

# Fallback Action In Chatbot

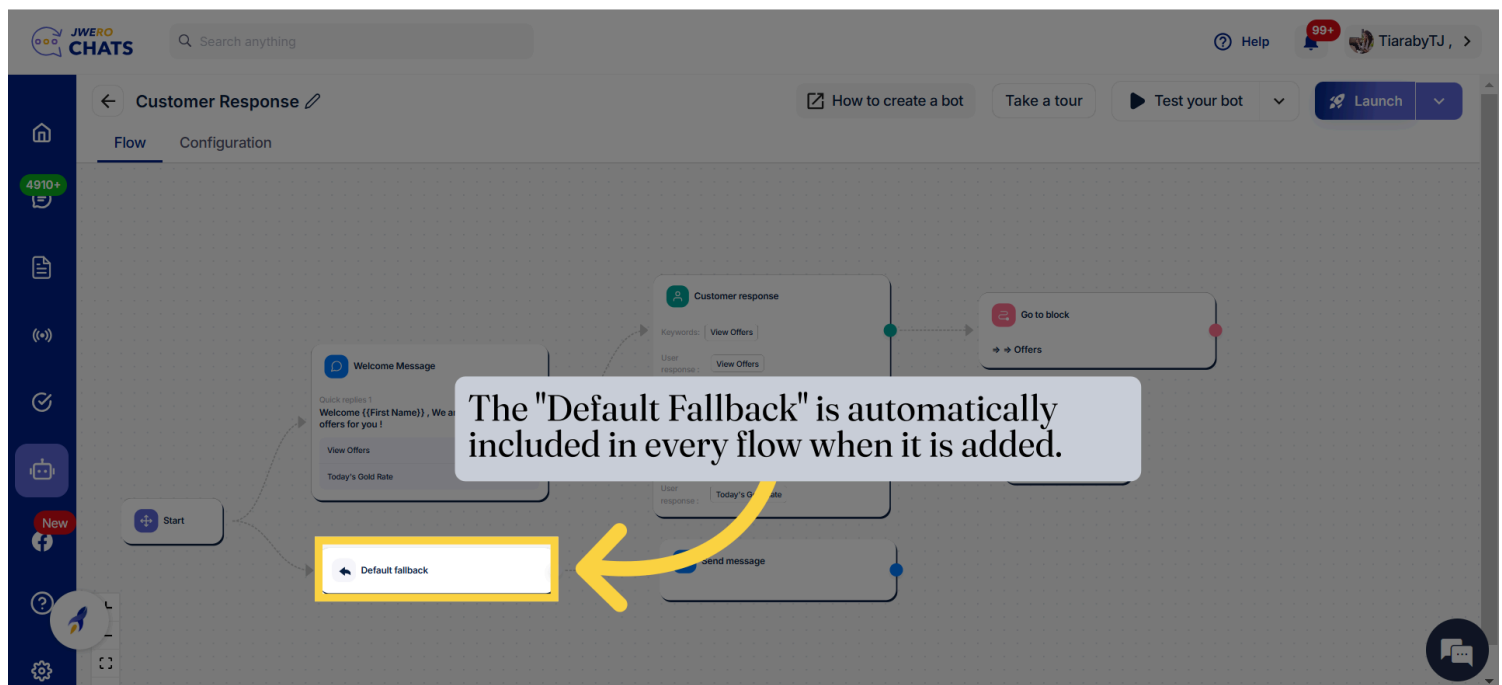


## 1. Default fallback

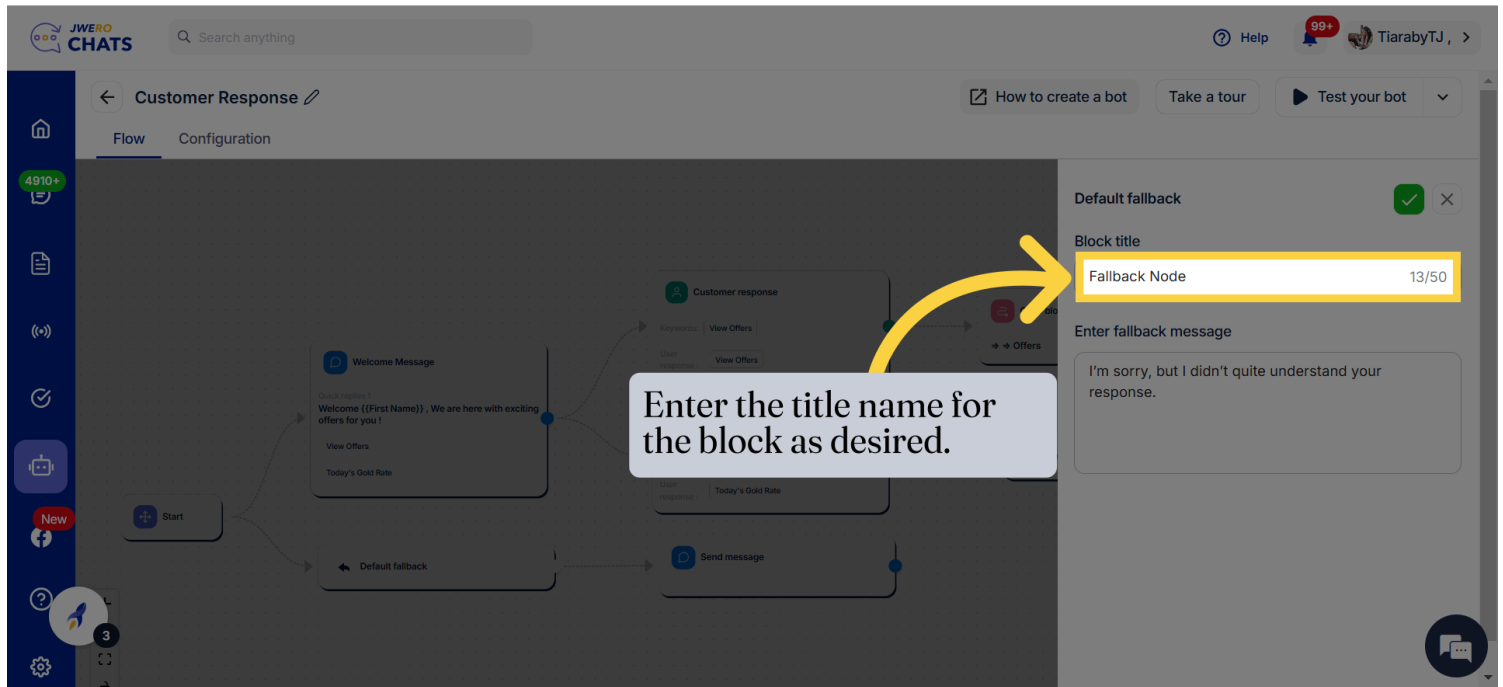
Default fallback is a chatbot response triggered when the bot fails to understand the user's input.



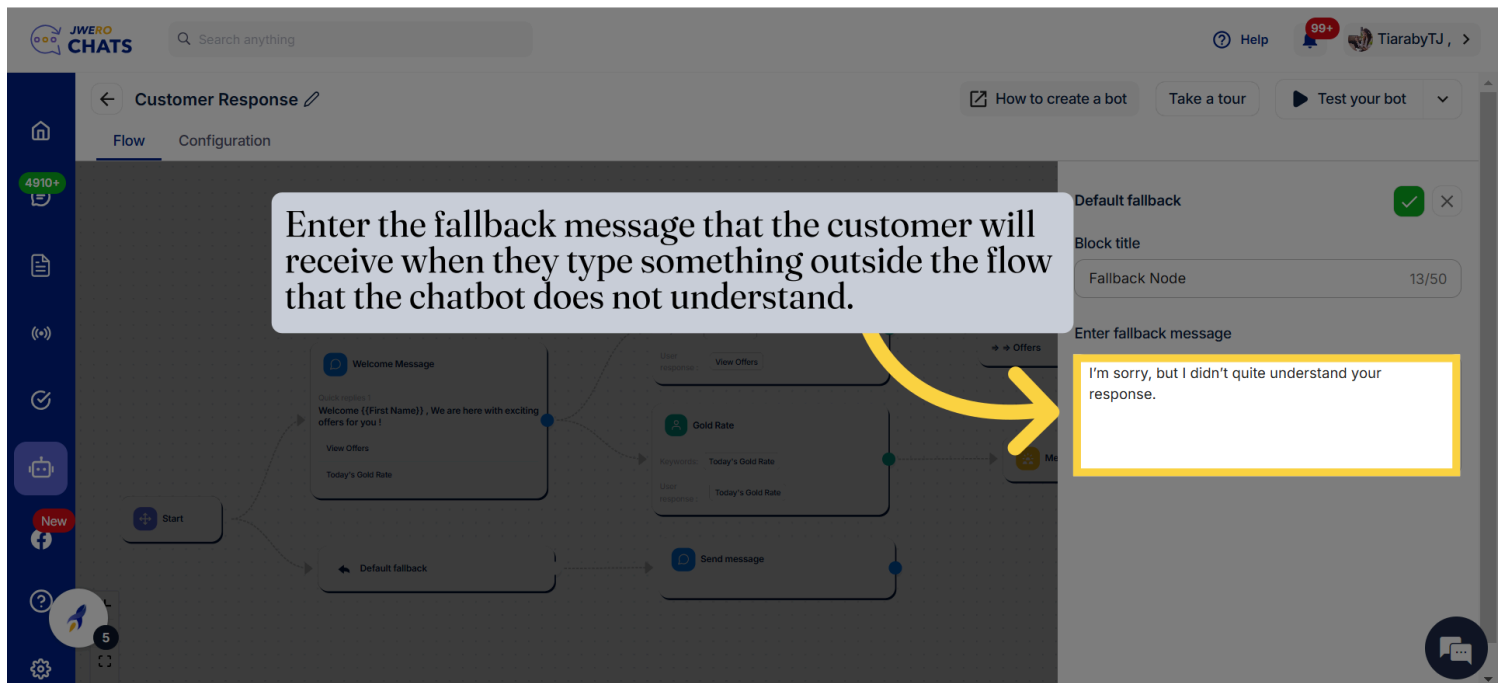
2. The "Default Fallback" is automatically included in every flow when it is added.



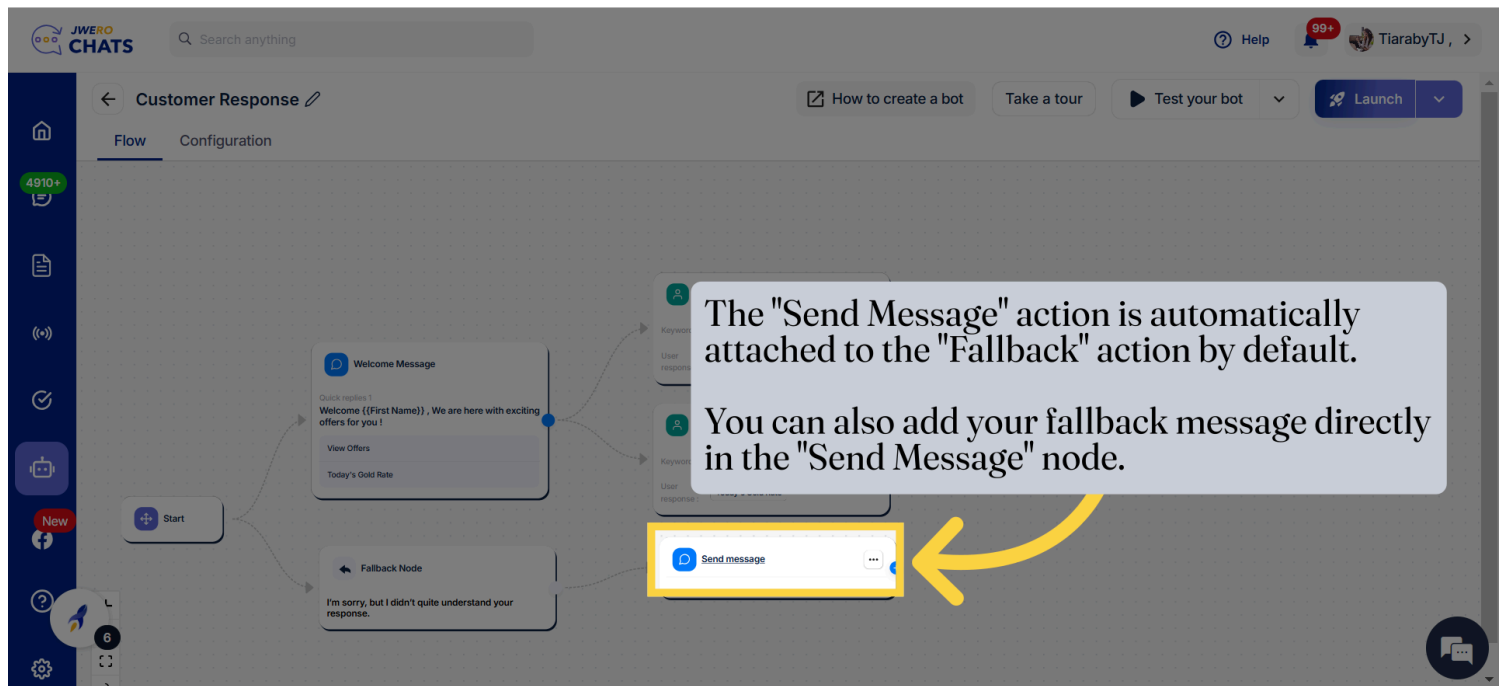
3. Enter the title name for the block as desired.



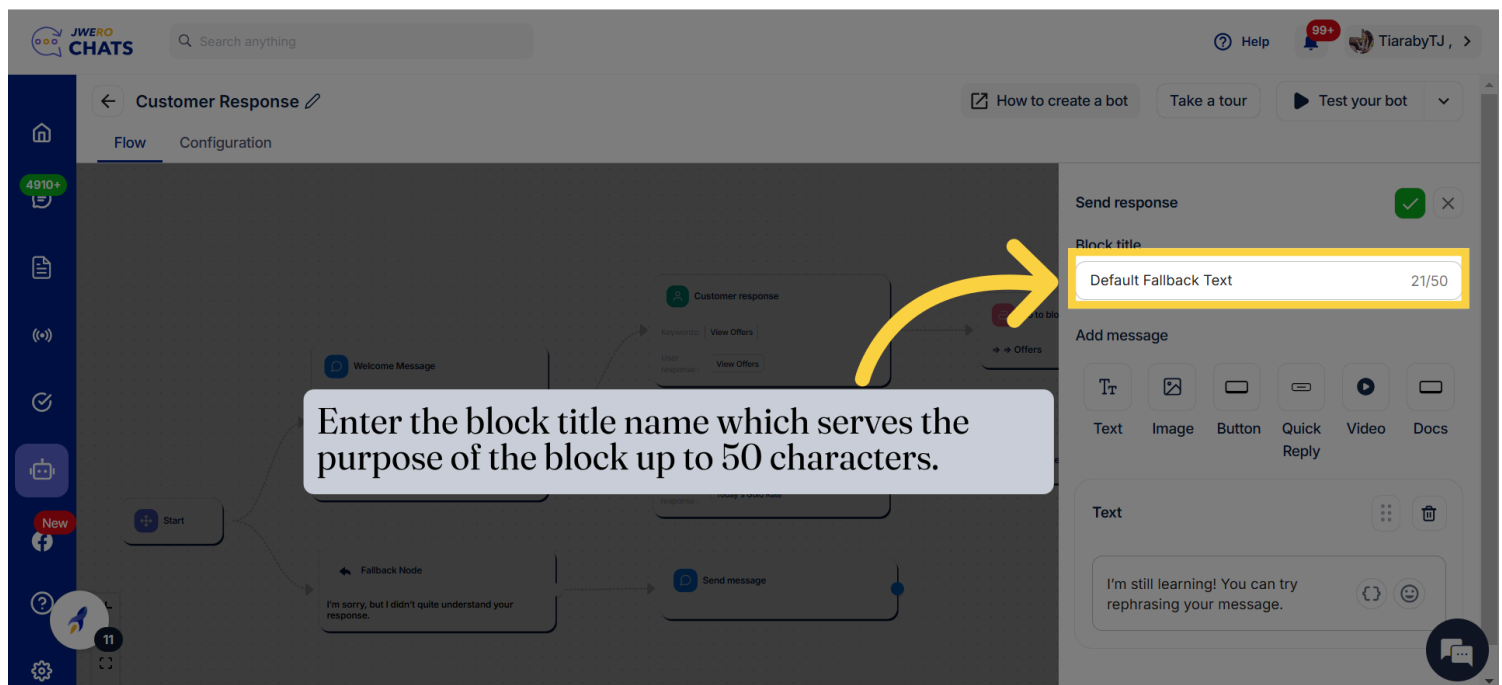
**4. Enter the fallback message that the customer will receive when they type something outside the flow that the chatbot does not understand.**



**5. Send Message action**



**6. Enter the block title name which serves the purpose of the block up to 50 characters.**



**7. Enter the fallback text as per your requirement.**

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Customer Response

Flow Configuration

4910+

Start

Welcome Message

Quick replies

Welcome {{First Name}}, We are here with exciting offers for you!

View Offers

Today's Gold Rate

Customer response

Keywords: View Offers

User response: View Offers

Go to block

Offers

Send message

Fallback Node

I'm sorry, but I didn't quite understand your response.

Enter the fallback text as per your requirement.

Send response

Block title

Default Fallback Text 21/50

Add message

Text Image Button Quick Reply Video Docs

Text

I'm still learning! You can try rephrasing your message.