**Emergency bot steps**

**Start messenger**

Open message to Emergency Bot

**Request help by typing a message (e.g. help, emergency, hello, hi, ect)**

Bot response with do you need help?

**User answers yes or no – if no the session ends with a good bye message**

If yes bot asks what is your type of emergency?

**User enters type of emergency.**

Bot asks for user’s location

**User gives location**

Bot asks when the emergency occurs.

U**ser gives time of emergency**

Bot analyzes type of emergency and response with general guidelines with the option to pick the guideline or type the decryption of your emergency.

**User opens instructions or types their emergency description.**

The Bot analyzes the description and sends the instructions or sends link of open able instructions for user’s guideline request.

**User opens guidelines**

User can request search of a location

**Bot asks for user’s location**

User gives location

**Bot gives link to nearest searched location**

Session ends