

5. Live Chat Bot

The bot that is as smart as your setup.

The screenshot shows a web interface for configuring a chat bot. On the left, the 'Add Bot Message' panel contains several input fields: a 'Keyword' field (callout 2), an 'Available Chat Widgets' dropdown menu (callout 3), a 'Department' dropdown menu, a 'Language' dropdown menu, and an 'Answer' text area. A red 'Save' button is at the bottom. On the right, the 'All Bot Message' panel shows a blue message: 'We have not found any records a...'. The interface is divided into two main sections by a vertical line, with a yellow sidebar on the far left.

1

The chat bot messages are created from you. Setup specific messages that suits your business. <https://www.jakweb.ch/faq/a/257/live-chat-bot>

2

The keywords are important, the chat bot will listen to this keywords and fire the answer you set below.

3

Select the chat widget, department and language for the chat bot message or leave it on standard to use it on all widgets.