need more than one active Page? Activate the extra Page with its own plan, or contact support.

16 Account, password and security

Change your password

Account → **Change password**, enter the current and new password, click **Update password**. Other devices are logged out.

Two-factor authentication

1. **Account** → **Two-factor authentication** → **Manage** → **Turn on two-factor authentication**.
2. Scan the QR code with Google Authenticator or a similar app, enter the 6-digit code and click **Confirm and turn on**.
3. Save the **backup codes** somewhere safe. Each works once if you lose your phone. Click **Done**.

Other settings

- **Settings & privacy** → **Language**: বাংলা or English for the **Ask Coqui** help chat. It doesn't change how Coqui talks to your customers.
- **Display & accessibility**: dark or light theme.
- **Activity log**: where you're logged in; **Log out** a device or **Log out of all devices**.
- **Account** → **Trusted devices**: remove a device you don't recognise.

Lost your phone and your backup codes? Email support@careervelocitybd.com from your account's email address.

17 Privacy and your data

- Coqui stores your connected Pages' access tokens (encrypted), your products and settings, your customers' conversations (kept for 30 days of inactivity) and their contact records in your CRM.
- Your data is never sold or used for advertising. Message text is processed by Google's Gemini AI to write replies. Servers are hosted by Hostinger.

- A customer can delete their data by sending **DELETE DATA**.
 - Removing a Page in Meta Integration deletes its token, products, settings and contacts.
 - Removing the Coqui app in your Facebook settings deletes every Page token you granted and disconnects those Pages. You get a confirmation code you can check at /data-deletion.
 - Full details: **Privacy Policy** at www.careervelocitybd.com/privacy-policy.
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18 Troubleshooting

Coqui isn't replying to messages.

On **Meta Integration** check the Page's status: it must be **Active** or **Free trial**, not Paused, Not active or Inactive · Add-on required. Test from an account that is **not** a Page admin. If the conversation is under **Needs you** in the Inbox, you've taken over; click **Resume AI**. Still nothing after a few minutes? Use **Ask Coqui** or email support.

Coqui isn't replying to comments.

Comments need the **Messenger + Comments** or **Full Omnichannel** plan. Coqui doesn't reply to comments made by the Page itself, and stays silent if it can't answer.

My Page isn't in the list after connecting.

Click **Connect Facebook Page** again and, in the Facebook window, make sure the Page is selected. You must be an admin of the Page (or have full control in Meta Business Suite).

It says "Inactive · Add-on required".

Your plan's active-Page limit is used. Click **Activate** on that row and choose a plan, or pause/remove another Page.

My free trial ended.

Click **Activate** on the Page row, choose a plan and make the payment. Coqui starts again once the payment is confirmed.

Facebook asks me to log in again when I change service.

That's expected: each service uses its own set of Facebook permissions. Log in and allow everything.

My payment still shows Pending review.

The team checks every payment by hand. If it's taking long, message WhatsApp +8801680051342 with your TrxID.

Coqui answered with the wrong price or information.

Check **Products** and **Account** → **Instructions for Coqui**. Coqui only uses what's written there. Fix it and new replies use the new information right away.

I can't log in.

Use **Forgot password?** on the login page. If you're locked out after too many attempts, wait a few minutes. For two-factor problems, use a backup code or email support.

19 Getting help

- **Ask Coqui**: the help button at the bottom right of every dashboard page (labelled **সাহায্য** when your language is Bangla; also **Support** → **Ask Coqui**). It knows your account and this guide.
- **Email**: support@careervelocitybd.com (**Support** → **Email support** or **Report a problem**).
- **WhatsApp**: +8801680051342.