Chatbot flow

ASSUMPTIONS

- 1. Once user is passed off to Live Person, they can no longer interact with the bot (ex: no asking the bot a question while you are waiting for an agent)
- 2. The bot can determine if Live Person is open or closed
- 3. The bot cannot determine if agents are busy or unavailable
- 4. The bot cannot determine if Live Person is down for maintenance/system outage
- 5. Once the bot hands user over to Live Person normal Live Person BAU rules take over

