

企业微信侧边栏功能配置手册

1 侧边栏功能展示

The screenshot displays the Enterprise WeChat desktop application. On the left is a sidebar containing a list of recent conversations and a contact list. The main area shows a conversation with 'Karen @纷享销客CRM'. A blue message bubble from Karen says: '我通过了你的联系人验证请求，现在我们可以开始聊天了' (I have passed your contact verification request, we can start chatting now). Below it, another message says: '[你收到了一个小程序，请在手机上查看]' (You received a mini-program, please check it on your mobile phone). A blue button at the bottom of the message list says: '您好' (Hello). On the right side, there is a detailed view of Karen's profile. It includes tabs for '快捷回复' (Quick Response), '客户资料' (Customer Information), 'CRM详情' (CRM Details), and '自定义' (Custom). The 'CRM详情' tab is selected, showing information such as 'Karen', '公司: 北京易动纷享科技有限责任公司', '来源: --', '是否超时: 未超时', '负责人: 李利变', and '负责人直属部门: 待分配'. Below this, there are sections for '相关' (Related) and '基本信息' (Basic Information), which lists details like name, company, department, role, source, sales lead details, and phone number. At the bottom, there are buttons for '编辑' (Edit), '销售记录' (Sales Record), a plus sign for creating new entries, '打电话' (Call), and '更多' (More).

The screenshot shows the Enterprise WeChat mobile application on an iPhone. The top navigation bar shows the time as 11:22. The main screen displays a conversation with 'Karen @纷享销客CRM'. A blue message bubble from Karen says: '开始聊天前请仔细阅读服务须知事项' (Please read the service terms before starting the conversation). Below it, another message says: '为保障你的合法权益与会话的服务质量，会话内容将可能被存档。若不同意，请进入小程序操作' (To ensure your legal rights and the quality of the conversation, the conversation content will be stored. If you do not agree, please enter the mini-program to operate). A blue button at the bottom of the message list says: '您好' (Hello). Below the messages, there is a file preview for '企业微信版产品介绍-0221.pptx' (5.5M) with a note: '这是产品介绍请参考' (This is the product introduction, please refer to it). On the right side, there is a detailed view of Karen's profile, identical to the desktop version. It includes tabs for '快捷回复' (Quick Response), '客户资料' (Customer Information), 'CRM详情' (CRM Details), and '自定义' (Custom). The 'CRM详情' tab is selected, showing the same information as the desktop version. At the bottom, there are buttons for '编辑' (Edit), '销售记录' (Sales Record), a plus sign for creating new entries, '打电话' (Call), and '更多' (More).

1.2 需要先在企业微信配置“客户联系”的权限，有“客户联系”权限的人才能添加客户信息，并使用侧边栏功能。

The screenshot shows the WeChat Business Management Platform interface. The top navigation bar includes links for Home, Message Center, Application Management, Customer Contact (highlighted with a red box and labeled '1'), Management Tools, and My Company. On the left, a sidebar lists various management categories: Customer Contact, Client, Client Group, Client朋友圈 (Client Friends), Tools, Add Client, Group Tools, Chat Tools, Management, Separation of Duties, Inheriting Duties, Employee Inheritance, Enterprise Client Labels, Security Monitoring, Data Statistics, and Configuration (labeled '2'). The 'Customer Contact' section contains a sub-section titled 'Configure usage scope and management rules'. It shows two sections: 'Customer Contact and Client Group' (with a red box around it and labeled '3') and 'Client朋友圈' (Client Friends). Both sections include 'Usage Scope' (with user names like Li Shupai, Jin Xuemei, and Fanxiang企微版内测) and 'Management Rules' (with a '+ Set' button). The 'Customer Contact' section also has a 'Management Rules' section with a '+ Set' button.

1.3 聊天侧边栏配置步骤：企业微信管理后台-客户联系-聊天工具-聊天工具栏管理-配置页面应用。操作步骤如下

企业微信

API文档 | 联系客服 | 退出

首页 通讯录 应用管理 客户联系 管理工具 我的企业

客户联系 1

客户群 企业未验证，仅可添加200位外部联系人和邀请200位外部联系人进群，验证后即可提升 前往验证

客户

客户群

客户朋友圈

工具

加客户

群发工具

聊天工具 2

管理

离职继承

在职继承

企业客户标签

安全管控

数据统计

配置

权限配置

聊天工具

① 快捷回复 企业可为成员统一配置快捷回复，成员还可自己添加，添加后，成员可在与客户的聊天中使用
配置 ③

② 聊天工具栏管理 企业可配置应用到聊天工具栏，方便成员在与客户的聊天中查看和使用，提高服务效率
进入 ④

③ 自动回复 配置规则后，客户在群里@小助理或服务人员提问，小助理将根据关键词自动发送消息内容
配置

商品图册 企业为成员统一配置商品图册，成员可在与客户沟通中使用
配置

群模板 将群设置项配置成模板，方便成员批量应用到客户群聊，提高服务效率
配置

企业微信

API文档 | 联系客服 | 退出

首页 通讯录 应用管理 客户联系 5 管理工具 我的企业

聊天工具栏管理

« 返回

聊天工具栏管理

企业可配置应用到聊天工具栏，方便成员在与客户的聊天中查看和使用，提高服务效率。 查看 API 文档

+ 配置应用页面

CRM详情 编辑

商品图册 已停用 编辑

对外收款 已停用 编辑

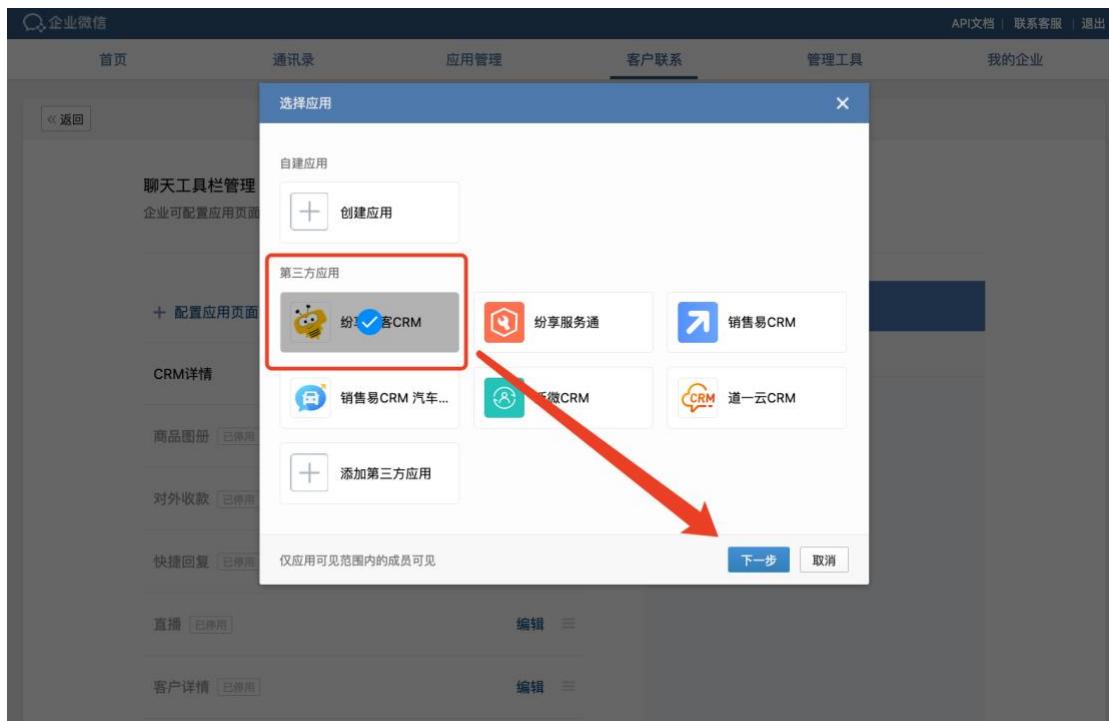
快捷回复 已停用 编辑

直播 已停用 编辑

客户详情 已停用 编辑

聊天工具栏 CRM详情

电脑端，聊天工具栏为固定宽度360PX，需做好页面适配



URL Address:

<https://www.fxiaoke.com/qyweixin/getUserAuthorize?suffix=/hcrm/wechat/function/externaluserdetail&appid=wxdeb7e0658a828754>

3 侧边栏常见问题

已导入系统的外部联系人在侧边栏查看客户详情时提示无效请求

解决方案：先登录纷享销客 CRM，再返回客户对话页面查看详情，恢复正常。

The screenshot shows a mobile messaging application interface. On the left is a sidebar with various icons and a search bar. The main area displays a conversation with a user named '程晚霞'. A message from '纷享销客客服' (@北京易动纷享科技有限责任公司) contains a link to a website: <https://www.fxiaoke.com/ap/qwpage/>. The message was sent on July 17 at 14:26. To the right of the message, there is a red box highlighting the '客户详情' (Customer Details) tab in the top navigation bar. Below the message, a red box highlights a tooltip or error message: '无效的请求，请重新打开页面' (Invalid request, please reload the page). The overall context suggests a problem with viewing customer details for imported external contacts through the CRM integration.