

# Voiceflow Chatbot Tutorial

**A basic chatbot setup in Voiceflow designed to cover foundational concepts, providing the knowledge needed to expand it into a more advanced assistant capable of handling multiple tasks—or seamlessly transferring the conversation to a human agent when it's unable to respond effectively.**

**Log in to voiceflow:**  
**<https://www.voiceflow.com/>**

**Create an account and build your first chatbot**

# Create your first project, Use basic template



☒ Agent info

☐ Talk to your agent

## Project info


Provide a project name and template.


Name


My project


Starter template

☒ **Basic template**  
Start with a basic conversational AI agent and customize it for your business.

 **Customer support**  
Resolving issues and ensure customer satisfaction with deep technical skill and empathy.


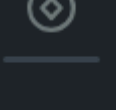


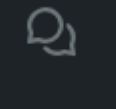
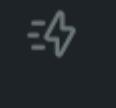


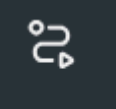

 **Lead qualification**  
Qualify prospects, uncover challenges, and route them to sales with detailed context.


 **Appointment scheduler**  
Book, confirm, reschedule, or cancel appointments for your customers with ease.

 **Info collector**  
Collect complete, accurate customer data while ensuring quality & co


Cancel

Create project







Agent




Talk





Listen




Logic





Dev




Share



 Call






 Run


 Publish

 **Start Block**

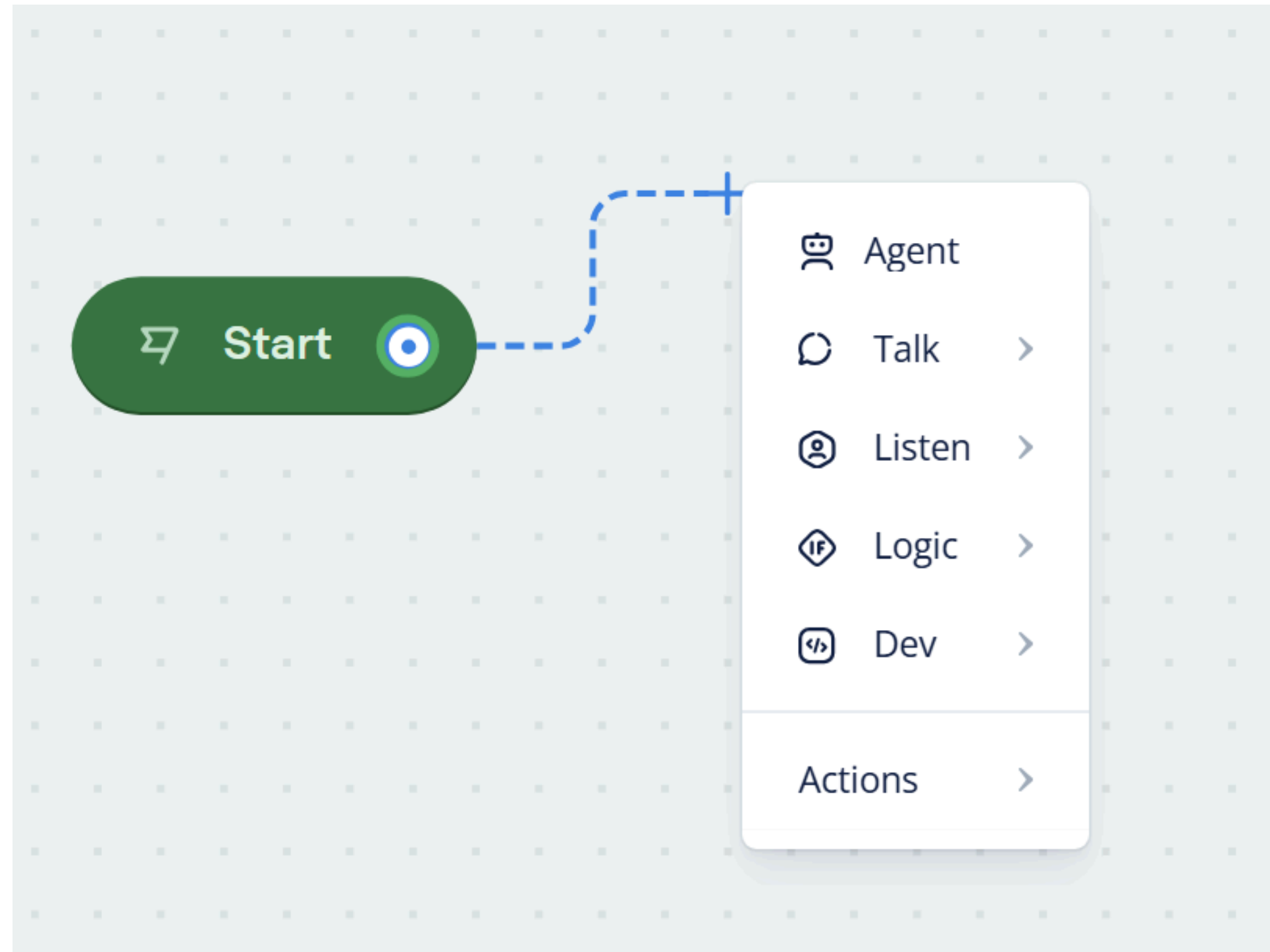
- It is the entry point of your conversational flow.
- All conversation flows begin from this block.
- You typically connect the Start Block to a Speak, Choice, or Capture block to begin the interaction.

 **Start** 



 Test your agent

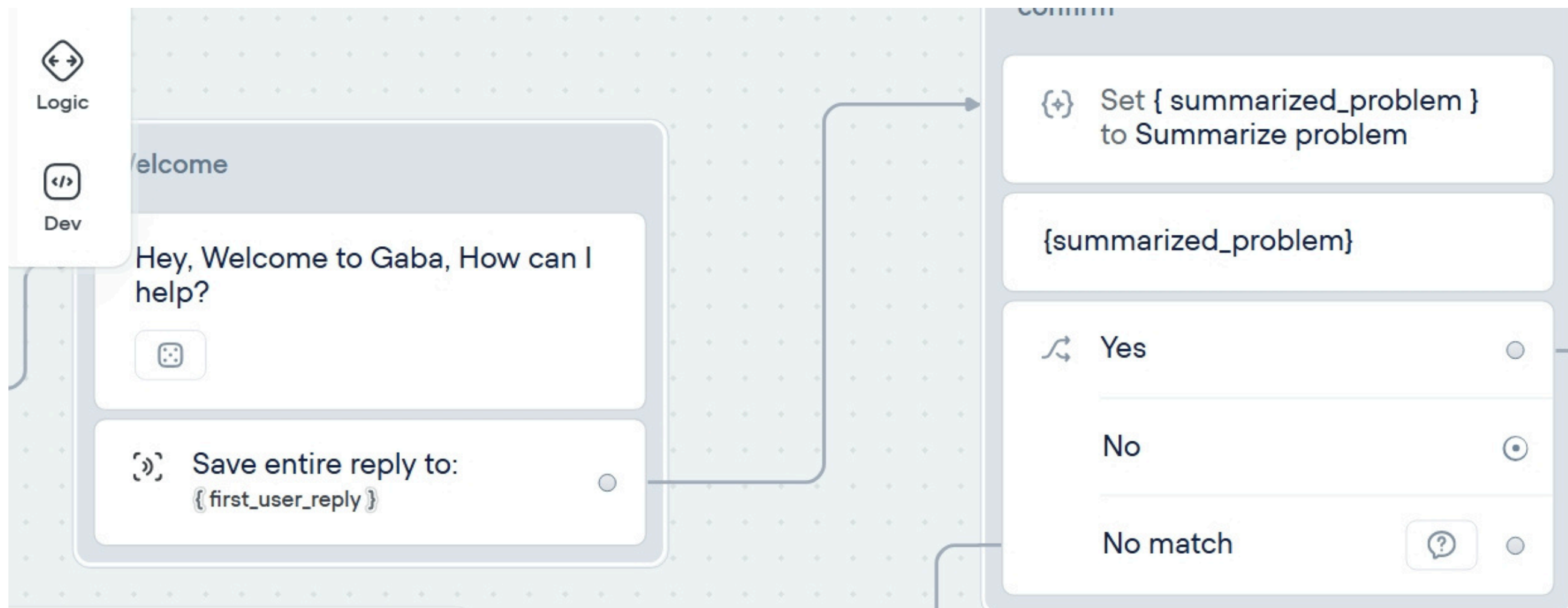
**Drag, Click right button, click on Talk and then click on message which will give the block that could chat/talk with the user which we can customize**



Let's assume our company's name is GABA, its a cleaning service provider for houses and apartments

We will add a message block to send welcome text and another block to capture response from the user which will be saved to a variable named 'first\_user\_reply'

The screenshot displays a chatbot builder interface. On the left, a workflow canvas features a green 'Start' button with a play icon, connected by an arrow to a 'Welcome' message block. This block contains the text 'Hey, Welcome to Gaba, How can I help?' and a small dice icon. Below the text is a 'Save entire reply to:' block with a code icon and the variable '{ first\_user\_reply }'. A line connects this variable to the 'Capture' settings panel on the right. The panel has a 'Capture' header and a dropdown menu set to 'Entire user reply'. Below this, the 'Save entire reply to...' section shows a dropdown menu with 'first\_user\_reply' selected. At the bottom, there are two toggle switches: 'No reply' and 'Listen for other intents', both currently turned off.



**Now we want to confirm whether this is the question raised by customer, for that we will make the variable 'first\_user\_reply' go through a prompt as shown in image, The brain or LLM I used for this step is GPT 4o mini, voiceflow has various LLM options including Gemini and Claude**

Summarize problem

Model

Variables

Run

×

System

Empty

Conversation history

{ vf\_memory }

User

Summarize the customers question below and ask them to confirm if thats what they meant. They should be able to answer only with yes or no, this is a confirmation step. not asking for more information.

Question: { first\_user\_reply }

Ensure your tone is empathetic. Speak directly to the end customer. Keep your answer brief and two sentences max.

Add

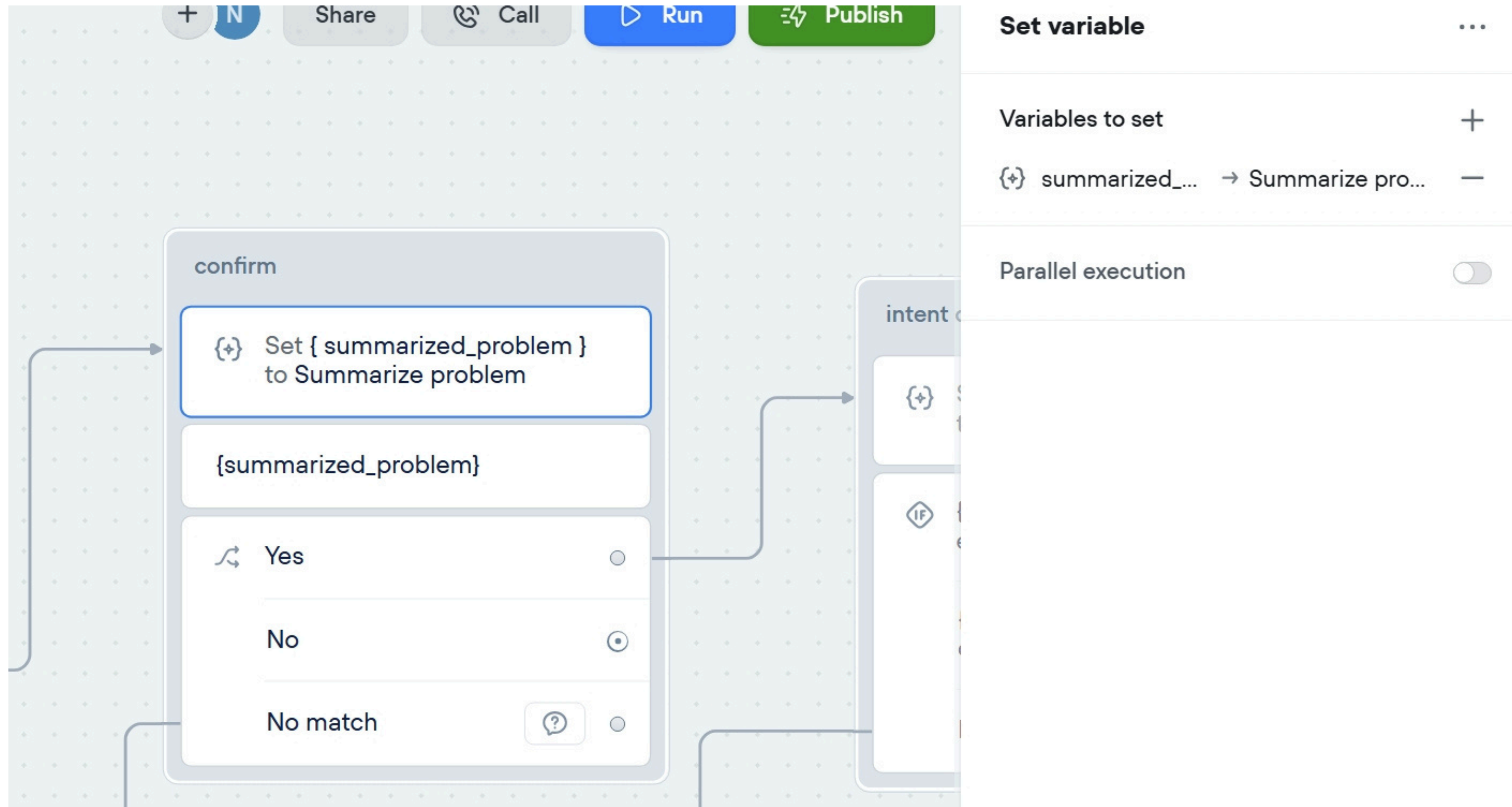
Output

- Write a prompt in the left column, and run it using ⌘ Enter to see it appear here
- Press the settings button in the top right ot modify the model and parameters
- Use '{' to add {variables} to your prompt
- Add message pairs to simulate a conversation

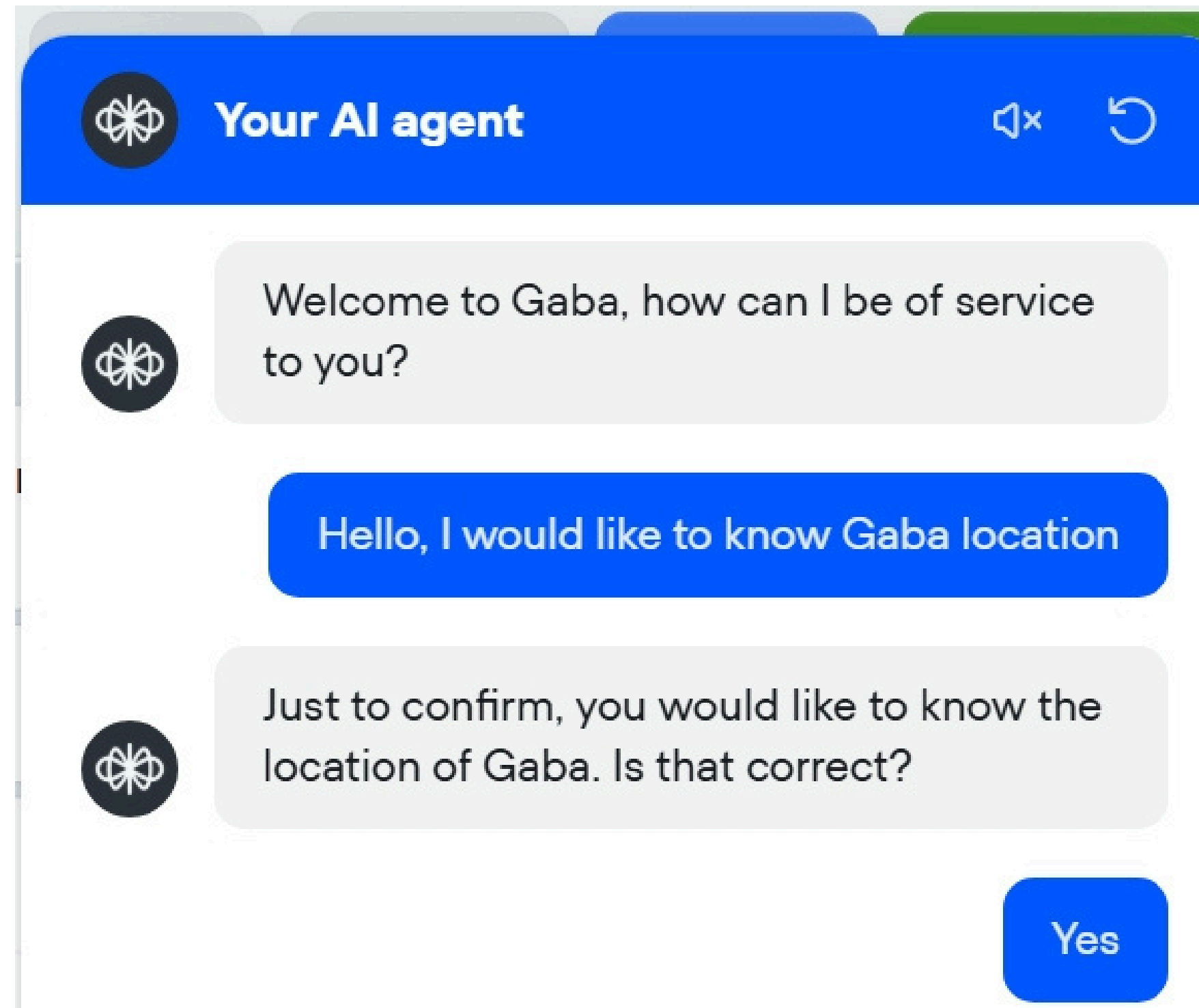
Learn more



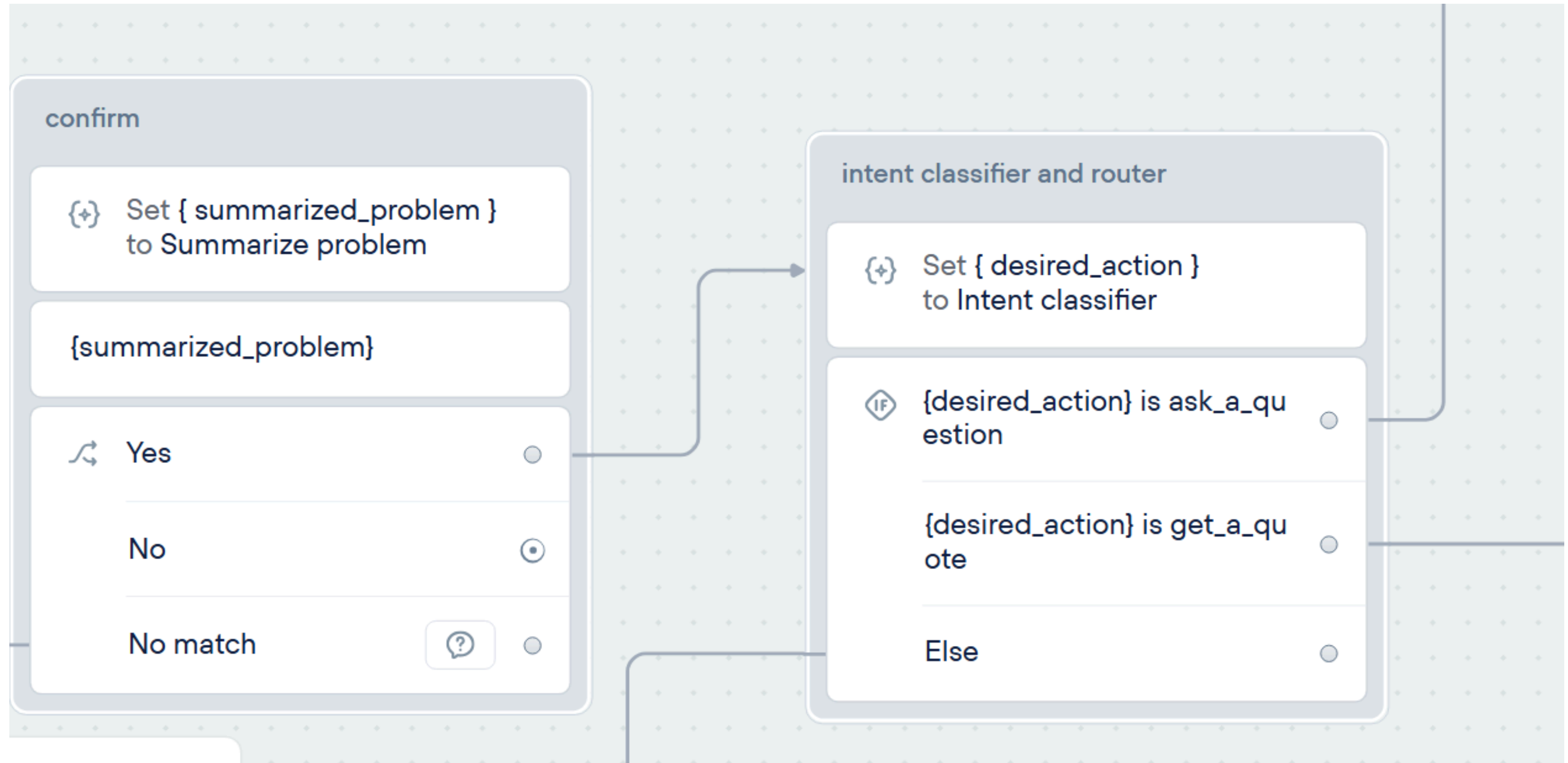
**The response from LLM will be saved in another variable named 'summarized\_problem' which will be displayed to user, so they can confirm with a yes or no**



# Testing our chatbot



**The reply of the confirmation message sent to customer can be a Yes or a No.  
If it's Yes then we will send the summarized\_problem to an intent classifier**



**We can select the user's intent by using another prompt which will be feeded with the conversation history saved in 'vf\_memory'**

**The prompt will reply 'ask\_a\_question' if the user wants to know something regarding the company. The reply will be 'get\_a\_quote' if they want to know about the service charge**

**Intent classifier**

ModelVariablesRunX

Conversation history  
{ vf\_memory }

User

What does the customer want to do?

Ask a question, get a realtime quote or something else entirely?

You must output a label for this only, Your options are:

"ask\_a\_question": general questions about our business, our services, how we operate etc, these will be routed to a knowledge base of our company docs to be answered.  
"get\_a\_quote": They are asking about pricing or have directly requested a quote etc,  
This will take them to a real time quotation tool that takes in their property type and size then returns the estimate.  
"other": anything outside of these two.

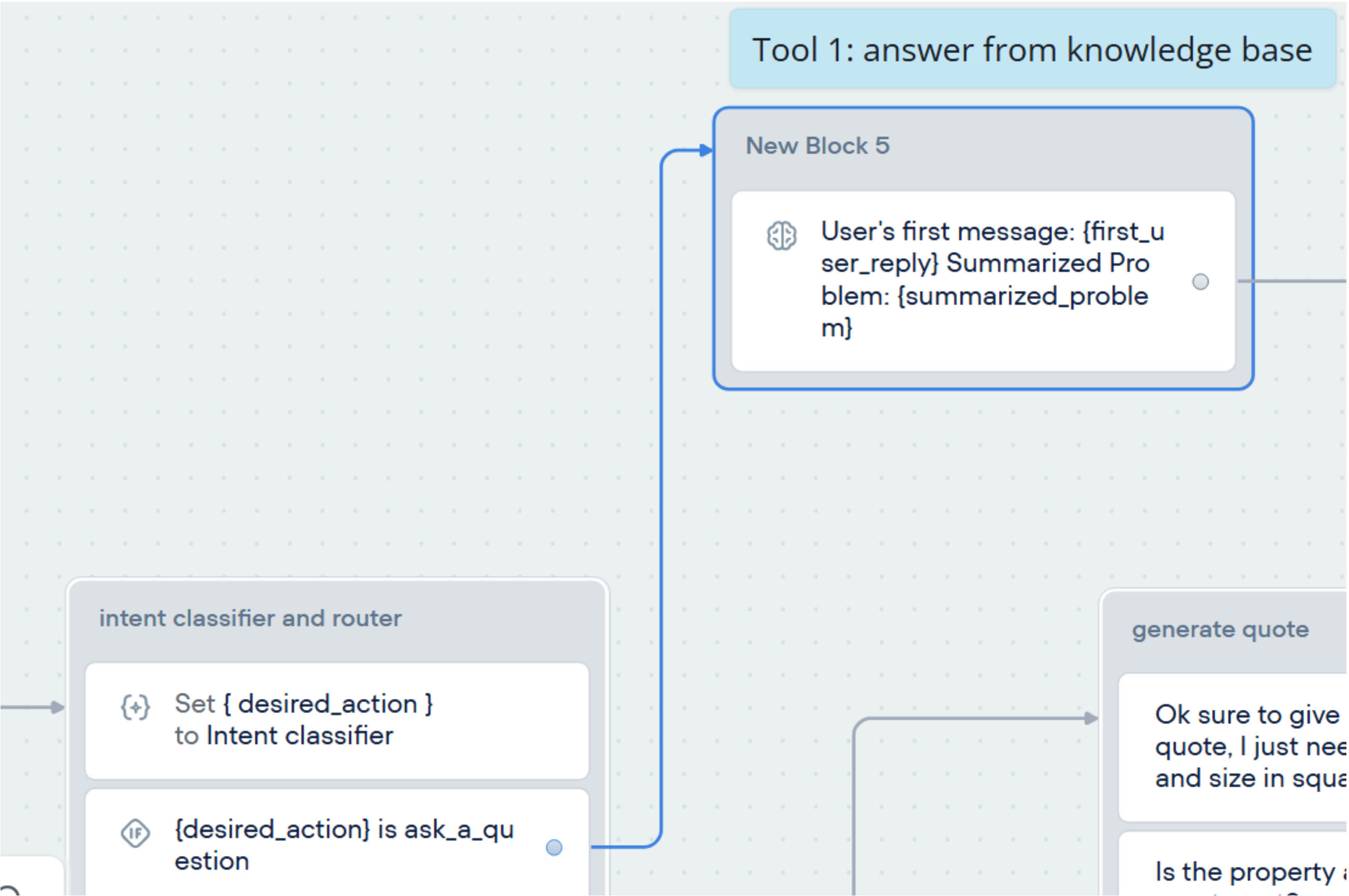
DO NOT INCLUDE ANY OTHER EXPLANATION OR REASONING IN YOUR RESPONSE, JUST GIVE THE LABEL AS THE OUTPUT ONLY.

Output

- Write a prompt in the left column, and run it using ⌘ Enter to see it appear here
- Press the settings button in the top right ot modify the model and parameters
- Use '{' to add {variables} to your prompt
- Add message pairs to simulate a conversation

Learn more

If the intent identified was 'ask\_a\_question' then we will search answers from knowledge base within voiceflow with the help of an LLM agent (gpt 4o mini in this case)



Knowledge base can be feeded with data regarding our company, FAQs,  
Locations, Values etc

The knowledge extracted will be saved in a variable named ‘chunks’

Knowledge base

Search

K

Preview

Add data source


All data sources (4)


<input type="checkbox"/> Data source	Imported by	Date ▾	Status	Refresh
<input type="checkbox"/> <a href="#">Untitled document (1).pdf</a>	You	A month ago	✓	—
<input type="checkbox"/> <a href="#">SALT &amp; PEPPERED Digital Menu FINAL Design.pdf</a>	You	A month ago	✓	—
<input type="checkbox"/> <a href="#">Sobe Burger Digital Menu FINAL Design.pdf</a>	You	A month ago	✓	—
<input type="checkbox"/> <a href="#">abjak.co.uk/</a>	You	A month ago	✓	Daily



# Prompt Used:

Generate answer from chunk

 Model

 Variables

Run

×

System

Empty ▾

Conversation history

{ vf\_memory }

User

You are an AI Customer support rep from GABA helping a customer with their question. Use the provided details below to answer the customers question.

Ensure to keep your answer brief and speak directly to the end customer. You are speaking to them over the phone.

Input data:

1. Provided details: "{ chunks } "

2. The User's original question: "{ first\_user\_reply } "

3. Our summary of their problem that they confirmed: "{ summarized\_problem } "

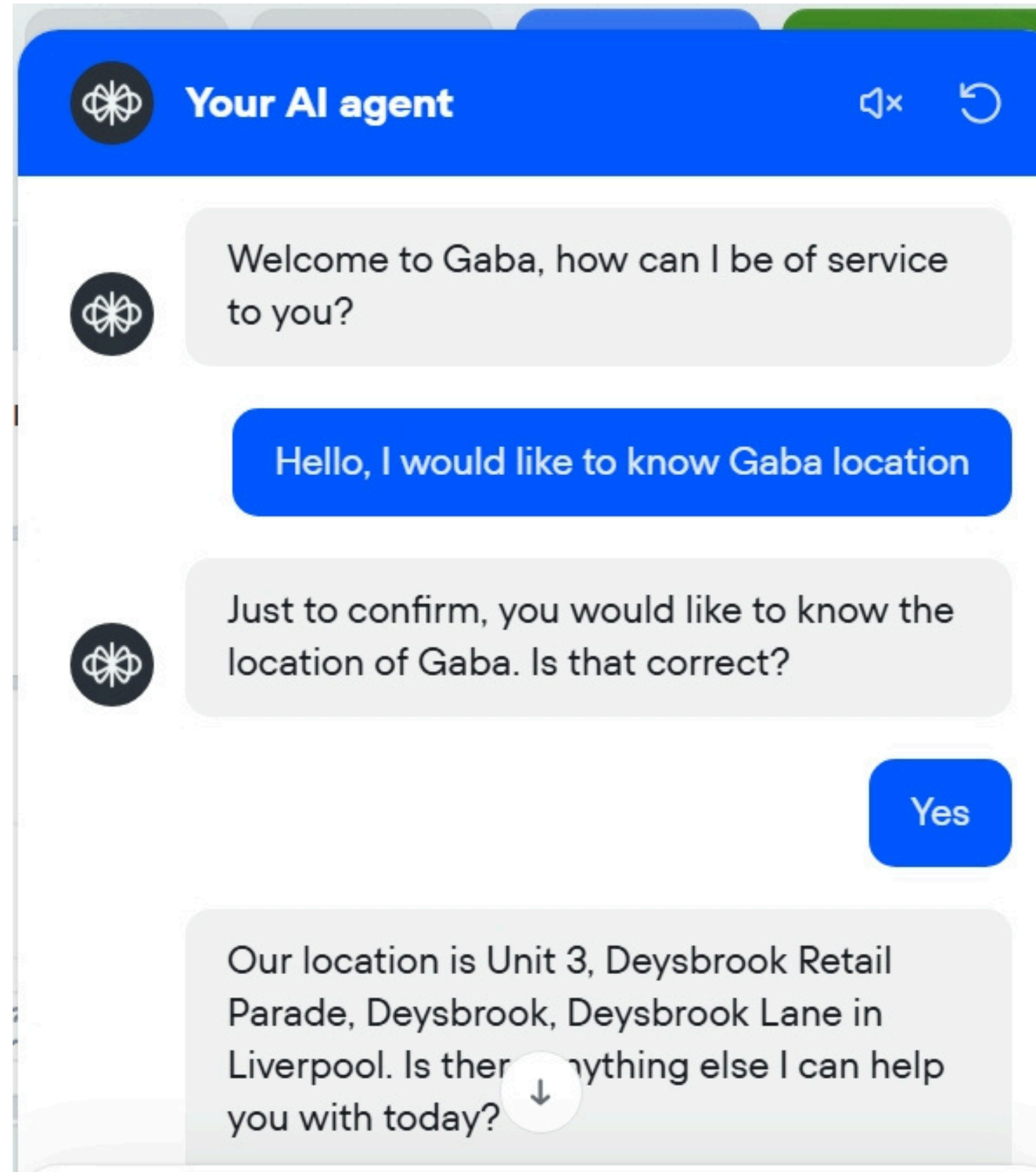
Add

Output

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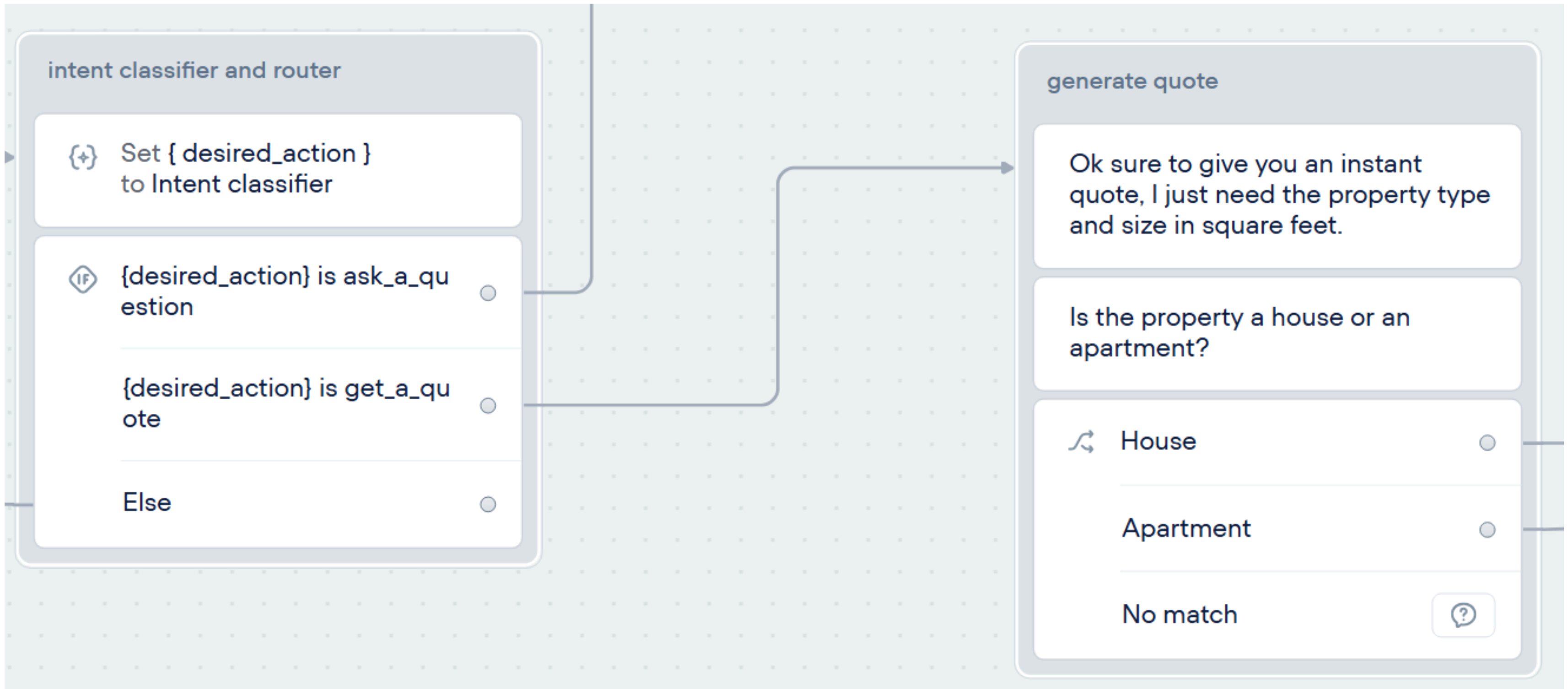
Learn more

# Chatbot in Action

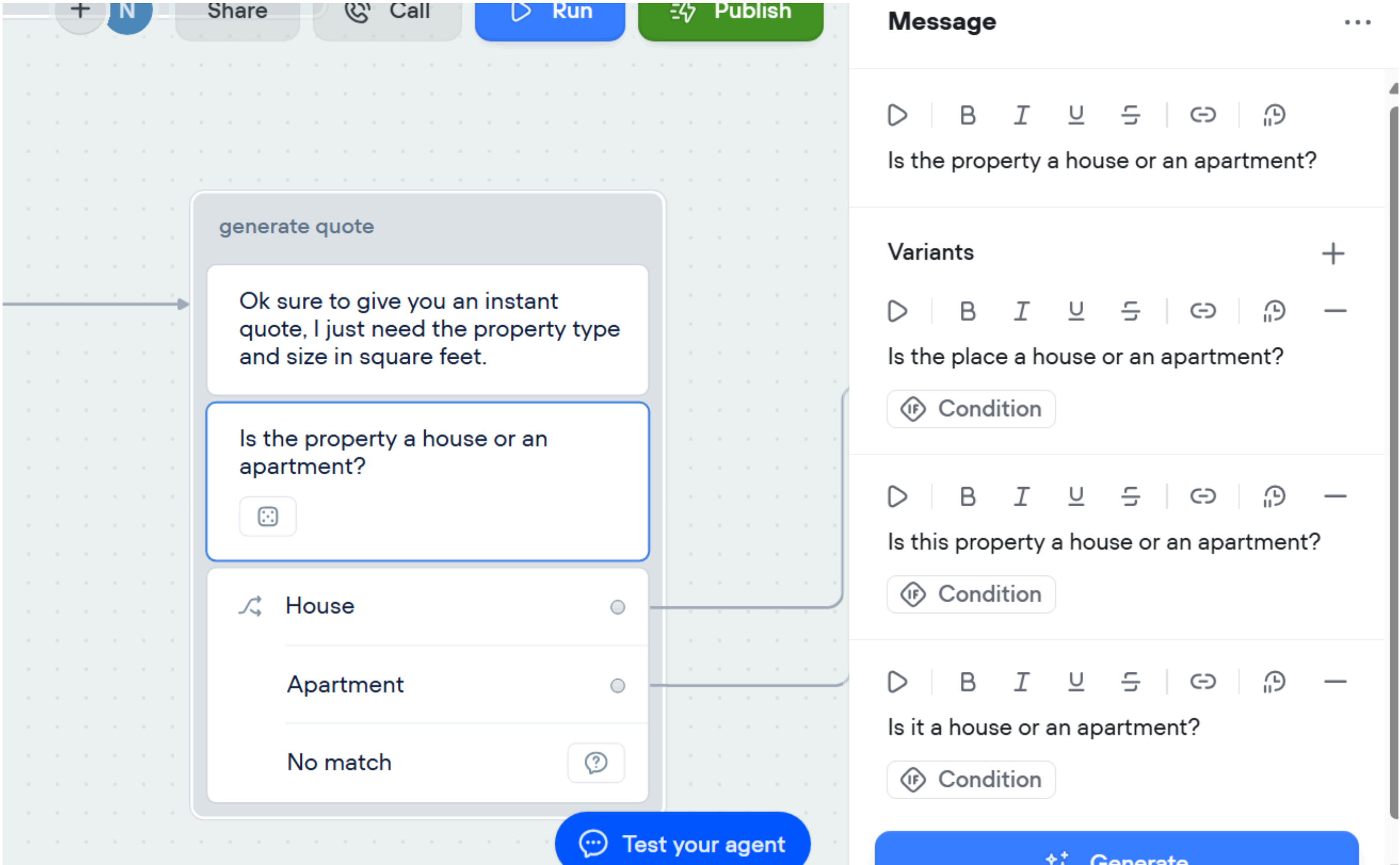




# Now Let's say the users Intent was to get a quote



The chatbot will be then configured to ask type of property, it can be given different variants as shown in image below



The User's reply can be house or an apartment but these two words can have various utterance we could provide as shown below

Edit intent

Name

House

Description

The user's property type is house

Utterances

Mansion

Family home

Residence

Living quarters

Home

Close

Choice

Triggers

House

Apartment

No match

No reply

Listen for other intents

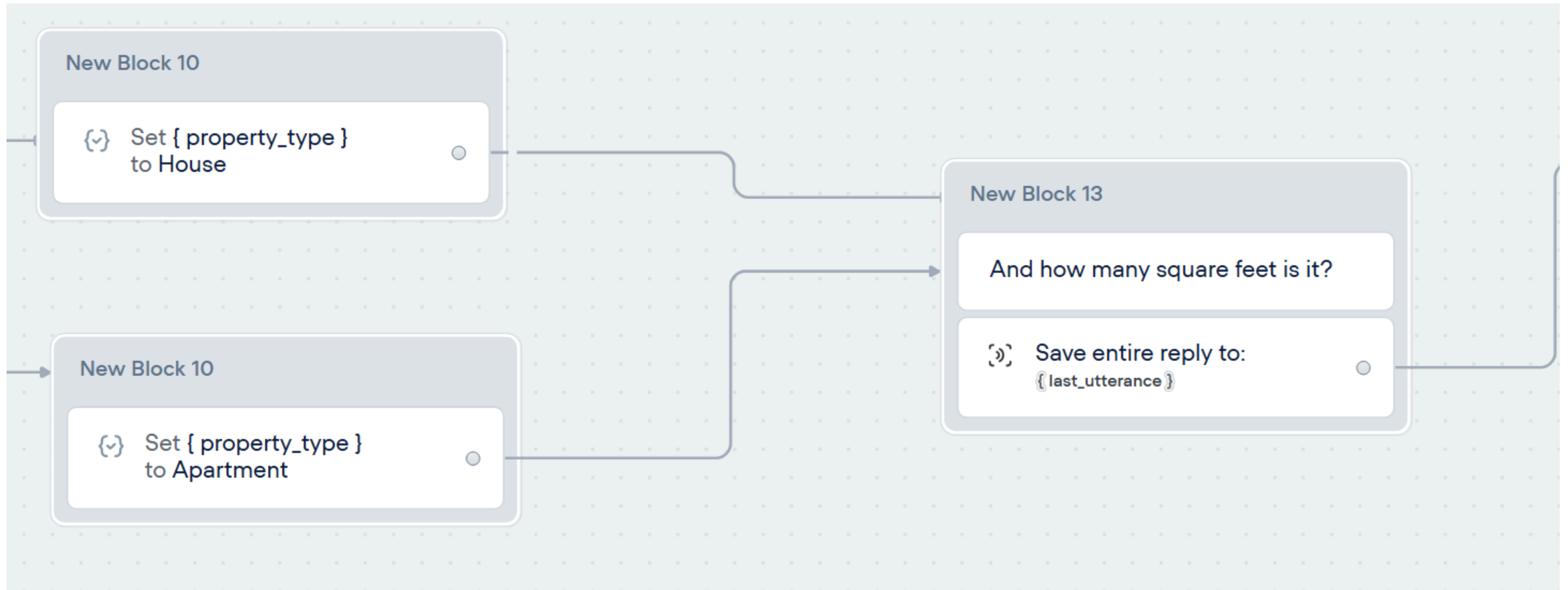
**If the user provides an answer which means house then the variable `property_type` will be set with value “House”.**

**The same steps are done for apartment too but `property_type` variable will be set with value “Apartment”**

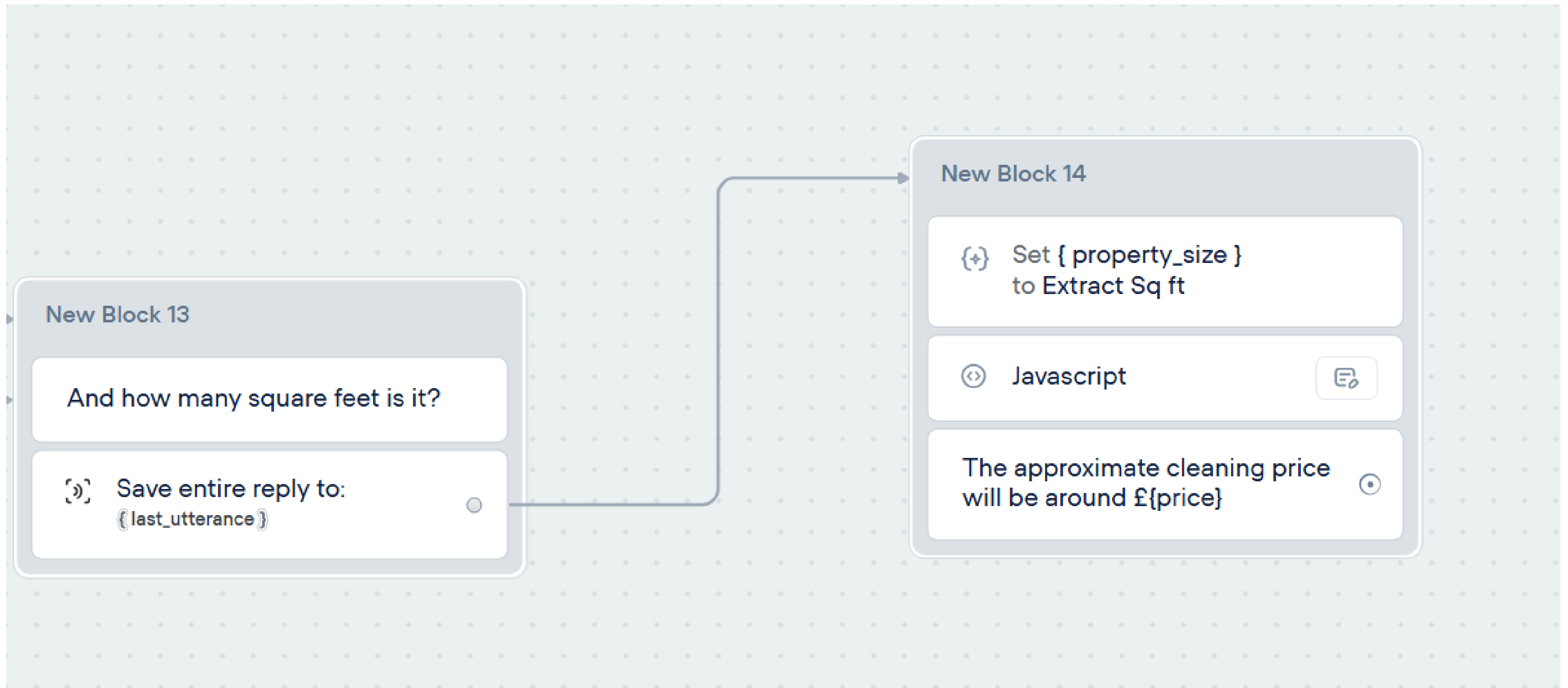
The screenshot displays a workflow editor interface. At the top, there is a toolbar with buttons: a plus sign, a blue circle with 'N', 'Share', 'Call', 'Run' (blue), and 'Publish' (green). The main workspace is a light gray grid. A block titled 'New Block 10' is positioned in the lower-left area. Inside this block is a smaller white box with a blue border containing the text: `{ } Set { property_type } to House`. A line from the left enters the block, and a line exits from the right. To the right of the workspace is a configuration panel for the 'Set variable' block. It includes a 'Variables to set' section with a plus icon and a minus icon. Below this, it shows `{ } property_type → House`. At the bottom of the panel is a 'Parallel execution' toggle switch, which is currently turned off.

Set variable	
Variables to set	+
<code>{ } property_type → House</code>	-
Parallel execution	<input type="checkbox"/>

**The next question we will be asking to the user is square feet and answer will be saved to a variable 'last\_utterance'**



**We will use another prompt to extract square feet and save to a variable named 'property\_size'**



**We will add a javascript element to calculate price based on property type and size as shown below:**

The image shows a web development interface with a top bar containing 'Call', 'Run', and 'Publish' buttons. On the left, a 'New Block 14' configuration panel is visible, containing three elements: a 'Set { property\_size } to Extract Sq ft' block, a 'Javascript' block (highlighted with a blue border), and a text block 'The approximate cleaning price will be around £{price}'. The right side of the interface features a 'Javascript' code editor with the following code:

```
1  if (property_type === 'Apartment')
2  {
3    price=property_size * 2;
4  }
5  else
6  {
7    price=property_size * 1.5;
8  }
```

At the bottom of the interface, there is a 'Paths' section with a plus sign icon.

The result will be shown using the 'price' variable

re

Call

Run

Publish

New Block 14

{+} Set { property\_size } to Extract Sq ft

<> Javascript

The approximate cleaning price will be around £{price}

Message

...

▶ | B I U ↵ | ↶ | 🔊

The approximate cleaning price will be around £{price}

Variants

✦✦

+



# Testing Our Agent

 **Your AI agent**  



Hi there, how can I assist you today?

Hi, I would like to know the price for cleaning my home?



Just to confirm, you would like to know the price for cleaning your home, correct?  
Please reply with yes or no.

yes



Ok sure to give you an instant quote, I just need the property type and size in square feet.

Is it a house or an apartment?

house



And how many square feet is it?

200



The approximate cleaning price will be around £300

**This project showcases a simple chatbot built using Voiceflow, serving as a solid foundation for more advanced conversational experiences. With the right integrations, this chatbot can be expanded to:**

**Save user information to Google Sheets or Docs**

**Send automated emails**

**Book meetings directly into a calendar**

**Connect with external AI agents on platforms like Relevance AI via APIs**

**The possibilities are extensive—limited only by your creativity and use case.**

**Thanks for checking this out!**

**– Naveen Baburaj**