

Company Setup

1. Overview

Company Setup in the Settings Centre is where admins configure essential company-level settings that control how Converse behaves across the platform. This includes setting up company information, managing automated engagement posts, configuring Instant Answers channels, controlling homepage banners, and defining learning priorities used in learning pathways. These settings act as the foundation for branding, engagement automation, and learning structure in Converse.

2. When to Use

Use Company Setup when you need to:

- Configure basic company details and branding
- Set default timings for automated Feed posts
- Manage Instant Answers channels
- Add or manage homepage banners
- Define learning priorities for Learning Pathways

3. Concepts

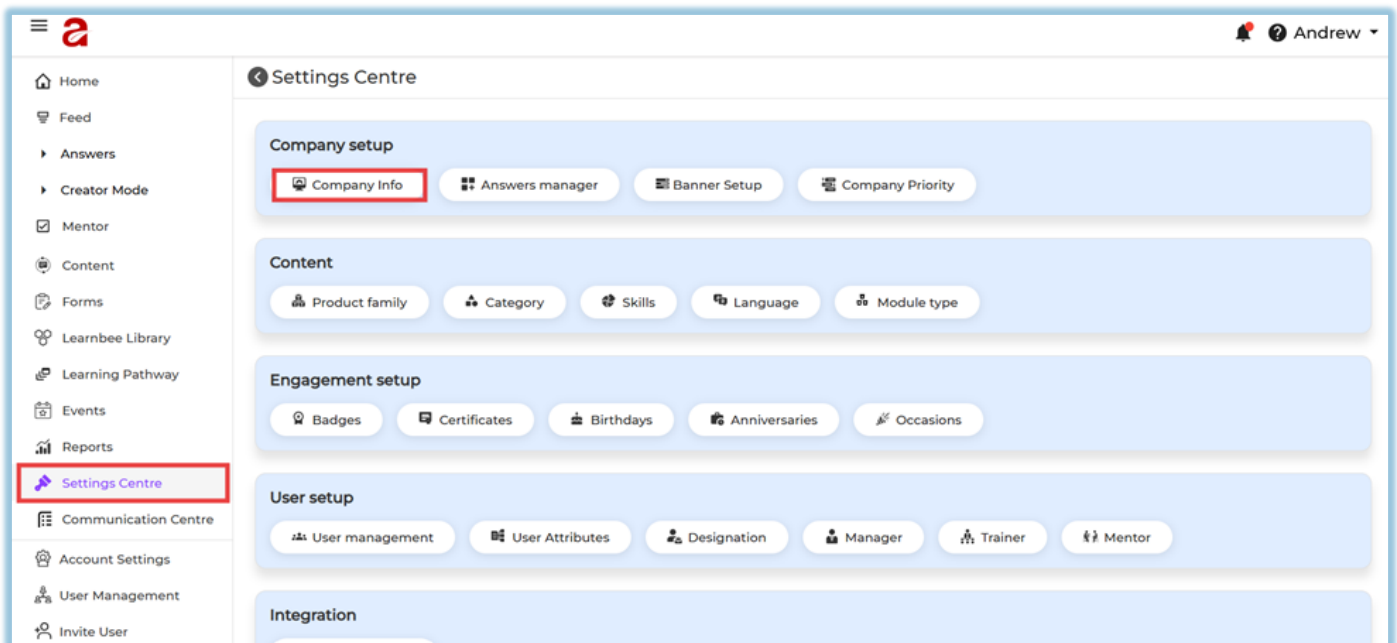
- **Company Info:** Basic organization details and branding settings
- **Automated Posts Timing:** Controls when system-generated posts are published
- **Answers Manager:** Manages Instant Answers channels and knowledge base
- **Banner Setup:** Controls images shown on the home page
- **Company Priority:** Defines priority tags used in Learning Pathways

4. Setup Guide

A. Company Info

Path: Settings Centre → Company Setup → Company Info

https://converse.bsharpcorp.com/celebrate/company_setup



Configure the following details:


- **Company Name**
- **Country**
- **Time Zone**
- **Company URL**
- **Company Logo** (upload from your system)
- **Theme Color** (HEX code)


Company Values

- Click **Add** to add a company value
- Enter value name and description
- Use **Edit** or **Delete** icons to manage values

Company Setup


Company Name
Type here *
Ace Company

Choose Country
Country
India 





Upload Company Logo

Upload

Choose Timezone
Asia/Kolkata X v

Company URL
Type here *
https://www.bsharpcorp.com/

Choose Theme Color
HEX code
#8b3eff 

Company Values Add

Ethics	Add Description	 
Learning	Add Description	 

Automated Posts Timing


This controls when system-generated posts (birthdays, anniversaries, occasions, daily thoughts) are published.

Options available:





- **Single time for all automated posts**
 - Set one time (default: 9:00 AM)
- **Individual timing for each post type**
 - Birthday Post
 - Anniversary Post
 - Occasions Post
 - Daily Thoughts Post

Setup time for automated posts

All automated posts for events such as birthdays and occasions will be posted at 9 AM by default.

Set one time for all the automated posts: Select time 09:00 AM  Asia/Kolkata

Set time for all the automated posts individually:
Time Zone: Asia/Kolkata

Birthday Post: Select time 09:00 AM 	Anniversary Post: Select time 12:00 AM 	Occasions Post: Select time 08:00 AM 	Daily Thoughts Post: Select time 06:00 PM 
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You can update the time anytime by clicking the clock icon.

Thought for the Day Setup

- Enable **Thought for the Day**
- Messages are posted automatically **only when no birthdays or anniversaries exist for the day**
- Once enabled, you can view and edit the content

Thought for the day Setup

'Thought for the day' messages are automatically posted at 9 AM only when there are no other occasions such as birthday or work anniversaries

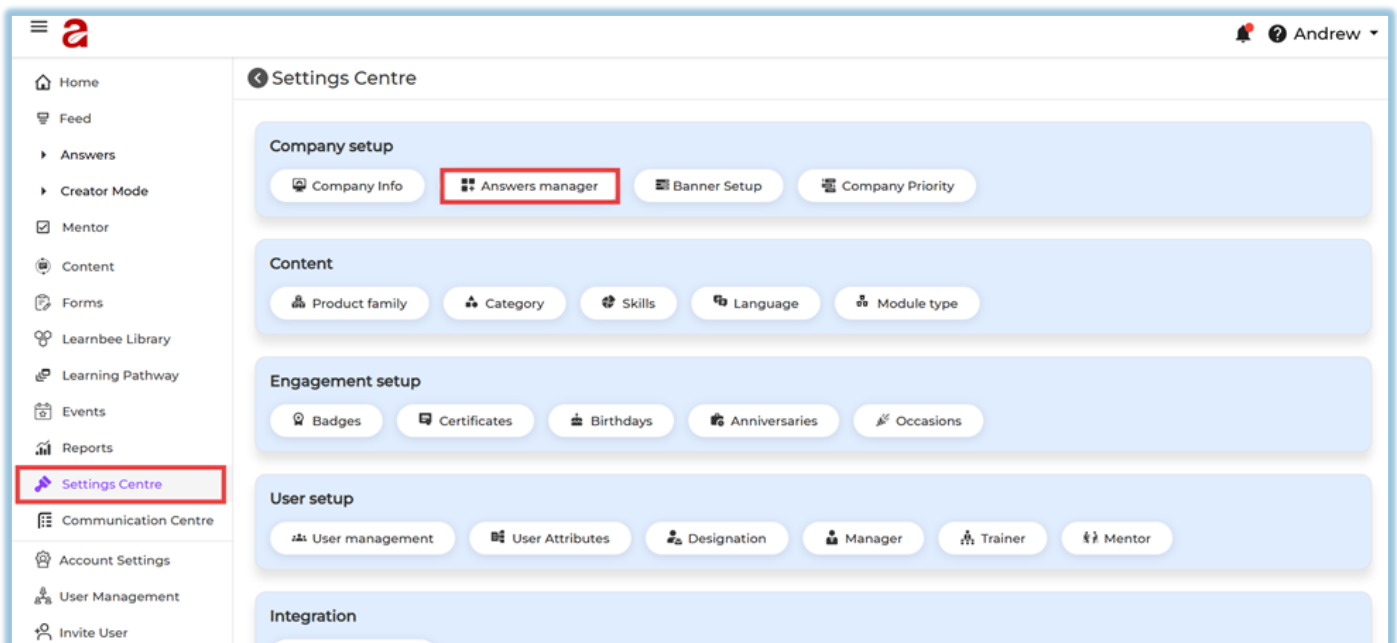
Enable 'Thought for the day'

Save Changes

B. Answers Manager

Path: Settings Centre → Company Setup → Answers Manager

<https://converse.bsharpcorp.com/celebrate/section-list>



This opens the **Channels** page where you can:

- View all Instant Answer channels
- See channel details such as:
 - Channel ID
 - Channel name
 - Weightage
 - Created date

- Number of documents
- Published audience
- **Publish / Unpublish** channels
- **Edit, Delete, or Add documents**
- **Go to Chat** directly from the channel
- **Create a new channel**

Channels				Create Channel	Go to Chat		
Id	Name	Weightage	Created On	Documents	Published to	Publish	Actions
440	Aura	10	19-Nov-2025	0	All	<input checked="" type="checkbox"/>	
420	Product Specs	10	12-Oct-2025	3	All	<input checked="" type="checkbox"/>	
421	TV Pricing & Promotions	9	12-Oct-2025	1	All	<input checked="" type="checkbox"/>	
404	Schemes Details	8	16-Sep-2025	4	All	<input checked="" type="checkbox"/>	
419	Glow Product Specifications	7	10-Oct-2025	1	All	<input checked="" type="checkbox"/>	
463	Shruti's Channel	5	20-Dec-2025	0	Admin	<input checked="" type="checkbox"/>	
437	Strategic Discussions	5	11-Nov-2025	1	All	<input checked="" type="checkbox"/>	

Create Channel

<https://help.bsharpcorp.com/books/instant-answers/page/how-to-set-up-instant-answers#bkmrk-4.-setup-guide>

- Enter channel name
- Add character name and description
- Select avatar
- Set channel weightage
- Save to create the channel

←
Create Channel


Channel Name*

Character Name*

Character Description*

You are a Trainer. You answer user questions precisely and accurately based on the uploaded Knowledge Base. If the information is not available, inform the user. Your answers start with an opening statement followed by bullet points. ⊗

Select Avatar*



Channel Weightage

C. Banner Setup

Path: Settings Centre → Company Setup → Banner Setup

<https://converse.bsharpcorp.com/celebrate/banner-setup>

☰
🔔 ? Andrew ▾

- 🏠 Home
- 📰 Feed
- ▶ Answers
- ▶ Creator Mode
- ☑ Mentor
- 📁 Content
- 📄 Forms
- 📚 Learnbee Library
- 📖 Learning Pathway
- 📅 Events
- 📊 Reports
- 🔧 Settings Centre
- 🗉 Communication Centre
- ⚙ Account Settings
- 👤 User Management
- 👤 Invite User

⏪ Settings Centre

Company setup

📄 Company Info
👤 Answers manager
📄 Banner Setup
📊 Company Priority

Content

📁 Product family
👤 Category
👤 Skills
🗣 Language
📄 Module type

Engagement setup

📄 Badges
📄 Certificates
📅 Birthdays
📅 Anniversaries
📅 Occasions

User setup

👤 User management
👤 User Attributes
👤 Designation
👤 Manager
👤 Trainer
👤 Mentor

Integration










Used to manage banners shown on the home page.

You can:

- View existing banners
- Edit banner details

- Delete banners
- Add new banners










← Banner Setup Cancel Save + Banner

#	Banner Image	Banner Title	Banner Description	Action
1		Glow Wash Frontload		 
2		Glow Wash Topload		 
3		Glow Coffee Maker		 

Add Banner

- Click + **Banner**

← Banner Setup Cancel Save + Banner

#	Banner Image	Banner Title	Banner Description	Action
1		Glow Wash Frontload		 
2		Glow Wash Topload		 
3		Glow Coffee Maker		 

- Upload image (from system, Pixel library, or upload library)
- Add banner title
- Add banner description

- (Optional) Add redirect link
- Click **Done**

Create Banner Cancel Done

Upload Image

Pexel Library Upload Image

*It is recommended that the image you upload is in the 16:9 ratio (640*360 or greater). This will ensure that the image does not appear distorted. The max. image size is 2 MB.

Banner Title
Type here

Banner Description
Type here

Redirect Link
Type here

Recommended image ratio: 16:9 for best display (minimum 640×360, max size 2 MB).

D. Company Priority

Path: Settings Centre → Company Setup → Company Priority

<https://converse.bsharpcorp.com/celebrate/learning-pathway/priority-setup>

Settings Centre

Company setup

Company Info Answers manager Banner Setup Company Priority

Content

Product family Category Skills Language Module type

Engagement setup

Badges Certificates Birthdays Anniversaries Occasions

User setup

User management User Attributes Designation Manager Trainer Mentor

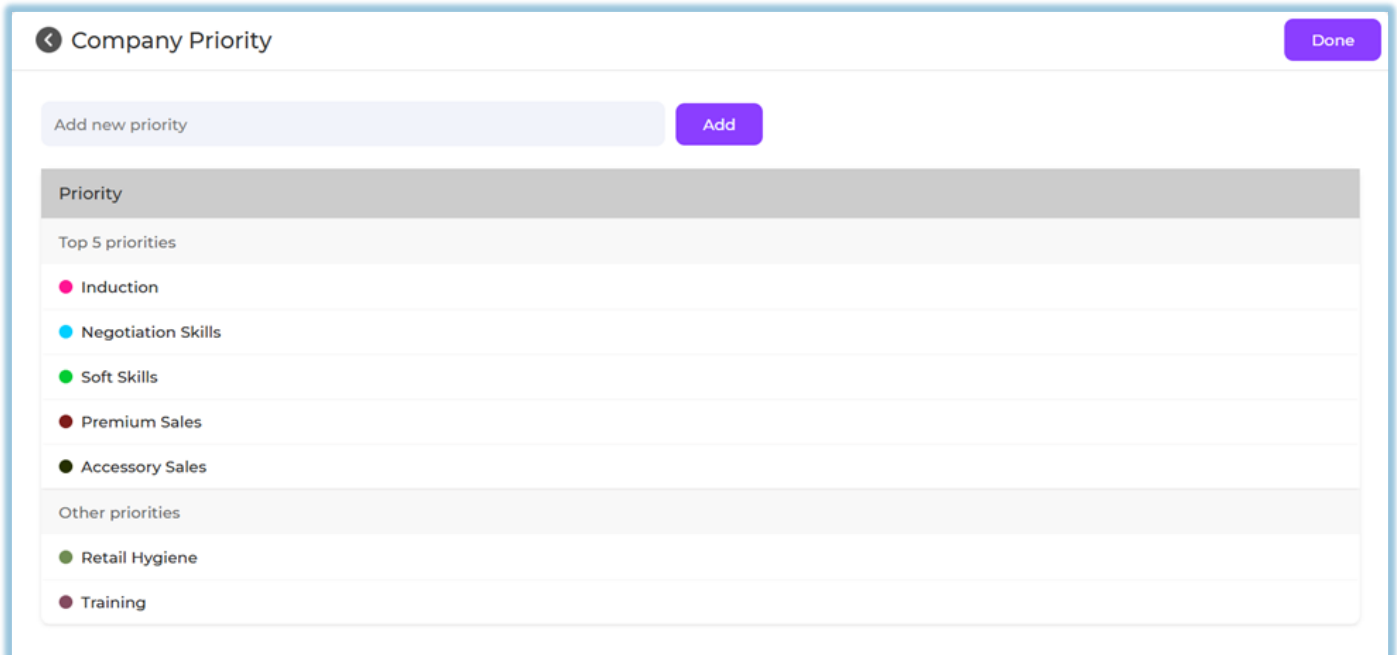
Integration

Google chat bot

Company priorities are used while creating **Learning Pathways**.

Actions available:

- Add new priority
- Organize priorities under:
 - Top priorities
 - Other priorities
- Reorder priorities
- Delete priorities if needed



The screenshot shows a mobile application interface for configuring company priorities. At the top, there is a title bar with a back arrow and the text 'Company Priority', and a 'Done' button on the right. Below the title bar, there is a text input field labeled 'Add new priority' and an 'Add' button. The main content area is divided into two sections: 'Top 5 priorities' and 'Other priorities'. The 'Top 5 priorities' section contains five items: 'Induction' (pink dot), 'Negotiation Skills' (blue dot), 'Soft Skills' (green dot), 'Premium Sales' (red dot), and 'Accessory Sales' (black dot). The 'Other priorities' section contains two items: 'Retail Hygiene' (green dot) and 'Training' (red dot).

These priorities become selectable options inside Learning Pathway configuration.

5. User View

Company Setup is an **admin-only configuration**.

End users experience the impact indirectly through:

- Branded interface
- Timely automated posts
- Homepage banners
- Structured learning paths
- Accurate Instant Answers

6. Reporting

Company Setup does not have direct reports.

However, its configurations affect reporting in:

- Feed activity (automated posts)
- Learning Pathway usage
- Instant Answers consumption

7. Best Practices

- Complete Company Info before onboarding users
- Verify time zone before enabling automated posts
- Use clear and consistent company values
- Limit homepage banners to avoid clutter
- Maintain meaningful and limited priorities for learning paths

8. Related Links / FAQs

- Settings Centre
https://converse.bsharpcorp.com/celebrate/settings_center
- Instant Answers
<https://converse.bsharpcorp.com/celebrate/section-list>
- Learning Pathway
<https://converse.bsharpcorp.com/celebrate/learning-pathway/list>
- Banner Setup
<https://converse.bsharpcorp.com/celebrate/banner-setup>

9. Version Notes

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Created 26 December 2025 09:05:30 by Manjula Jagadish

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