Fallback Action In Chatbot
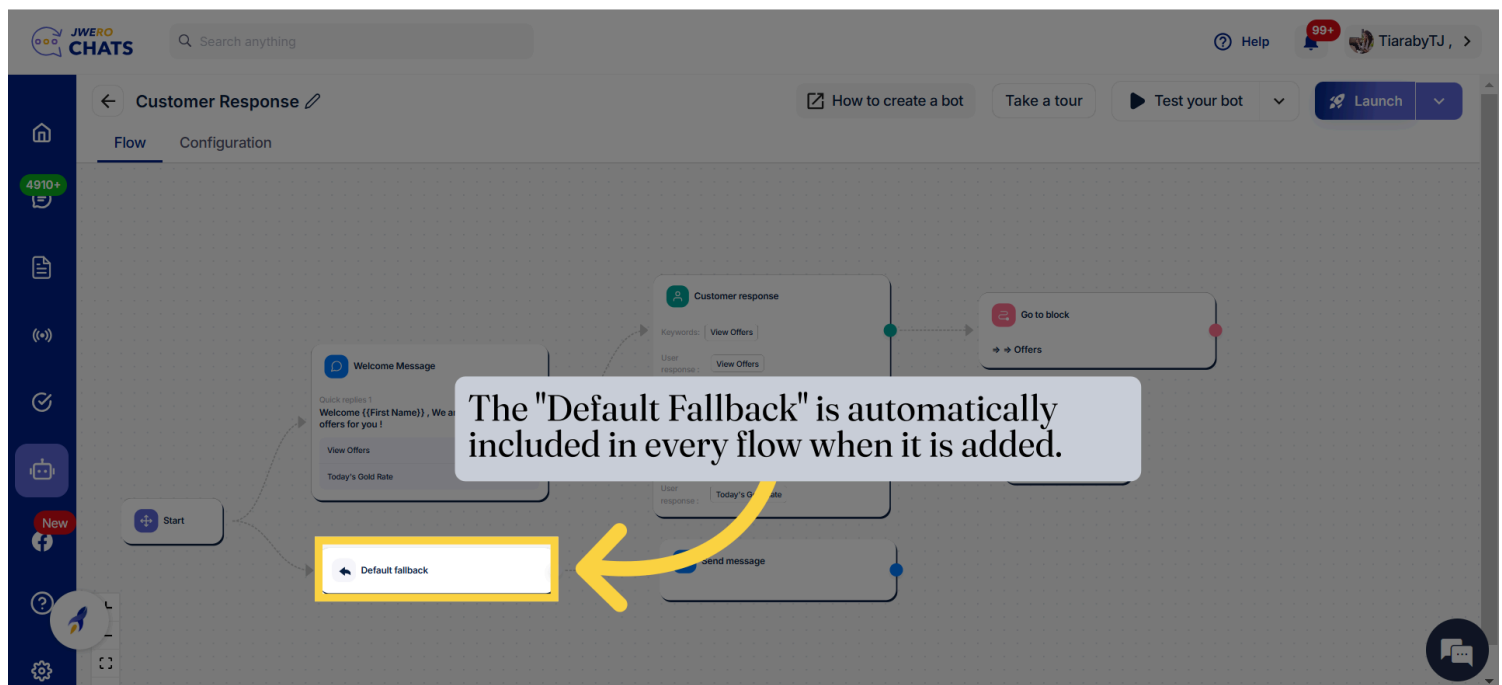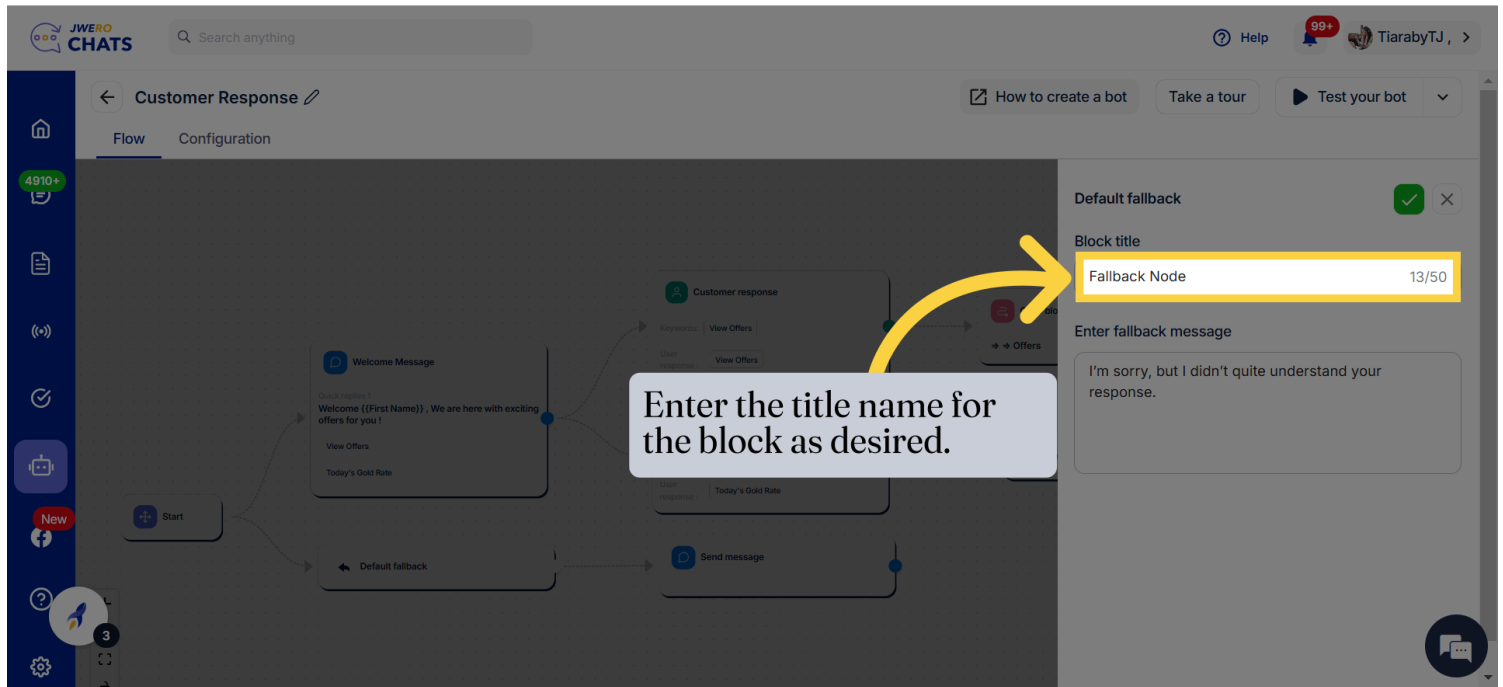

1. Default fallback

Default fallback is a chatbot response triggered when the bot fails to understand the user's input.
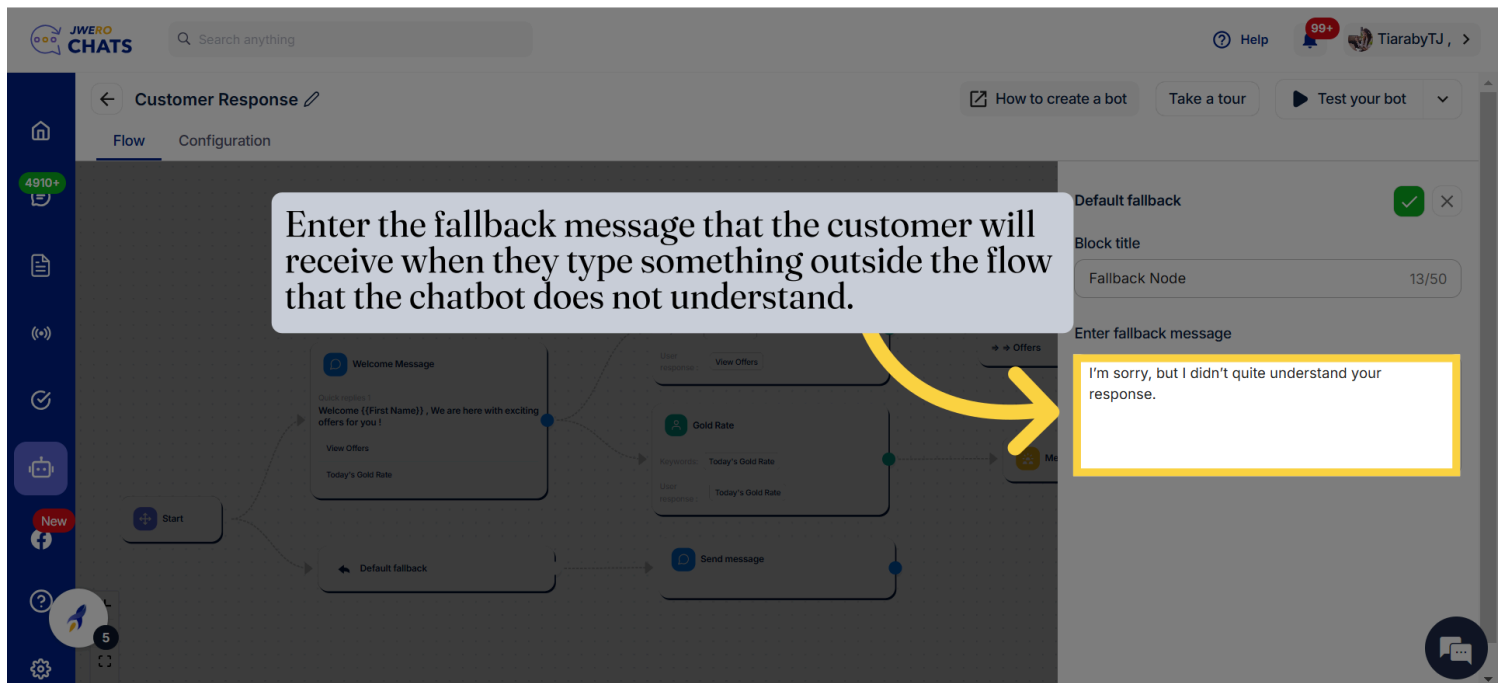
2. The "Default Fallback" is automatically included in every flow when it is added.
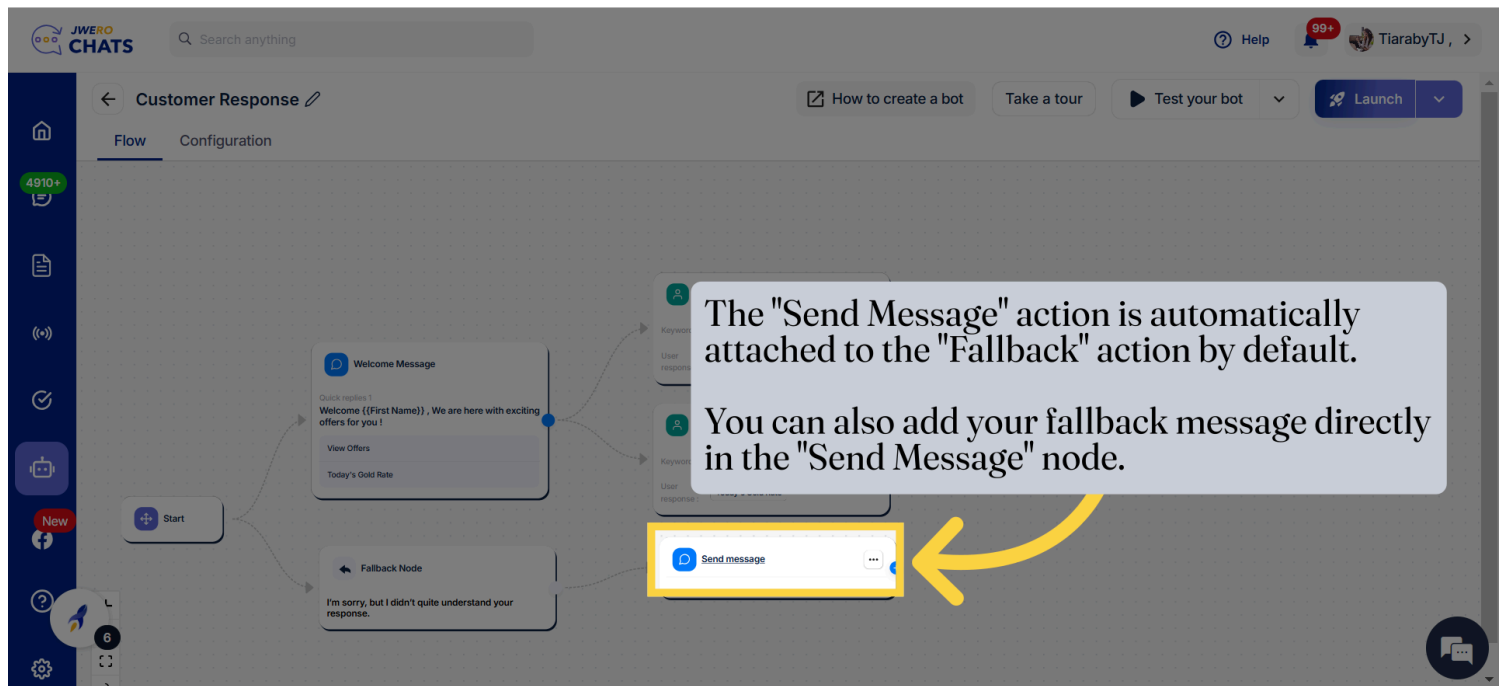

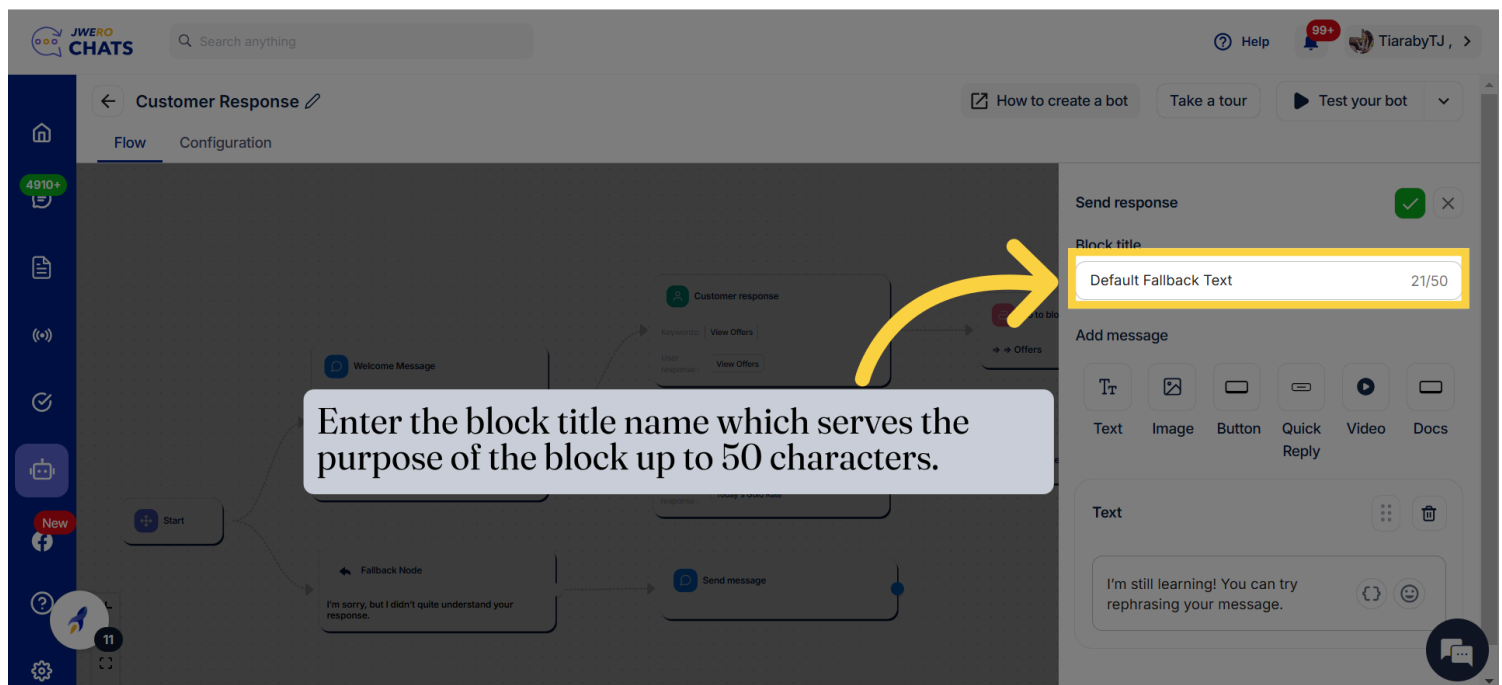**3. Enter the title name for the block as desired.**

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

The "Send Message" action is automatically attached to the "Fallback" action by default.

You can also add your fallback message directly in the "Send Message" node.

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

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7. Enter the fallback text as per your requirement.

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