

Managing your inbox

How to read, filter, and take over guest conversations · 5-minute read

Your inbox is the control center for every guest and lead across all channels. The AI handles routine messages automatically; you step in only when it matters. Here's how to get the most from it.

You'll need Nothing — this is a usage guide for the Anfigo inbox.

READING A CONVERSATION ROW

1 AI state — who's handling it

-  **AI On** — Anfigo is answering this guest automatically.
-  **AI Off** — the chat needs a human; it's pulled to the top of the inbox.

2 The tags

- **Customer type** — New or Returning guest.
- **Lifecycle** — Lead → Pending Reservation → Confirmed → Paid → In House → Checked Out.
- **Intent** (when AI On) — what the guest wants right now (Booking, Question, Photos, Service...).
- **Reason** (when AI Off) — why a human is needed (Hostile, Knowledge Gap, Room Unavail...).

WORKING THE INBOX

3 Take over / hand back

Open any chat's **⋮ menu** → **Turn AI Off (take over)** to reply yourself. When you're done, **Turn AI On** to hand it back to Anfigo.

4 Find anyone

Use **Search** (name, room, or phone) to reach any guest or lead across the whole inbox, and **Load older** to page back through history. The inbox always stays sorted by latest message.

5 Filter by tag

Use the filter chips to focus — e.g. **AI Off** to see only chats needing attention, or combine **In House + a stage**. Filters stack across groups and don't change the time order.

BEYOND THE INBOX

6 Bookings & Analytics

- **Bookings** tab — the Cloudbeds funnel for Anfigo bookings (Pending → Confirmed → Paid → Cancelled).
- **Analytics** tab — what Anfigo did for your hotel (conversations handled, % auto-resolved, response time, hours saved).

Rule of thumb: if a row is  AI Off it's waiting for you; everything  AI On is already handled. Reply from your own WhatsApp by tapping the channel link, or directly in Anfigo.

Need help? [Contact Anfigo support.](#) · This guide reflects the current Anfigo dashboard.