

Scenario / Intent	User Action / Trigger	Clara's Message (WhatsApp-style)	System Action / Purpose	Notes for Builder / Logic
Opt-out (Manual Stop)	"Stop", "Cancel", "Not now"	No problem. I've paused all messages for now. You can message me anytime if you'd like to continue your Guided Cart.	Stop all follow-ups	Add tag: paused_user
Graceful End	"Thank you", "That's all for now"	You're very welcome. I'll stay quiet for now, but you can restart anytime by saying "Hello"	Mark flow complete, not unsubscribed	Keeps re-entry simple
Silent Exit	No response after multiple nudges	I'll pause my reminders for now so you're not disturbed. You can reach out anytime if you'd like to continue.	Auto-stop reminders	Use after 3 unresponded re-engagements
Unsubscribe (Compliance)	"Unsubscribe", "Stop messages"	Understood. You've been unsubscribed from PRUHealth Team messages. You can rejoin anytime by saying "Restart."	Legal compliance	Respect platform policies
Restart Flow	"Hi Team", "Restart", "Continue"	Welcome back! Let's pick up where we left off. Would you like to continue from your last step or start fresh?	Re-enable automation	Restore last context if available

