

How to setup TheLoops App in Front

Overview

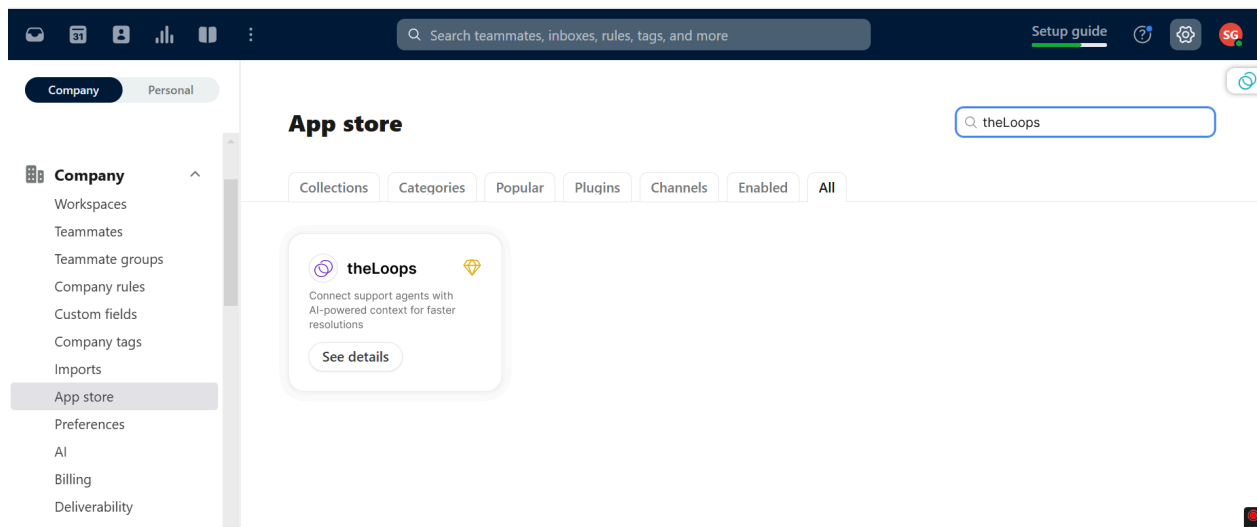
TheLoops Copilot empowers agents with real-time customer issue understanding and historical context. By providing comprehensive summaries of previous interactions and resolution attempts, we help eliminate redundant steps and streamline the support process. Agents can make confident decisions quickly through detailed resolution summaries and recommended actions. Additionally, our platform integrates with knowledge bases and community resources, giving agents access to a wealth of information to better serve customers.

You must have setup Tenant on TheLoops platform & integrated Front Integration on it successfully. [Follow these steps.](#)

Instructions

Step 1

Click the gear icon on the top right of Front and into the *Company* settings tab, and select *App store* from the left menu.



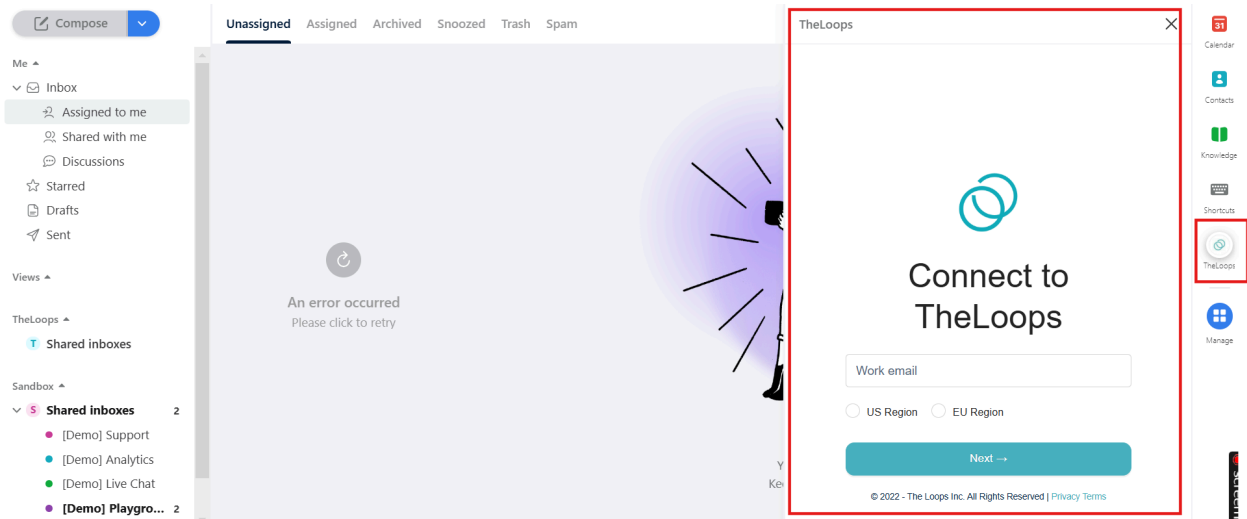
Step 2

Select TheLoops from the list of integrations. Click *See details*, then click *Enable app*.

Step 3

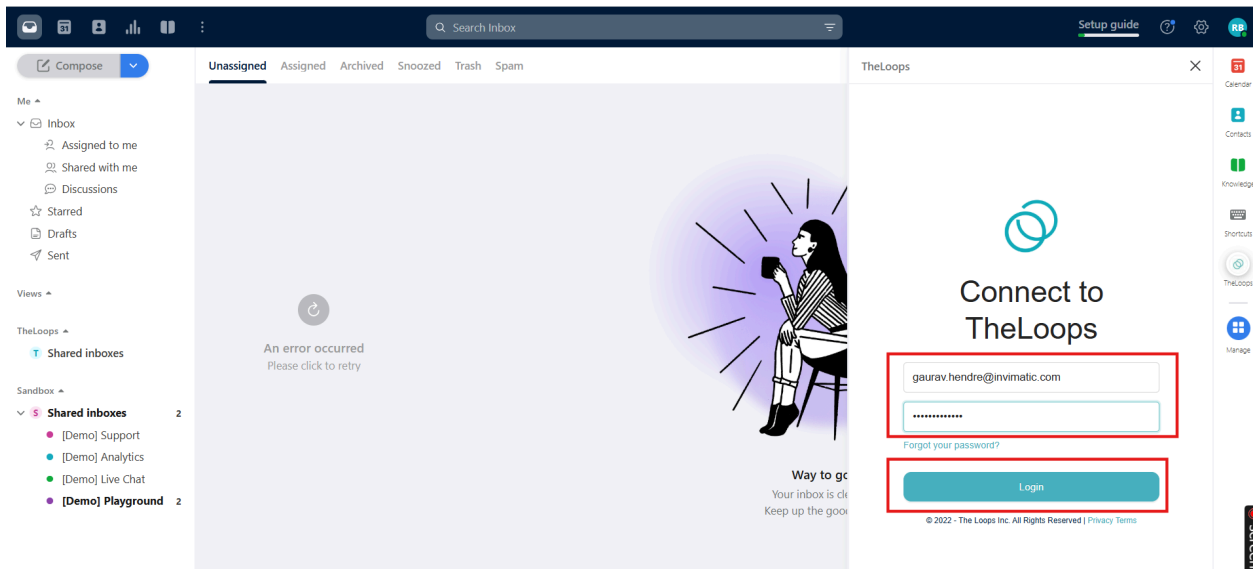
Access TheLoops App

- Click on TheLoops from the right menu.
- Select the respective Region US/EU.
- Mention the Email ID & click on Next button.



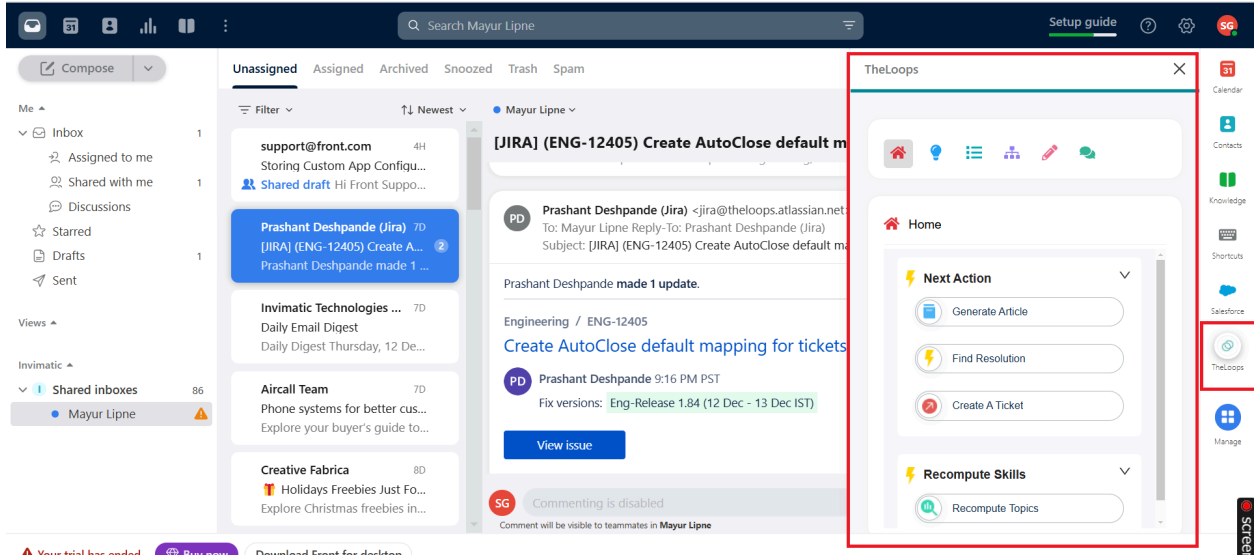
Step 4

Mention the Login details like: Email ID & password then click on Login Button



Step 5

Congratulations! TheLoops app is now successfully installed for your domain.



The screenshot displays a Gmail inbox with a list of emails on the left and a detailed view of an email on the right. The email subject is "[JIRA] (ENG-12405) Create AutoClose default mapping for tickets". A red box highlights the TheLoops app interface in the top right corner. The app's home screen includes a navigation bar with icons for Home, Search, List, People, Edit, and Chat. Below this, there are sections for "Next Action" and "Recompute Skills". The "Next Action" section contains three buttons: "Generate Article", "Find Resolution", and "Create A Ticket". The "Recompute Skills" section contains one button: "Recompute Topics". The app is also visible in the right-hand sidebar of the Gmail interface, positioned between the Salesforce and Manage icons.