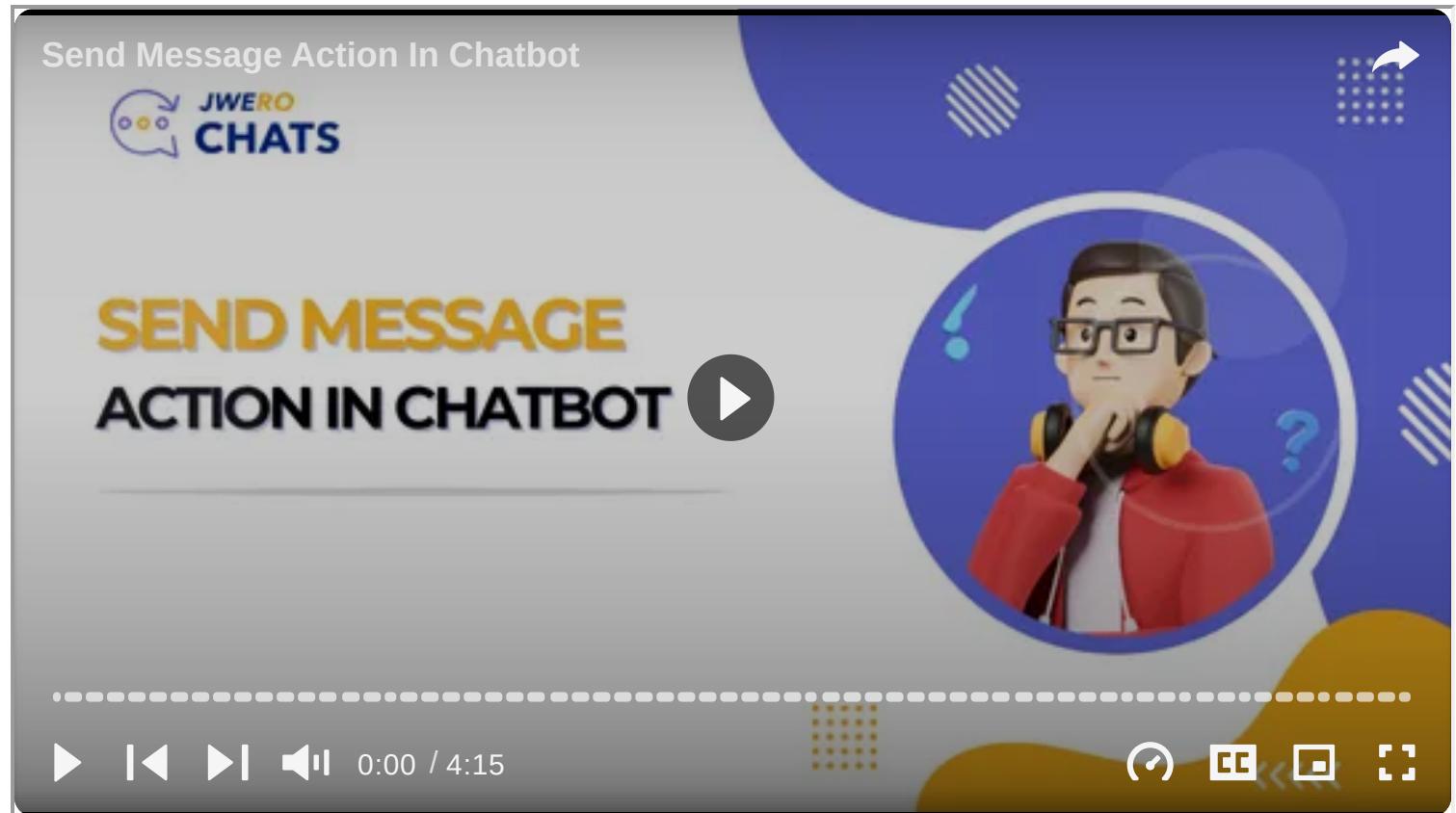


# Send Message Action In Chatbot

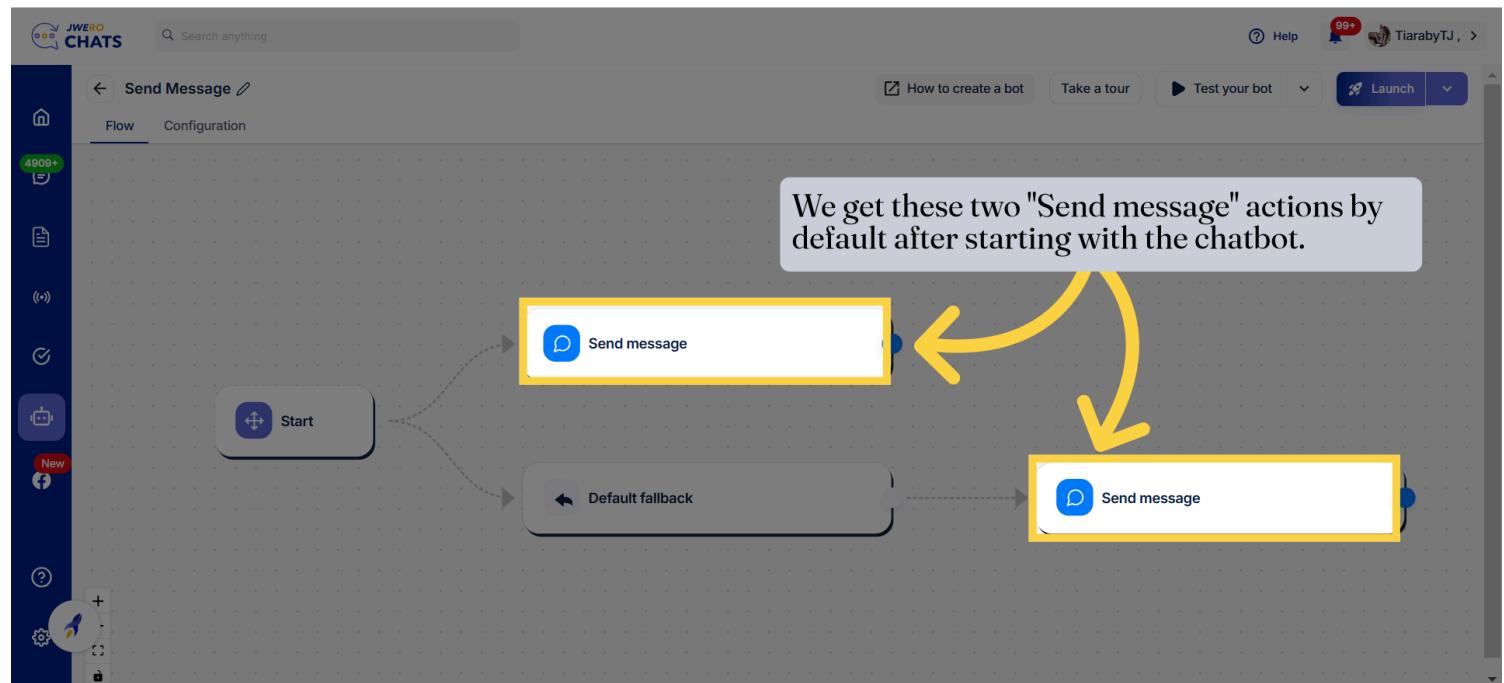


## 1. Send Message

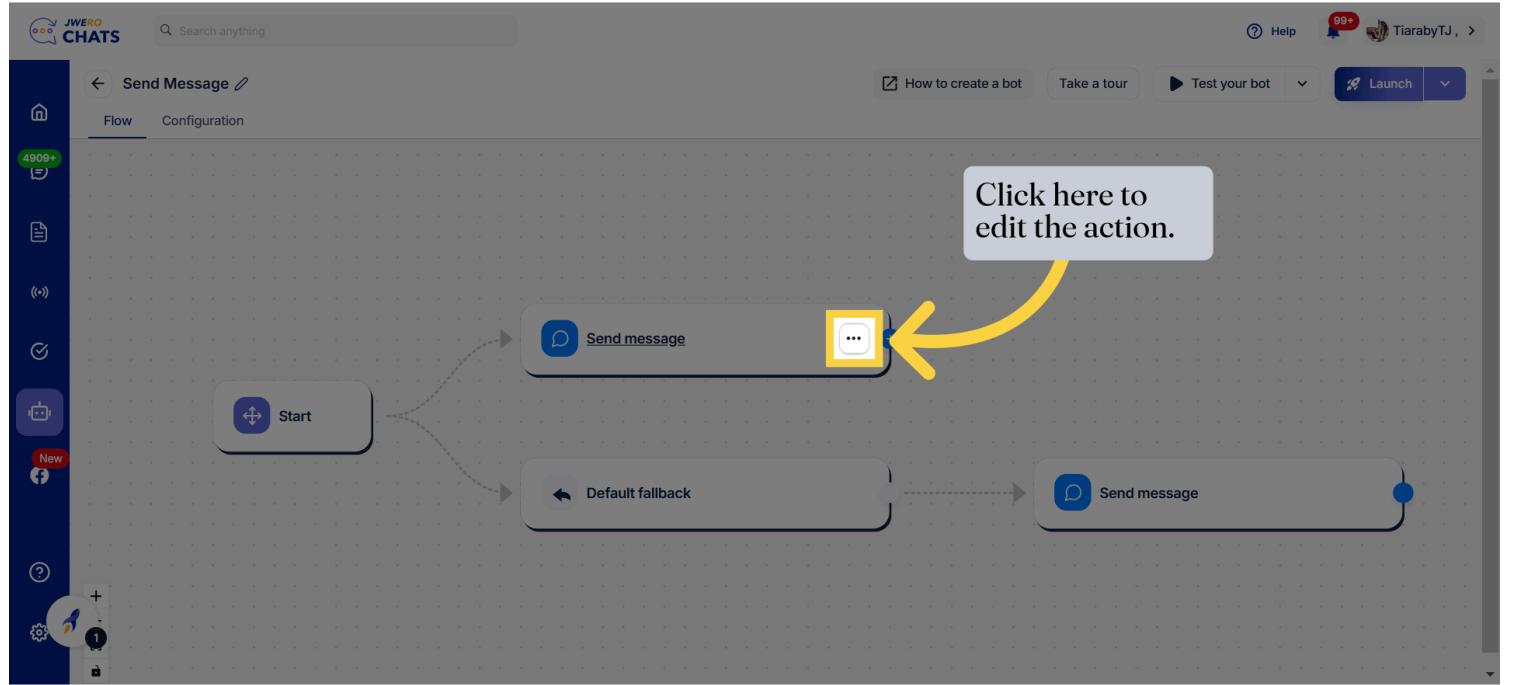
Send Message sends a message including text, image, buttons etc or initiate the conversation with your customers.



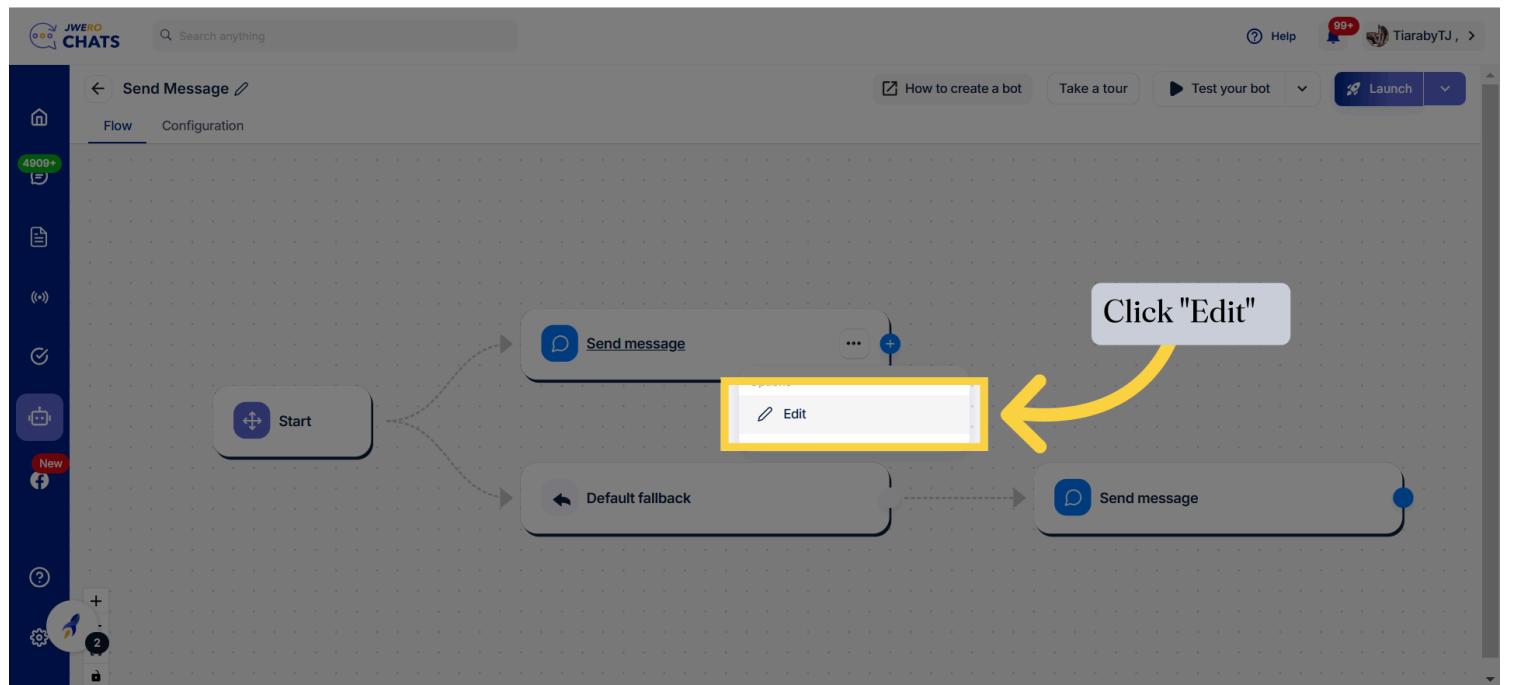
## 2. We get these two "Send message" actions by default after starting with the chatbot.



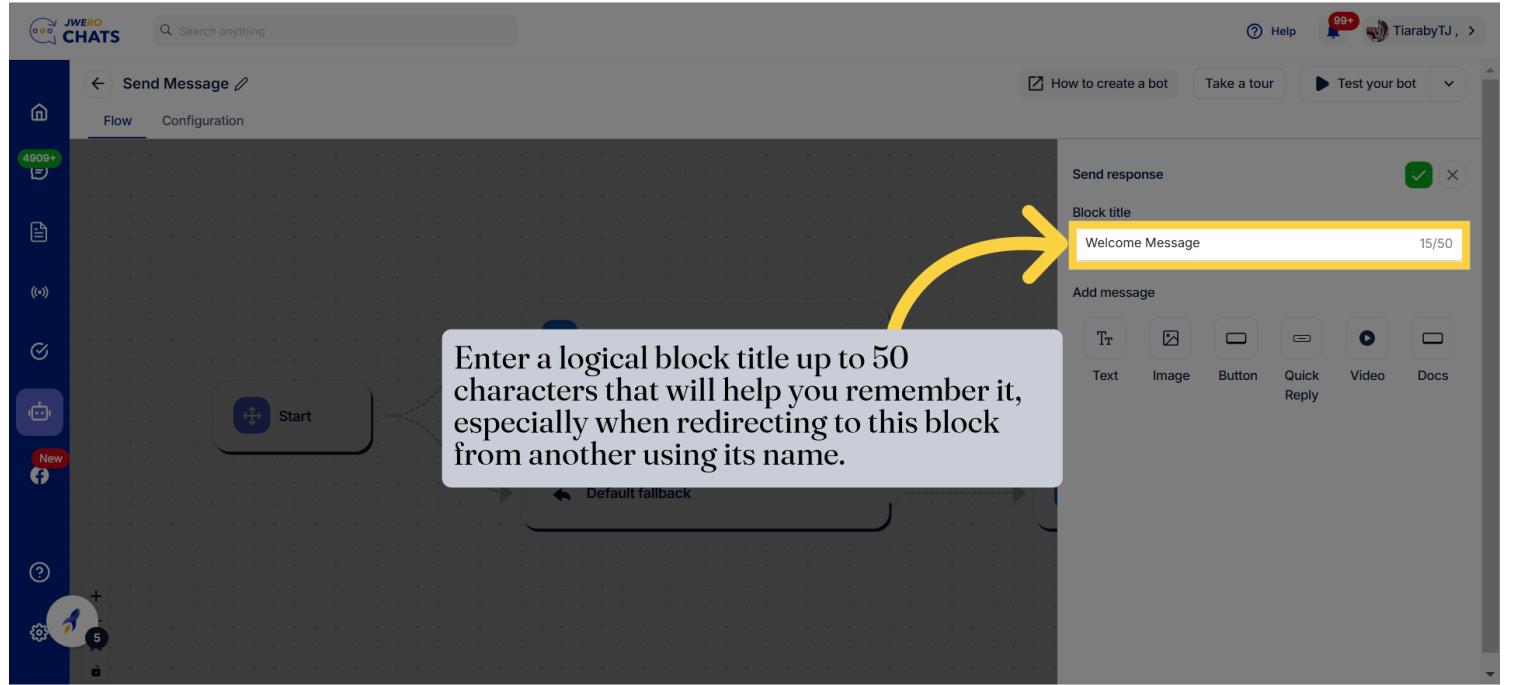
## 3. Click here to edit the action.



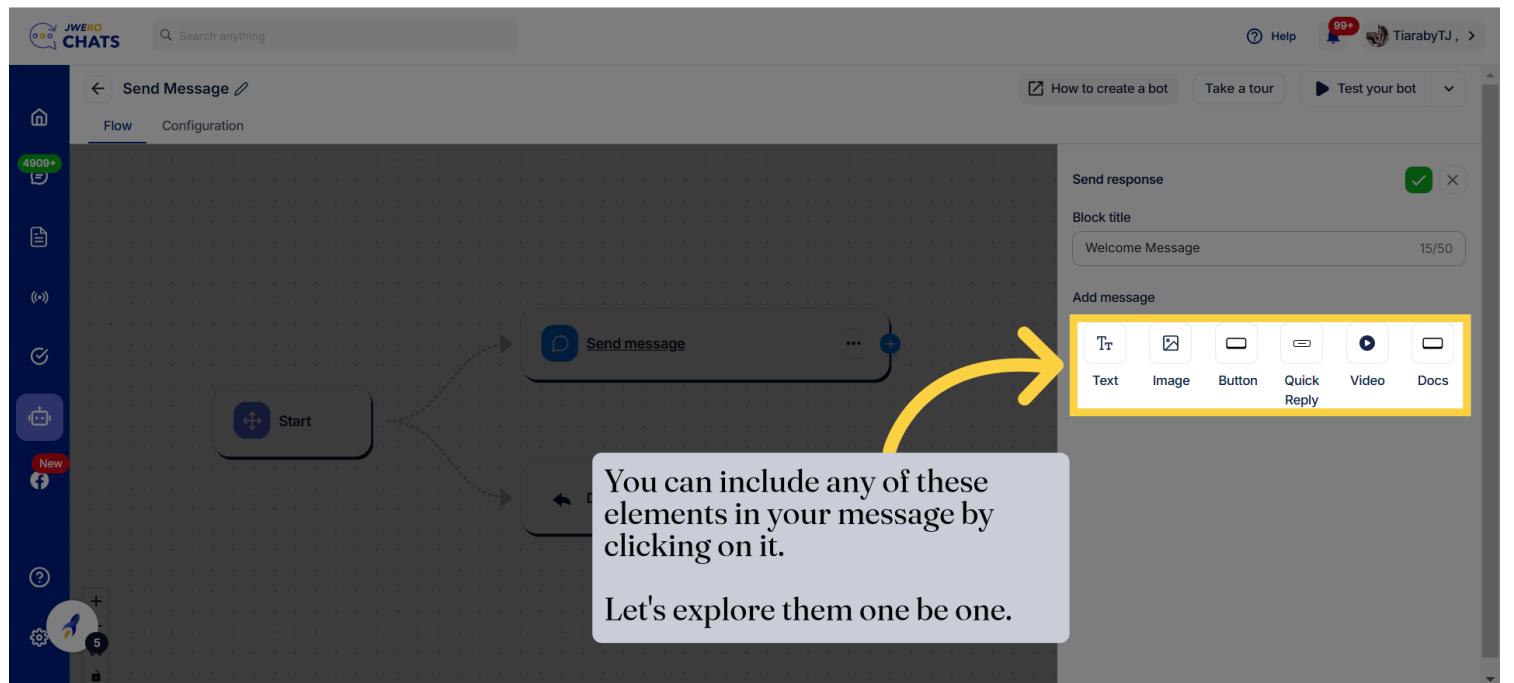
#### 4. Click "Edit"



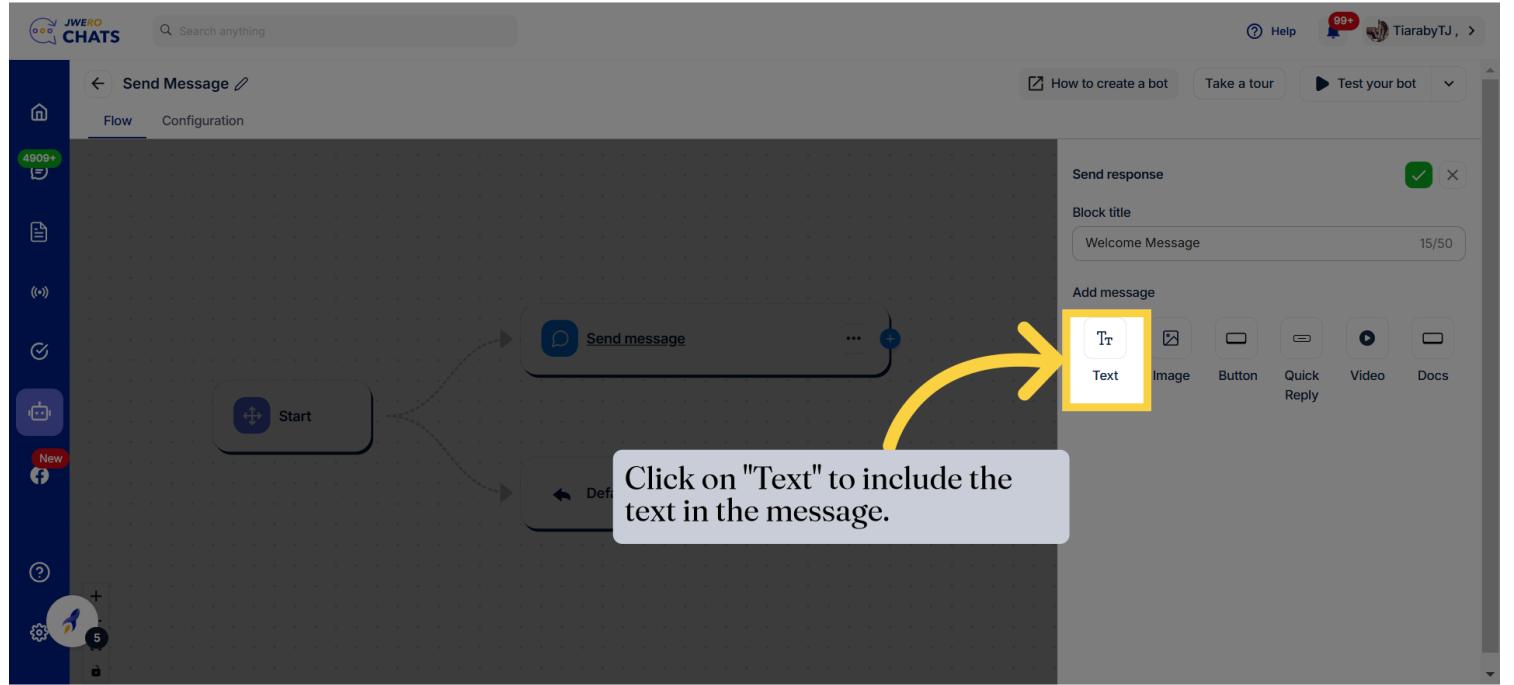
#### 5. Enter a logical block title up to 50 characters that will help you remember it, especially when redirecting to this block from another using its name.



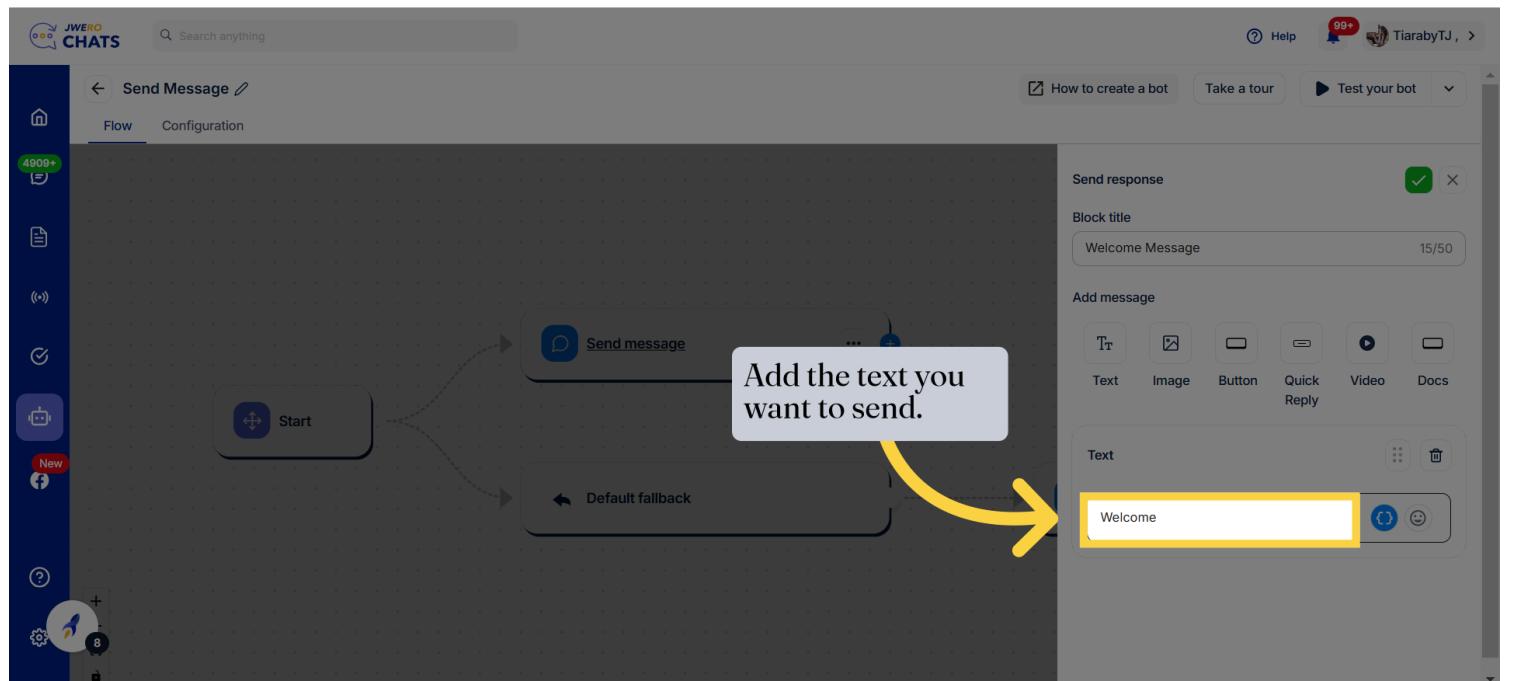
## 6. You can include any of these elements in your message by clicking on it. Let's explore them one by one.



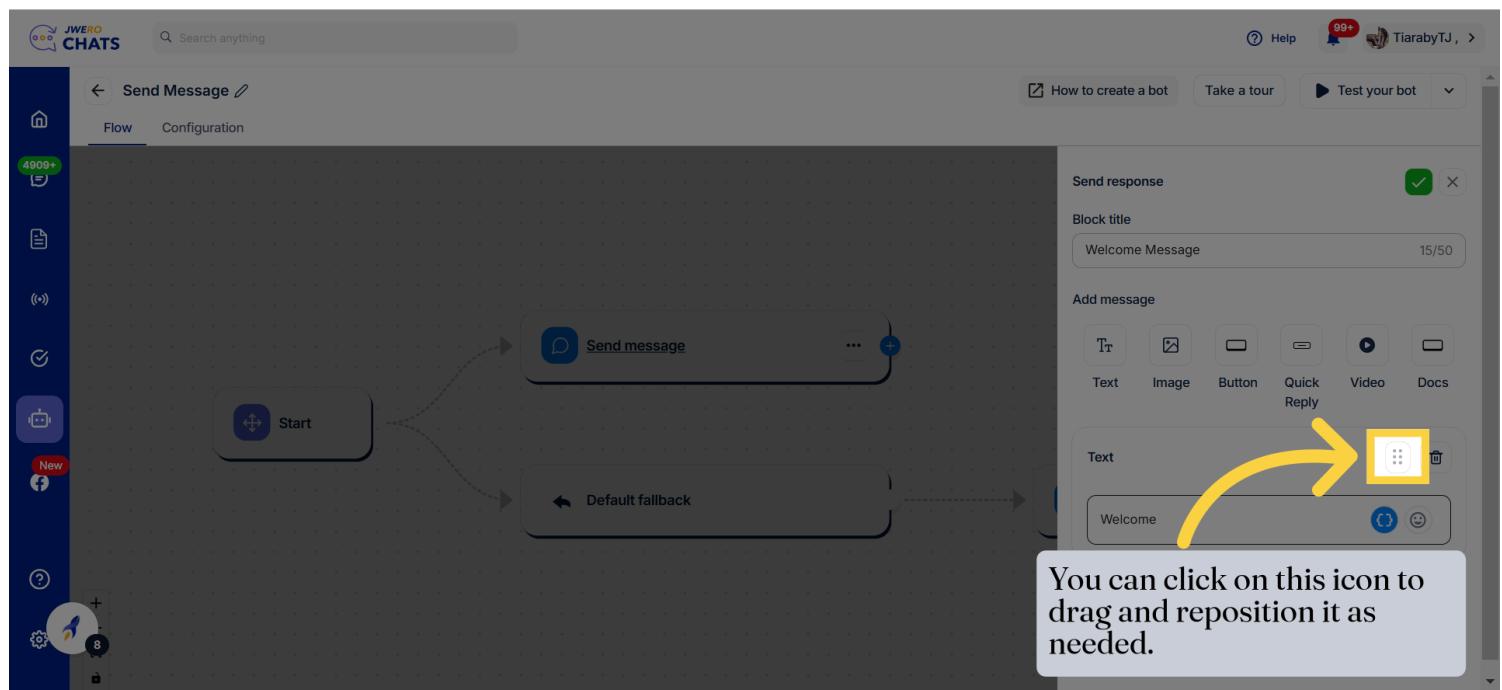
## 7. Click on "Text" to include the text in the message.



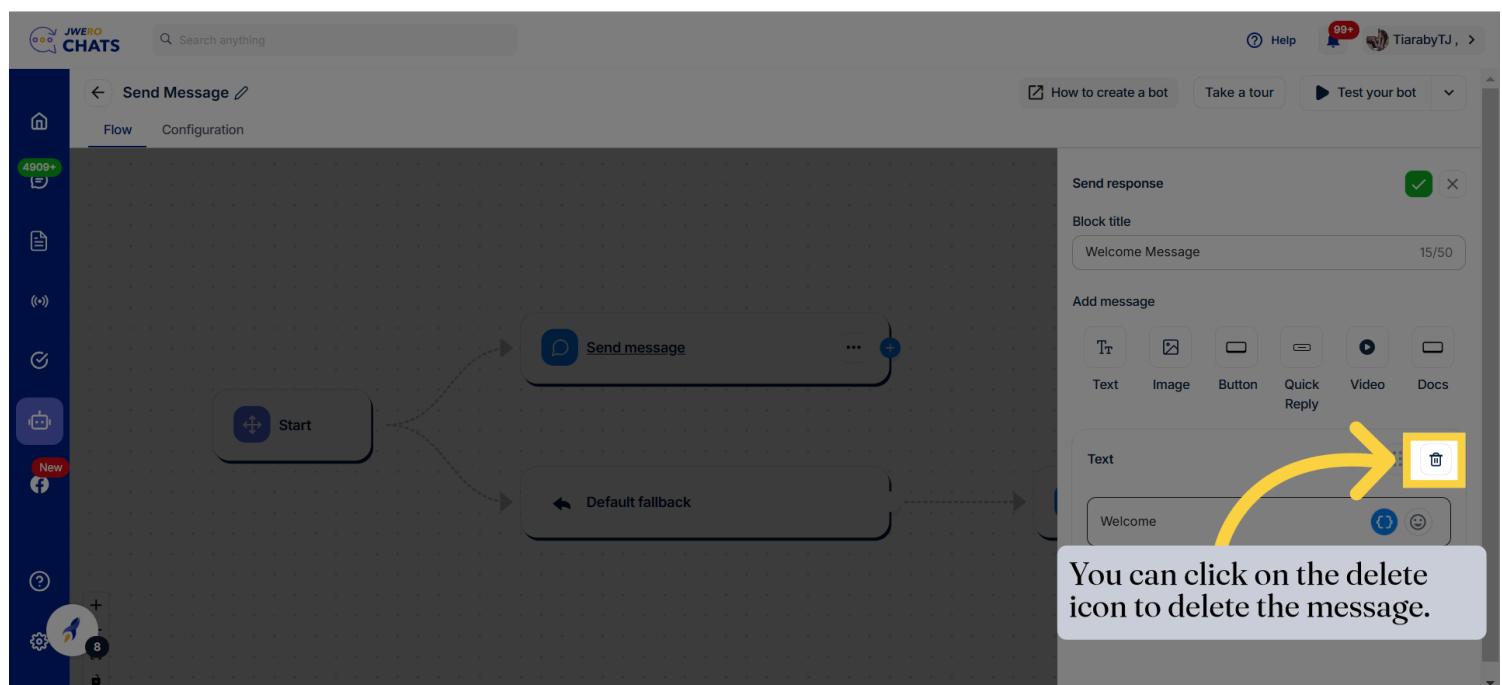
## 8. Add the text you want to send.



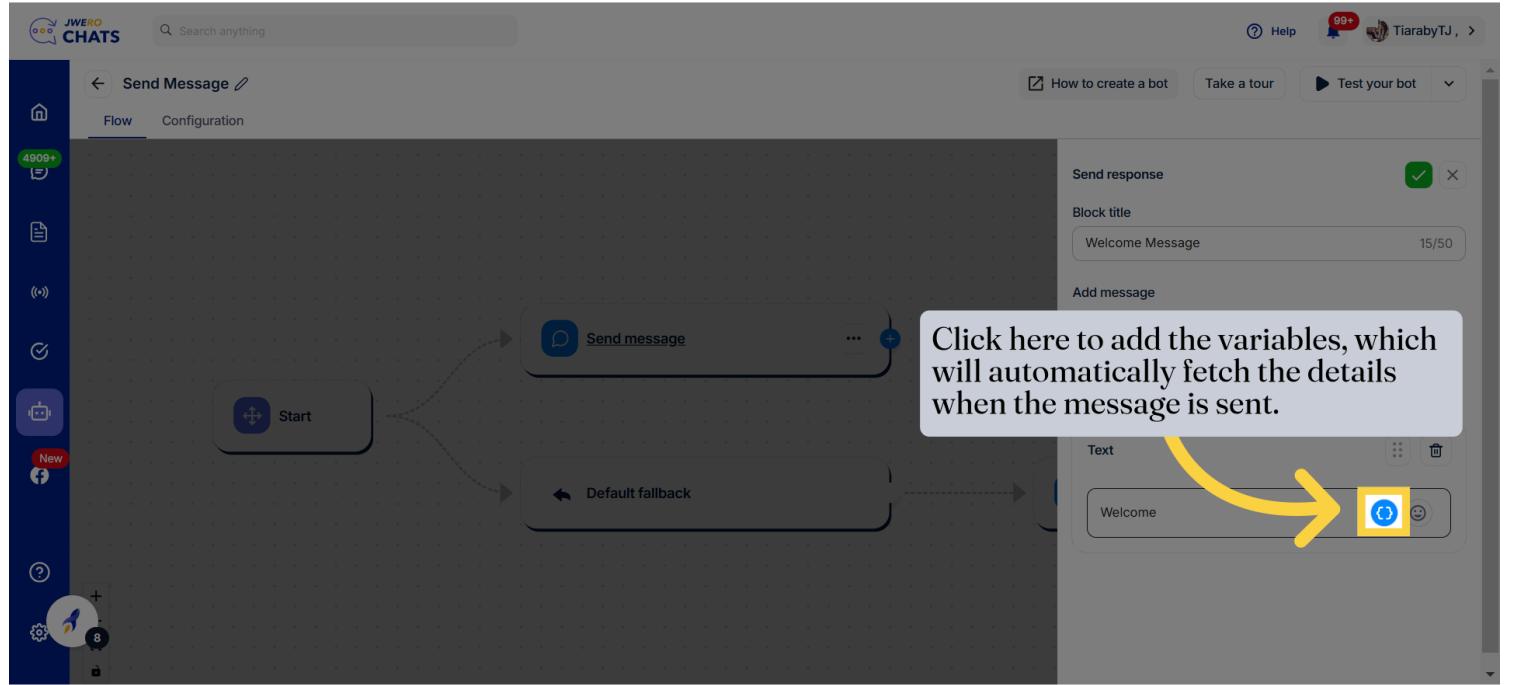
## 9. You can click on this icon to drag and reposition it as needed.



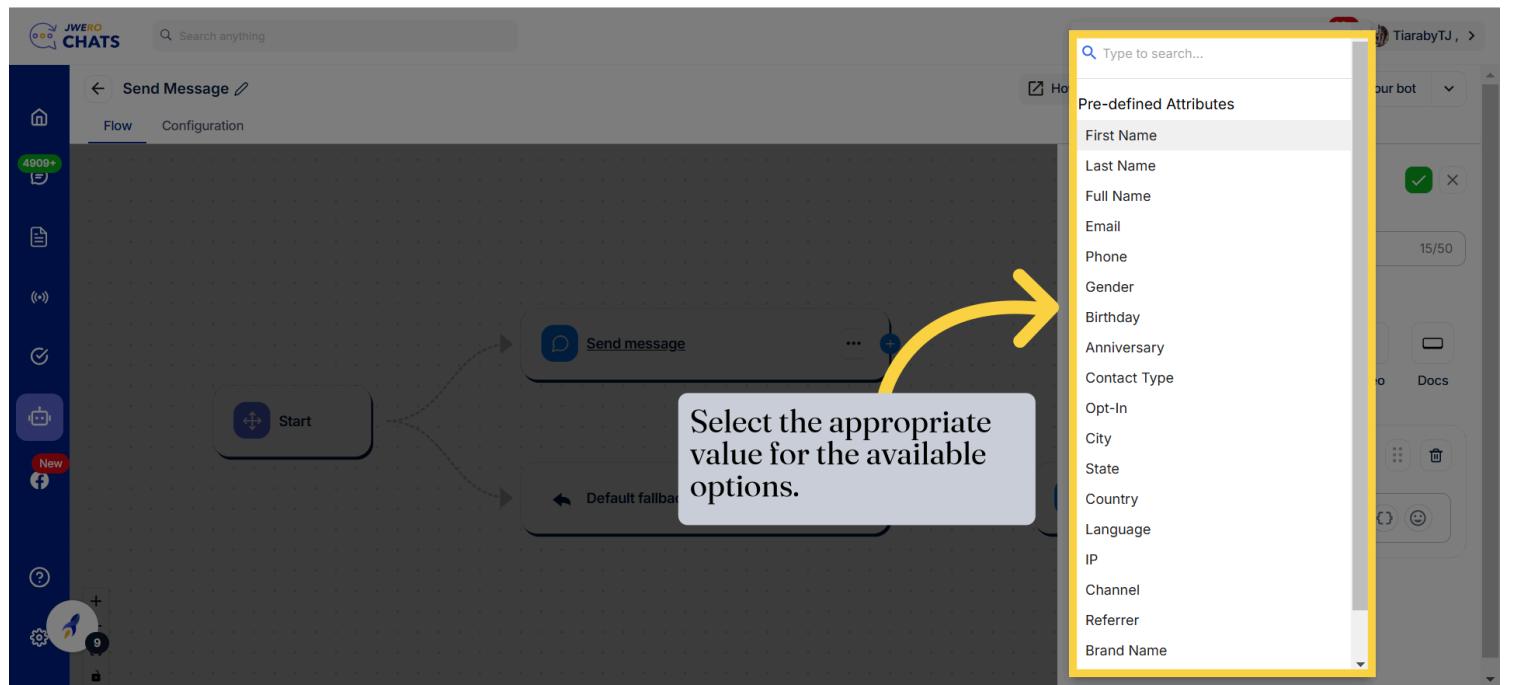
## 10. You can click on the delete icon to delete the message.



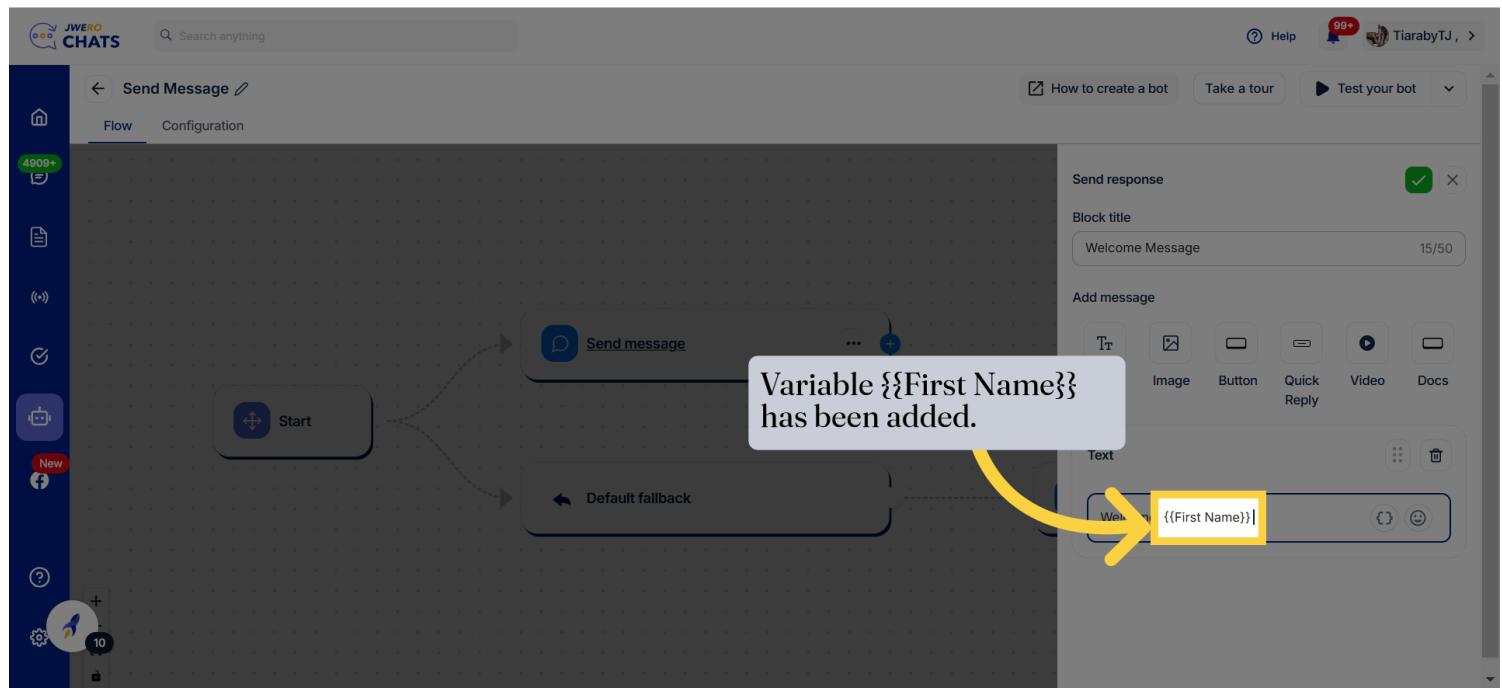
## 11. Click here to add the variables, which will automatically fetch the details when the message is sent.



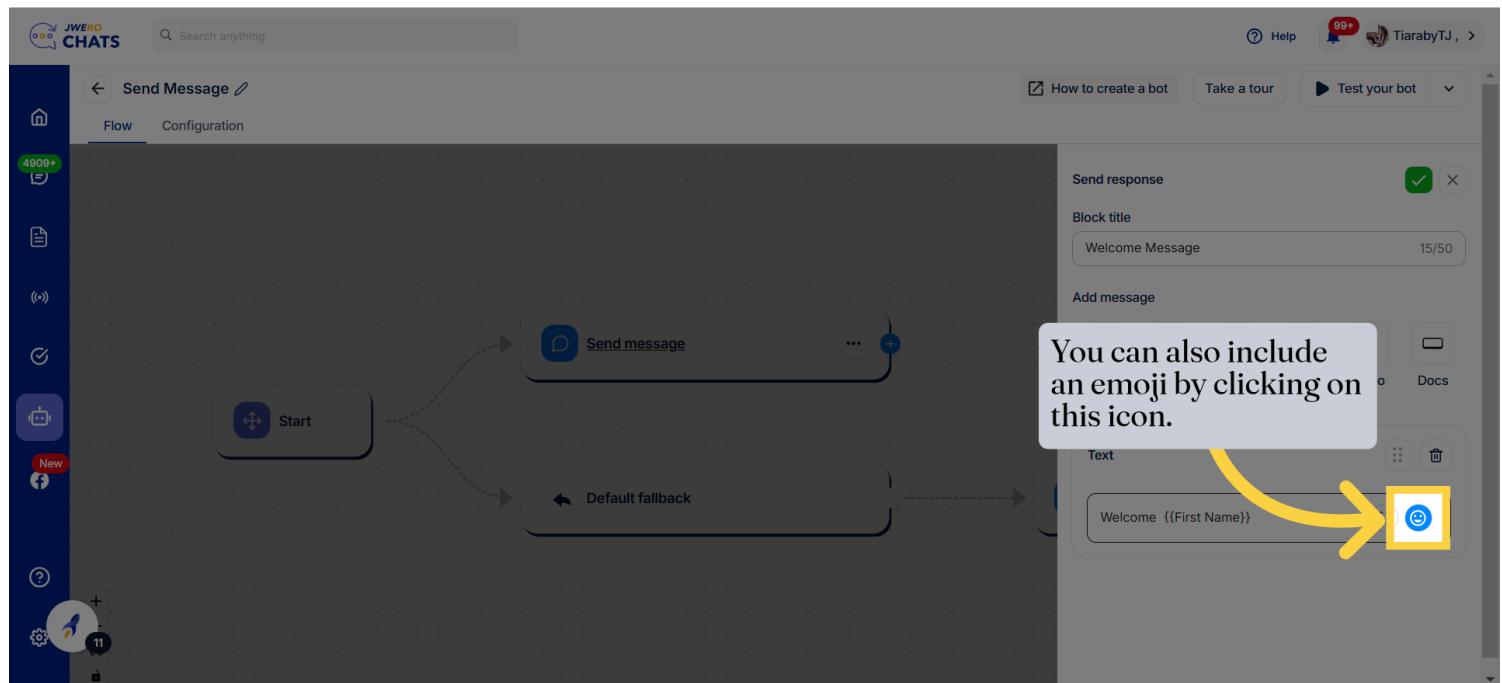
## 12. Select the appropriate value for the available options.



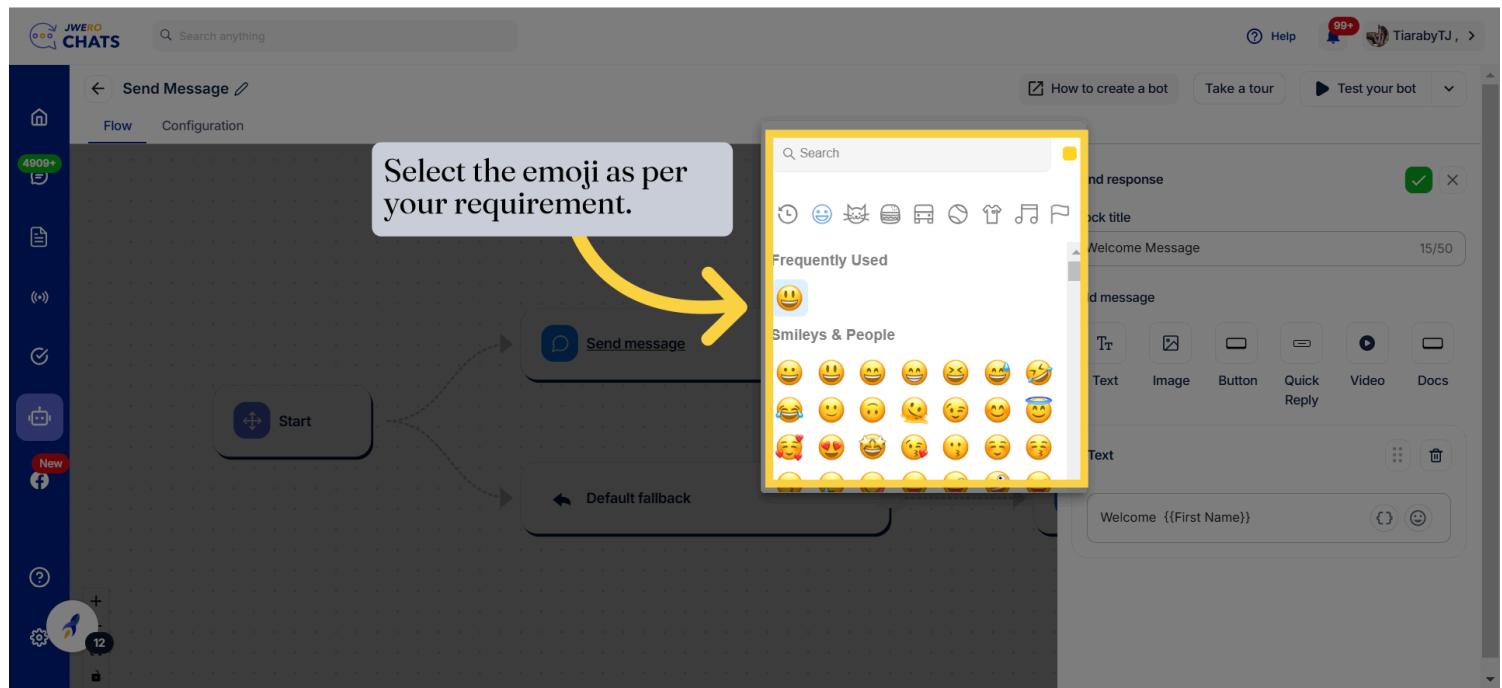
## 13. Variable {{First Name}} has been added.



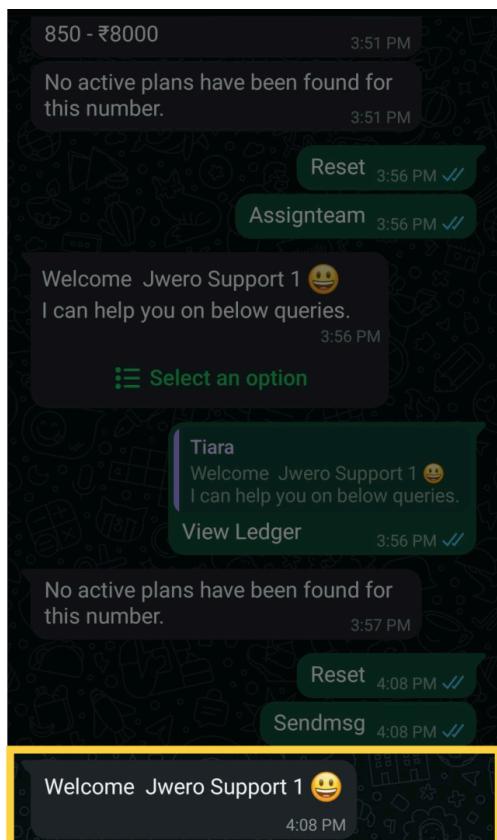
#### 14. You can also include an emoji by clicking on this icon.



#### 15. Select the emoji as per your requirement.

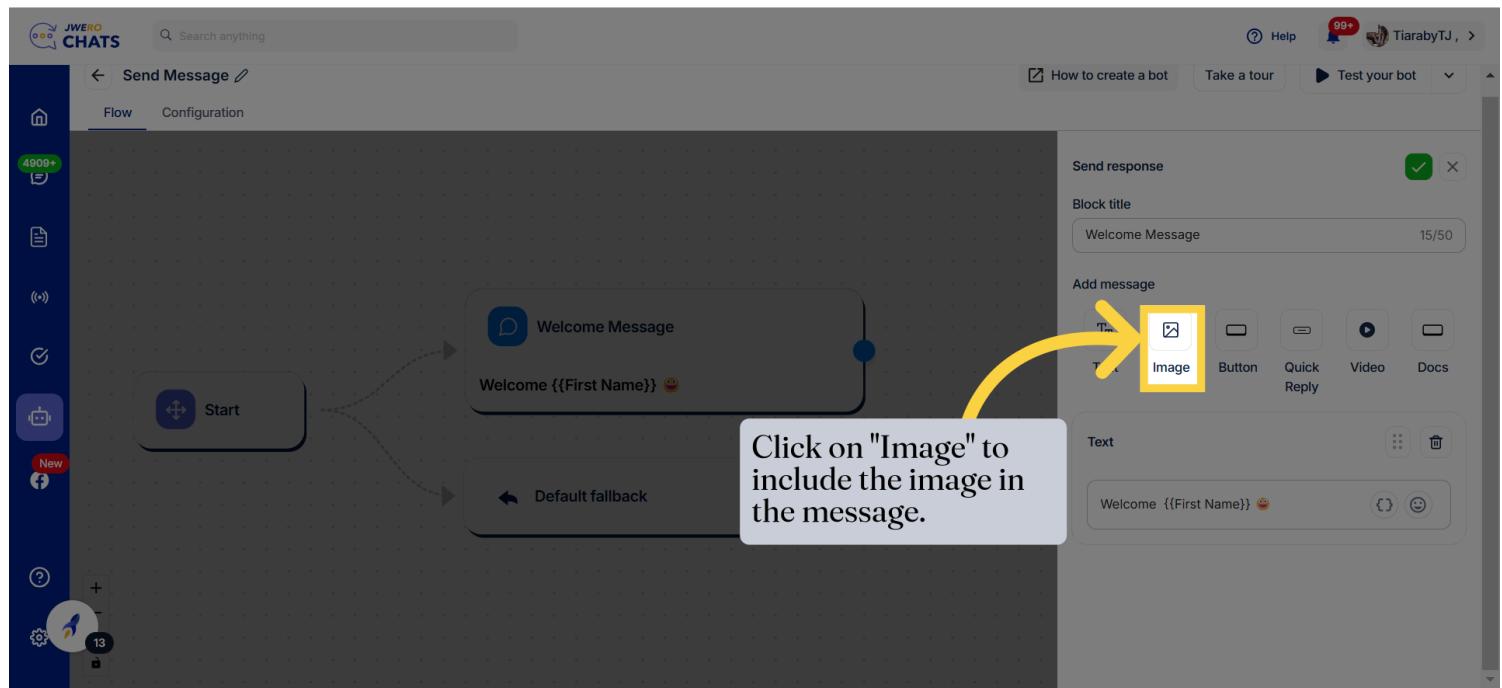


**16. This is how the "Text" message will appear, with the variable dynamically fetching the customer's First Name.**

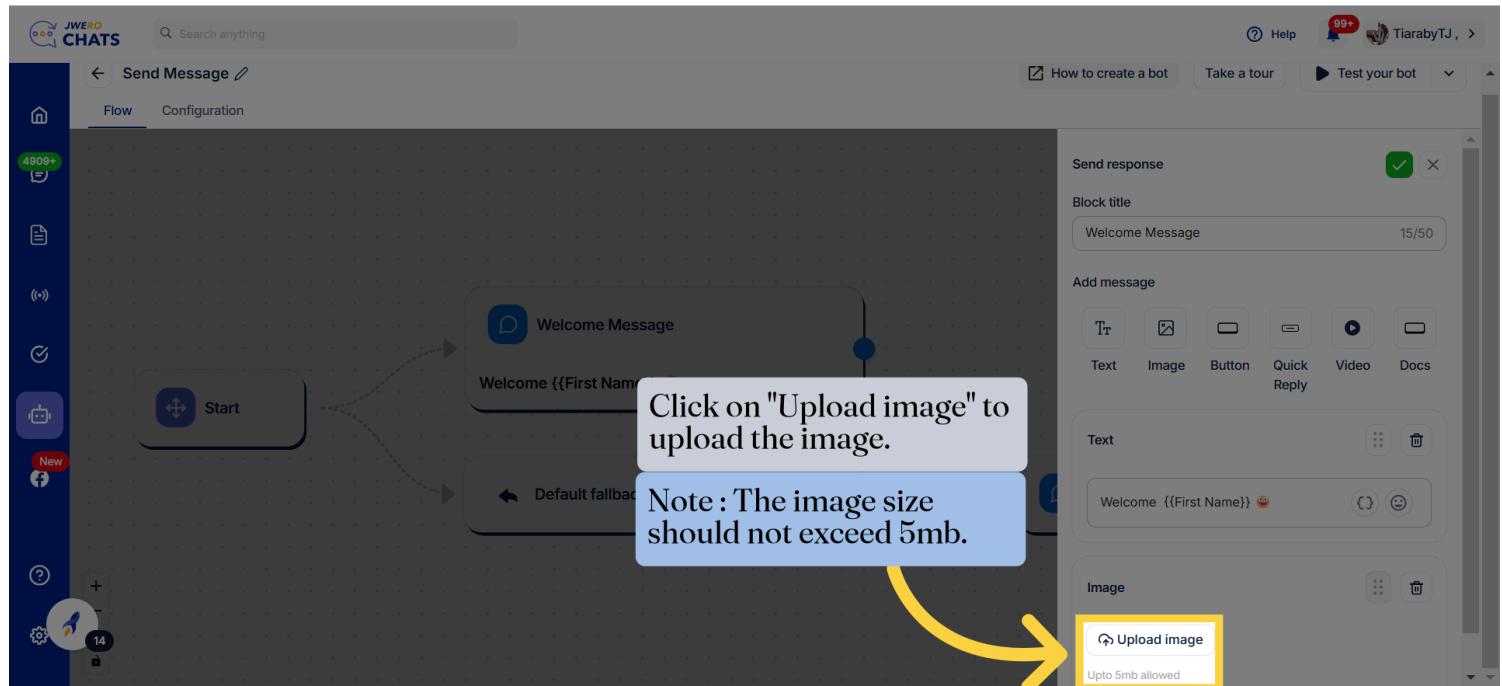


This is how the "Text" message will appear, with the variable dynamically fetching the customer's First Name.

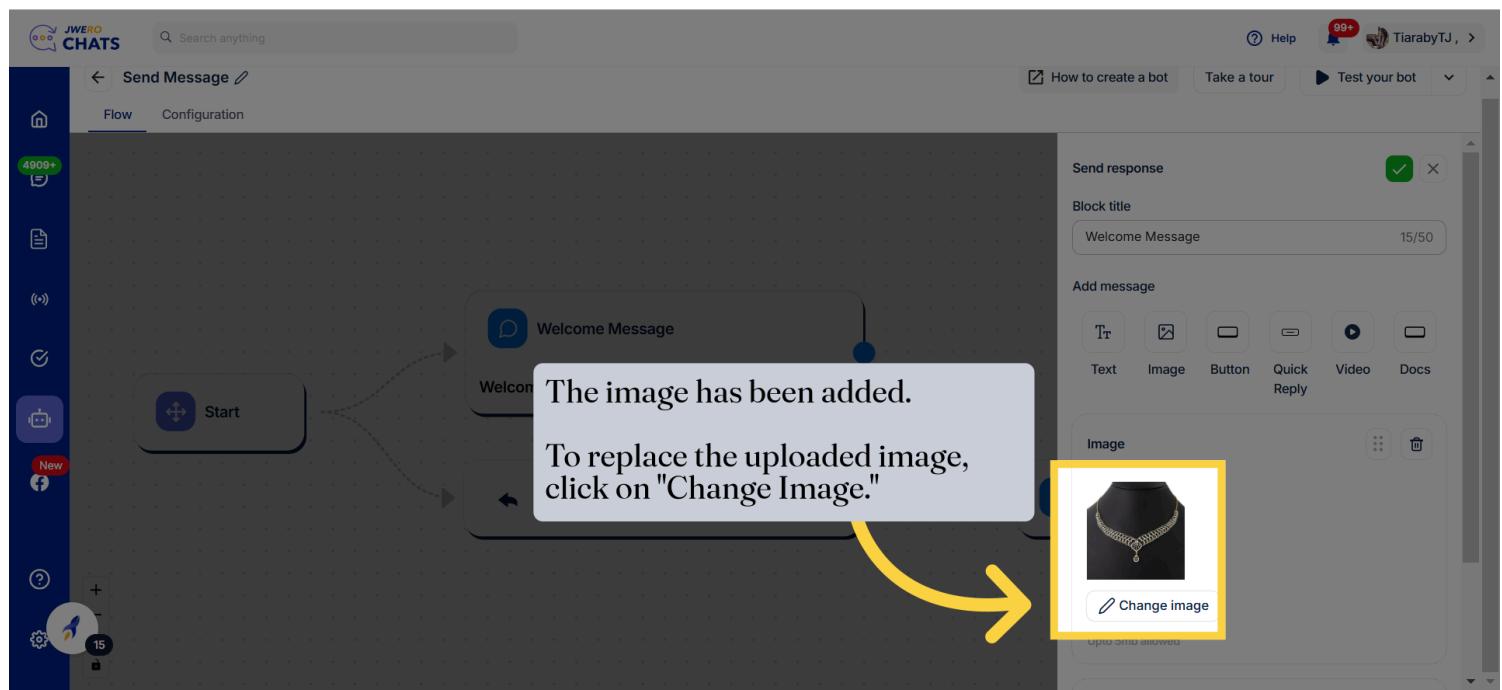
**17. Click on "Image" to include the image in the message.**



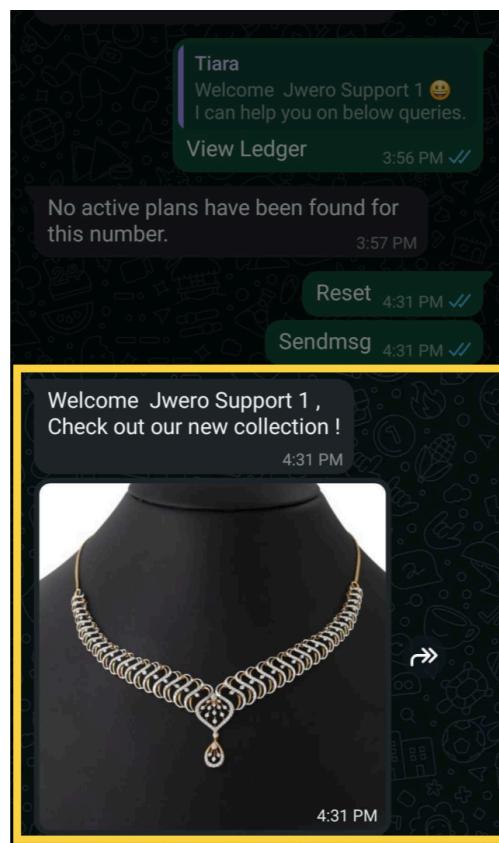
## 18. Click on "Upload image" to upload the image.



## 19. The image has been added. To replace the uploaded image, click on "Change Image."

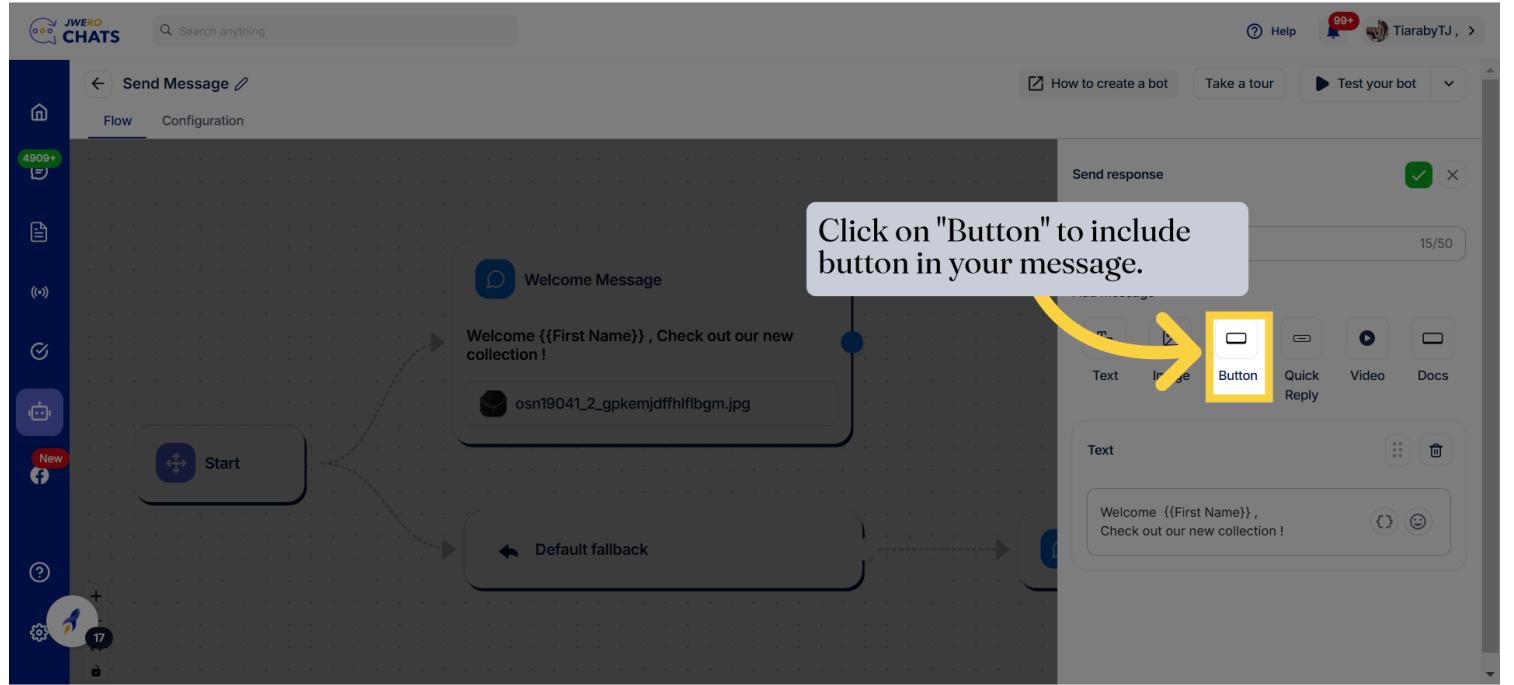


## 20. This is how "Image" will look like in the message.

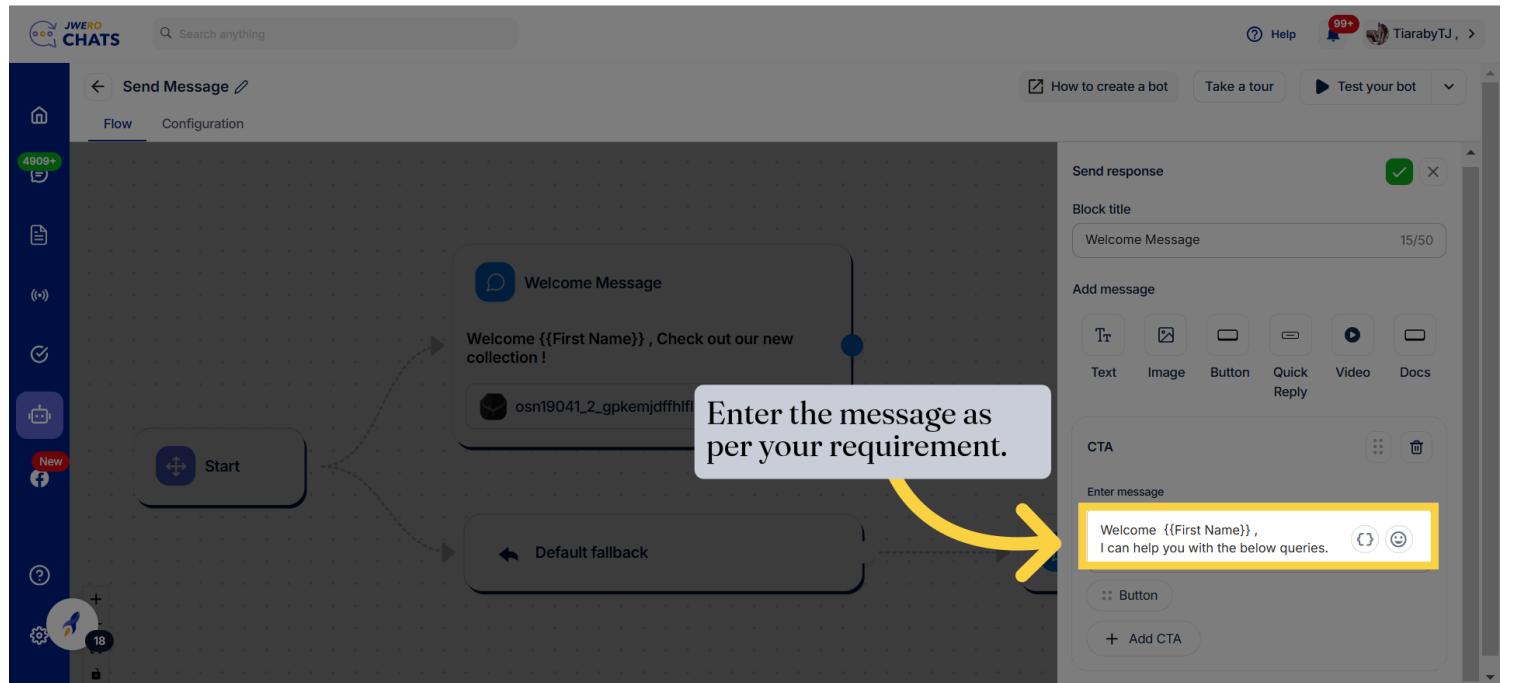


This is how "Image" will look like in the message.

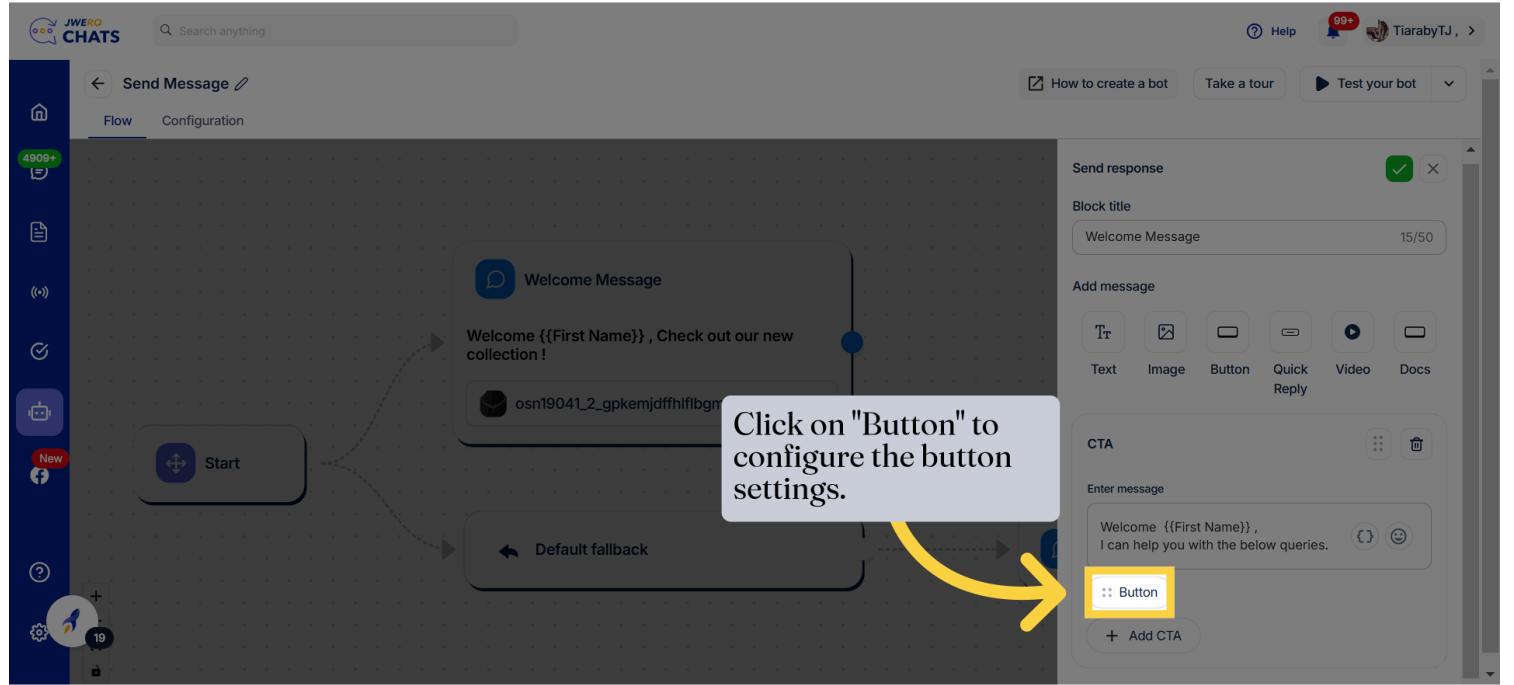
## 21. Click on "Button" to include button in your message.



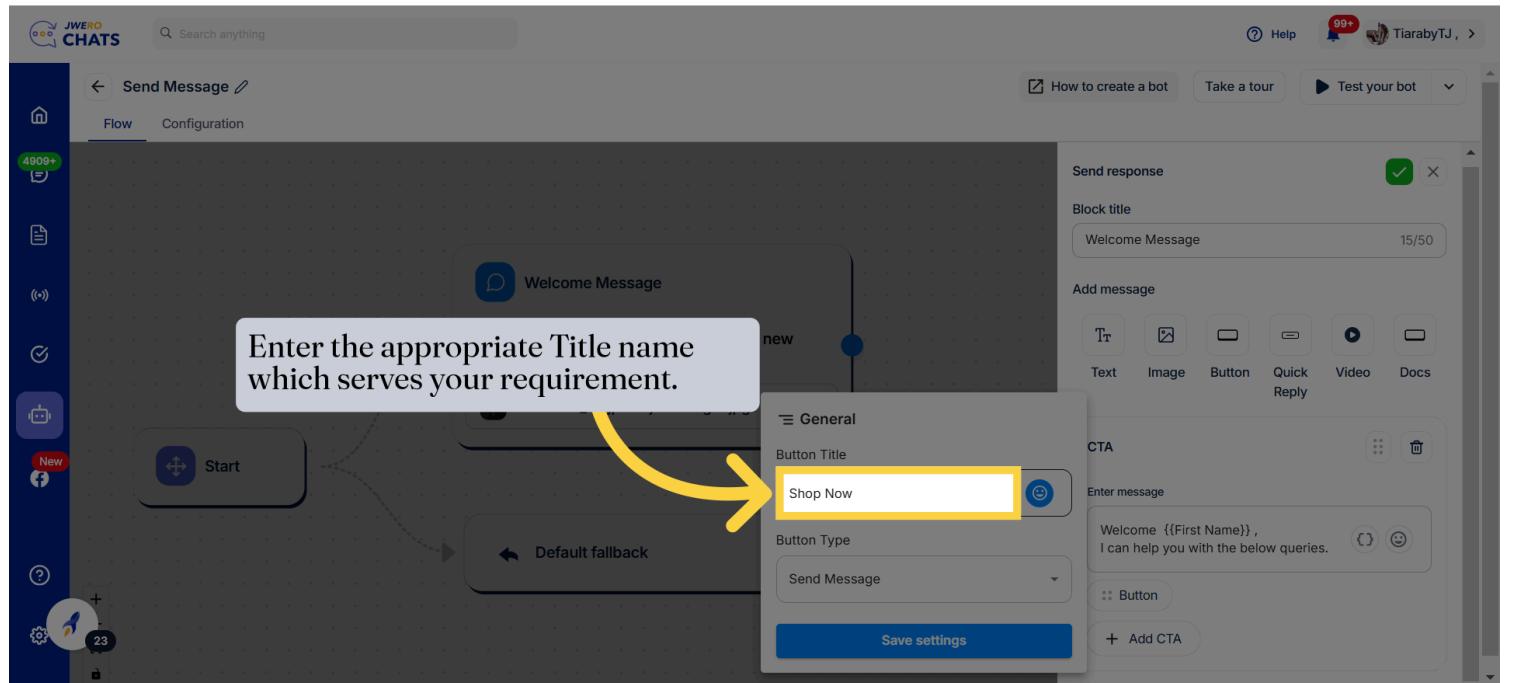
## 22. Enter the message as per your requirement.



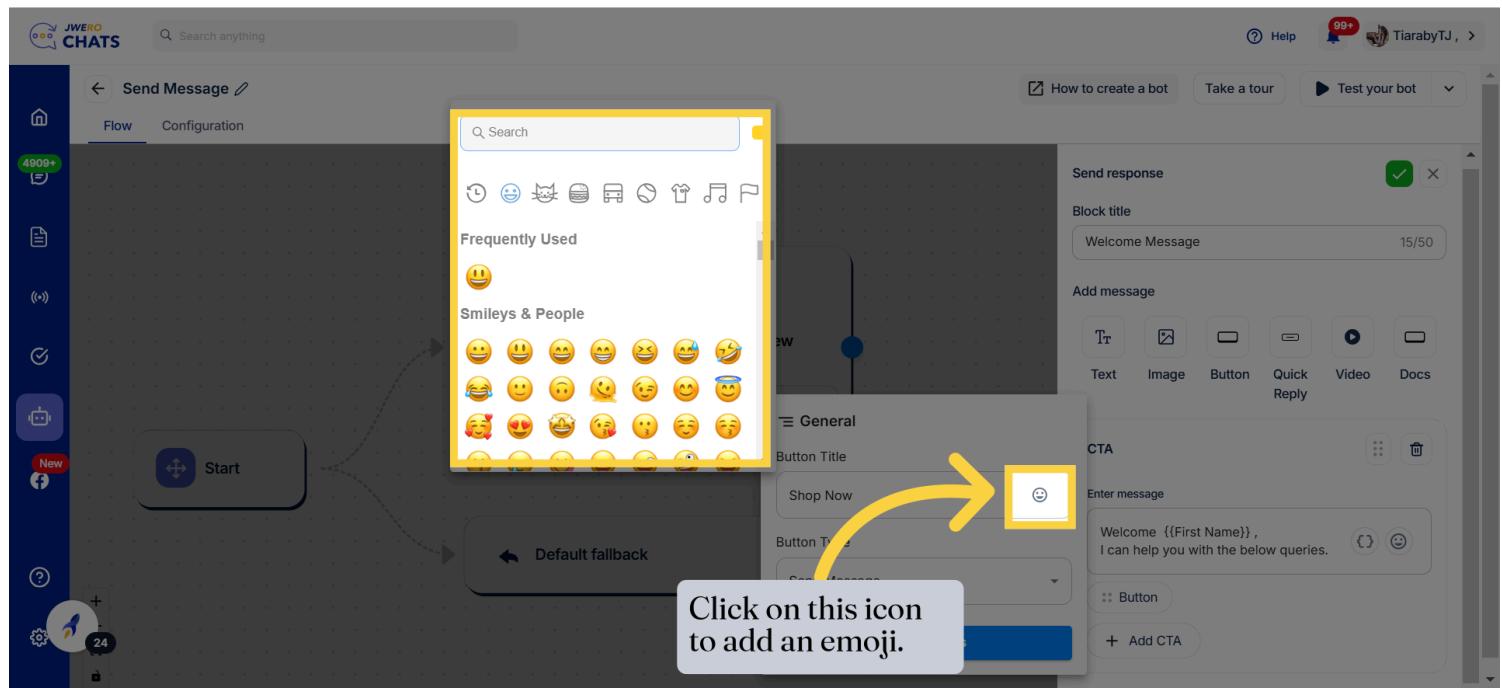
## 23. Click on "Button" to configure the button settings.



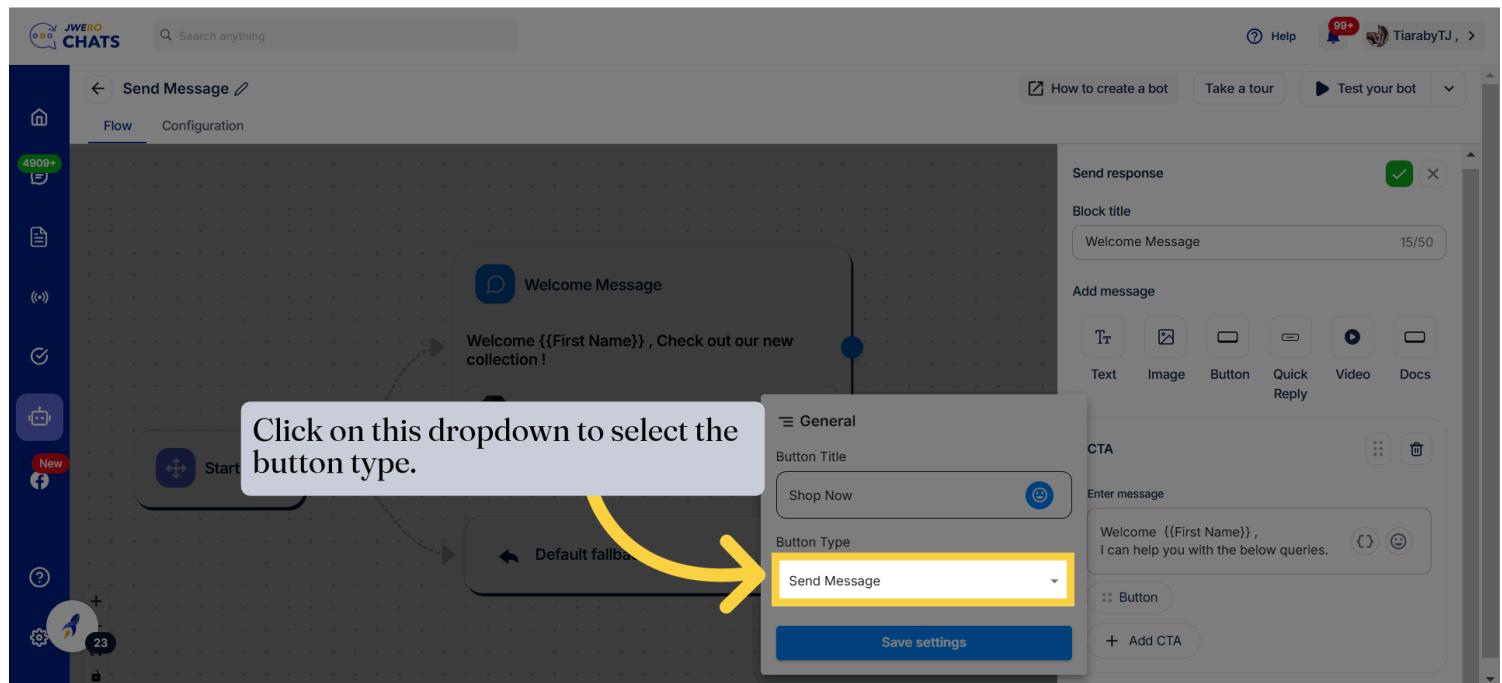
## 24. Enter the appropriate Title name which serves your requirement.



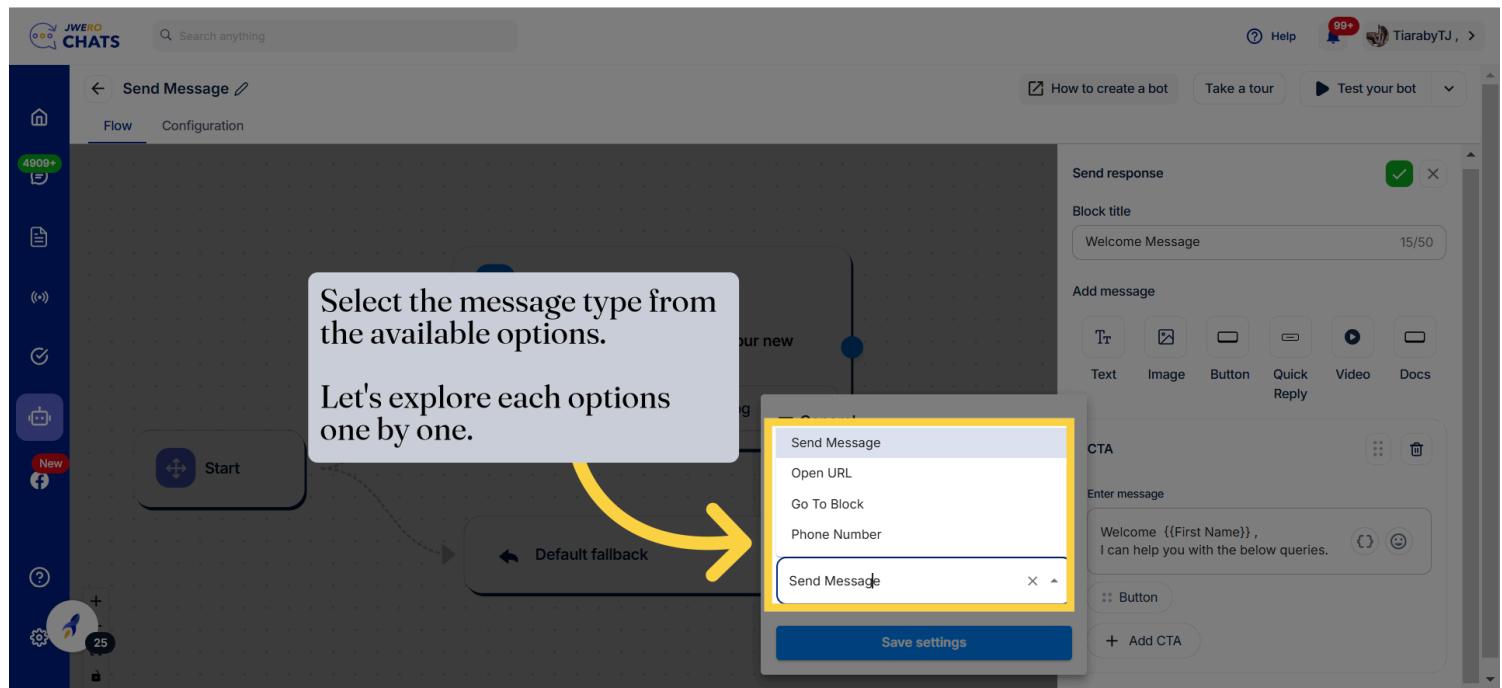
## 25. Click on this icon to add an emoji.



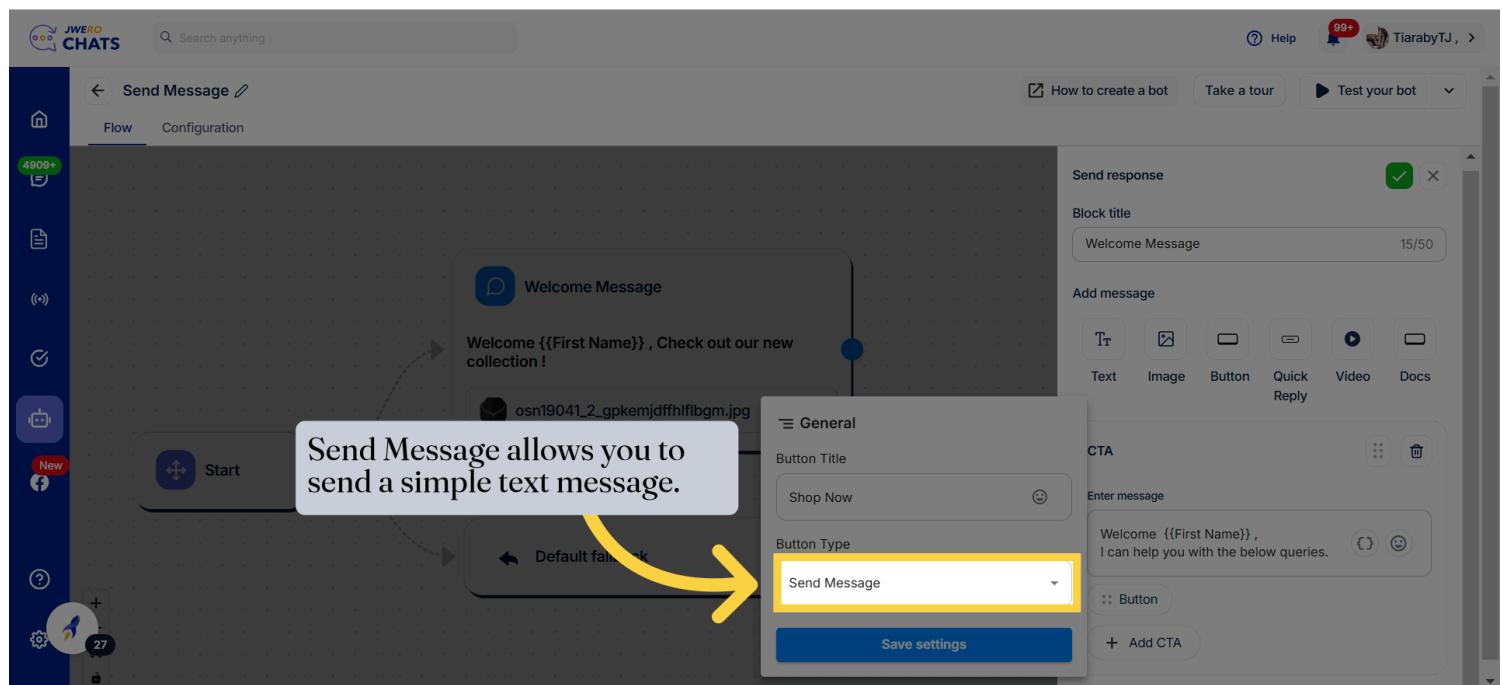
26. Click on this dropdown to select the button type.



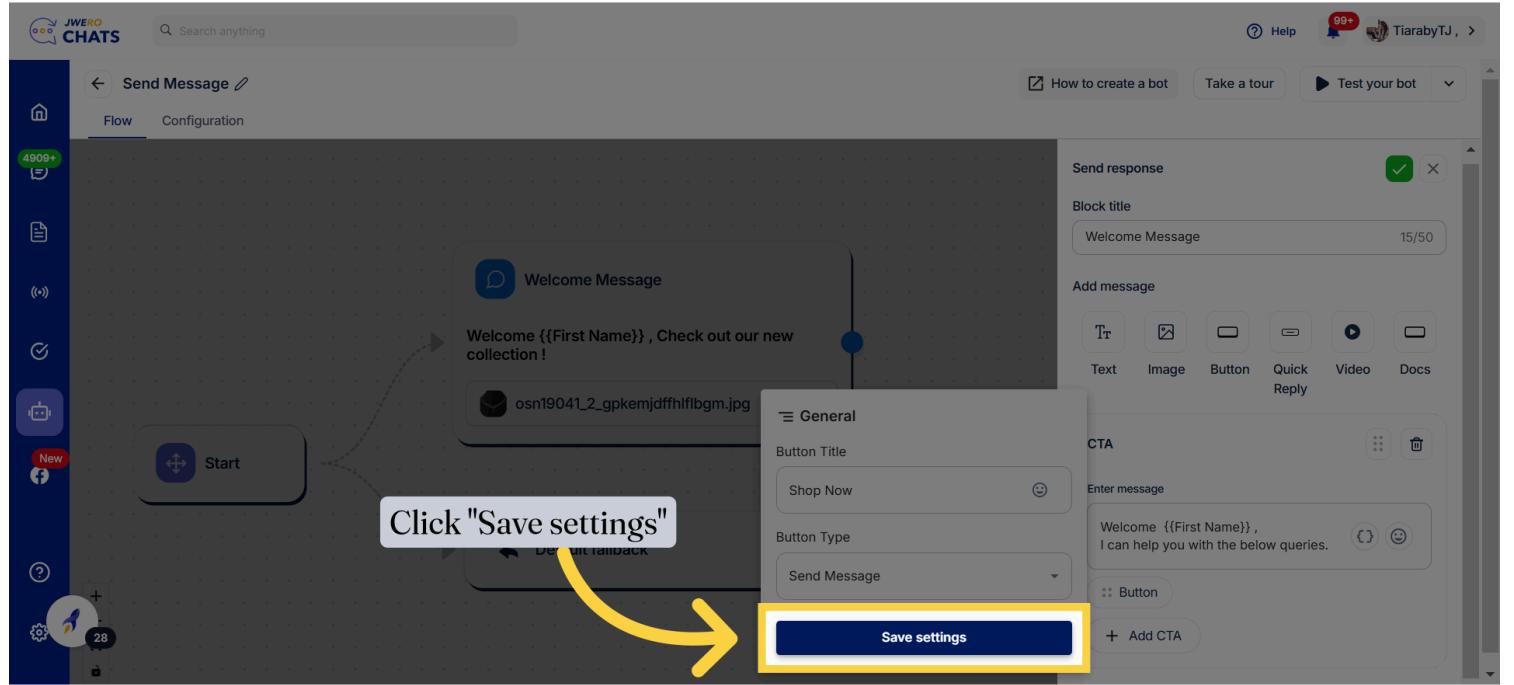
27. Select the message type from the available options. Let's explore each options one by one.



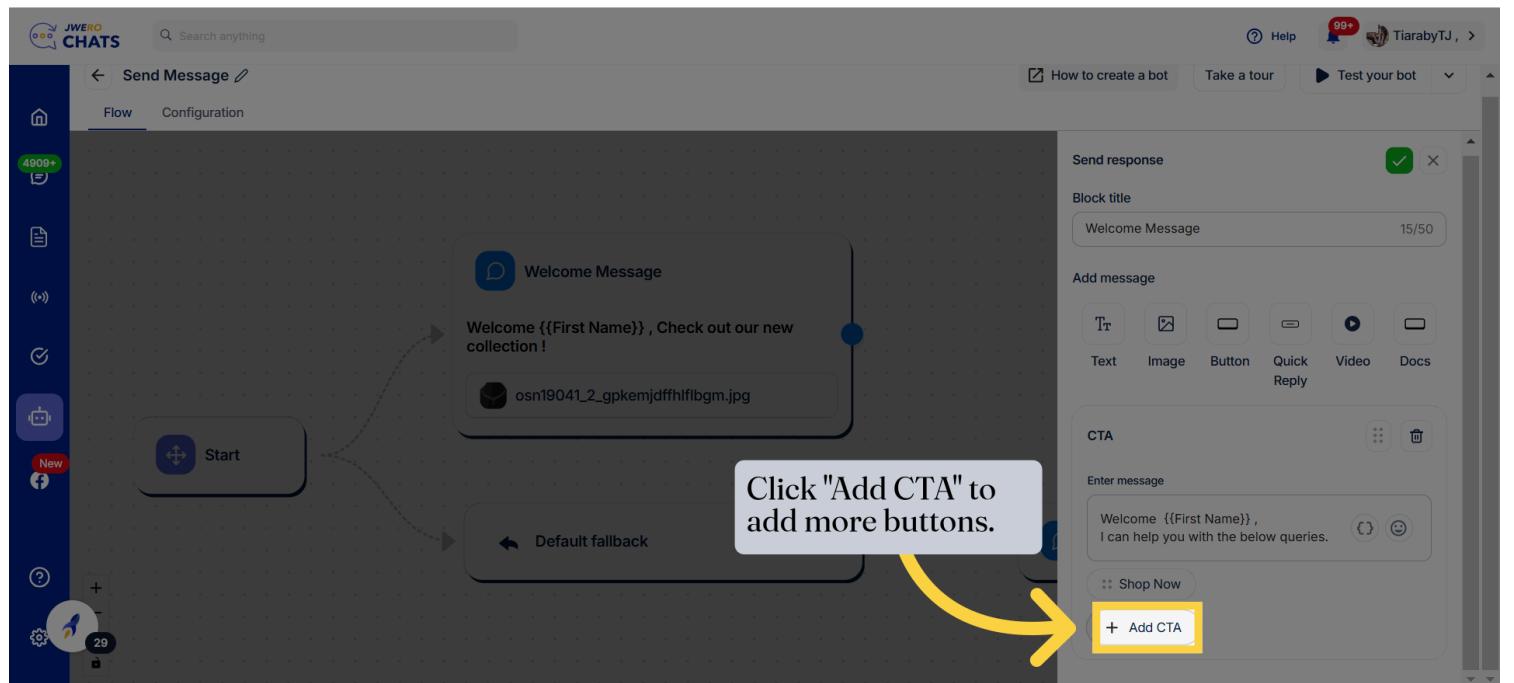
## 28. Send Message allows you to send a simple text message.



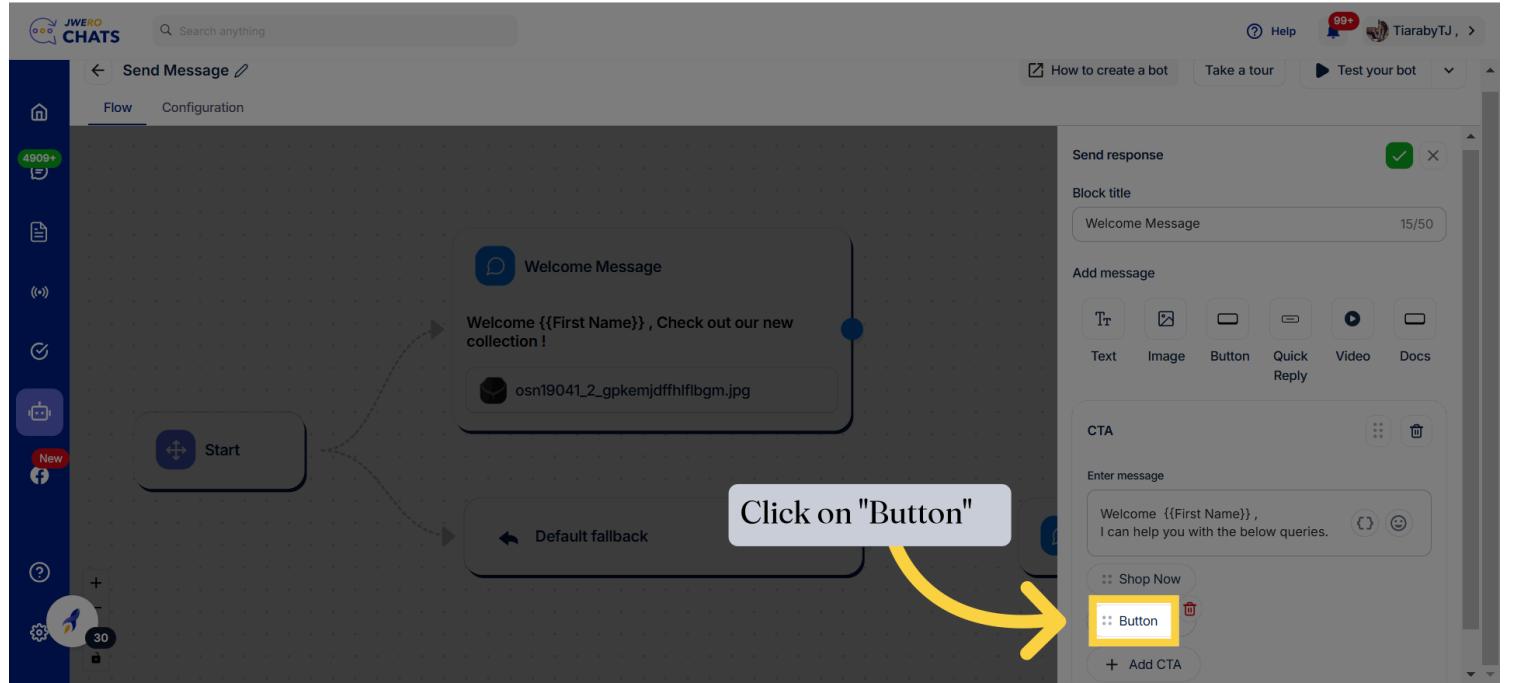
## 29. Click "Save settings"



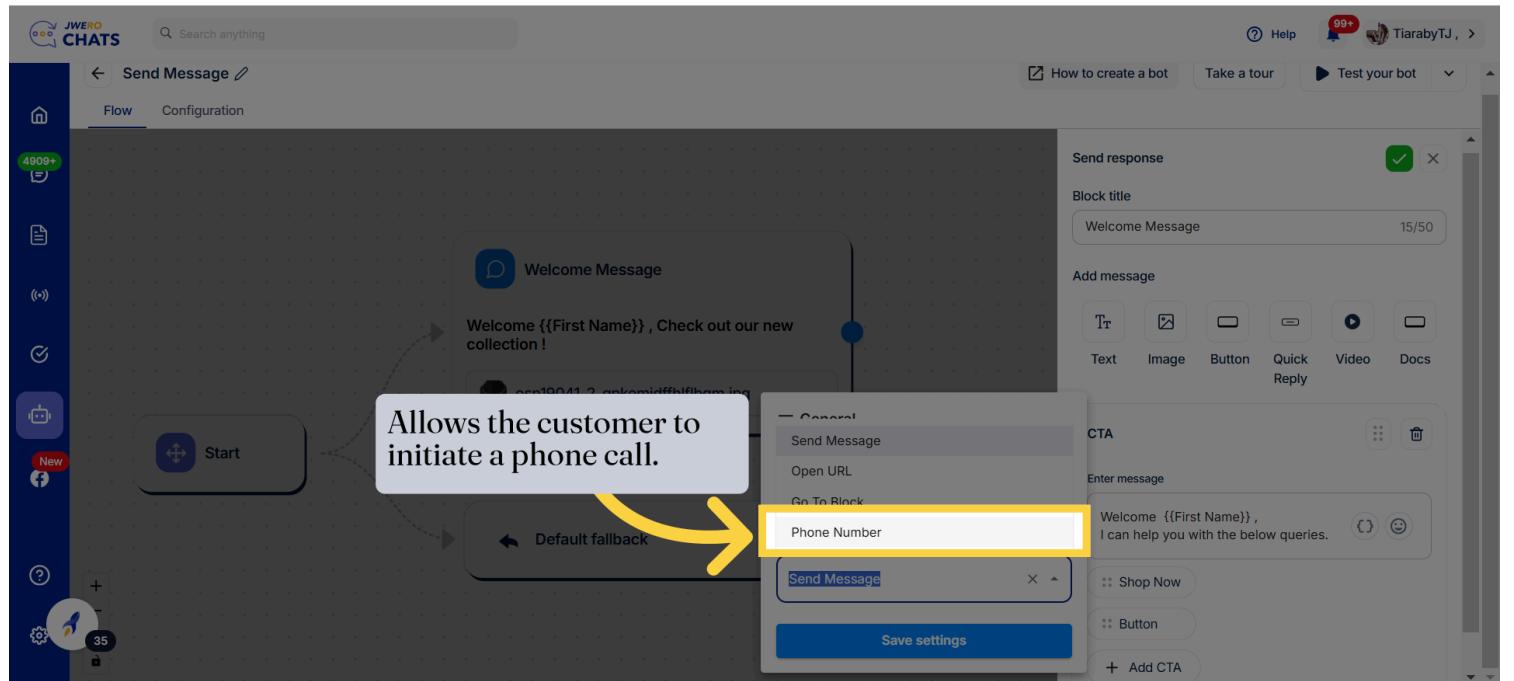
### 30. Click "Add CTA" to add more buttons.



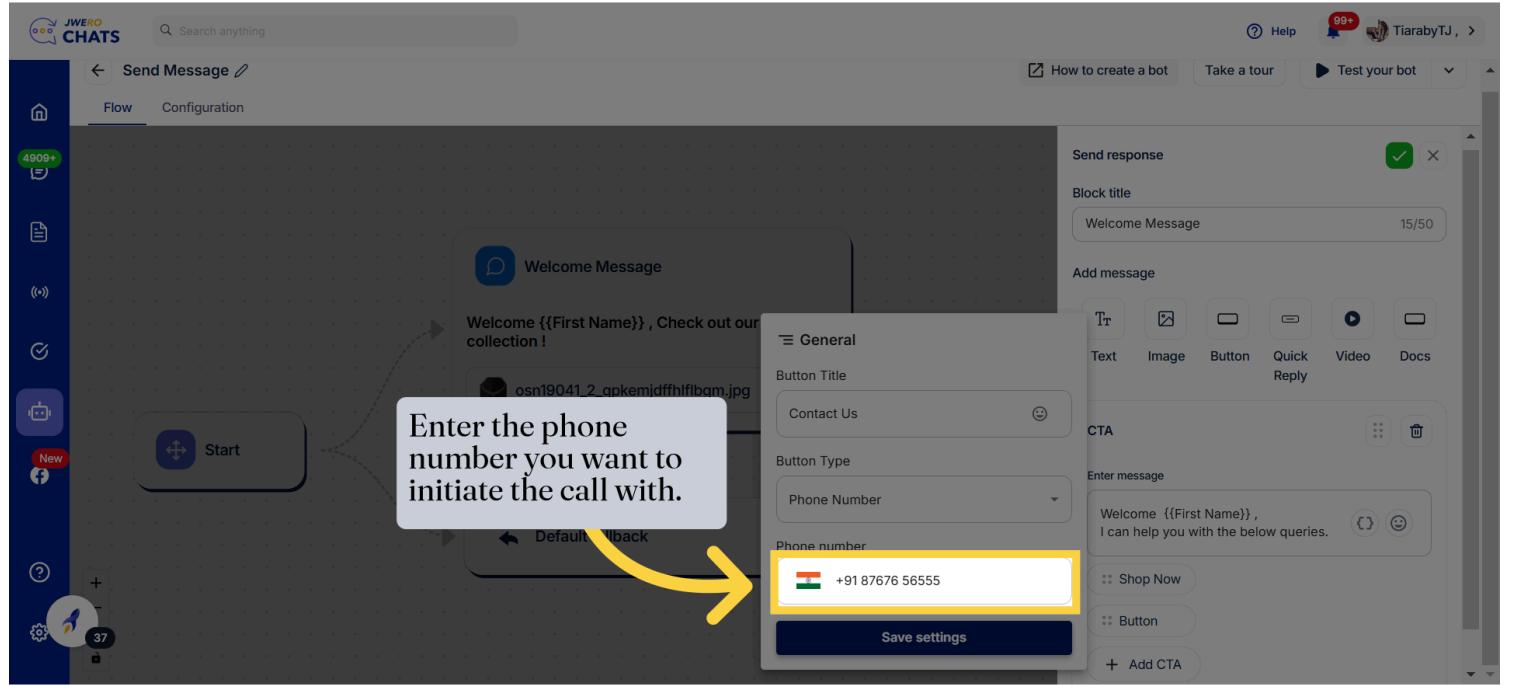
### 31. Click on "Button"



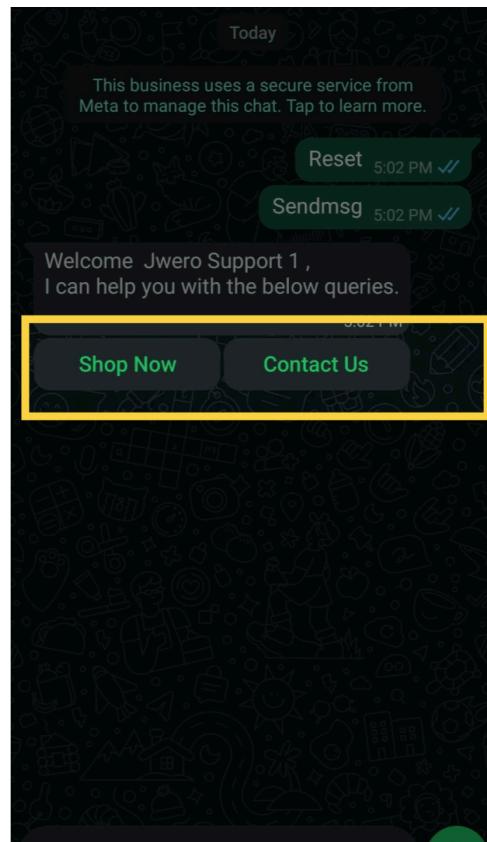
### 32. Allows the customer to initiate a phone call.



### 33. Enter the phone number you want to initiate the call with.

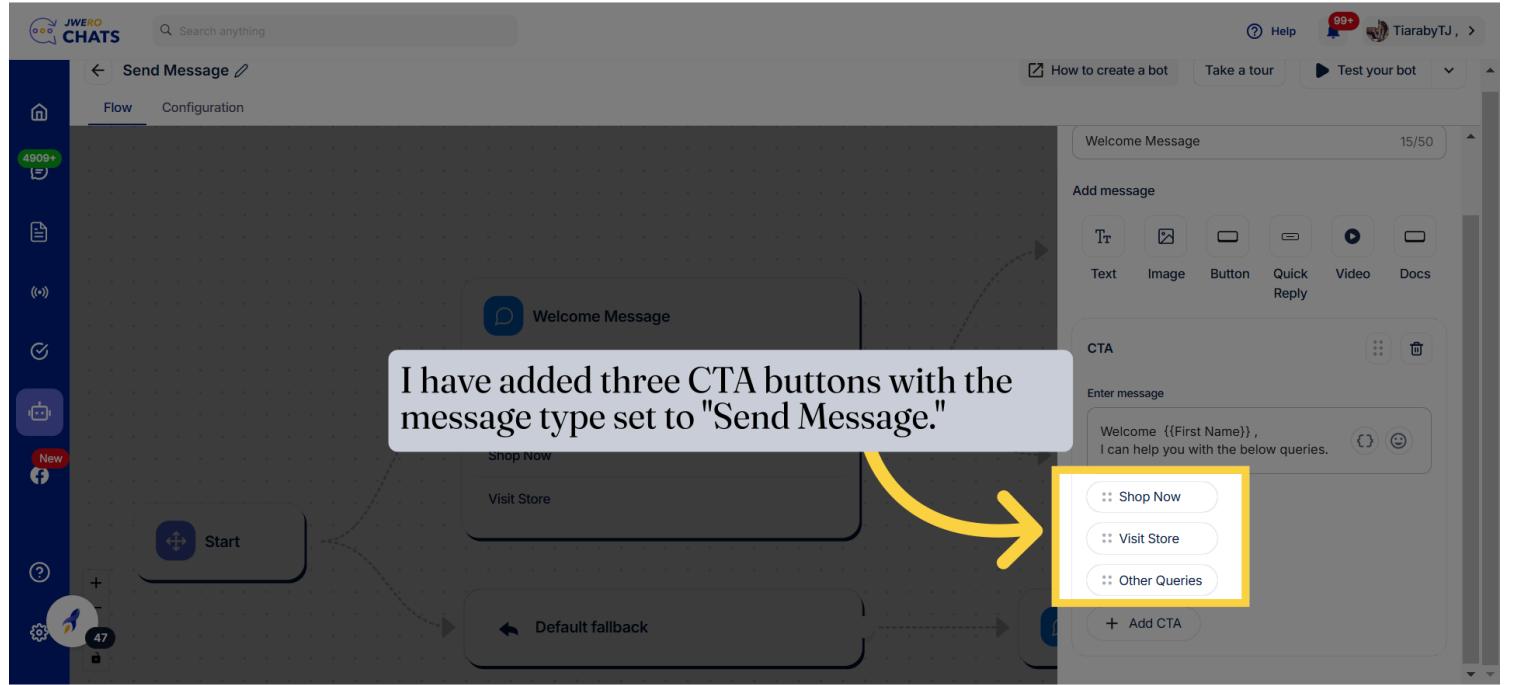


### 34. This is how 2 CTA buttons will look like.

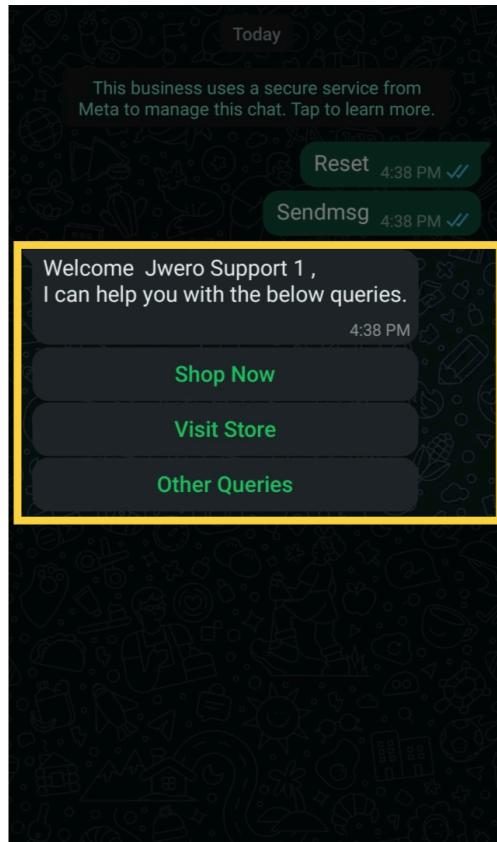


This is how 2 CTA buttons will look like.

### 35. I have added three CTA buttons with the message type set to "Send Message."



### 36. This is how 3 CTA buttons will arrange one below the other.



This is how 3 CTA buttons will arrange one below the other.

### 37. I have added three CTA buttons with the message type set to "Send Message."

I have added three CTA buttons with the message type set to "Send Message."

Note : More than three CTAs do not function in mobile chat. Any flow beyond the third CTA will not work.

The screenshot shows a bot flow with a 'Start' node leading to a 'Default fallback' step, which then leads to a 'Send message' step. On the right, the 'Add message' panel shows four CTA buttons: 'Shop Now', 'Visit Store', 'Today's Rate', and 'Other Queries'. A yellow arrow points from the note about mobile chat limitations to the 'Other Queries' CTA button.

### 38. In Web Chat, the four CTA will be displayed as shown.

In Web Chat, the four CTA will be displayed as shown.

The screenshot shows a bot flow with a 'Start' node leading to a 'Default fallback' step, which then branches into four parallel paths, each leading to a 'Customer response' step with different keywords ('Shop Now', 'Visit Store', 'Today's Rate', 'Other Queries'). On the right, a simulated web chat window shows the bot sending a welcome message and displaying the four CTAs: 'Shop Now', 'Visit Store', 'Today's Rate', and 'Other Queries'. A yellow arrow points from the note about web chat to the displayed CTAs.

### 39. Now, let's explore the "Open URL" message type, which redirects the user to a specific web page or external link when clicked.

Now, let's explore the "Open URL" message type, which redirects the user to a specific web page or external link when clicked.

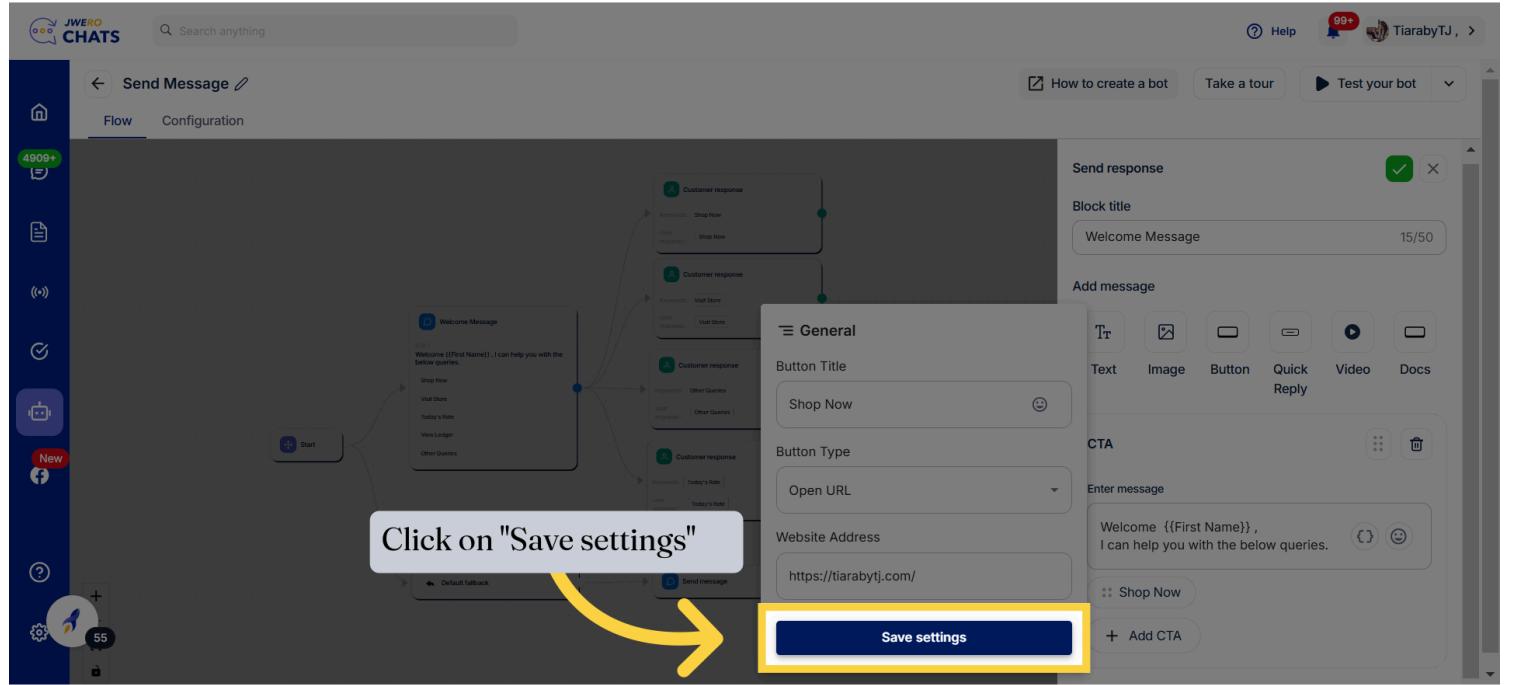
The screenshot shows a bot flow with a "Customer response" step. A yellow arrow points from the "Button Type" dropdown in the configuration panel to the "Open URL" option, which is highlighted with a yellow box. The configuration panel also shows a "Website Address" input field containing "https://tiarabytj.com".

#### 40. Enter the URL to which you want to redirect.

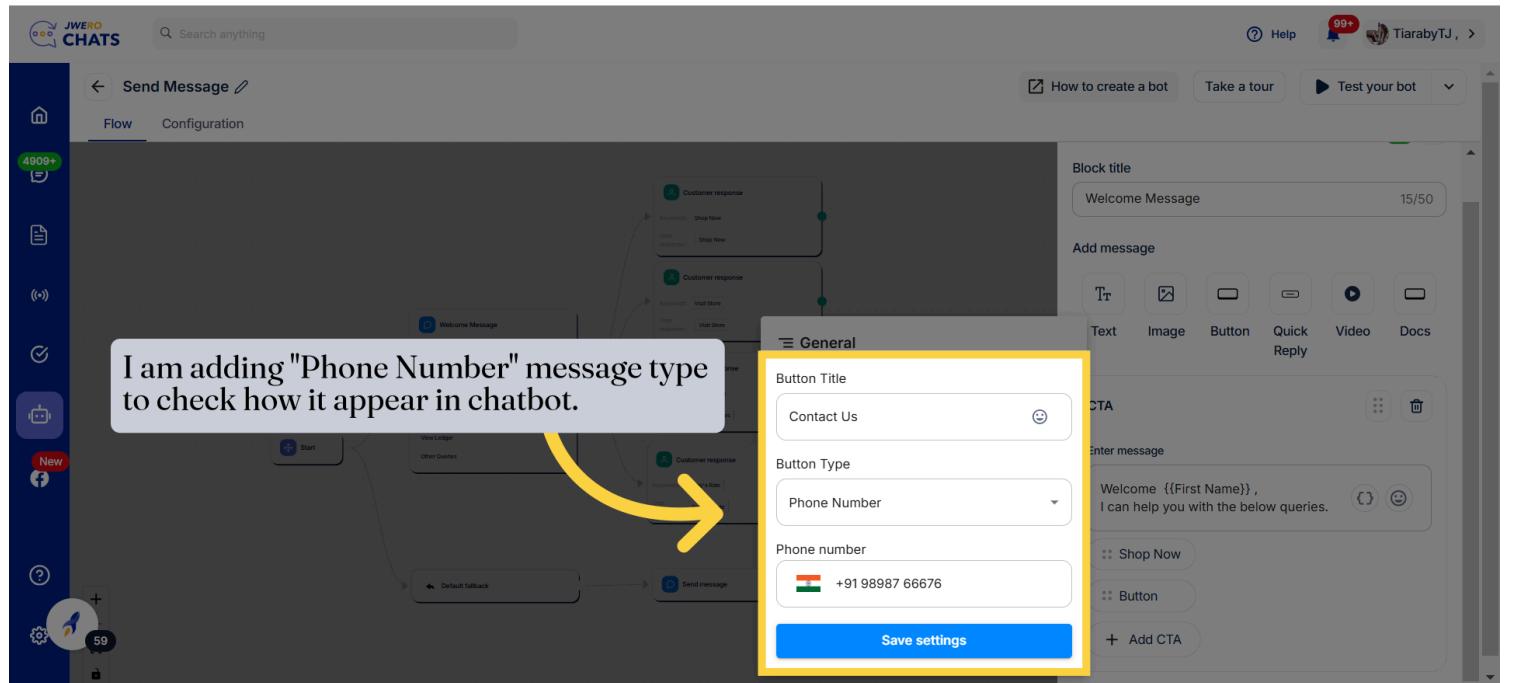
Enter the URL to which you want to redirect.

The screenshot shows a bot flow with a "Customer response" step. A yellow arrow points from the "Website Address" input field in the configuration panel to the URL "https://tiarabytj.com", which is highlighted with a yellow box.

#### 41. Click on "Save settings"



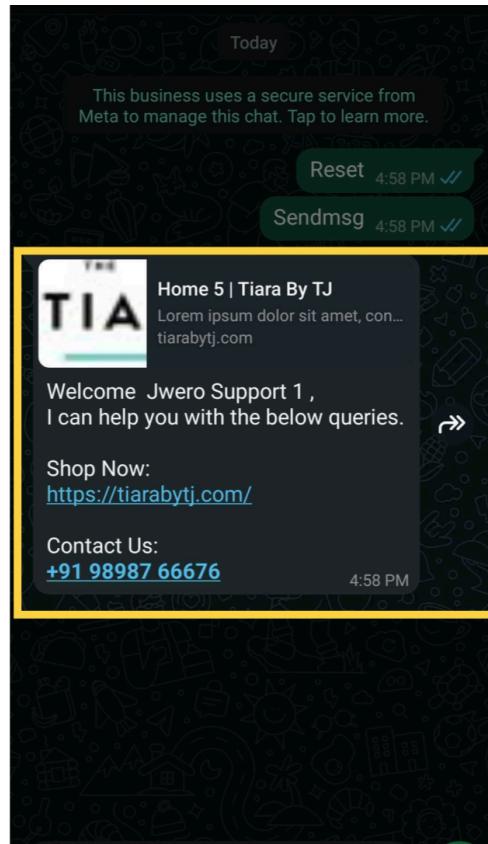
## 42. I am adding "Phone Number" message type to check how it appear in chatbot.



## 43. This is how Open URL and Phone Number message type looks like in web chat.

This is how Open URL and Phone Number message type looks like in web chat.

#### 44. This is how Open URL and Phone Number message type looks like in mobile chat.



This is how Open URL and Phone Number message type looks like in mobile chat.

#### 45. Let's move to "Quick reply" which provides predefined response options that users can click on to proceed with the conversation.

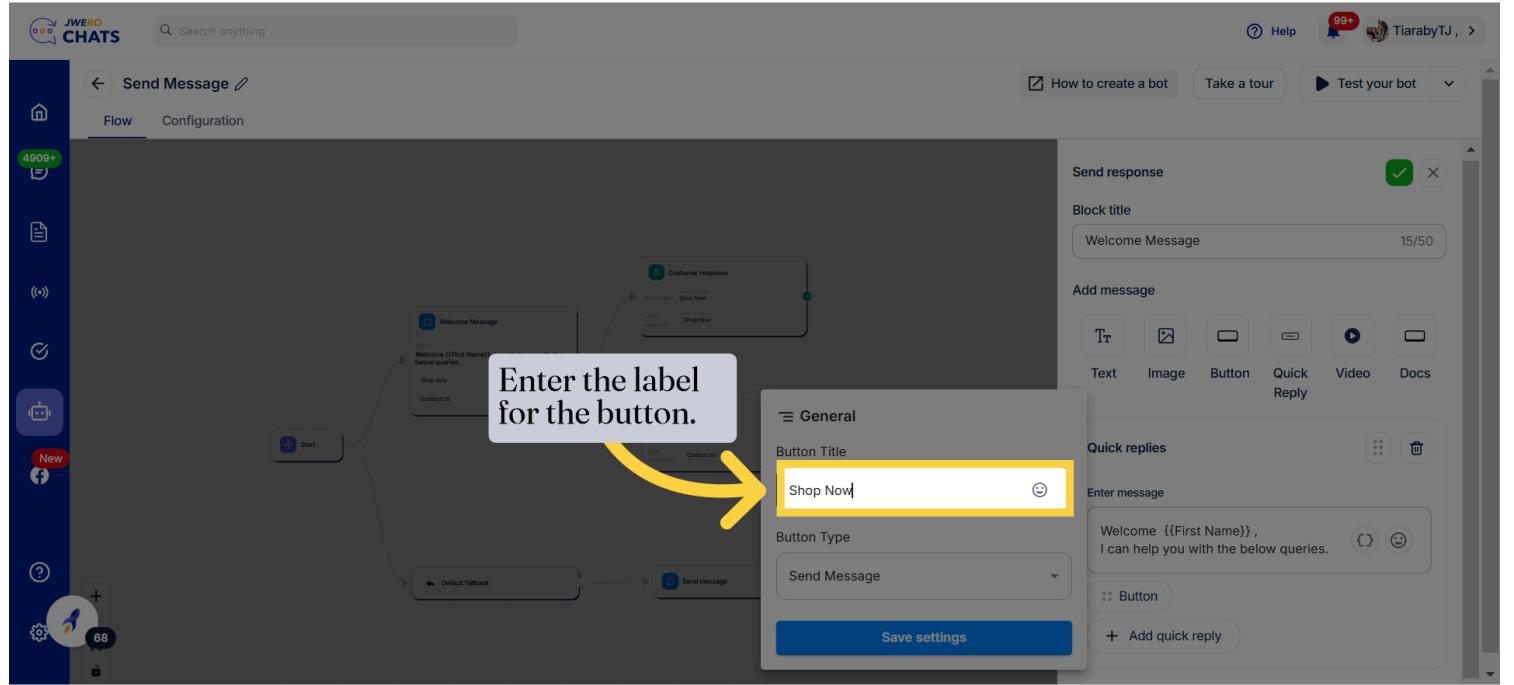
The screenshot shows the JWERO CHATS platform's bot builder interface. On the left, there's a sidebar with various icons and a notification count of 61. The main area displays a bot flow starting from a 'Start' node, leading through a 'Welcome Message' block and several 'Customer response' blocks. A 'Default fallback' block leads to a 'Send message' action. On the right, a 'Send response' panel is open, showing a 'Welcome Message' block with a 'Block title' of 'Welcome Message'. Below it, a 'Add message' section includes a 'Text' button, which is highlighted with a yellow box and an arrow pointing to it. Other options like 'Image', 'Button', 'Quick Reply', 'Video', and 'Docs' are also shown.

Let's move to "Quick reply" which provides predefined response options that users can click on to proceed with the conversation.

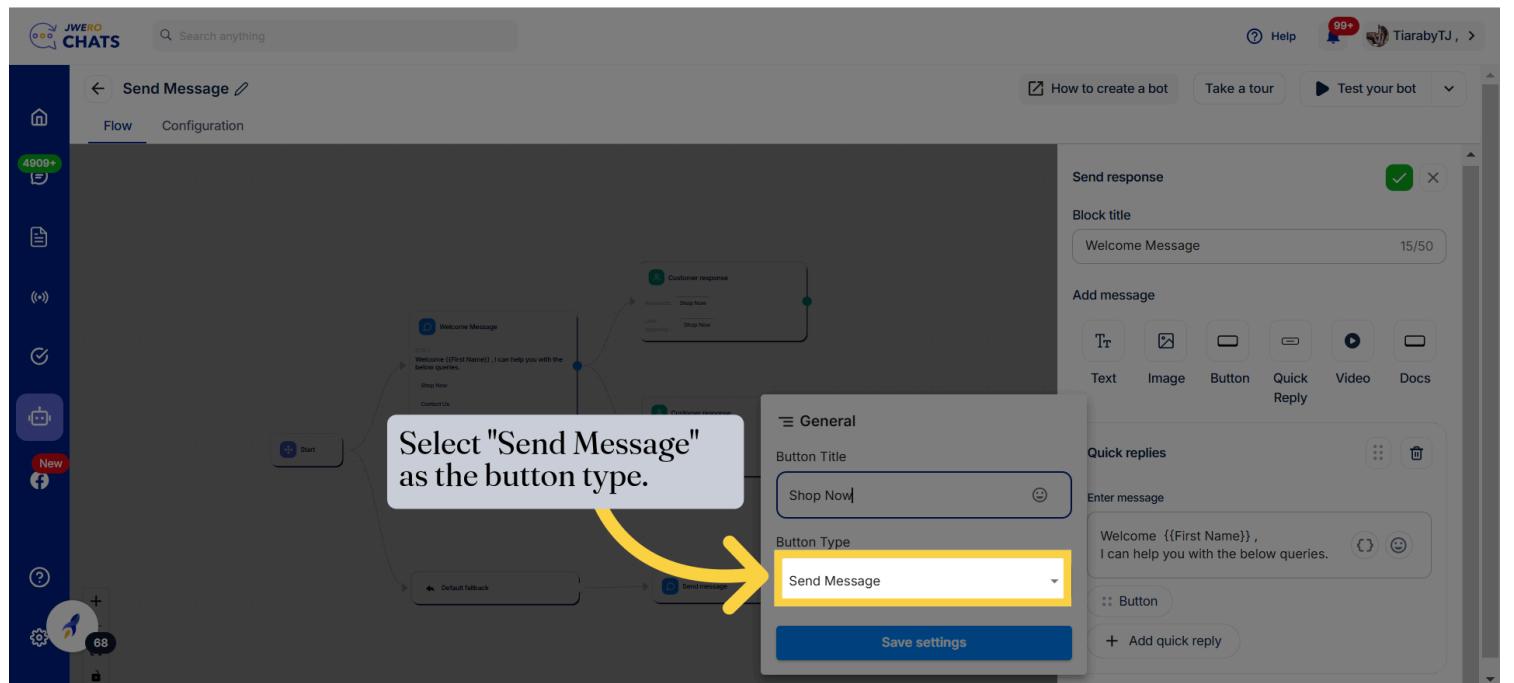
#### 46. Enter the text that initiates the interaction or describes the purpose of the buttons.

This screenshot continues the process from the previous one. The 'Quick Reply' button is now selected, and a large callout box with a yellow border contains the instruction: "Enter the text that initiates the interaction or describes the purpose of the buttons." A yellow arrow points from this box to the 'Enter message' field in the configuration panel. The 'Enter message' field contains the placeholder text: "Welcome {{First Name}}, I can help you with the below queries."

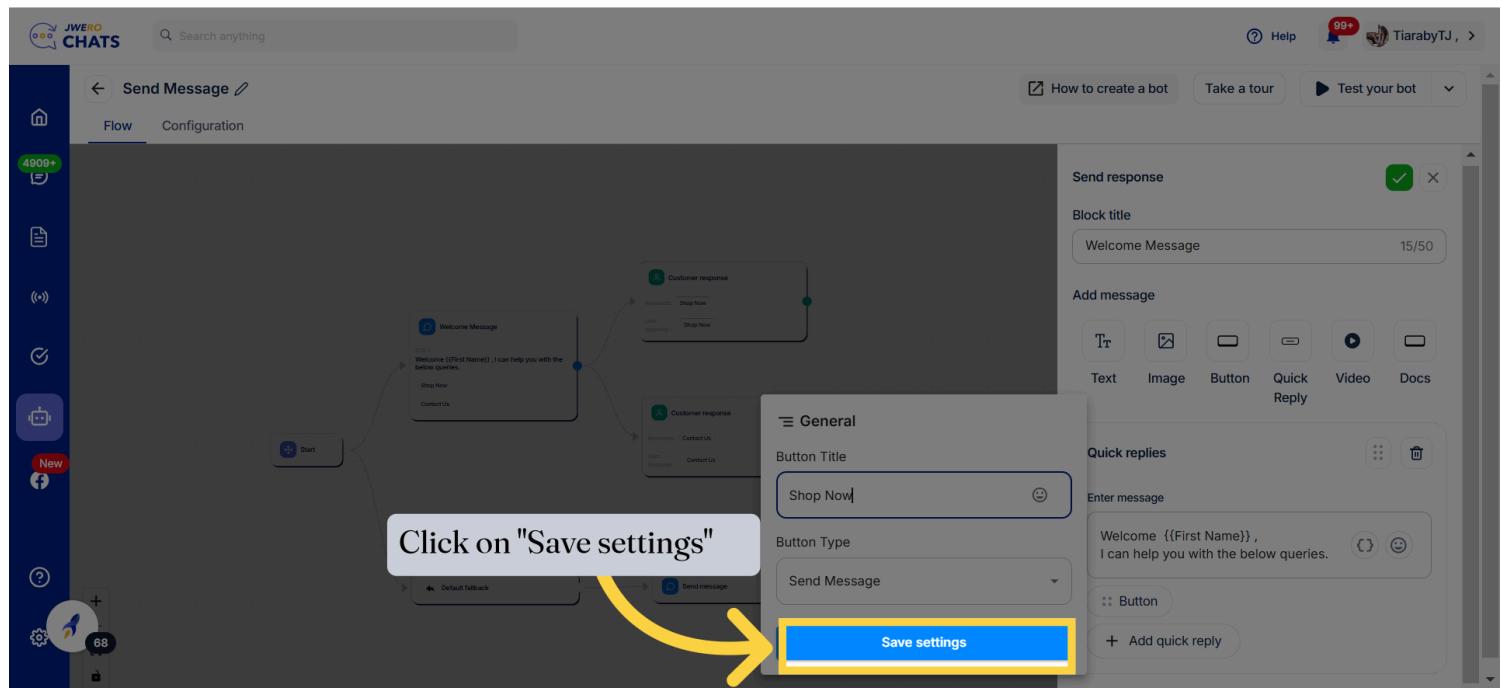
#### 47. Enter the label for the button.



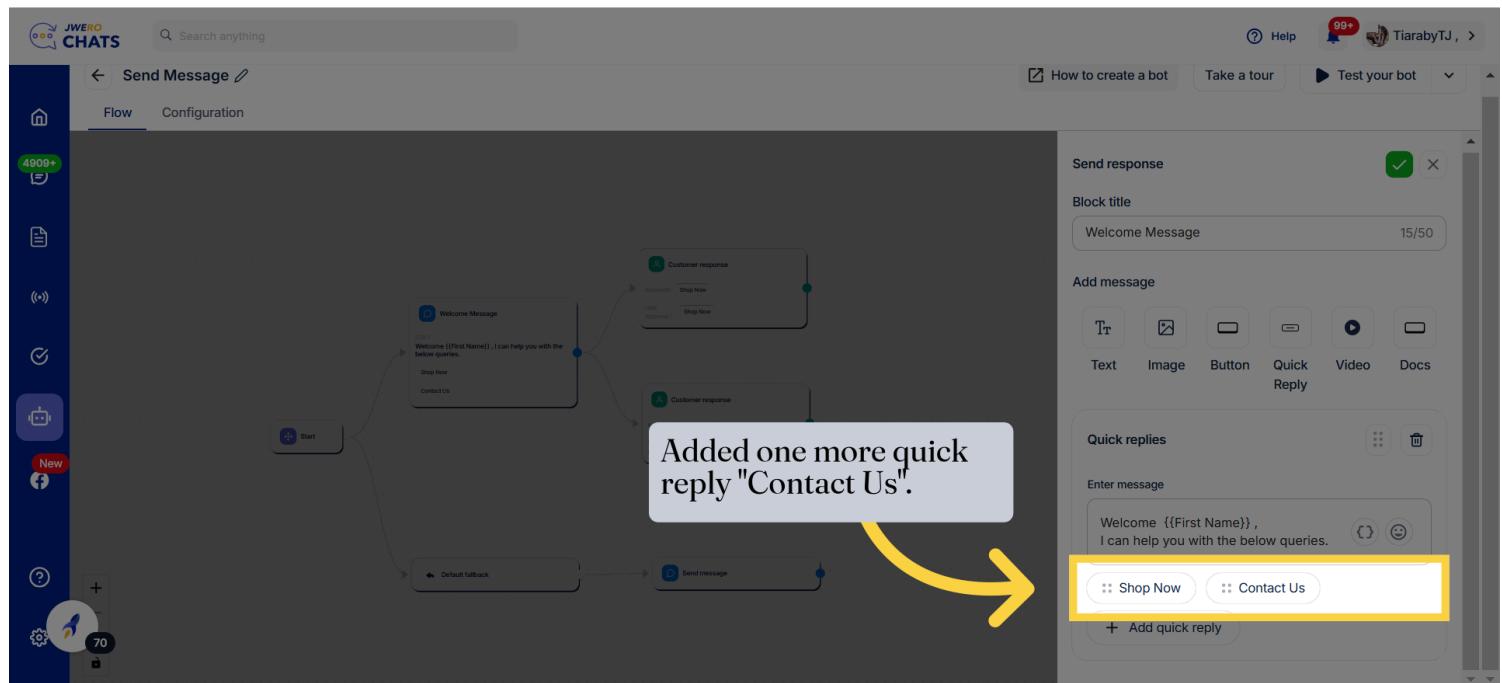
#### 48. Select "Send Message" as the button type.



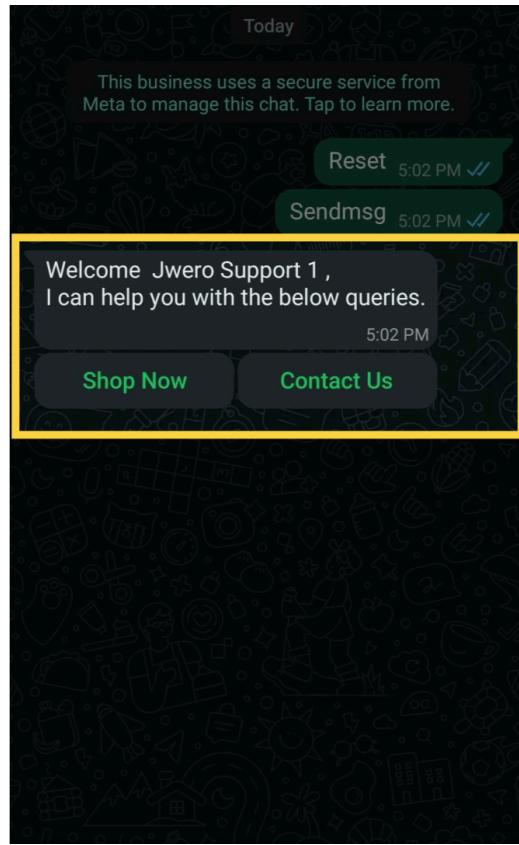
#### 49. Click on "Save settings"



## 50. Added one more quick reply "Contact Us".



## 51. This is how adding two "Quick Reply" will look like.

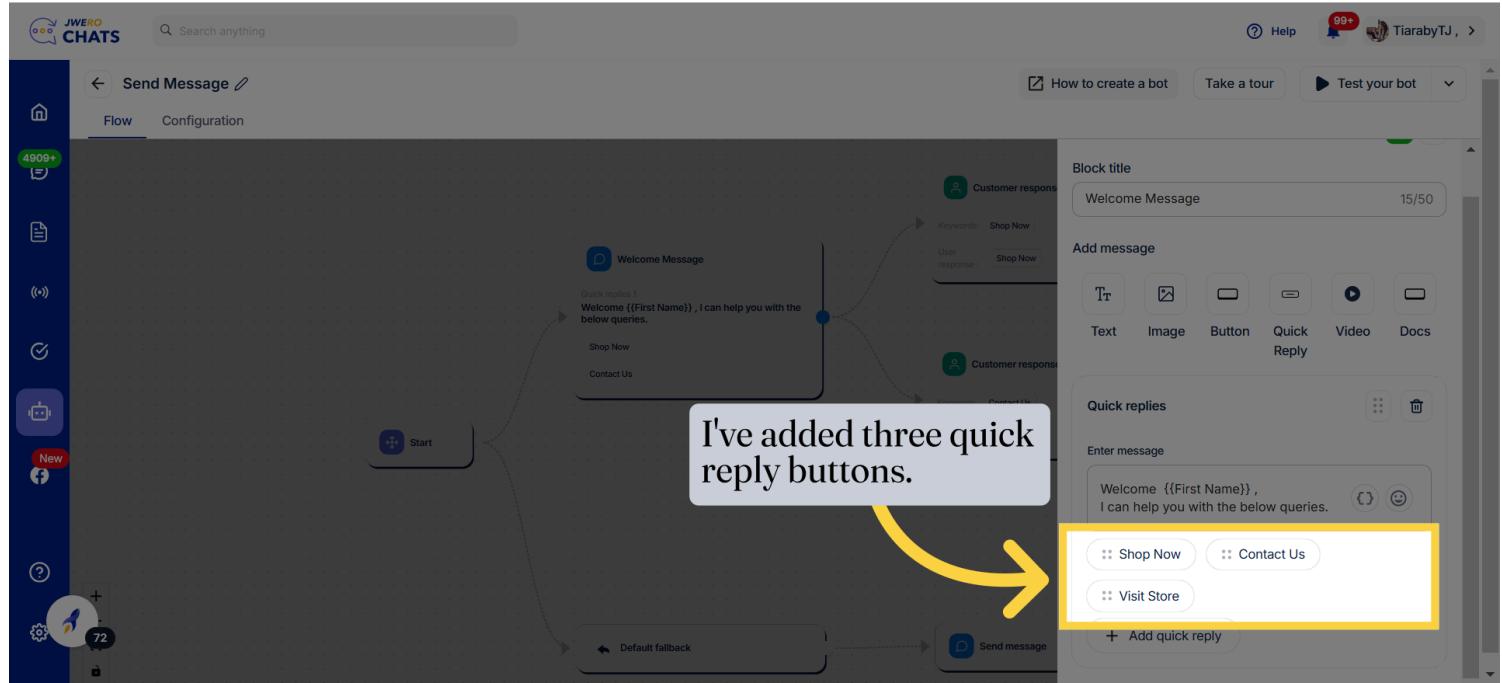


This is how adding two "Quick Reply" will look like.

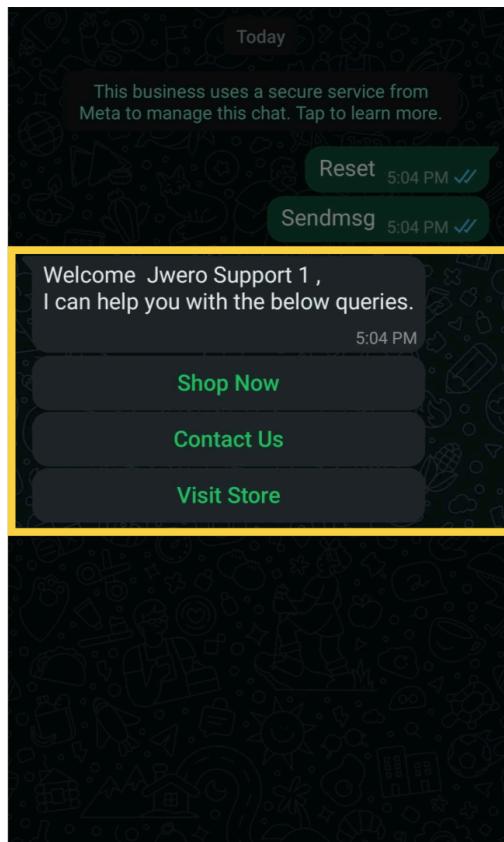
## 52. This is how text message and Quick Reply button will look like in web chat.

A screenshot of the Jwero AI platform. On the left, there's a sidebar with various icons and a search bar. The main area shows a bot flow diagram. A 'Start' node branches into two parallel paths. The top path leads to a 'Welcome Message' node containing the text 'Welcome {{(First Name)}}, I can help you with the below queries.' and two blue 'Quick Reply' buttons labeled 'Shop Now' and 'Contact Us'. The bottom path leads to a 'Customer response' node. Both paths converge back to a 'Default fallback' node, which then points to a 'Send message' node. To the right of the flow diagram is a preview window titled 'Welcome'. It shows a message from 'Bot Online' with the same welcome text and quick reply buttons. A yellow arrow points from the text 'This is how text message and Quick Reply button will look like in web chat.' to the preview window.

## 53. I've added three quick reply buttons.

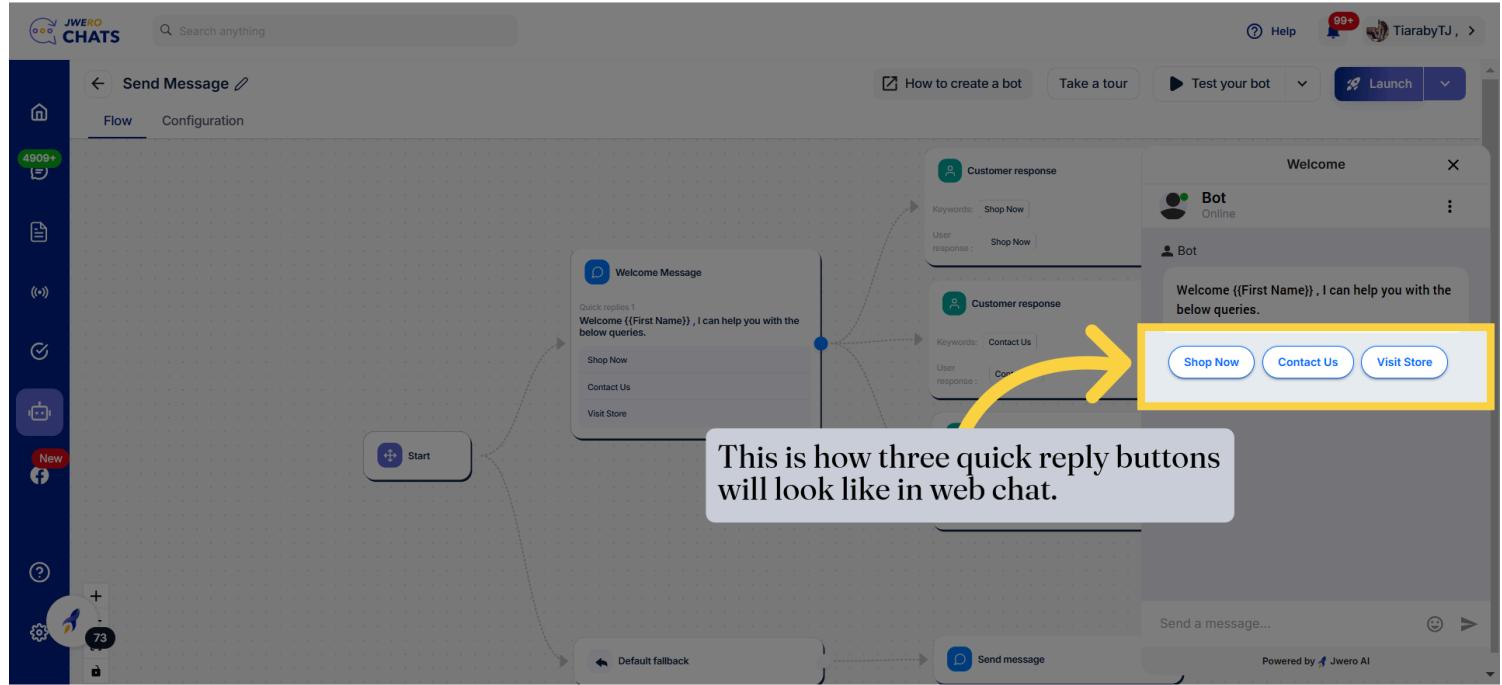


#### 54. This is how three quick reply buttons will look like.

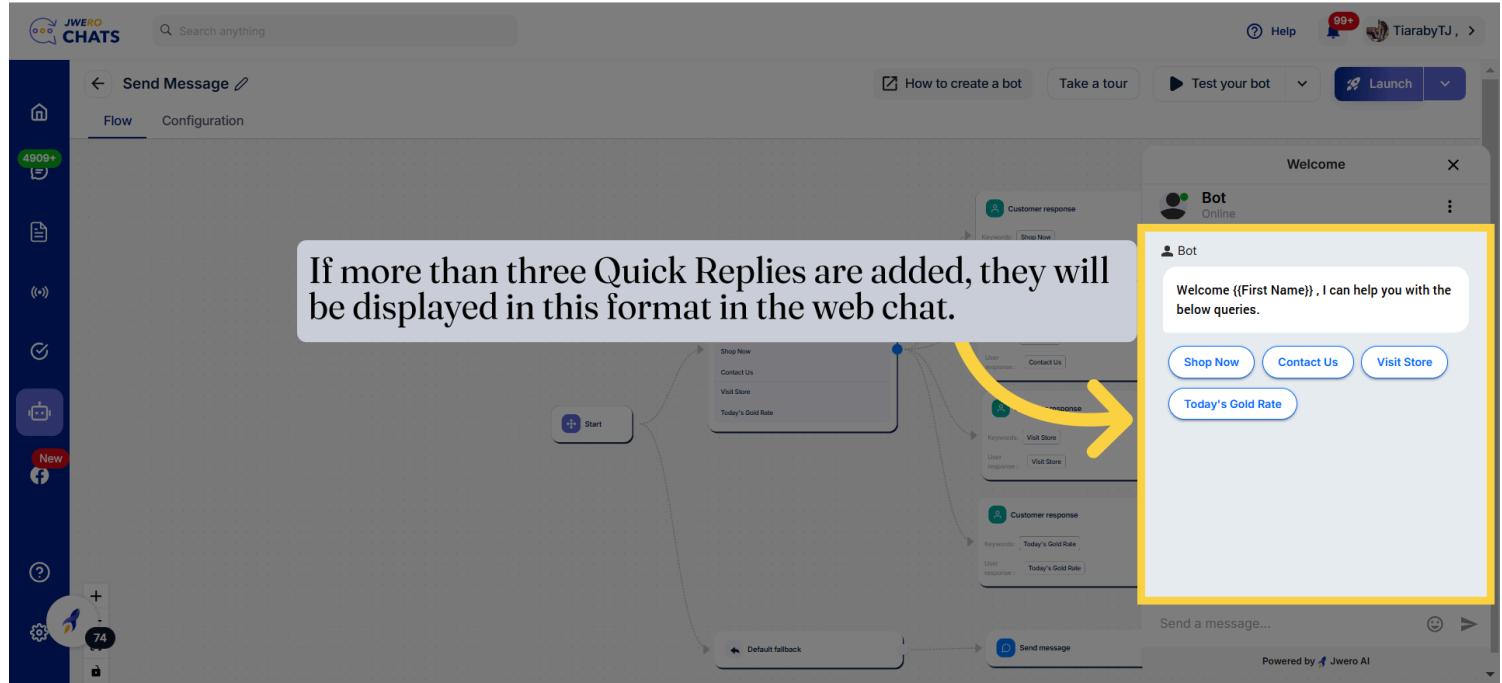


This is how three quick reply buttons will look like.

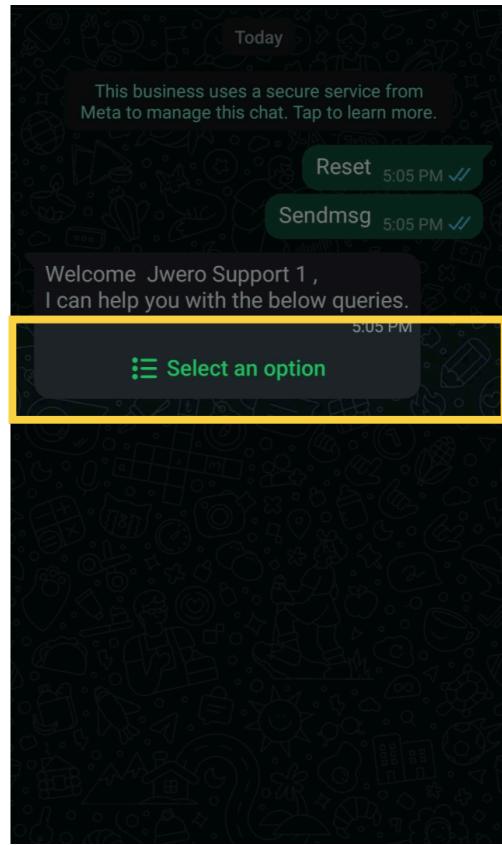
#### 55. This is how three quick reply buttons will look like in web chat.



**56. If more than three Quick Replies are added, they will be displayed in this format in the web chat.**



**57. If more than three Quick Replies are added, they will be displayed in this format in the mobile chat.**

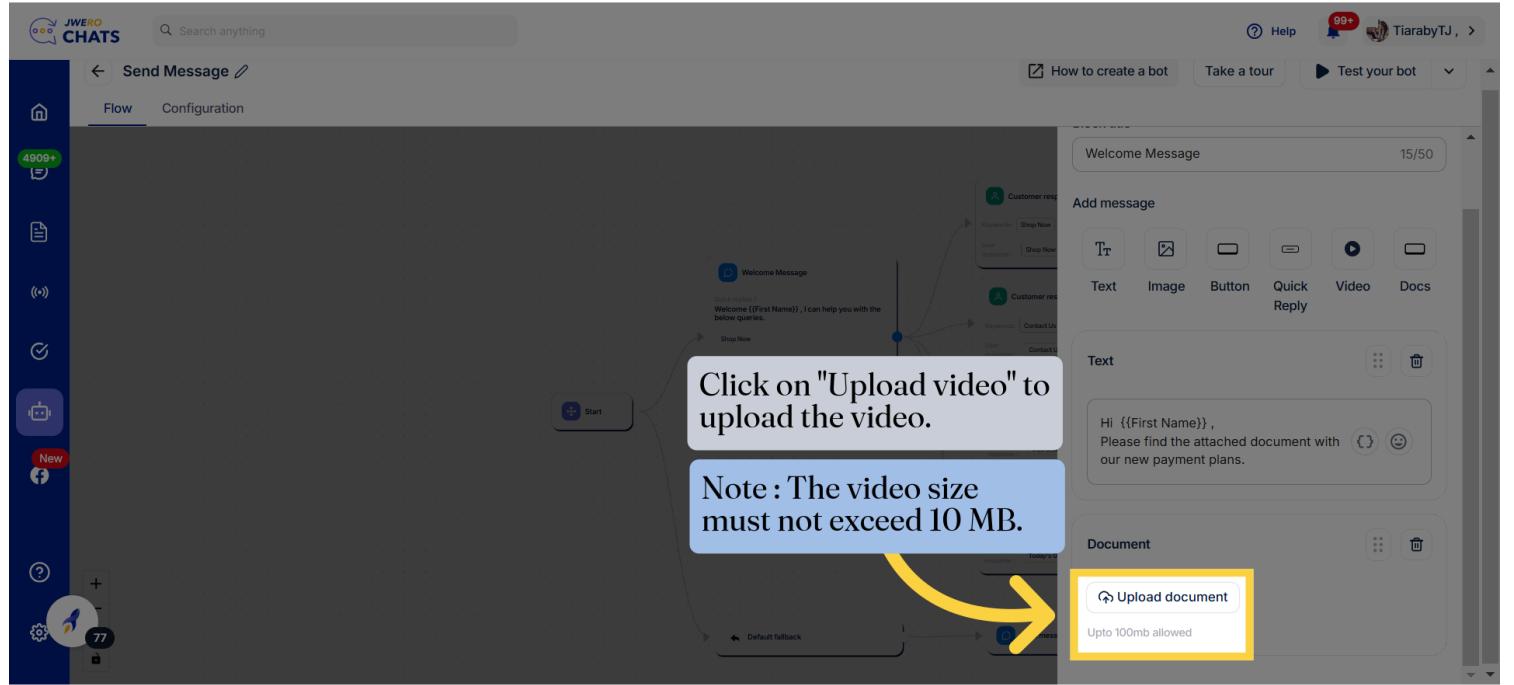


If more than three Quick Replies are added, they will be displayed this format in the mobile chat.

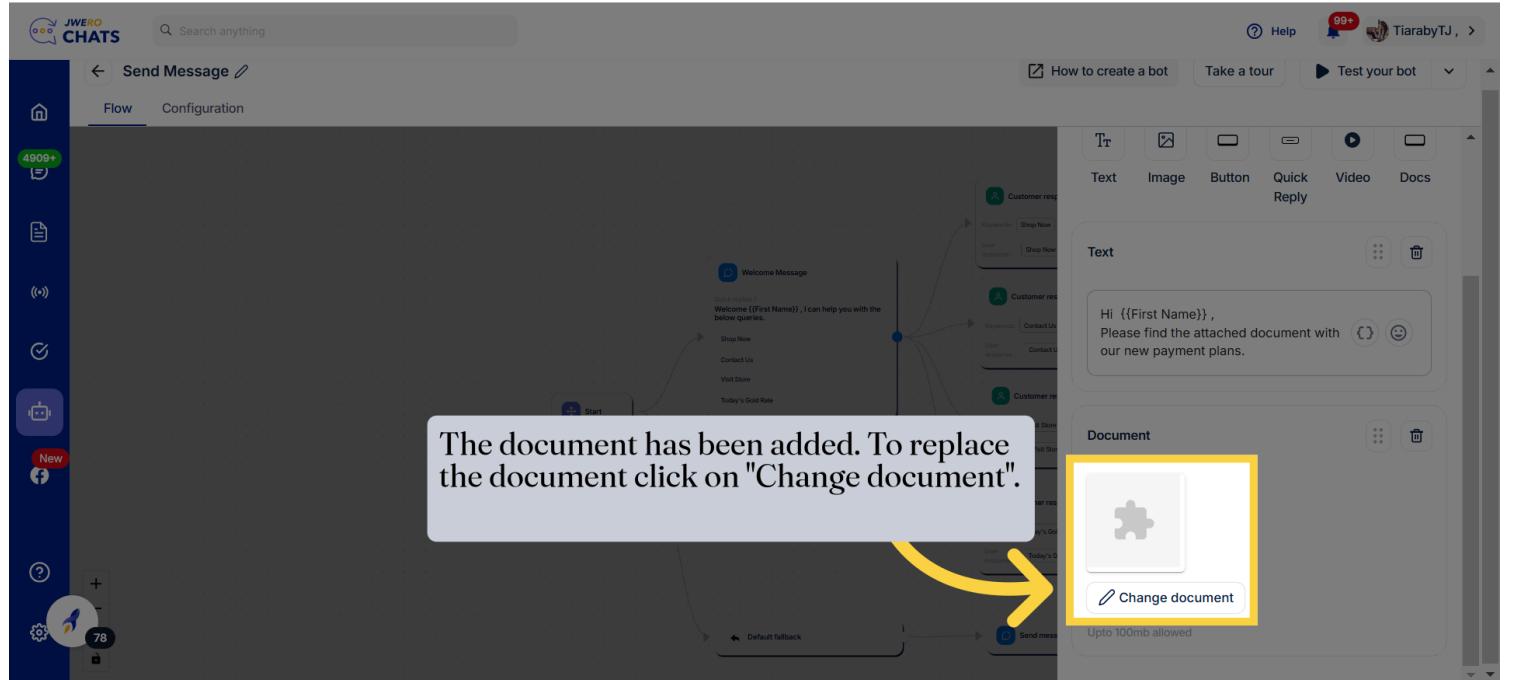
## 58. Let's move to "Video" which allows to send a video message or clip to the user.

Let's move to "Video" which allows to send a video message or clip to the user.

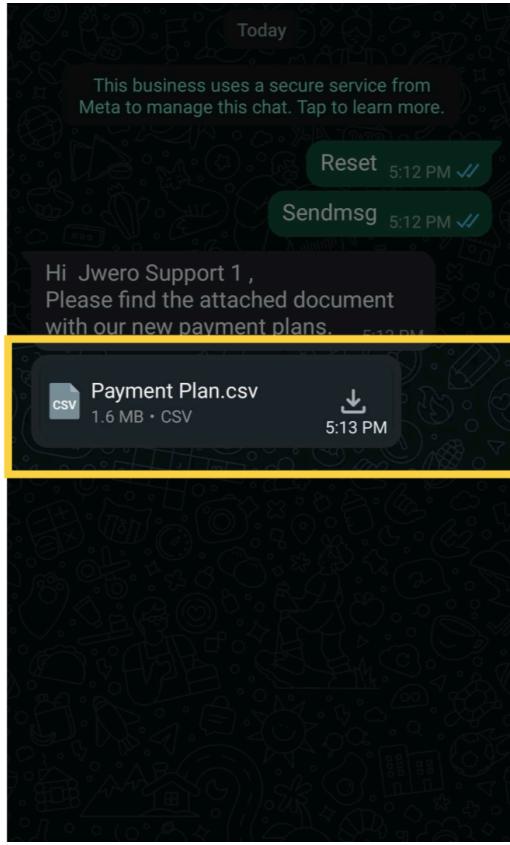
## 59. Click on "Upload video" to upload the video.



## 60. The document has been added. To replace the document click on "Change document".



## 61. This is how the document type will appear.



This is how the document type appear.

## 62. Let's move to "Video" which allows to send a video message or clip to the user.

JWERO CHATS

Send Message ↗

Flow Configuration

4909+

Help Take a tour Test your bot TiarabyTJ, >

Welcome Message

Hi {{First Name}}, Please find the attached document with our new payment plans.

Payment Plan.csv

Start

Add message

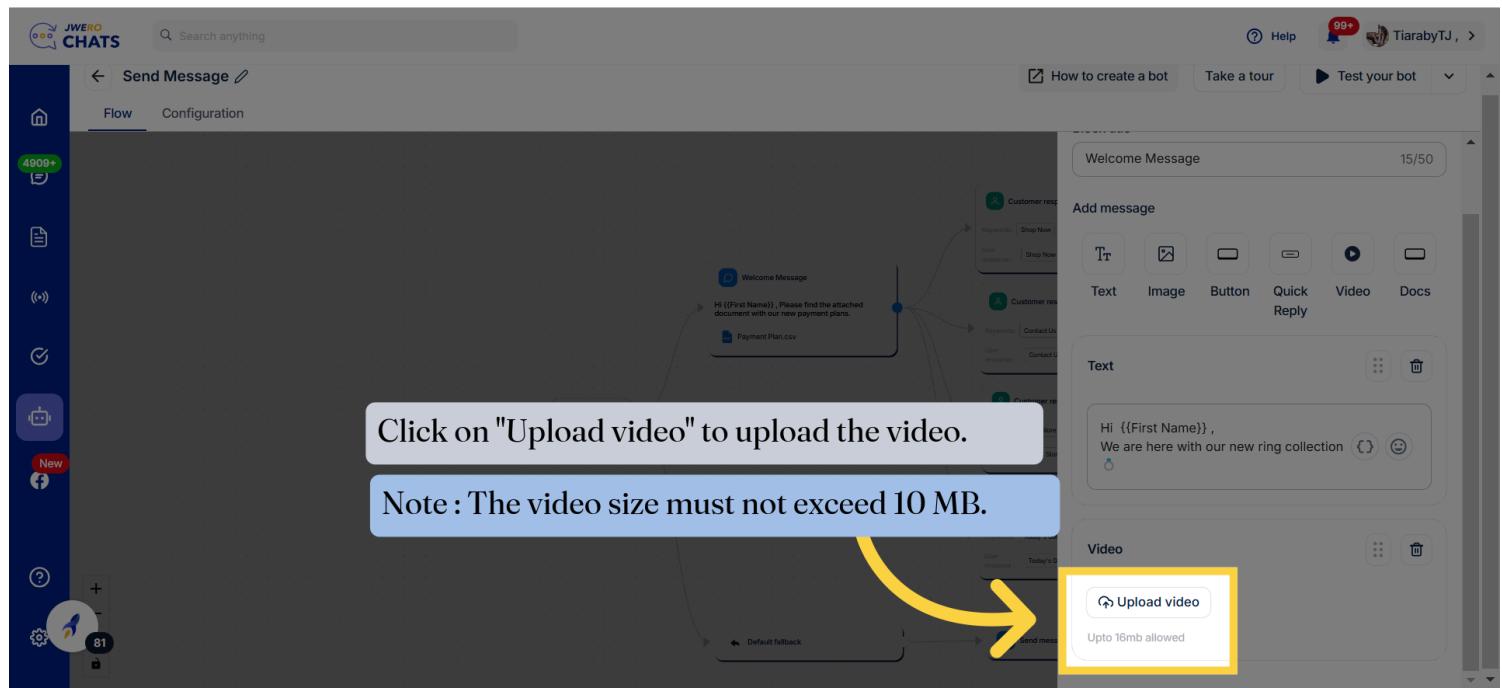
Text Image Button Click reply Video Docs

Default fallback

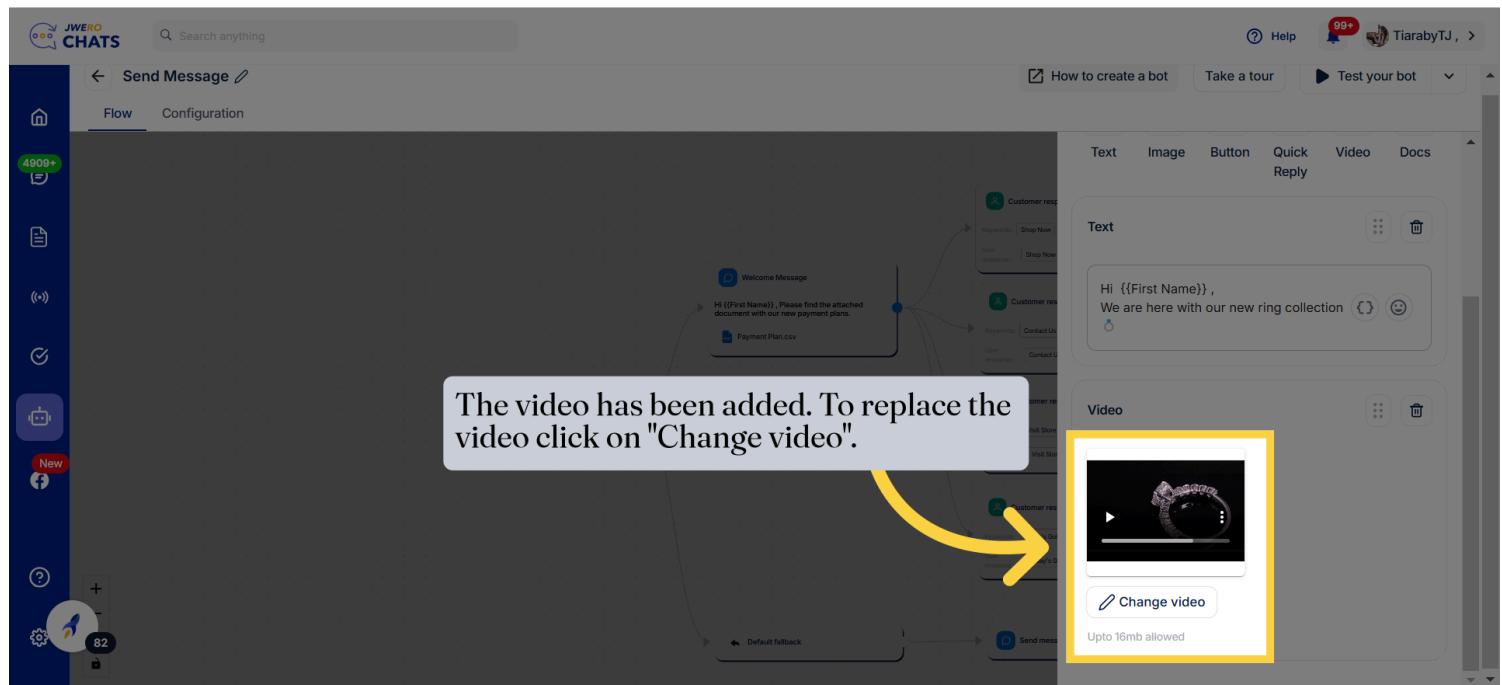
Hi {{First Name}},  
We are here with our new ring collection

Let's move to "Video" which allows to send a video message or clip to the user.

## 63. Click on "Upload video" to upload the video.



64. The video has been added. To replace the video click on "Change video".



65. This is how the video type will appear.



This is how the video type will appear.