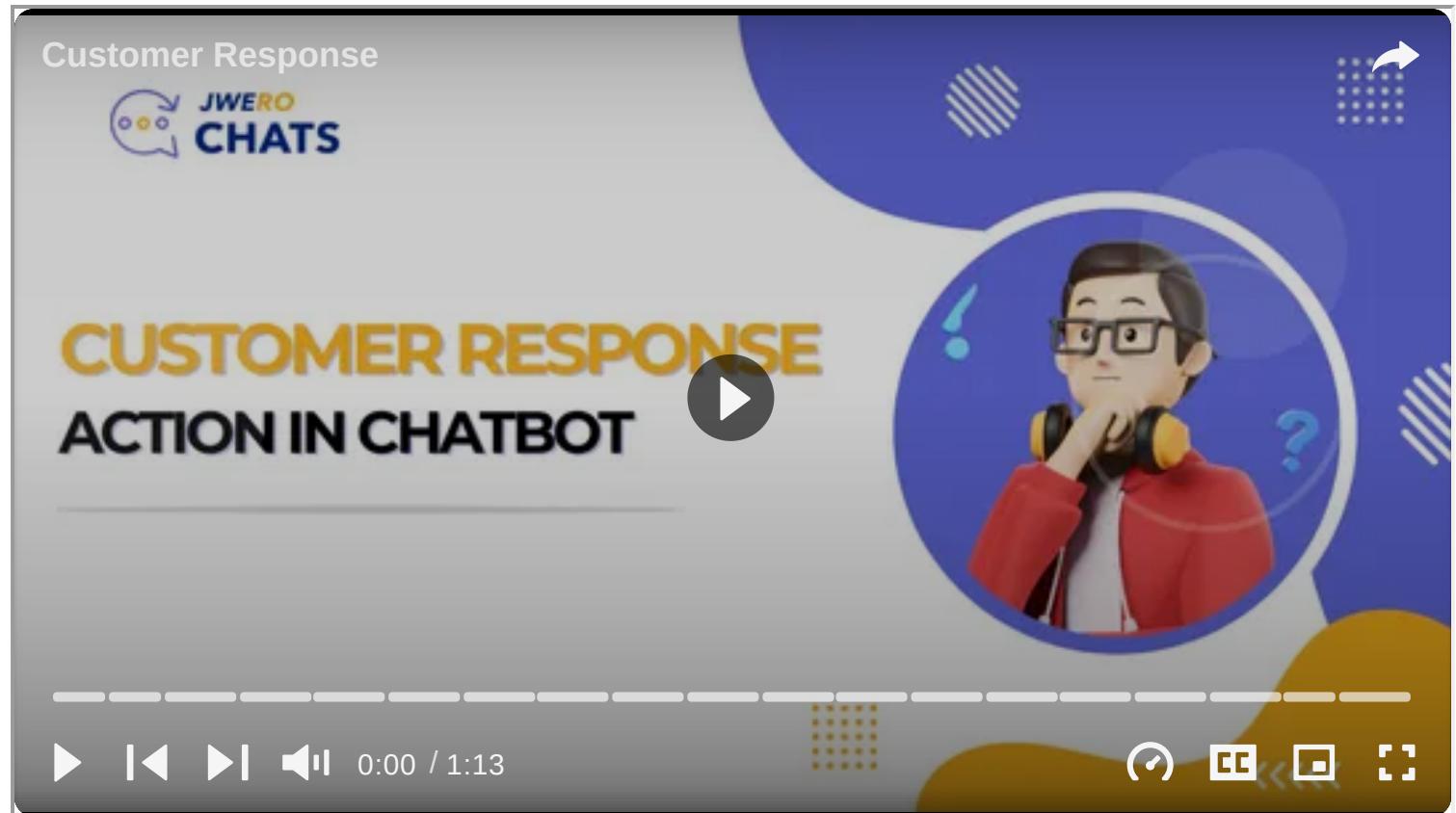


# Customer Response Action In Chatbot



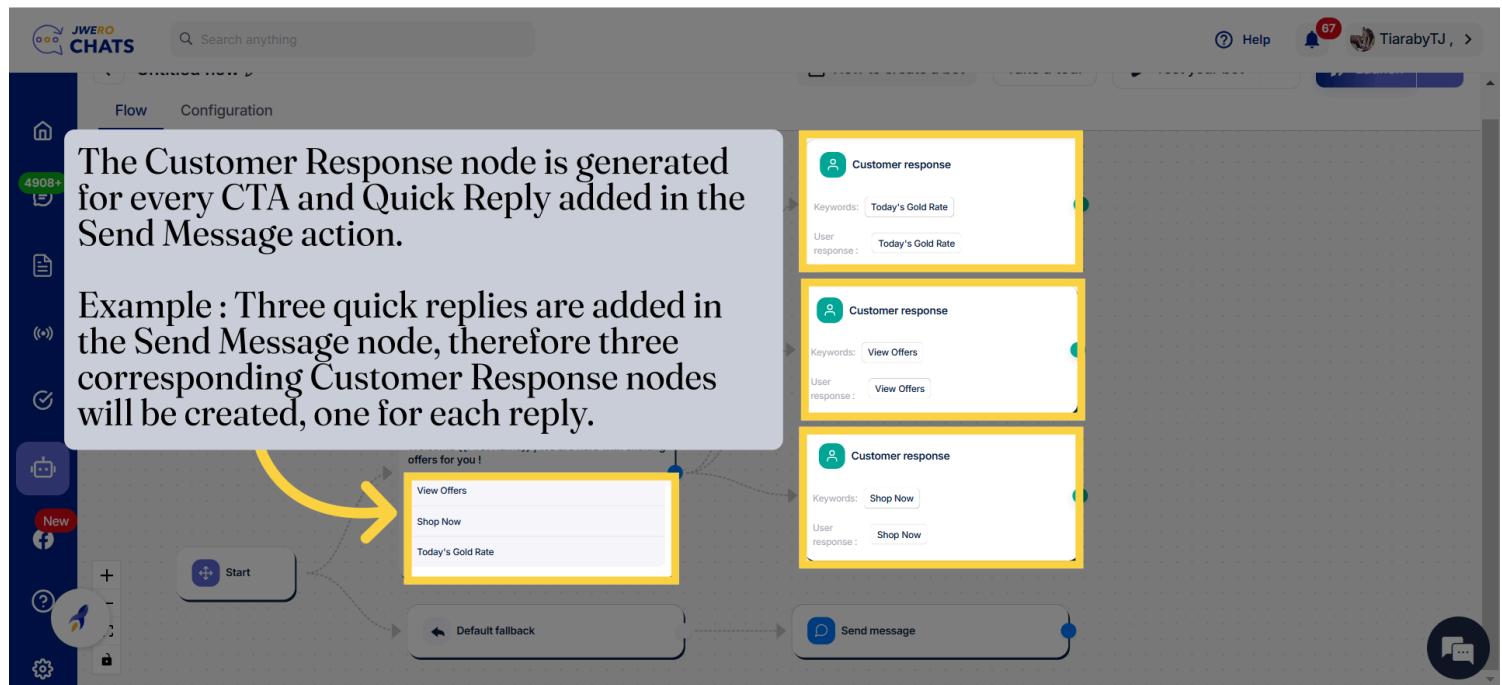
## 1. Customer Response

Customer Response allows to build the flow according the customer responses.

## 2. The Customer Response nodes

The Customer Response node is generated for every CTA and Quick Reply added in the Send Message action.

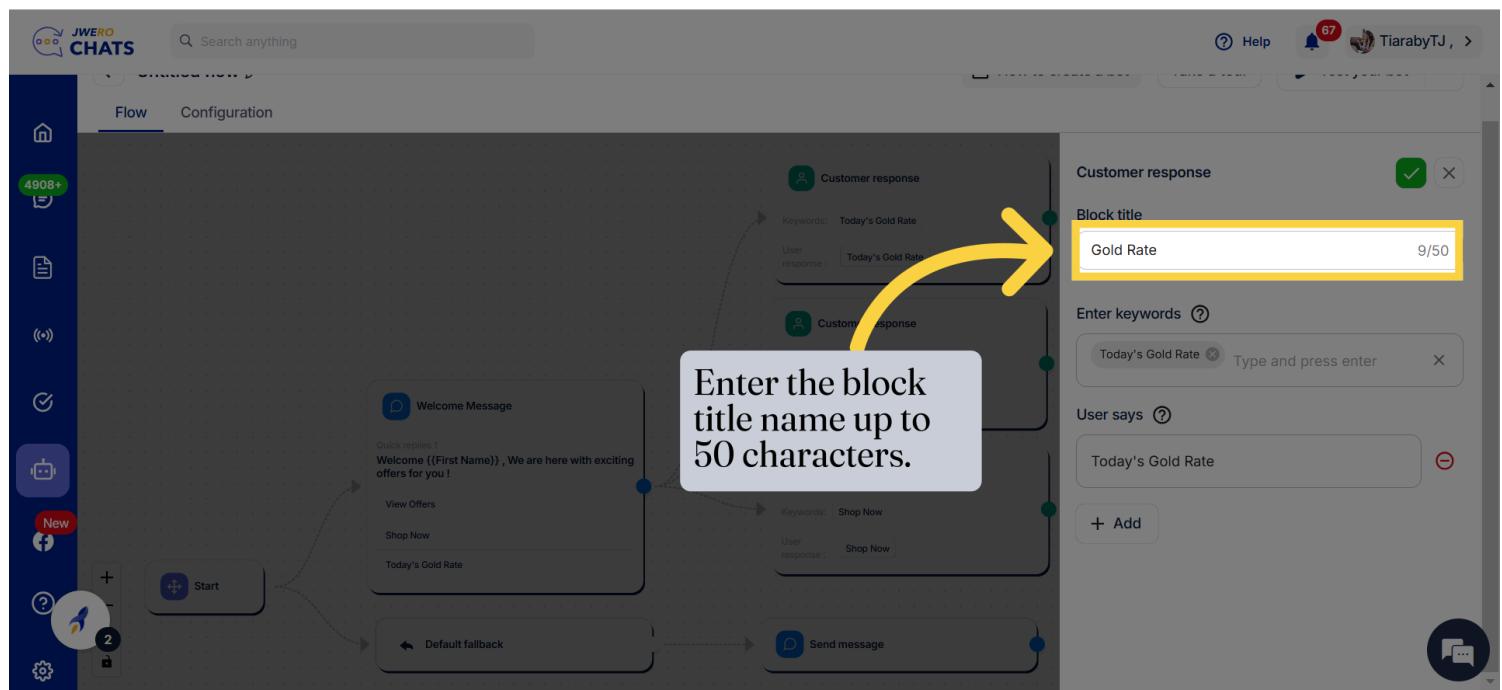
Example : Three quick replies are added in the Send Message node, therefore three corresponding Customer Response nodes will be created, one for each reply.



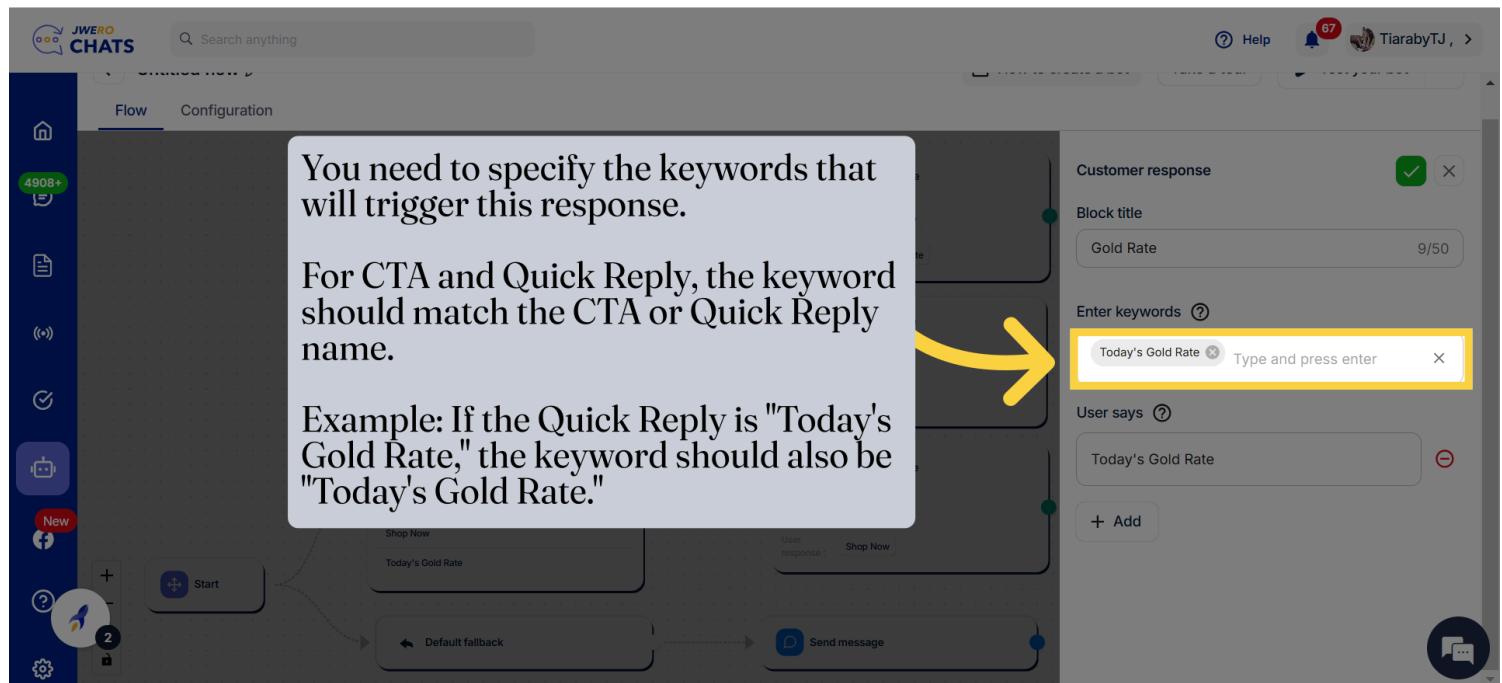
```

graph LR
    Start((Start)) --> Fallback[Default fallback]
    Start --> Send[Send message]
    Send --> ViewOffers["View Offers"]
    Send --> ShopNow["Shop Now"]
    Send --> GoldRate["Today's Gold Rate"]
    
```

## 3. Block Title



## 4. Enter Keywords



## 5. User says

The "User says" option is triggered when a customer enters a message.

Example: If the user types "Today's Gold Rate," this response will be activated.

The screenshot shows a bot flow diagram. A 'Welcome Message' block leads to several 'Customer response' blocks. One such block has 'Keywords: Store Location' and 'User response: Store Location'. Another block has 'Keywords: Shop Now' and 'User response: Shop Now', which triggers a 'Product catalog' block. On the right, a configuration panel for a 'Customer response' block titled 'Gold Rate' is shown. It includes fields for 'Block title' (set to 'Gold Rate'), 'Enter keywords' (containing 'Today's Gold Rate'), and 'User says' (also containing 'Today's Gold Rate'). A yellow arrow points from the 'User says' field to the 'Today's Gold Rate' entry in the keywords list.

## 6. To add more "User says", click on Add.

To add more "User says", click on Add.

The screenshot shows a bot flow diagram similar to the previous one, but with more 'Customer response' blocks and 'User says' entries. One block has 'Keywords: View Offers' and 'User response: View Offers'. Another block has 'Keywords: Today's Gold Rate' and 'User response: Today's Gold Rate'. A third block has 'Keywords: Yes' and 'User response: Yes'. A fourth block has 'Keywords: No' and 'User response: No'. On the right, the configuration panel for a 'Customer response' block titled 'Gold Rate' shows the 'User says' field containing 'Today's Gold Rate'. A yellow arrow points from the 'User says' field to the '+ Add' button.

## 7. Enter a text that matches what customers might type as a response. Example: To get the gold rate, a customer might type "rates."

The screenshot shows a bot configuration interface. On the left, there's a sidebar with various icons and a notification count of 4908+. The main area displays a bot flow with several nodes:

- A "Welcome Message" node with options like "View Offers", "Shop Now", "Today's Gold Rate", "Store Location", "Shop Now", and "Contact Us".
- A "Customer response" node with "Keywords: Today's Gold Rate" and "User response: Today's Gold Rate".
- A "Customer response" node with "Keywords: View Offers" and "User response: View Offers".
- A "Customer response" node with "Keywords: Shop Now" and "User response: Shop Now".
- A "Product catalog" node with "Plans" and "Categories".
- A "Fallback Node" at the bottom.

On the right, a configuration panel is open for the "Customer response" node under "Block title: Gold Rate". It includes fields for "Enter keywords" (containing "Today's Gold Rate") and "User says" (containing "Today's Gold Rate"). A yellow box highlights the "User says" input field, and a yellow arrow points from it to a callout box containing the text: "Enter a text that matches what customers might type as a response. Example: To get the gold rate, a customer might type 'rates.'". Another callout box below it says "Click here to save the details." with a checkmark icon.

## 8. Click here to save the details.

The screenshot shows the same bot configuration interface after saving the changes. The "Customer response" node now has a checked checkbox next to its "Block title: Gold Rate" entry. A yellow arrow points from this checkbox to a callout box containing the text: "Click here to save the details." with a checkmark icon.

## 9. Add the necessary blocks to the Customer Response as per your requirements. Example : I have added "Go to Block," which redirects to the "Offers" send message.

The screenshot shows the JWERO CHATS platform's flow editor. A 'Start' node branches into a 'Welcome Message' node and a 'Default fallback' node. The 'Welcome Message' node contains quick replies for 'View Offers', 'Shop Now', and 'Today's Gold Rate'. From this node, three dashed arrows point to three 'Customer response' nodes: 'View Offers' (Keywords: View Offers, User response: View Offers), 'Shop Now' (Keywords: Shop Now, User response: Shop Now), and 'Today's Gold Rate' (Keywords: Today's Gold Rate, User response: Today's Gold Rate). Each of these customer response nodes has a solid arrow pointing to a 'Go to block' node. The 'View Offers' node points to a block labeled '→ Offers'. The 'Shop Now' node points to a 'Product catalog' node with 'Filters: Categories'. The 'Today's Gold Rate' node also points to a 'Product catalog' node with 'Filters: Categories'. A yellow callout box highlights the 'Go to block' node for 'View Offers' with the text: 'Add the necessary blocks to the Customer Response as per your requirements.' Another yellow callout box highlights the 'Offers' message content with the text: 'Example : I have added "Go to Block," which redirects to the "Offers" send message.'

Add the necessary blocks to the Customer Response as per your requirements.

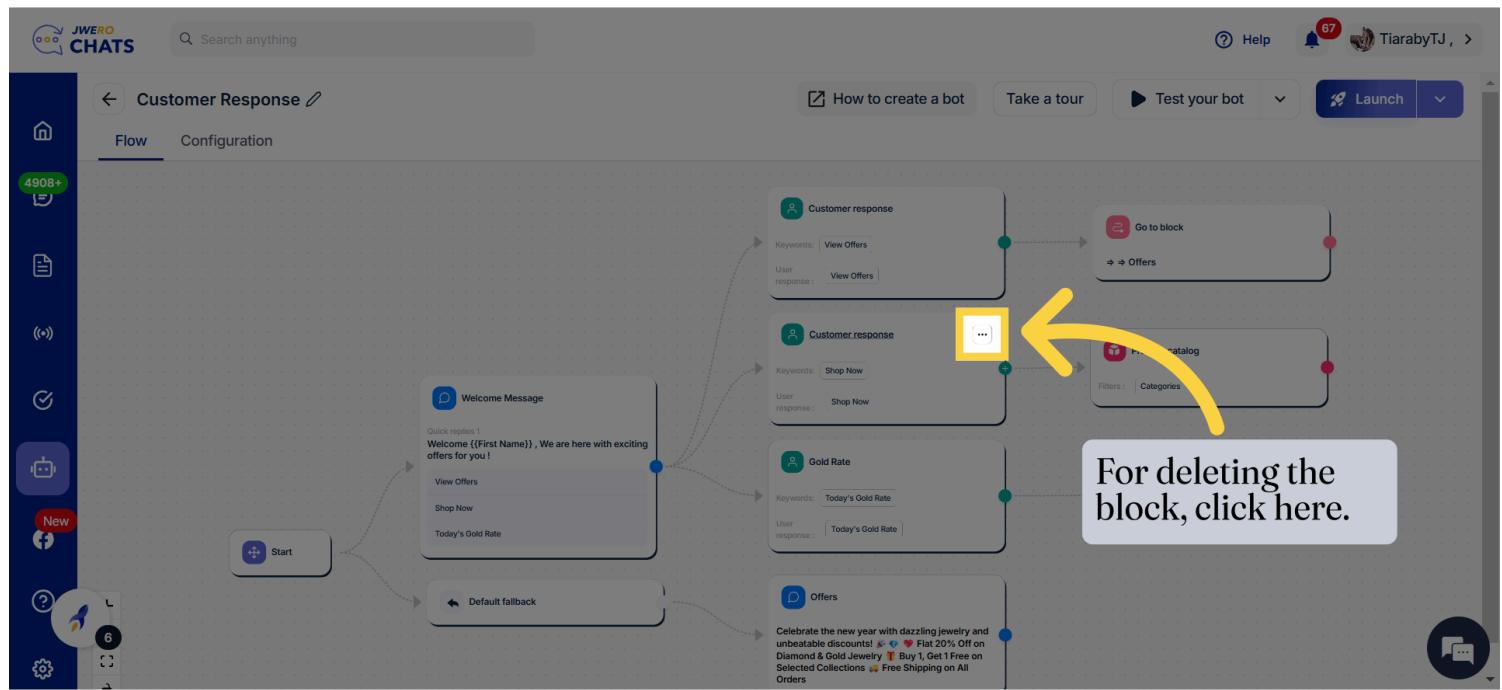
Example : I have added "Go to Block," which redirects to the "Offers" send message.

## 10. Similarly, add nodes to each and every customer response.

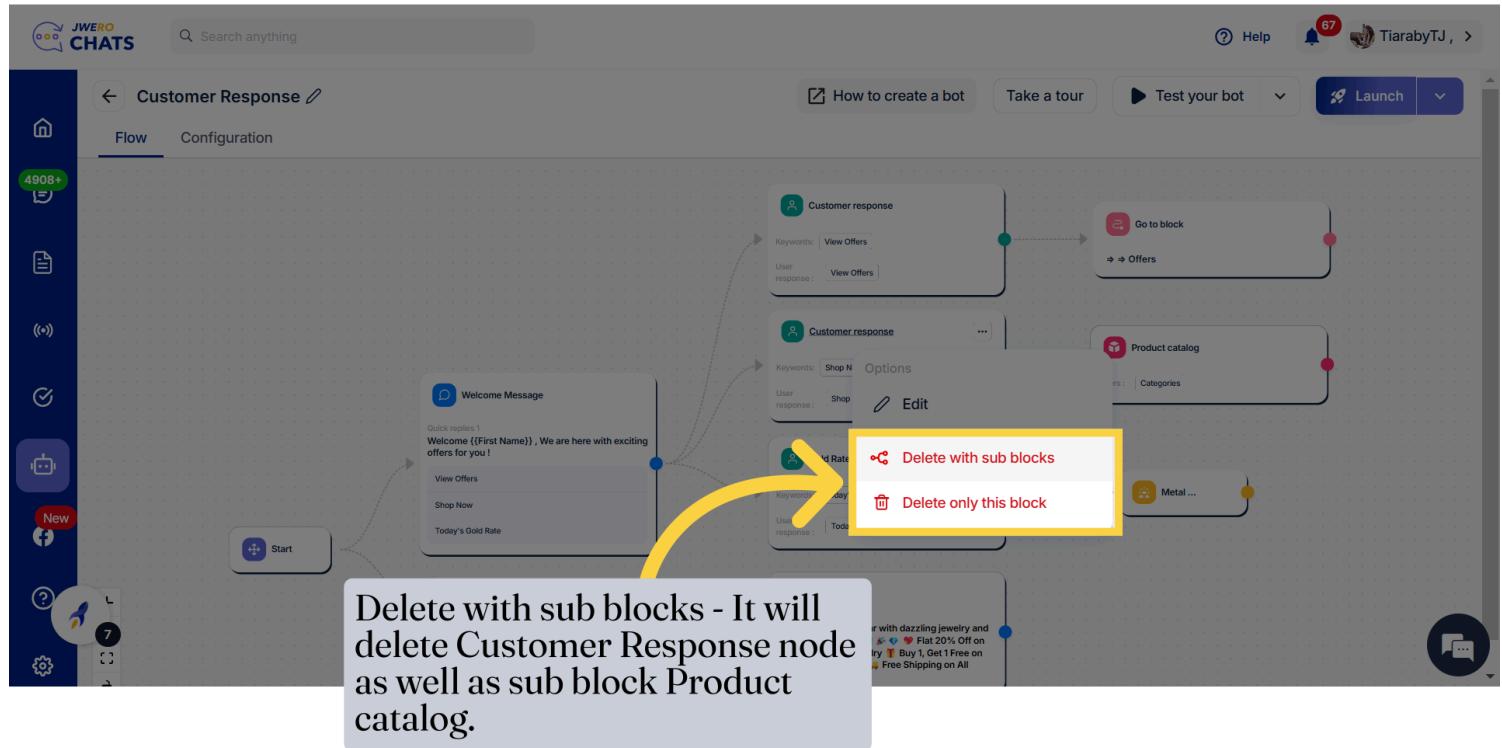
The screenshot shows the JWERO CHATS platform's flow editor. A 'Start' node branches into a 'Welcome Message' node and a 'Default fallback' node. The 'Welcome Message' node contains quick replies for 'View Offers', 'Shop Now', and 'Today's Gold Rate'. From this node, three dashed arrows point to three 'Customer response' nodes: 'View Offers' (Keywords: View Offers, User response: View Offers), 'Shop Now' (Keywords: Shop Now, User response: Shop Now), and 'Today's Gold Rate' (Keywords: Today's Gold Rate, User response: Today's Gold Rate). Each of these customer response nodes has a solid arrow pointing to a 'Go to block' node. The 'View Offers' node points to a block labeled '→ Offers'. The 'Shop Now' node points to a 'Product catalog' node with 'Filters: Categories'. The 'Today's Gold Rate' node points to a 'Metal ...' node. A yellow callout box highlights the 'Metal ...' node with the text: 'Similarly, add nodes to each and every customer response.'

Similarly, add nodes to each and every customer response.

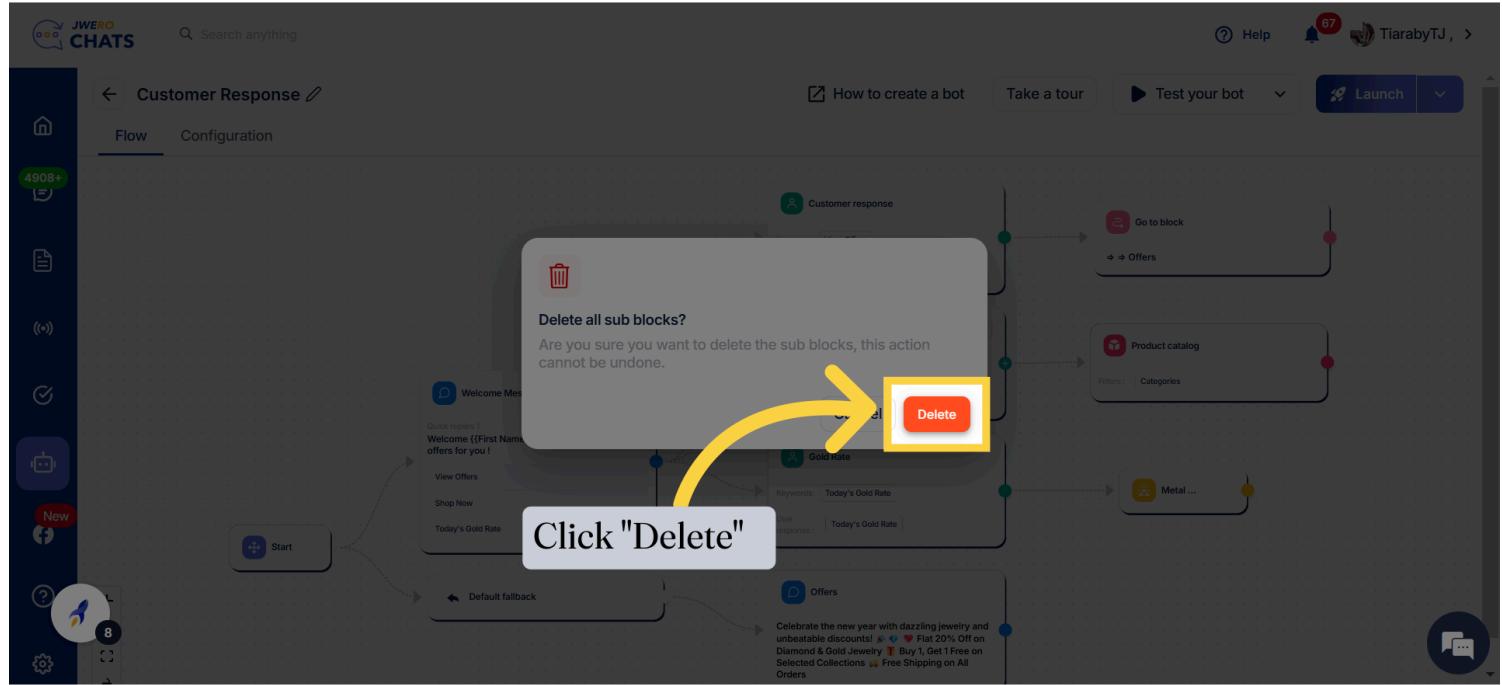
## 11. For deleting the block, click here.



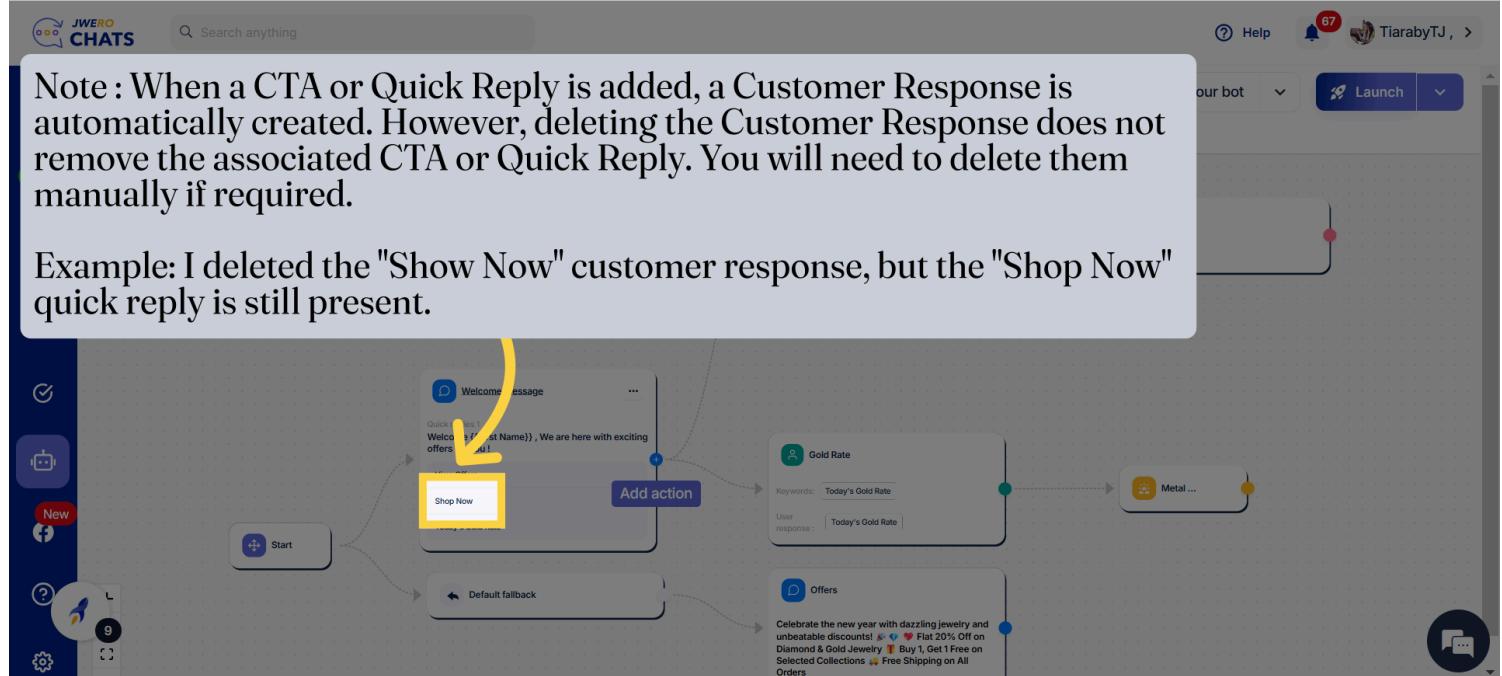
## 12. Delete with sub blocks - It will delete Customer Response node as well as sub block Product catalog.



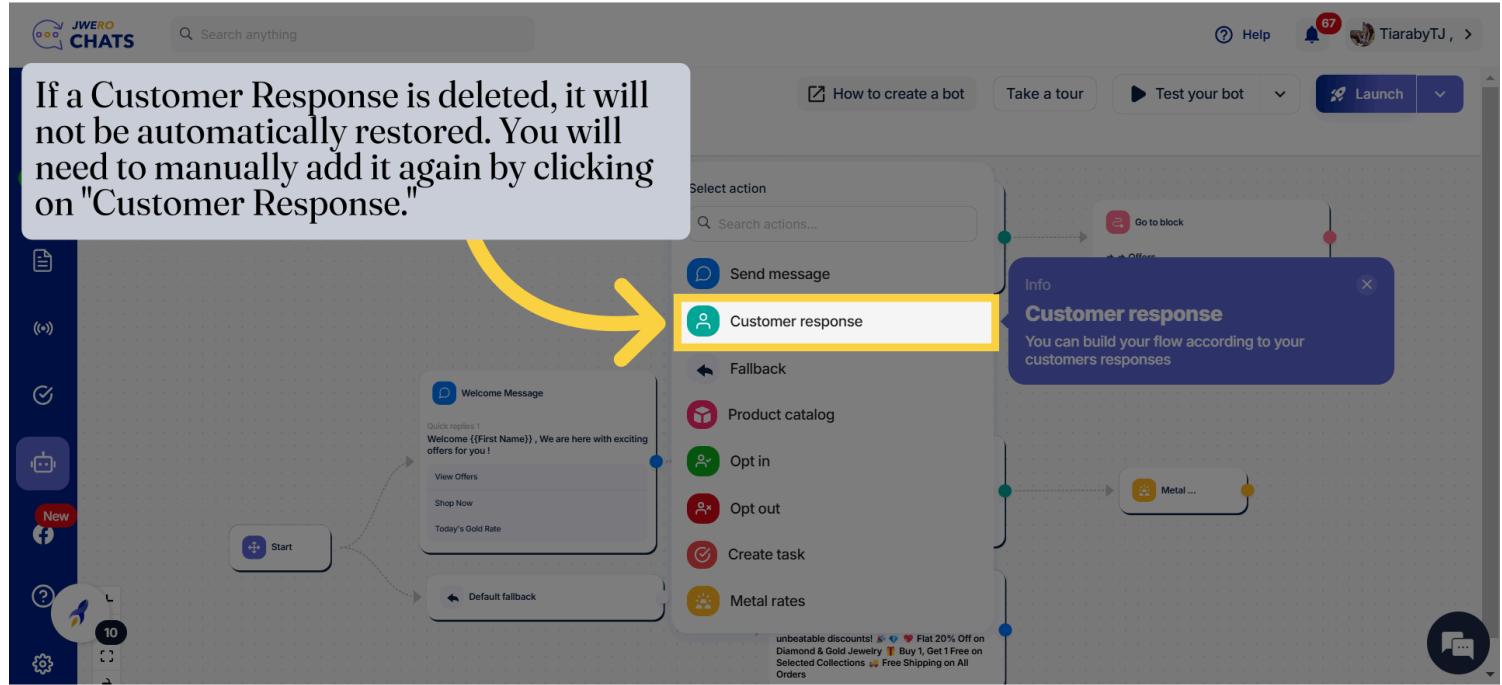
## 13. Click "Delete"



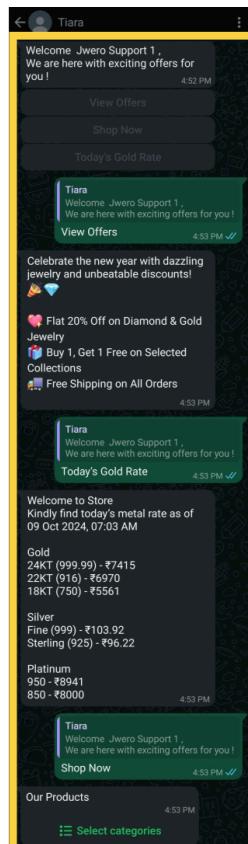
## 14. Note



## 15. If a Customer Response is deleted, it will not be automatically restored. You will need to manually add it again by clicking on "Customer Response."

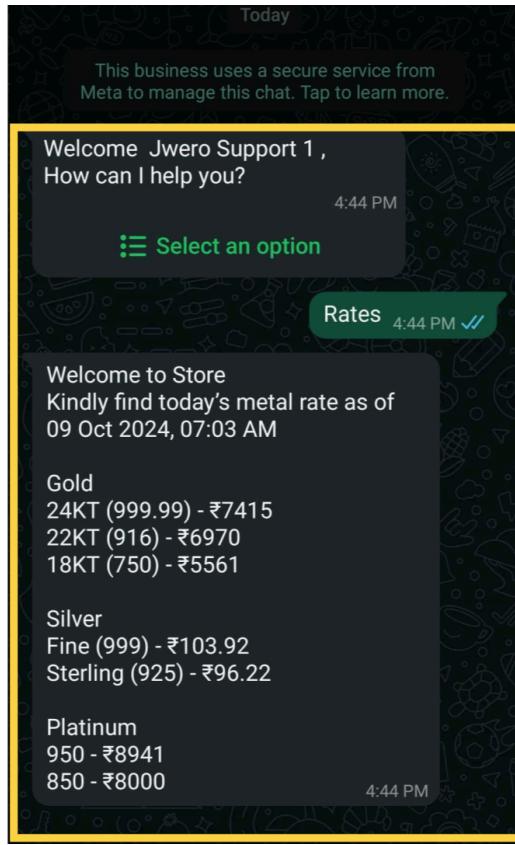


## 16. This is how the "Customer Response" action will work.



This is how the "Customer Response" action will work.

## 17. This is how the "User says" function works. Upon sending "Rates," we received the corresponding rate details.



This is how the "User says" function works.  
Upon sending "Rates," we receive the corresponding rate details.



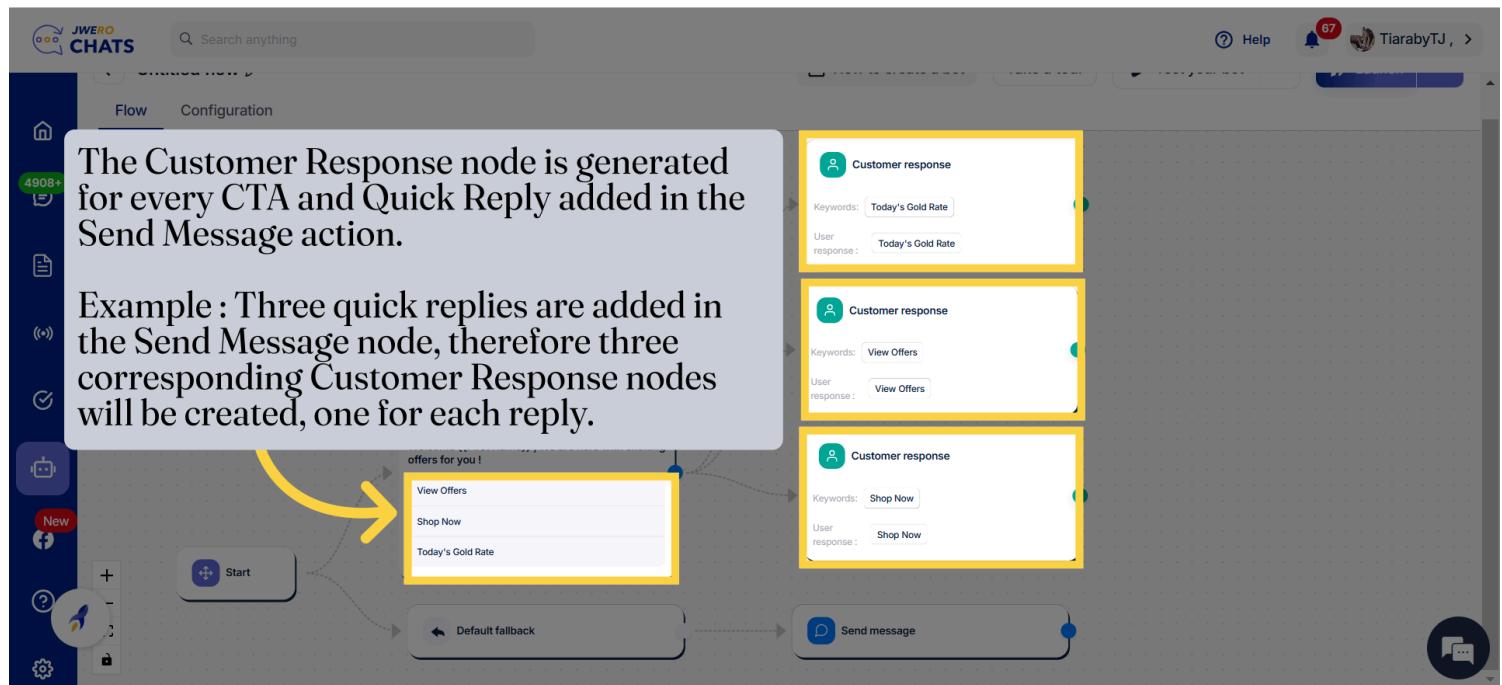
## 1. Customer Response

Customer Response allows to build the flow according the customer responses.

## 2. The Customer Response nodes

The Customer Response node is generated for every CTA and Quick Reply added in the Send Message action.

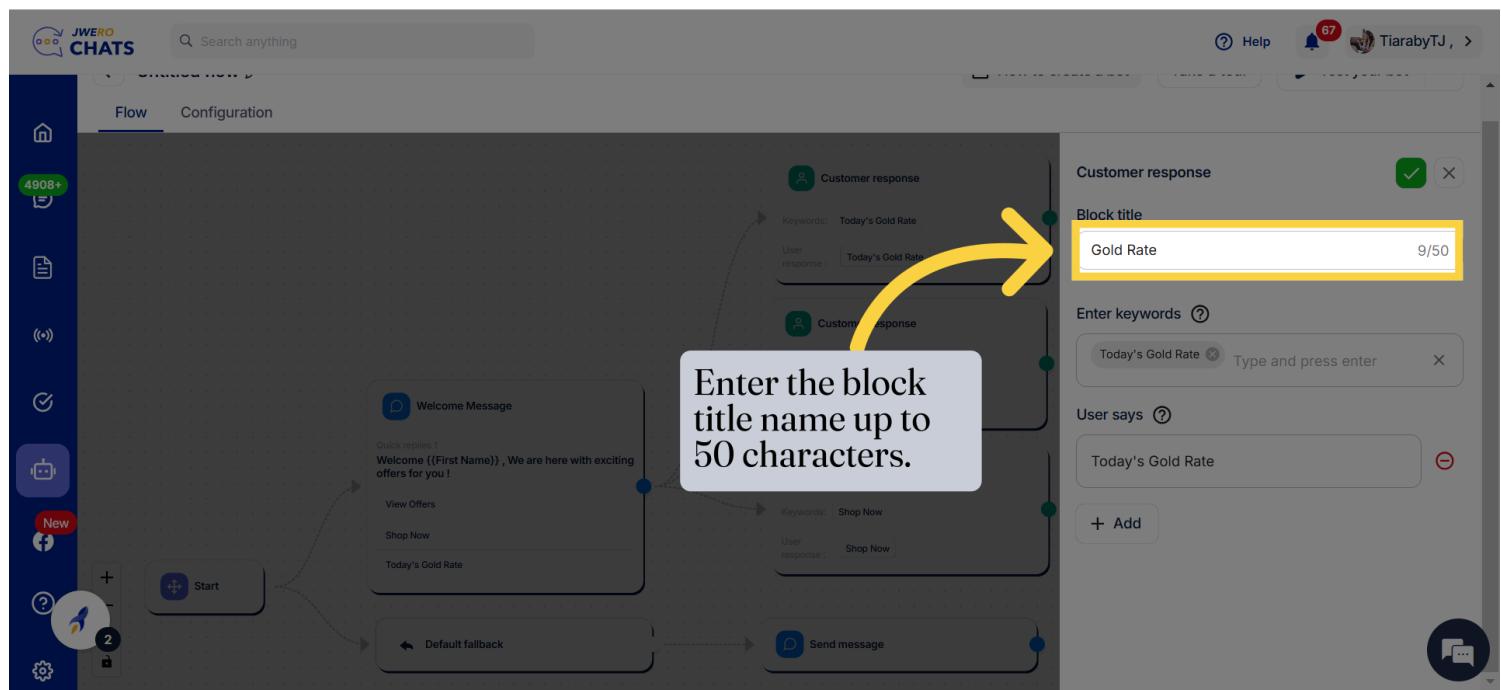
Example : Three quick replies are added in the Send Message node, therefore three corresponding Customer Response nodes will be created, one for each reply.



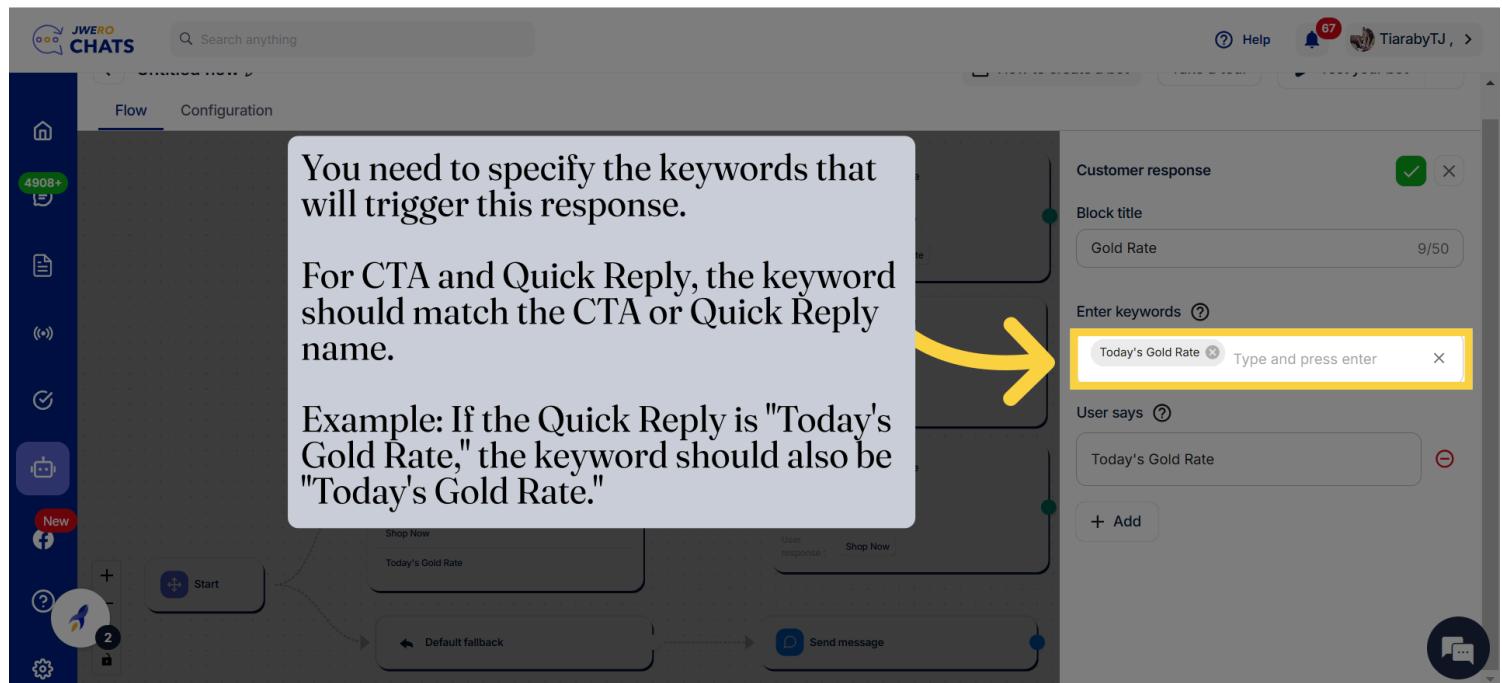
```

graph LR
    Start((Start)) --> Fallback[Default fallback]
    Start --> Send[Send message]
    Send --> ViewOffers["View Offers"]
    Send --> ShopNow["Shop Now"]
    Send --> GoldRate["Today's Gold Rate"]
    
```

## 3. Block Title



## 4. Enter Keywords



## 5. User says

The "User says" option is triggered when a customer enters a message.

Example: If the user types "Today's Gold Rate," this response will be activated.

The screenshot shows a bot flow diagram. A 'Welcome Message' block leads to several 'Customer response' blocks. One such block has 'Keywords: Store Location' and 'User response: Store Location'. Another block has 'Keywords: Shop Now' and 'User response: Shop Now', which triggers a 'Product catalog' block. On the right, a configuration panel for a 'Customer response' block titled 'Gold Rate' is shown. It includes fields for 'Block title' (set to 'Gold Rate'), 'Enter keywords' (containing 'Today's Gold Rate'), and 'User says' (also containing 'Today's Gold Rate'). A yellow arrow points from the 'User says' field to the 'Add' button below it.

## 6. To add more "User says", click on Add.

To add more "User says", click on Add.

The screenshot shows a bot flow diagram similar to the previous one, but with a more complex configuration. It includes an 'Offers' block, a 'Gold Rate' block, and a 'Customer response' block with multiple 'User says' entries. On the right, a configuration panel for a 'Customer response' block titled 'Gold Rate' is shown. It includes fields for 'Block title' (set to 'Gold Rate'), 'Enter keywords' (containing 'Today's Gold Rate'), and 'User says' (containing 'Today's Gold Rate'). A yellow arrow points from the 'User says' field to the '+ Add' button below it.

## 7. Enter a text that matches what customers might type as a response. Example: To get the gold rate, a customer might type "rates."

The screenshot shows a bot configuration interface. On the left, there's a sidebar with various icons and a notification count of 4908+. The main area displays a bot flow with several nodes:

- A "Welcome Message" node with options like "View Offers", "Shop Now", "Today's Gold Rate", "Store Location", "Shop Now", and "Contact Us".
- A "Customer response" node with "Keywords: Today's Gold Rate" and "User response: Today's Gold Rate".
- A "Customer response" node with "Keywords: View Offers" and "User response: View Offers".
- A "Customer response" node with "Keywords: Shop Now" and "User response: Shop Now".
- A "Product catalog" node with "Plans" and "Categories".
- A "Fallback Node" at the bottom.

On the right, a configuration panel is open for the "Customer response" node under "Block title: Gold Rate". It includes fields for "Enter keywords" (containing "Today's Gold Rate") and "User says" (containing "Today's Gold Rate"). A yellow box highlights the "User says" input field, and a yellow arrow points from it to a callout box containing the text: "Enter a text that matches what customers might type as a response. Example: To get the gold rate, a customer might type 'rates.'". Another callout box below it says "Click here to save the details." with a checkmark icon.

## 8. Click here to save the details.

The screenshot shows the same bot configuration interface after saving the changes. The "Customer response" node now has a checked checkbox next to its "Block title: Gold Rate" entry. A yellow arrow points from this checkbox to a callout box containing the text: "Click here to save the details." with a checkmark icon.

## 9. Add the necessary blocks to the Customer Response as per your requirements. Example : I have added "Go to Block," which redirects to the "Offers" send message.

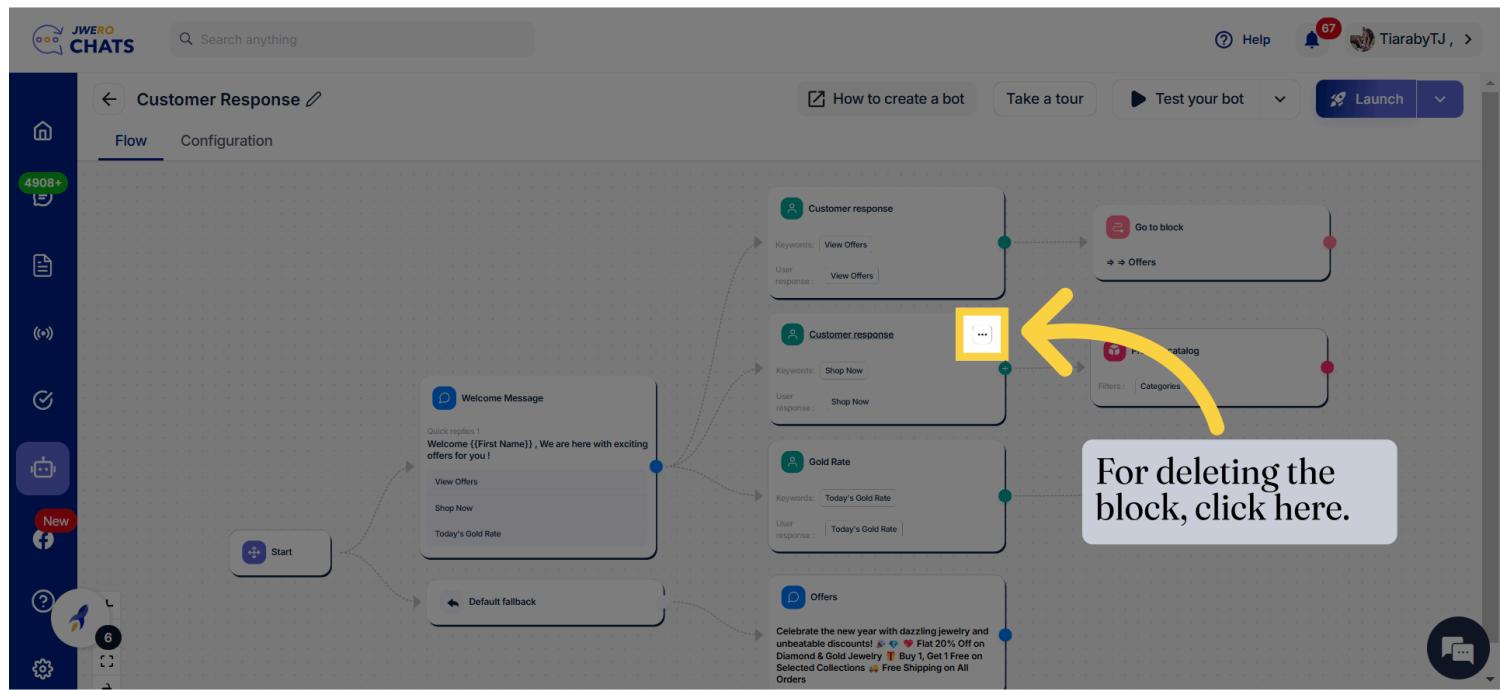
Add the necessary blocks to the Customer Response as per your requirements.

Example : I have added "Go to Block," which redirects to the "Offers" send message.

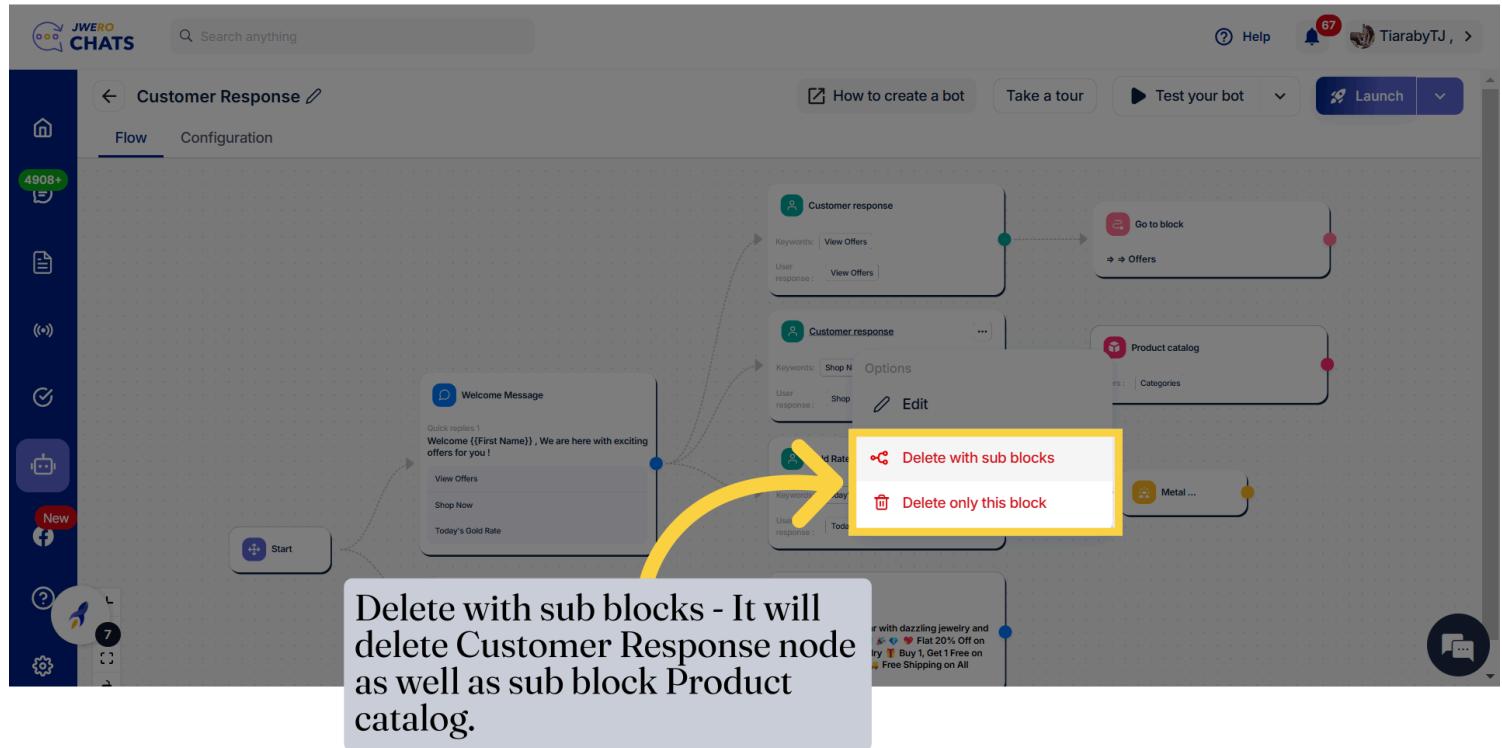
## 10. Similarly, add nodes to each and every customer response.

Similarly, add nodes to each and every customer response.

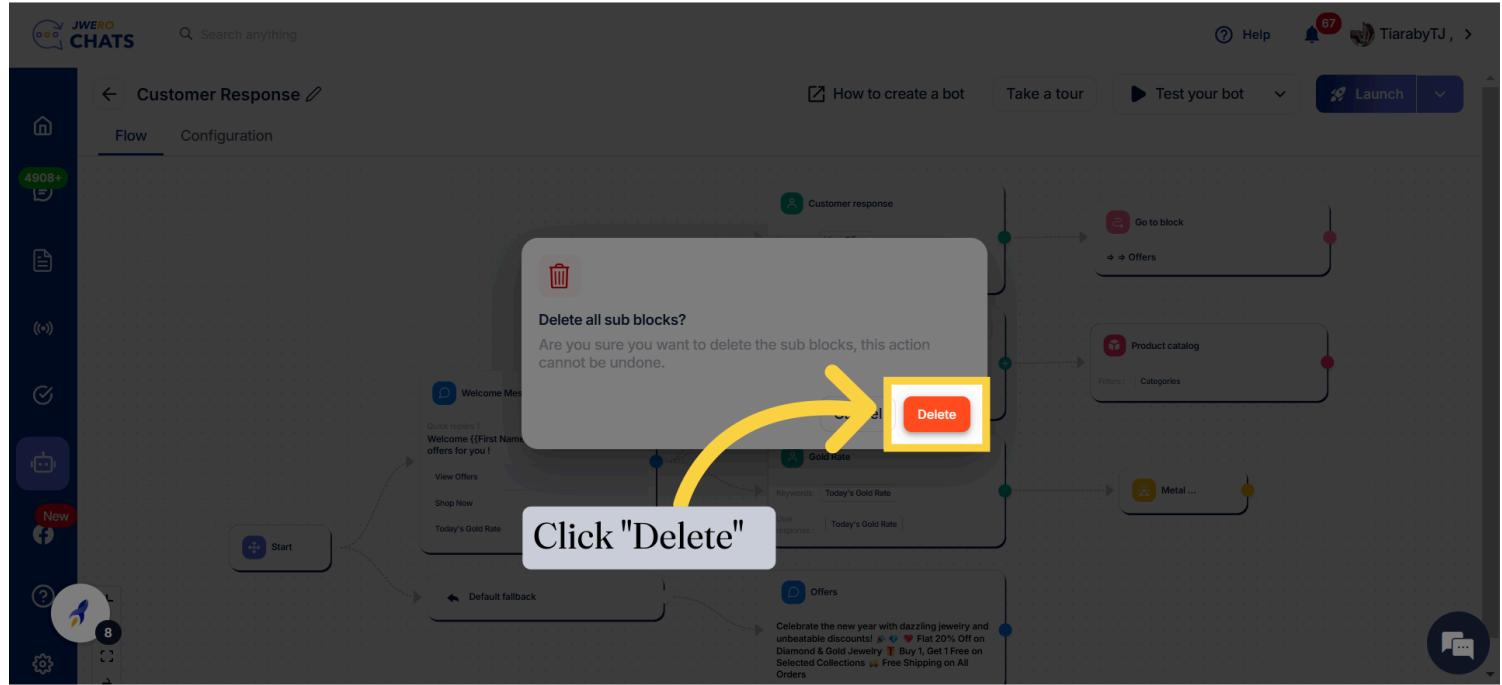
## 11. For deleting the block, click here.



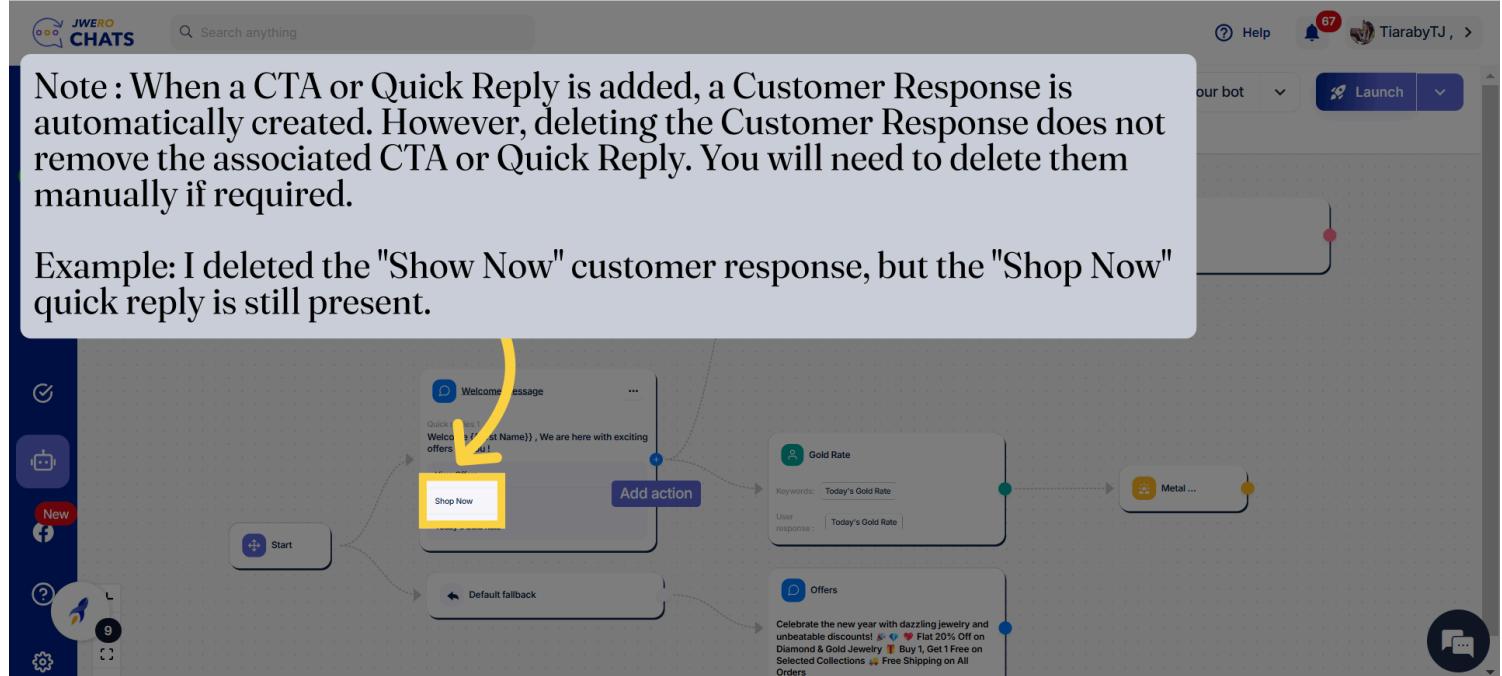
## 12. Delete with sub blocks - It will delete Customer Response node as well as sub block Product catalog.



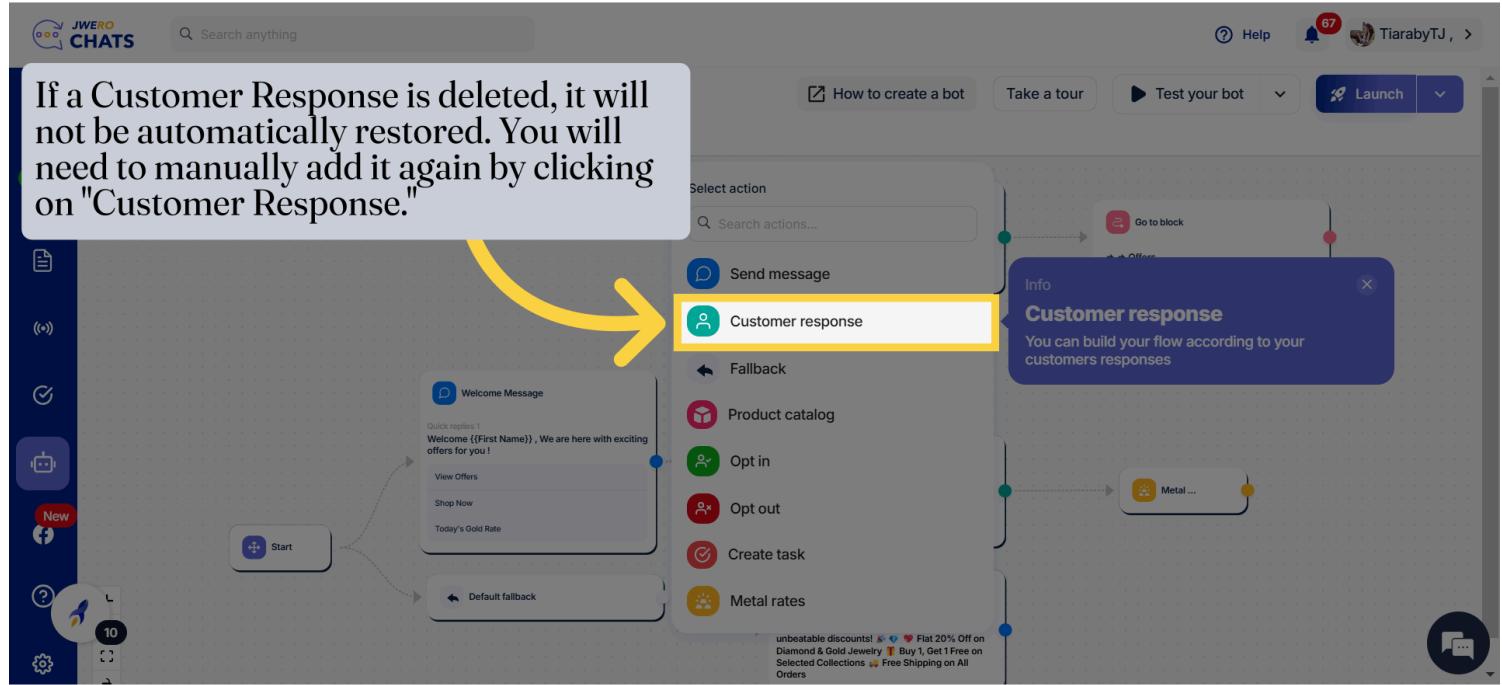
## 13. Click "Delete"



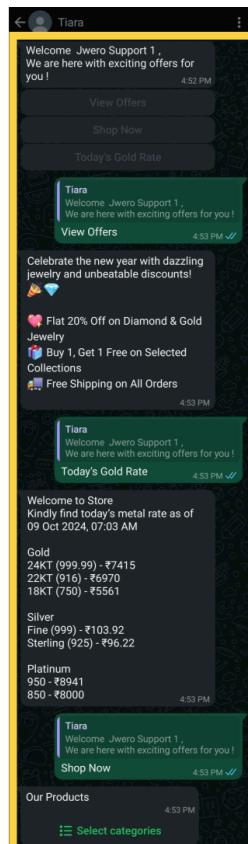
## 14. Note



## 15. If a Customer Response is deleted, it will not be automatically restored. You will need to manually add it again by clicking on "Customer Response."

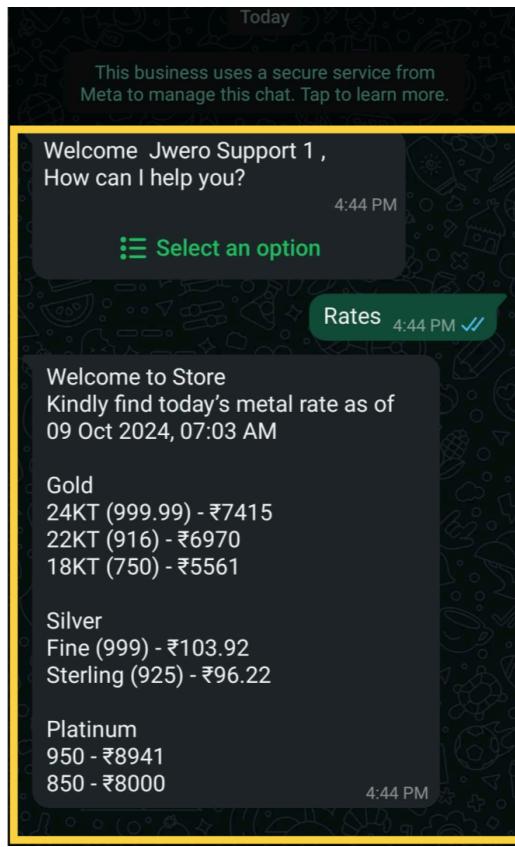


## 16. This is how the "Customer Response" action will work.



This is how the "Customer Response" action will work.

## 17. This is how the "User says" function works. Upon sending "Rates," we received the corresponding rate details.



This is how the "User says" function works.  
Upon sending "Rates," we receive the corresponding rate details.

