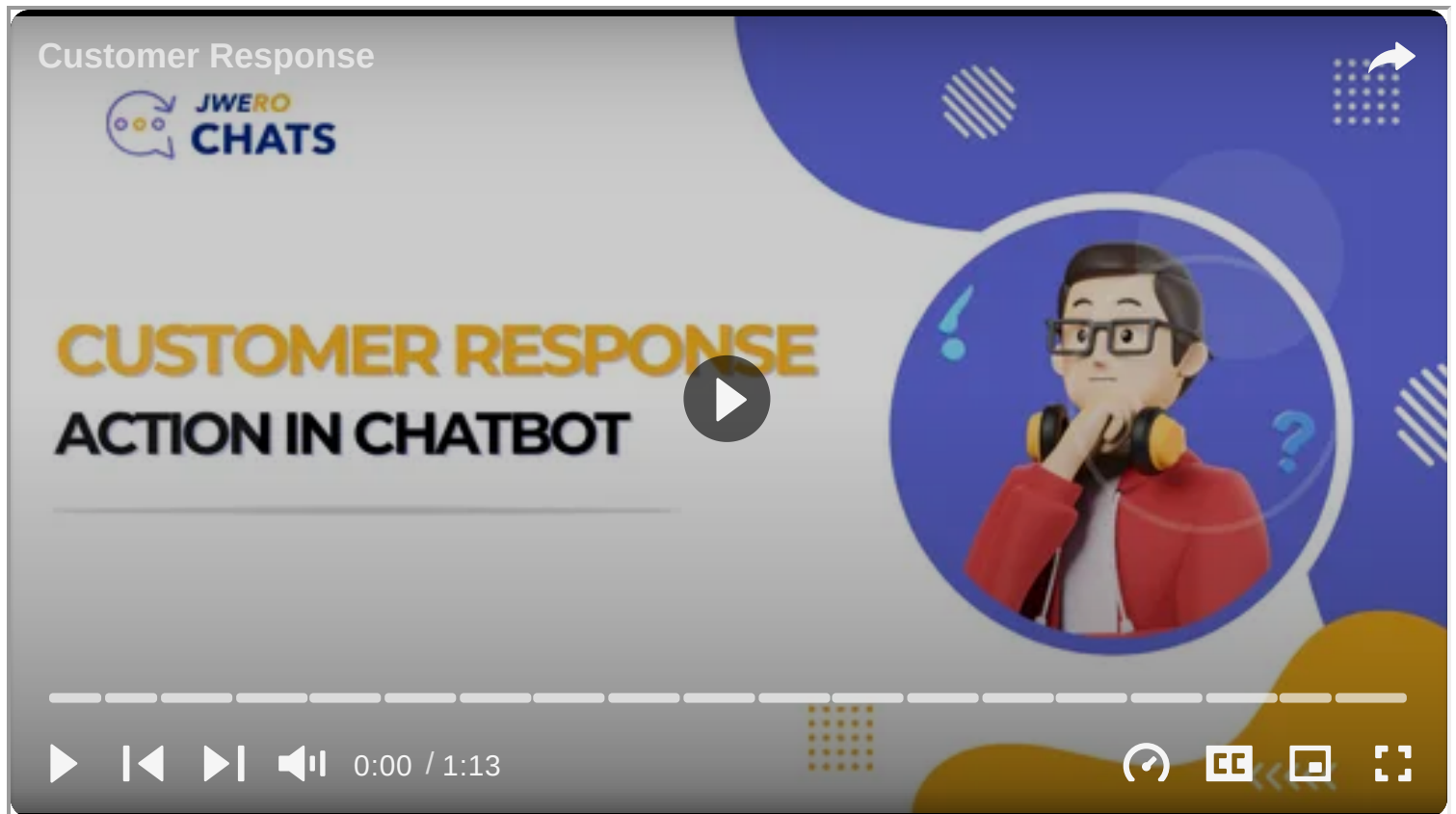


Customer Response Action In Chatbot

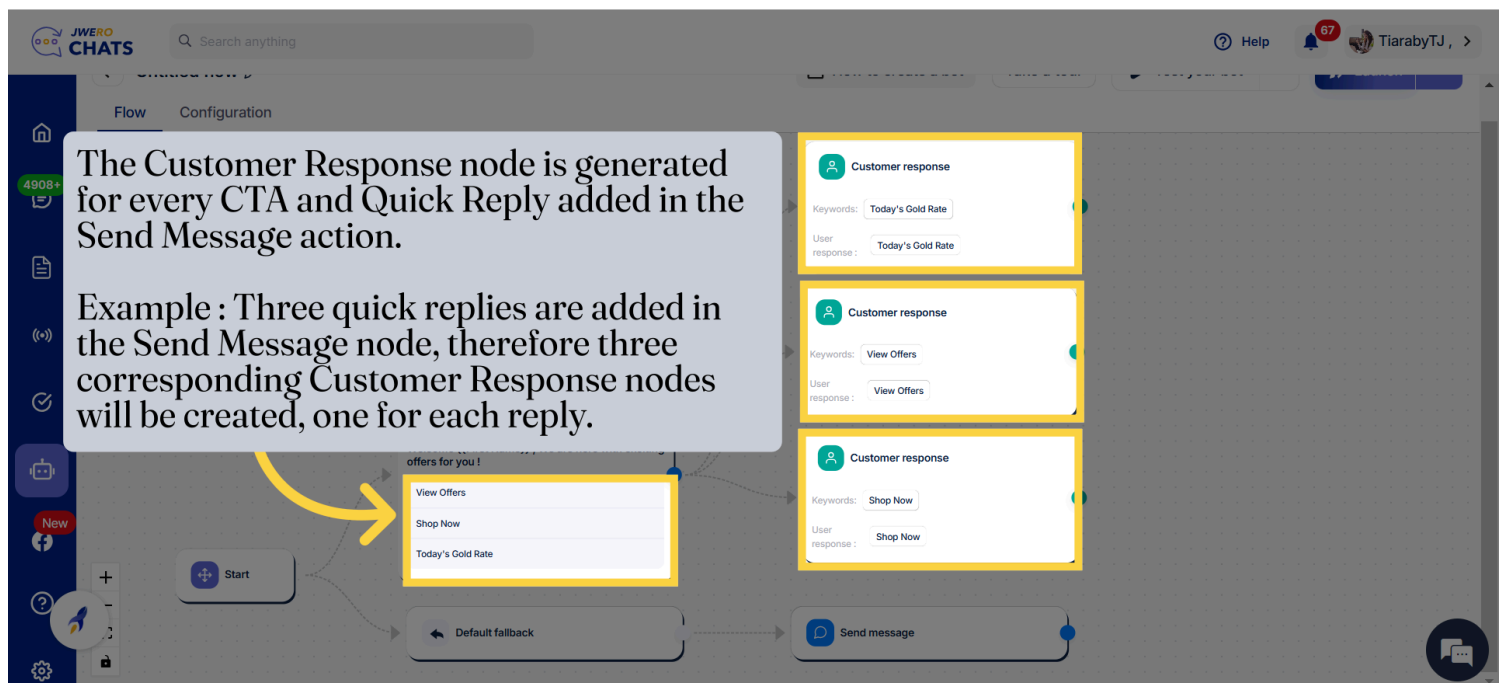


1. Customer Response

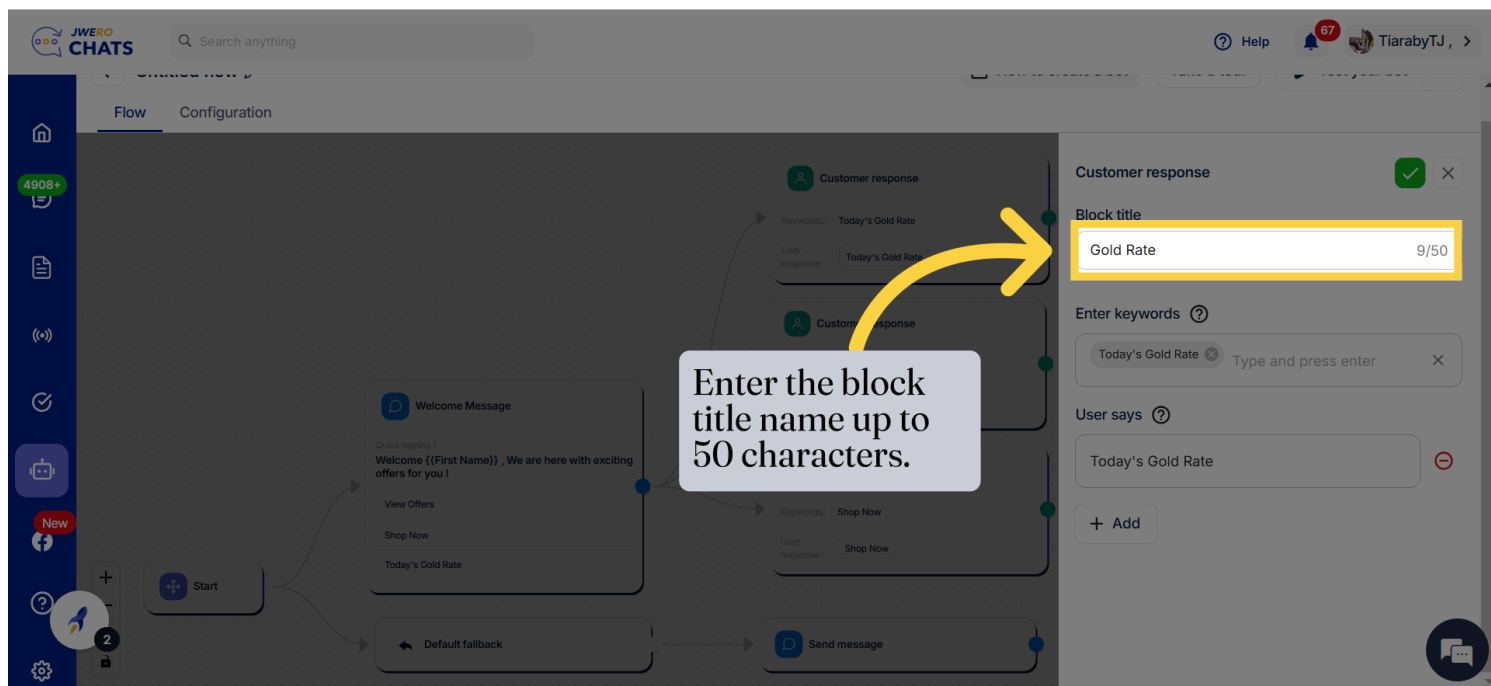
Customer Response allows to build the flow according the customer responses.



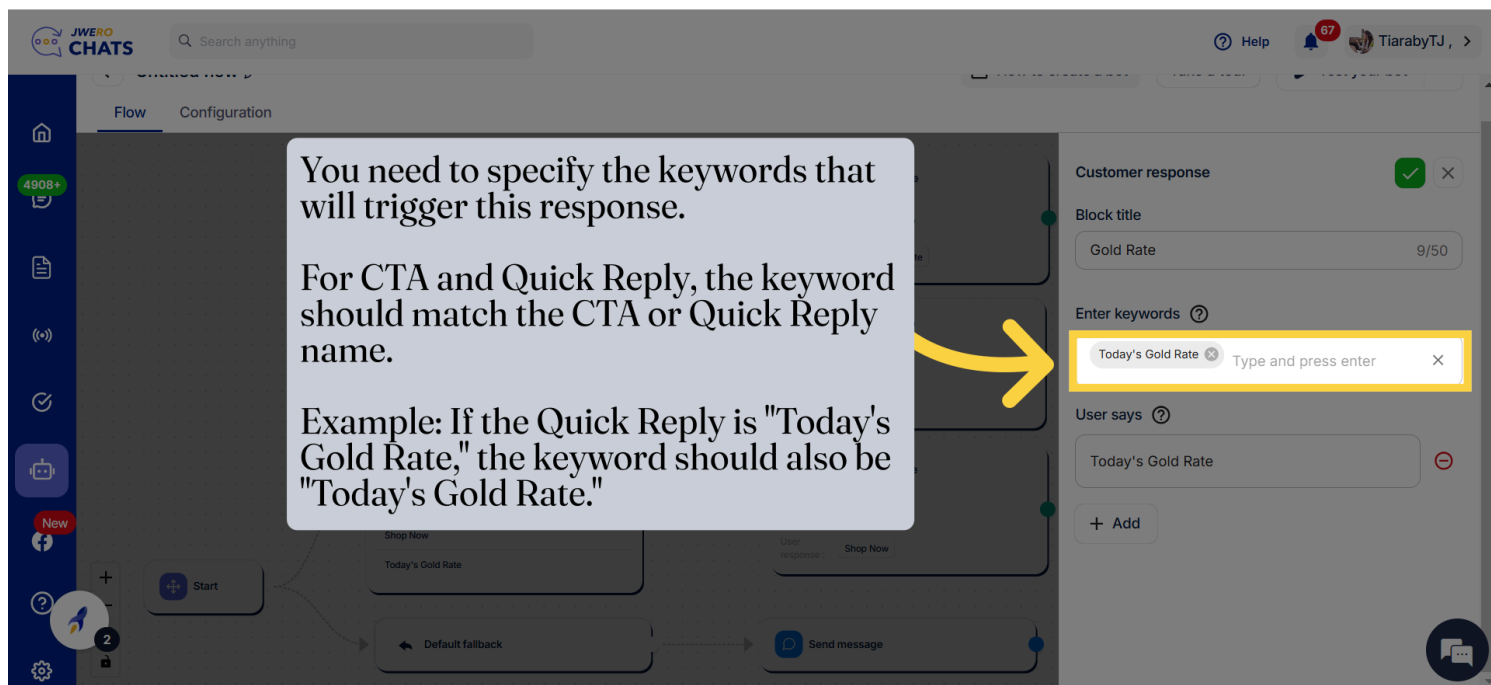
2. The Customer Response nodes



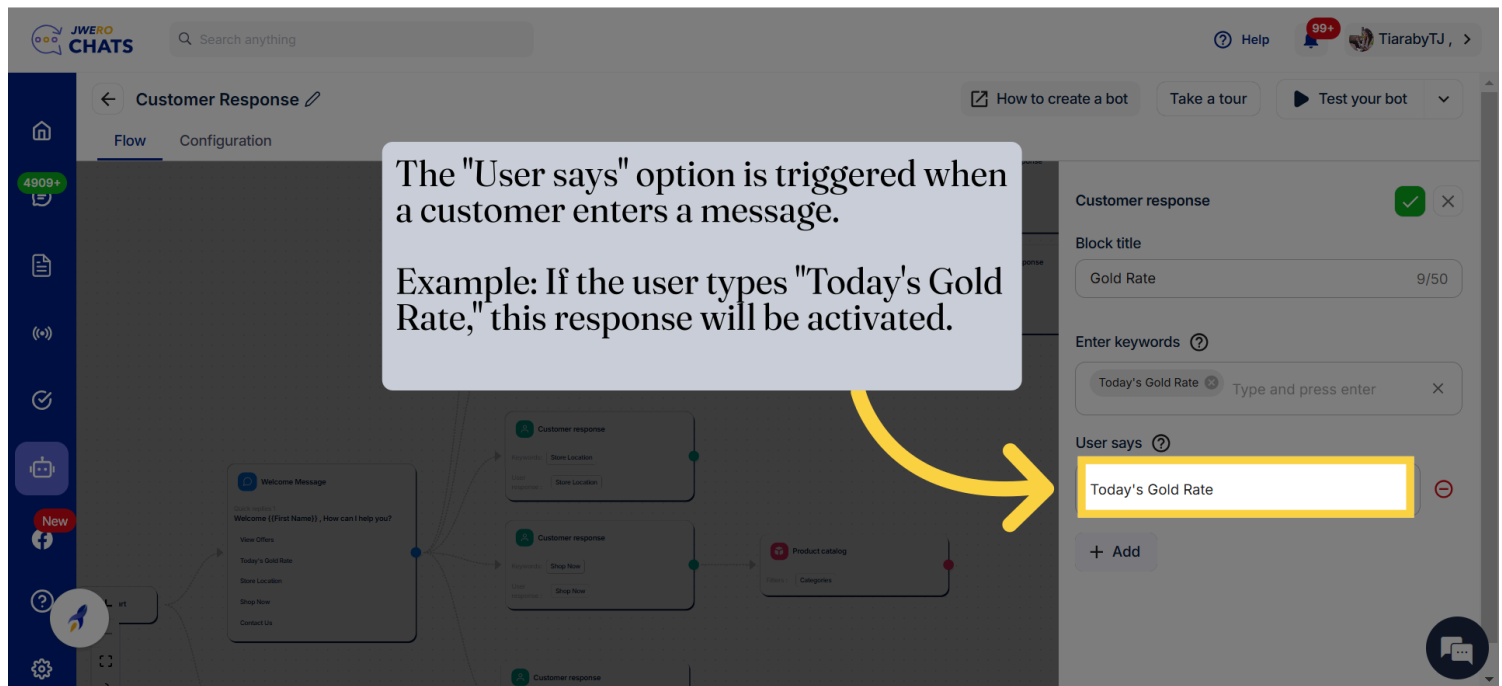
3. Block Title



4. Enter Keywords



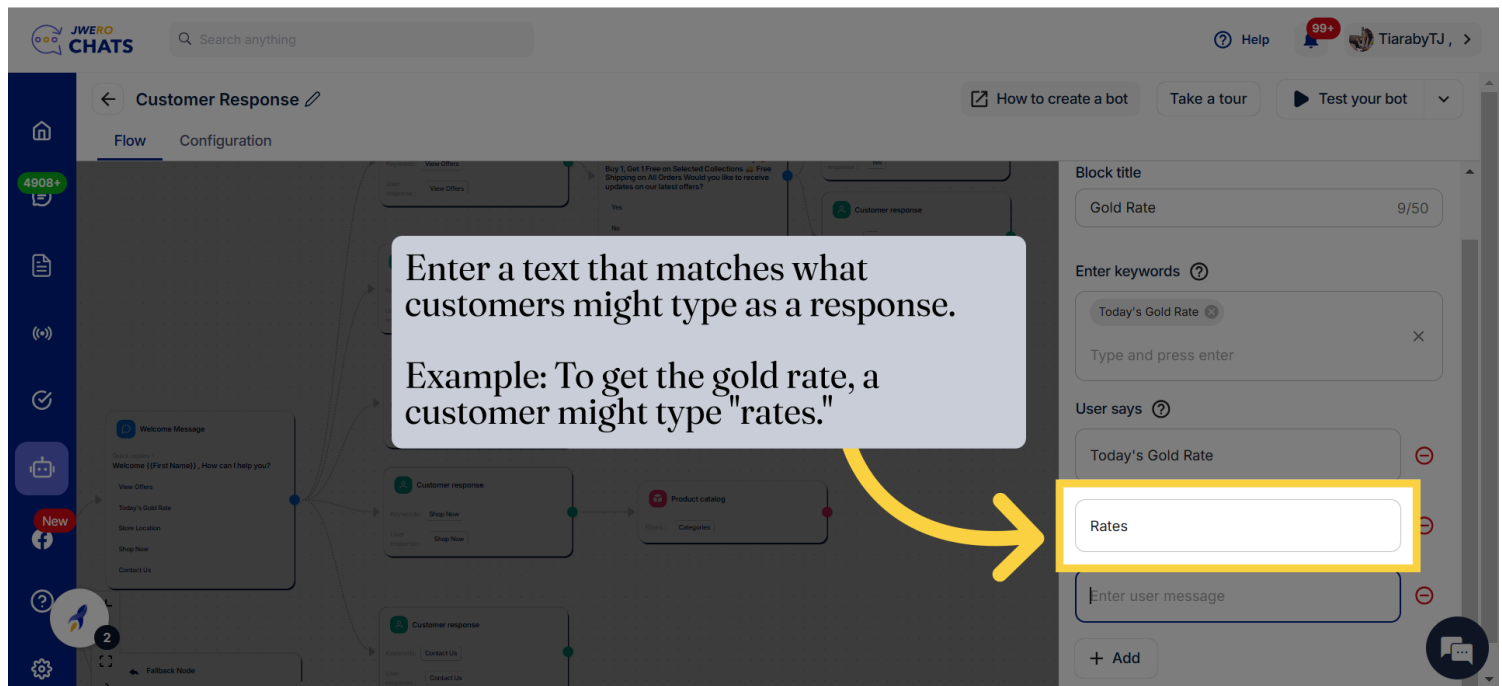
5. User says



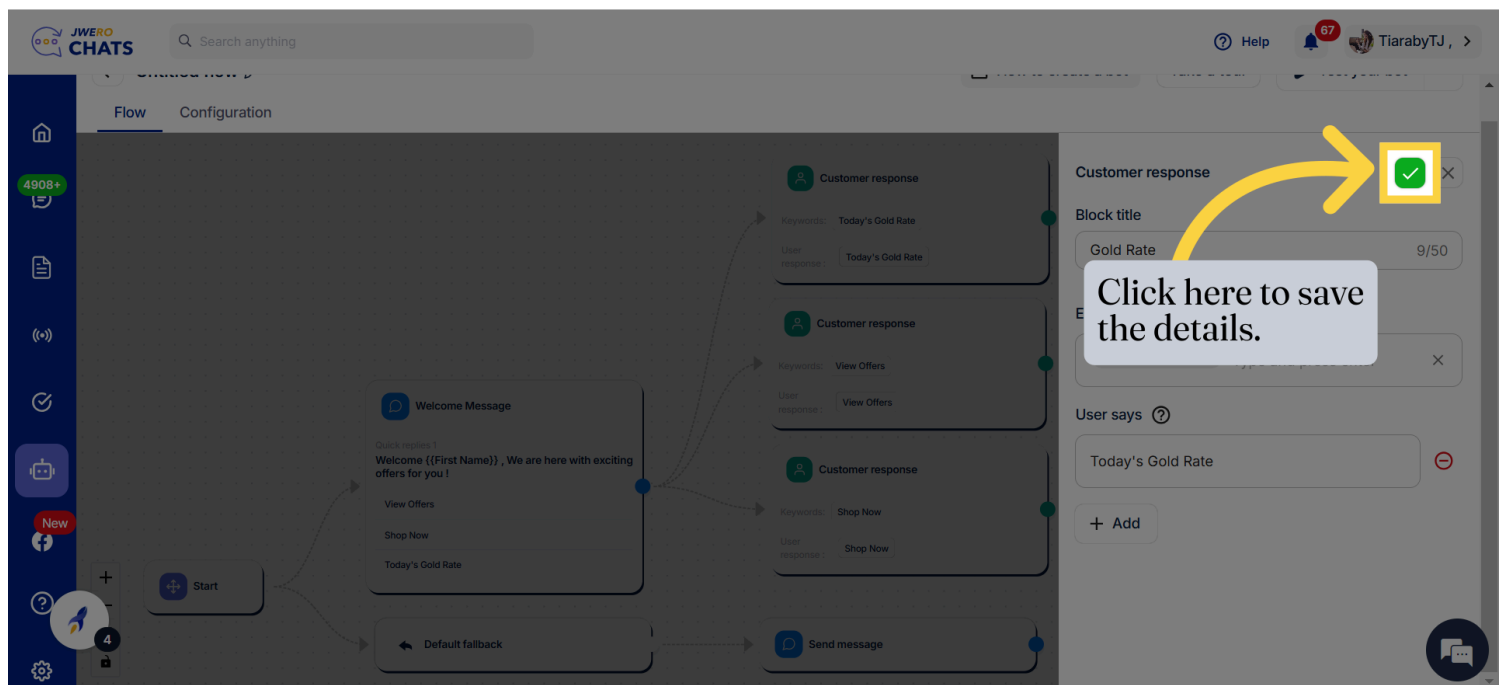
6. To add more "User says", click on Add.



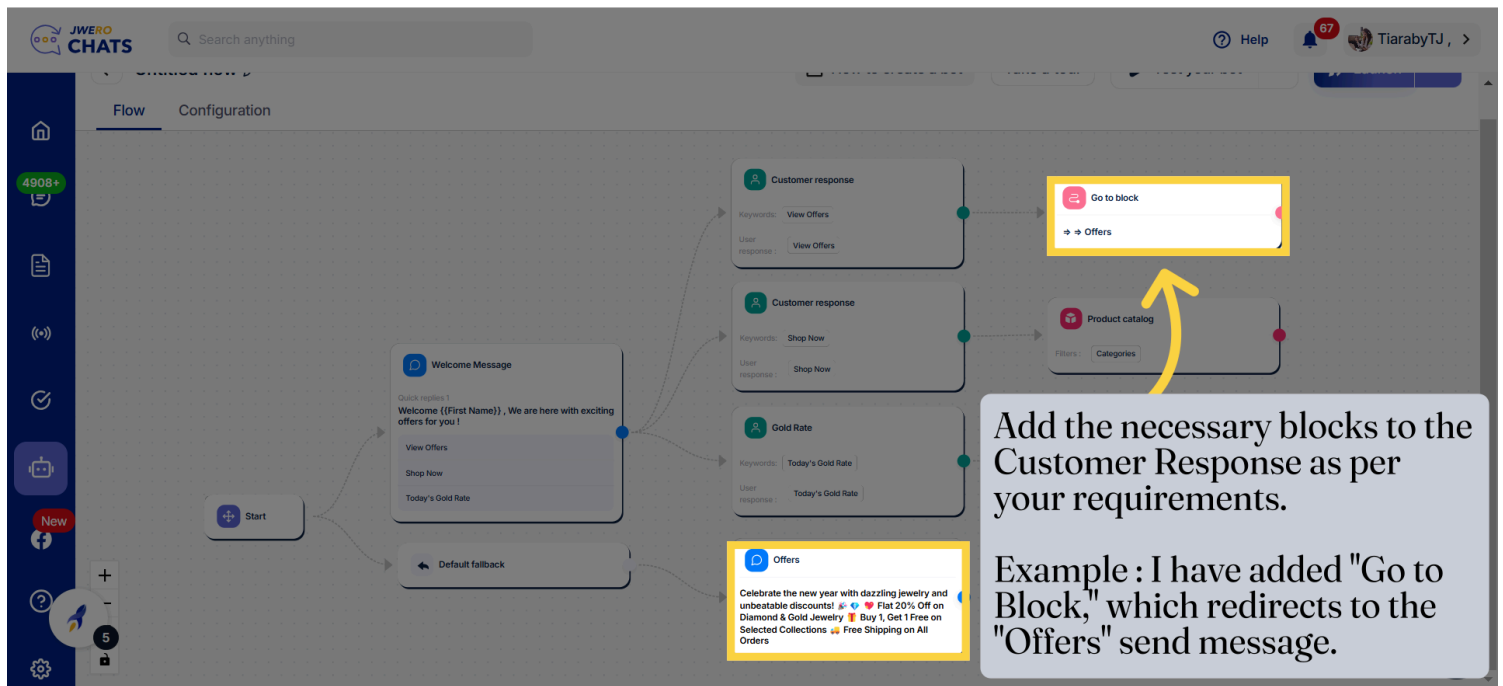
7. Enter a text that matches what customers might type as a response. Example: To get the gold rate, a customer might type "rates."



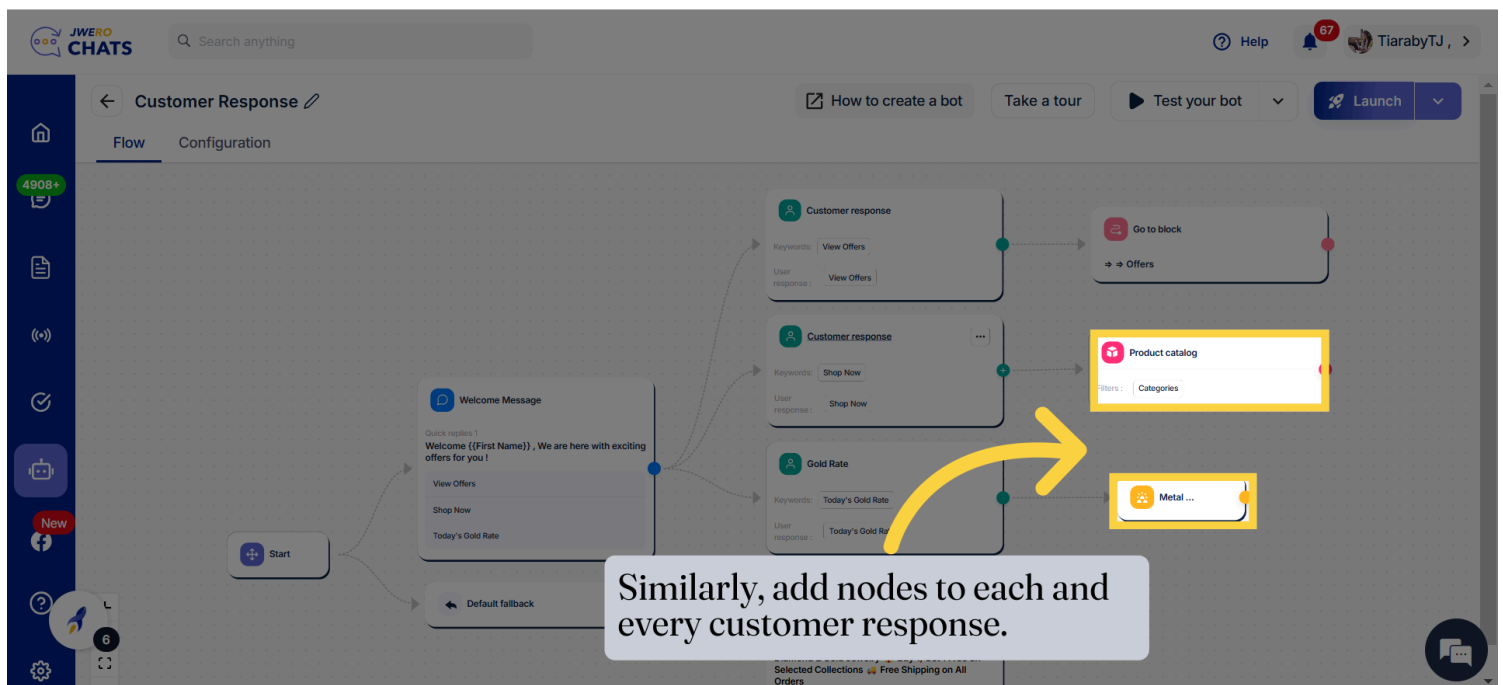
8. Click here to save the details.



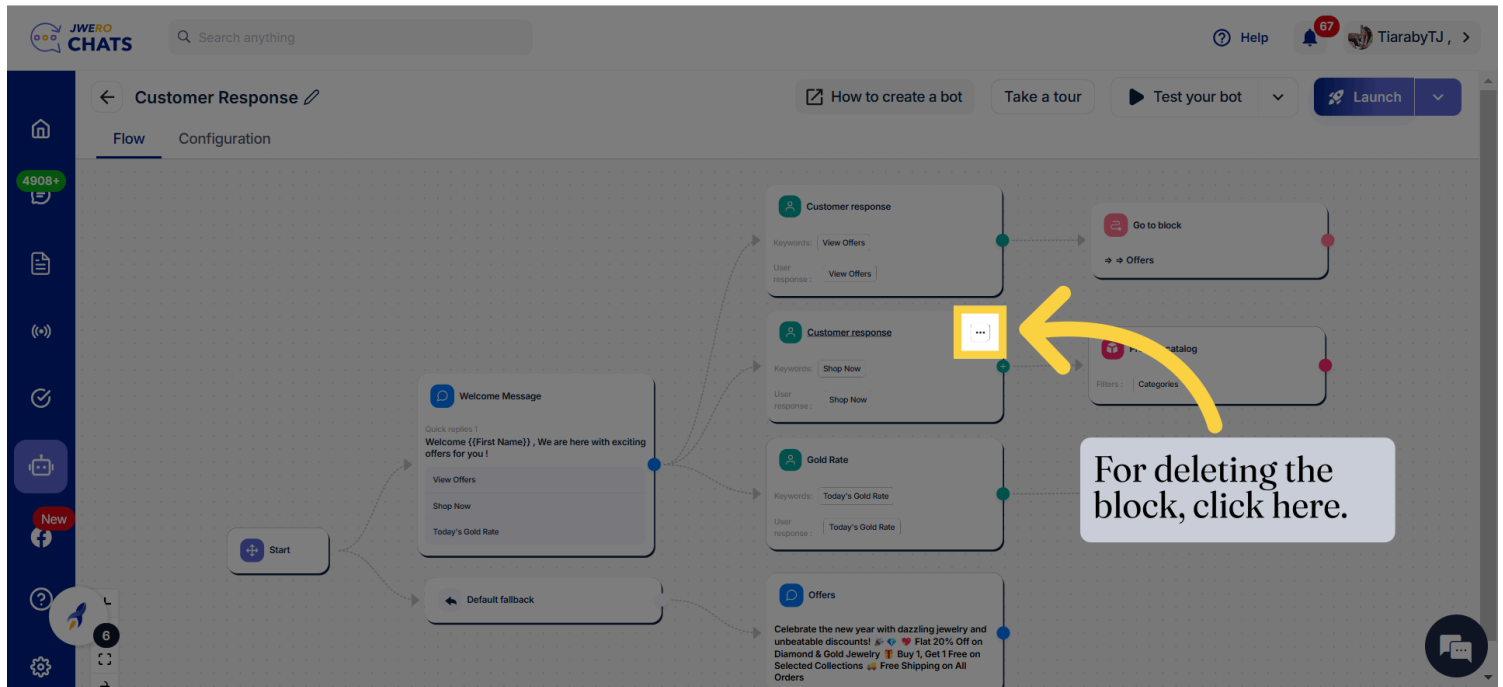
9. Add the necessary blocks to the Customer Response as per your requirements. Example : I have added "Go to Block," which redirects to the "Offers" send message.



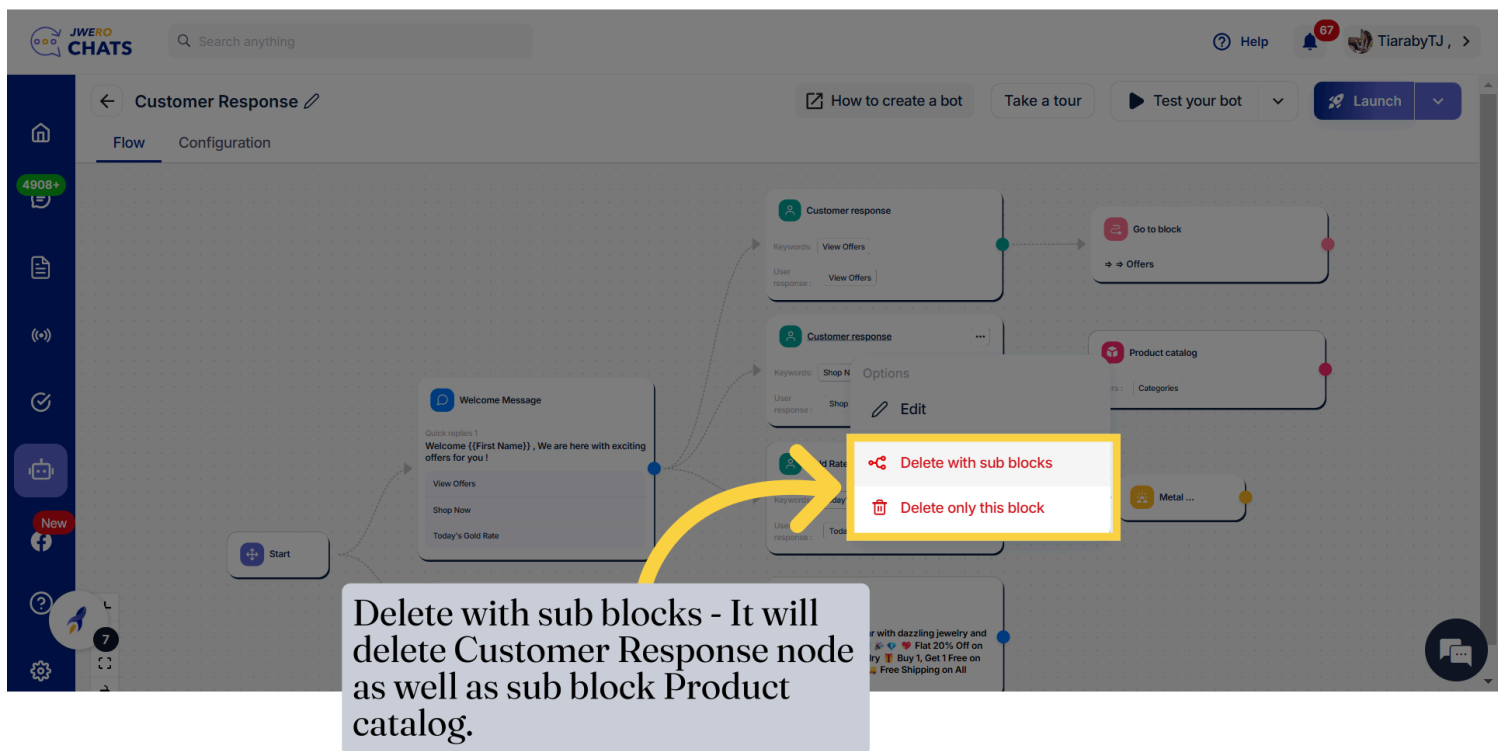
10. Similarly, add nodes to each and every customer response.



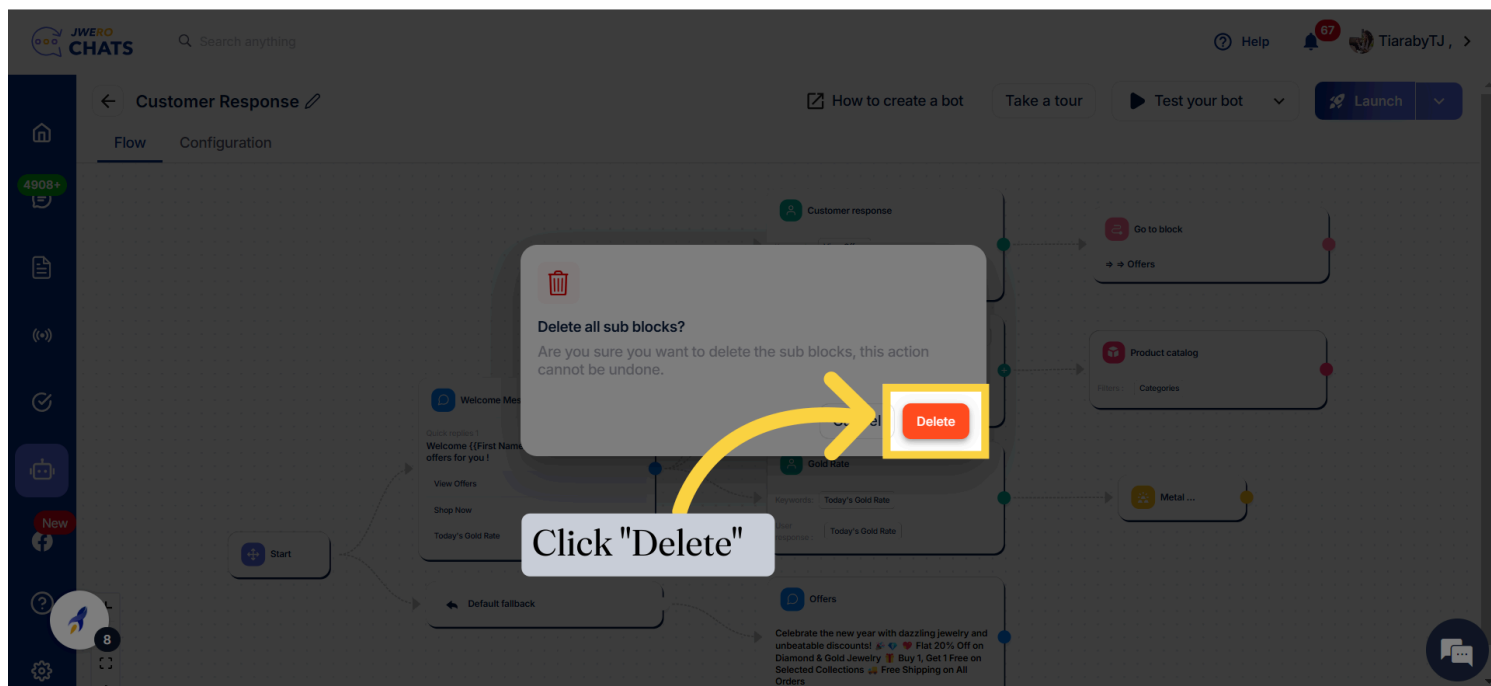
11. For deleting the block, click here.



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



13. Click "Delete"



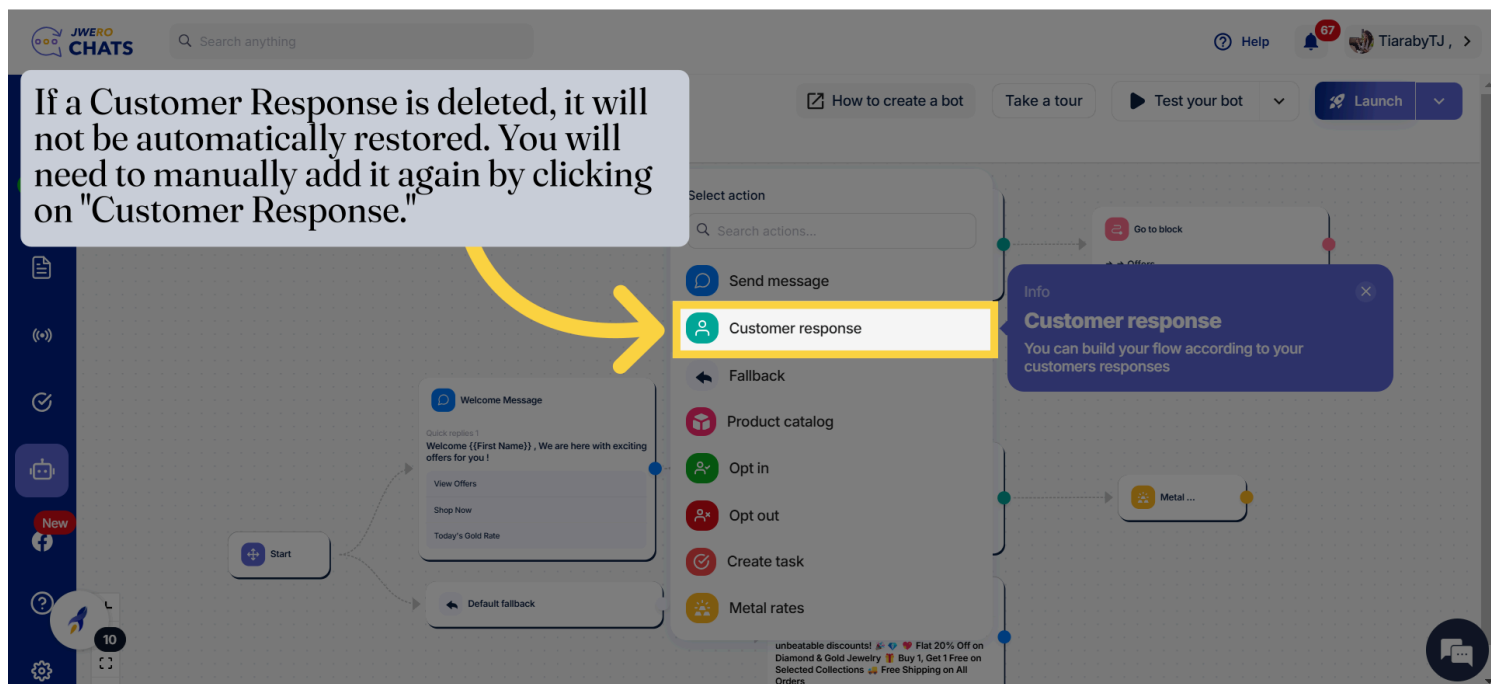
14. Note

Note : When a CTA or Quick Reply is added, a Customer Response is automatically created. However, deleting the Customer Response does not remove the associated CTA or Quick Reply. You will need to delete them manually if required.

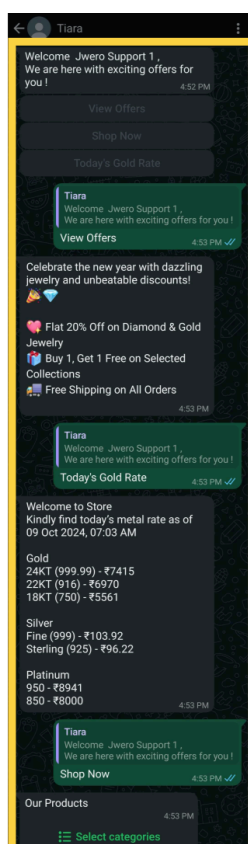
Example: I deleted the "Show Now" customer response, but the "Shop Now" quick reply is still present.

The screenshot shows the JWERO CHATS interface with a flowchart. A block labeled "Shop Now" is highlighted with a yellow box. A yellow arrow points from the text "Shop Now" in the example above to this block. The flowchart includes a "Start" block, a "Welcome message" block, a "Default fallback" block, a "Gold Rate" block, an "Offers" block, and a "Metal ..." block. There is also an "Add action" button.

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."

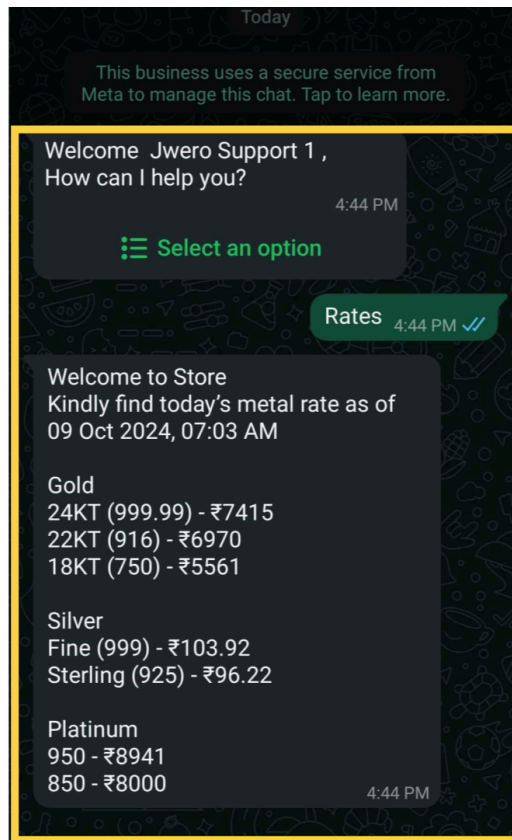


16. This is how the "Customer Response" action will work.



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.



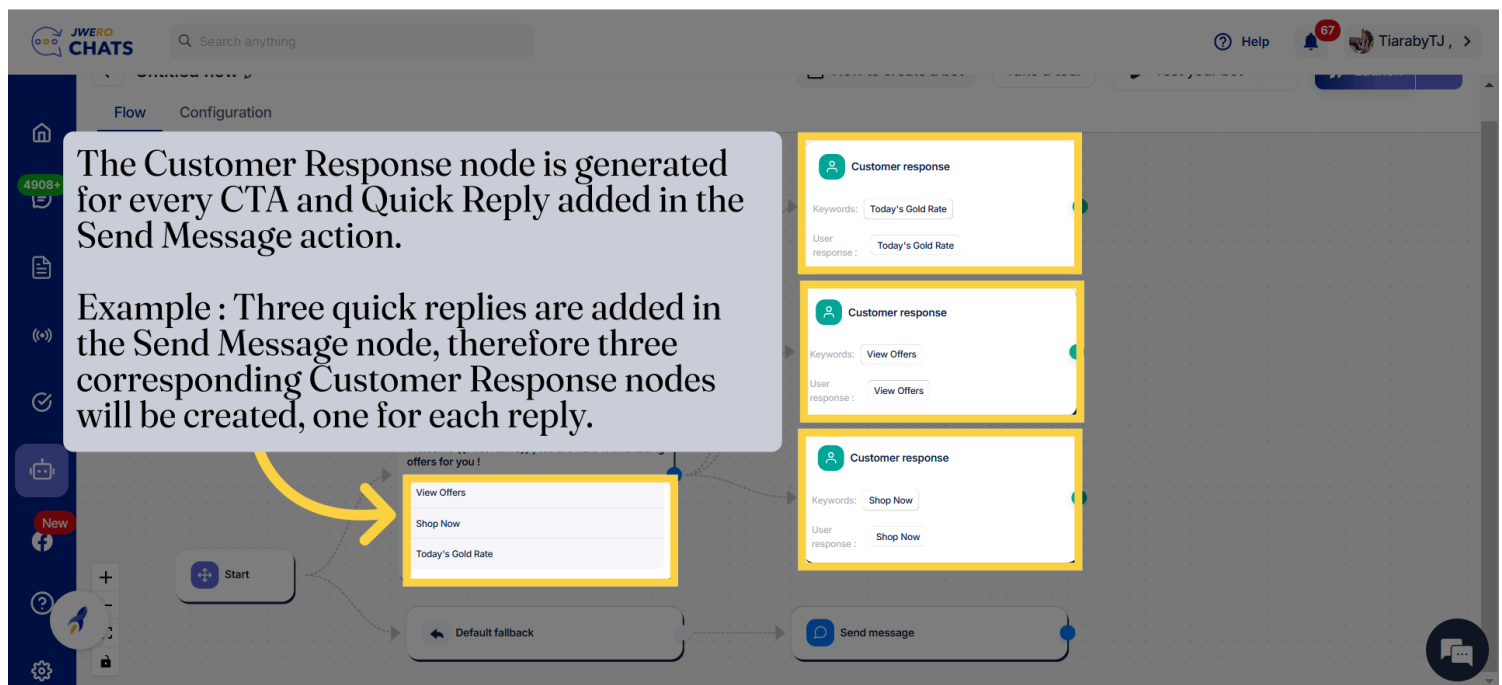
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1. Customer Response

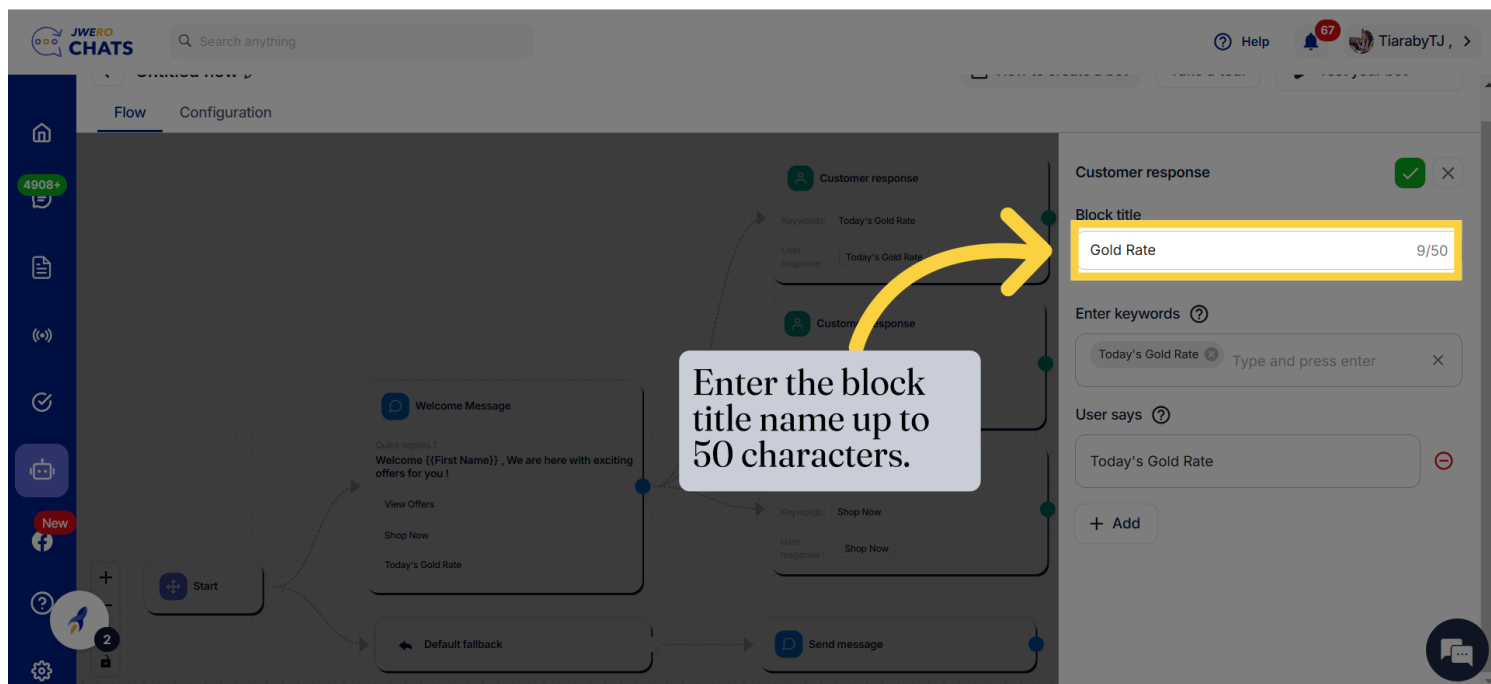
Customer Response allows to build the flow according the customer responses.



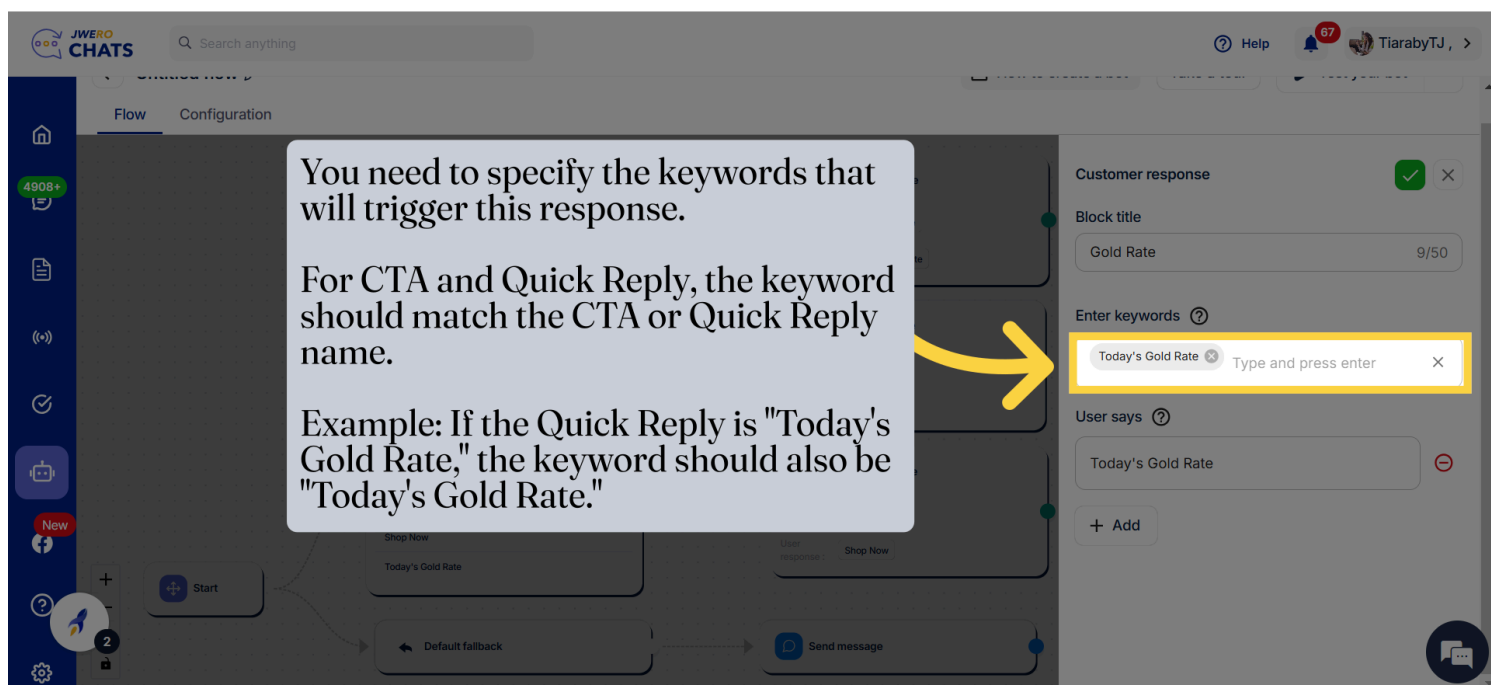
2. The Customer Response nodes



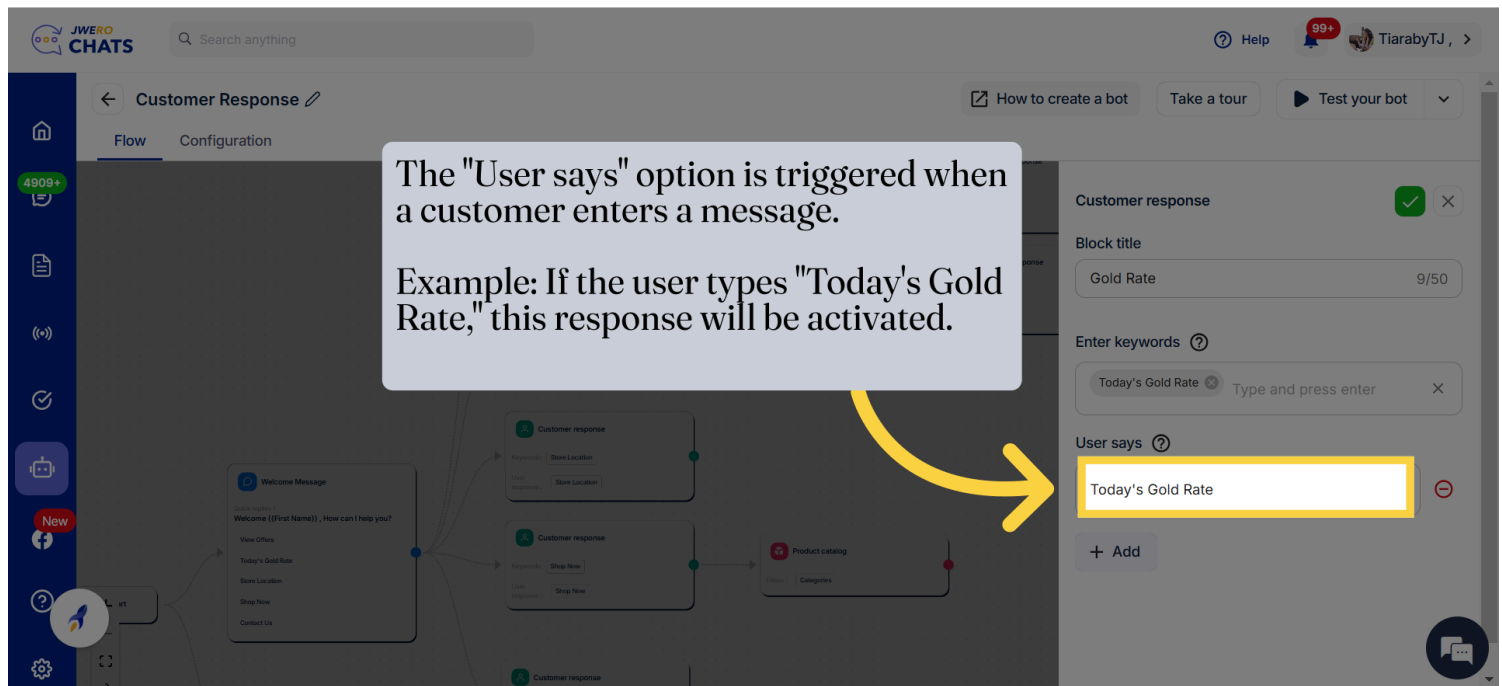
3. Block Title



4. Enter Keywords



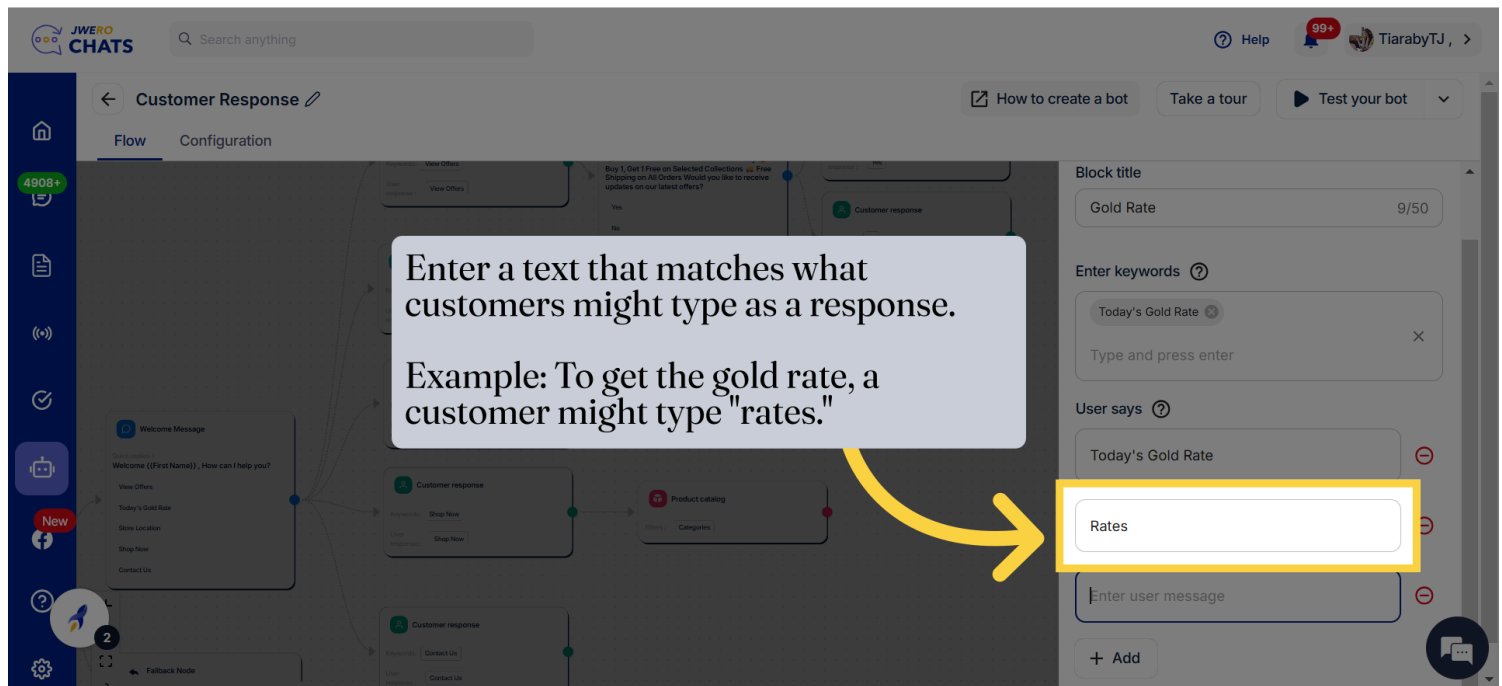
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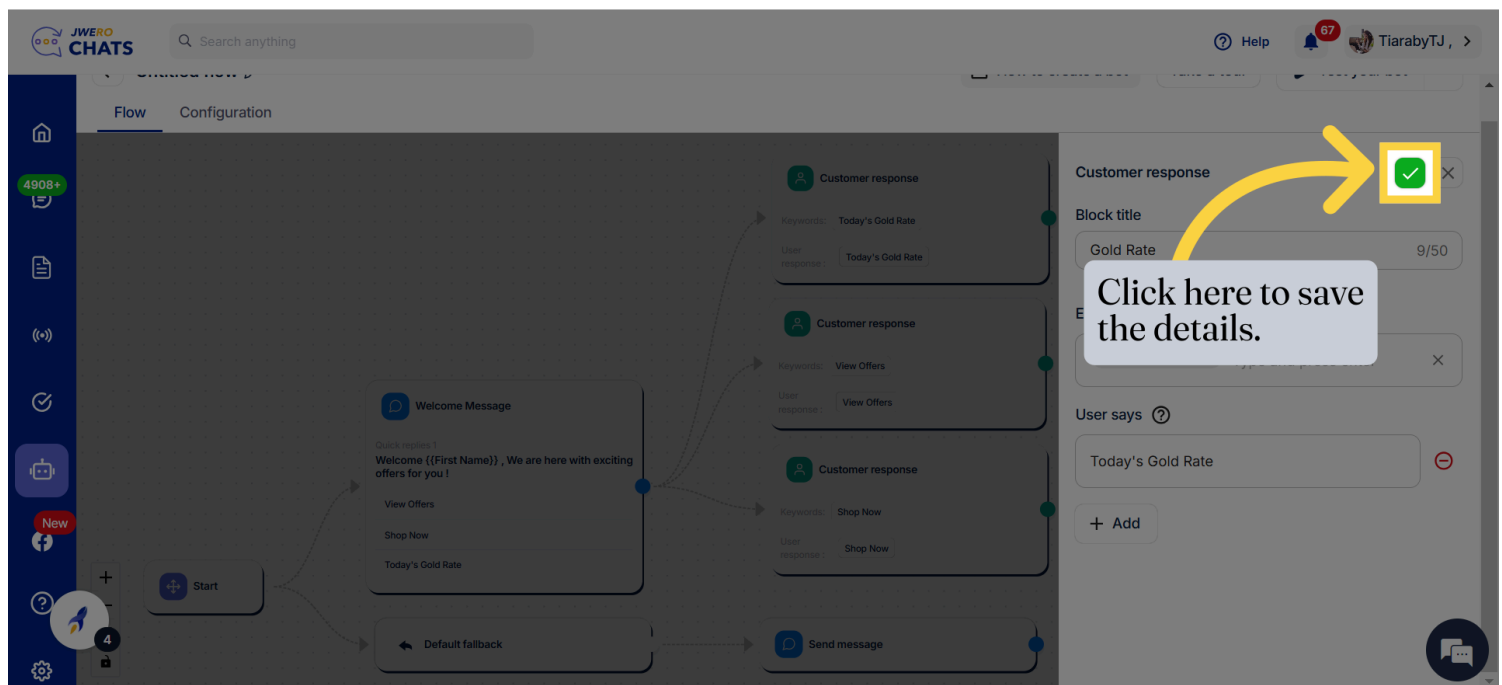
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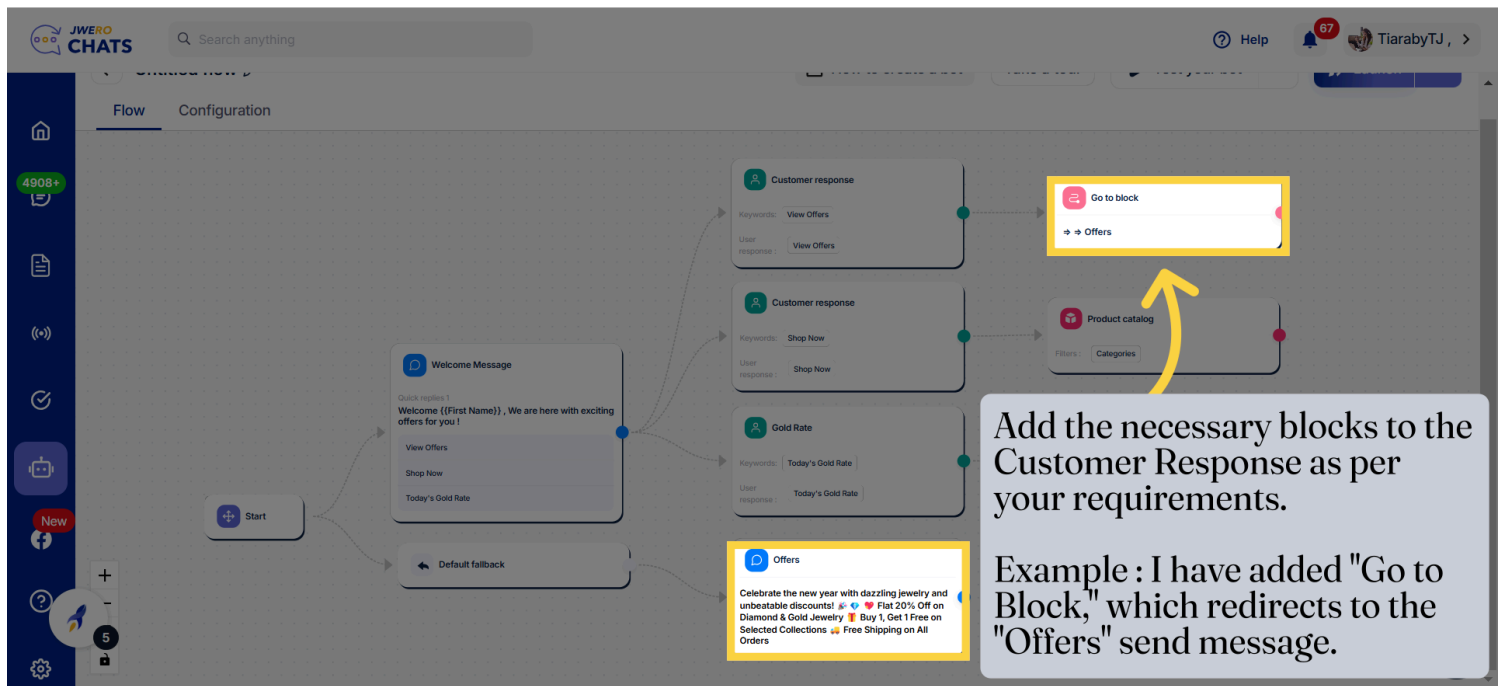
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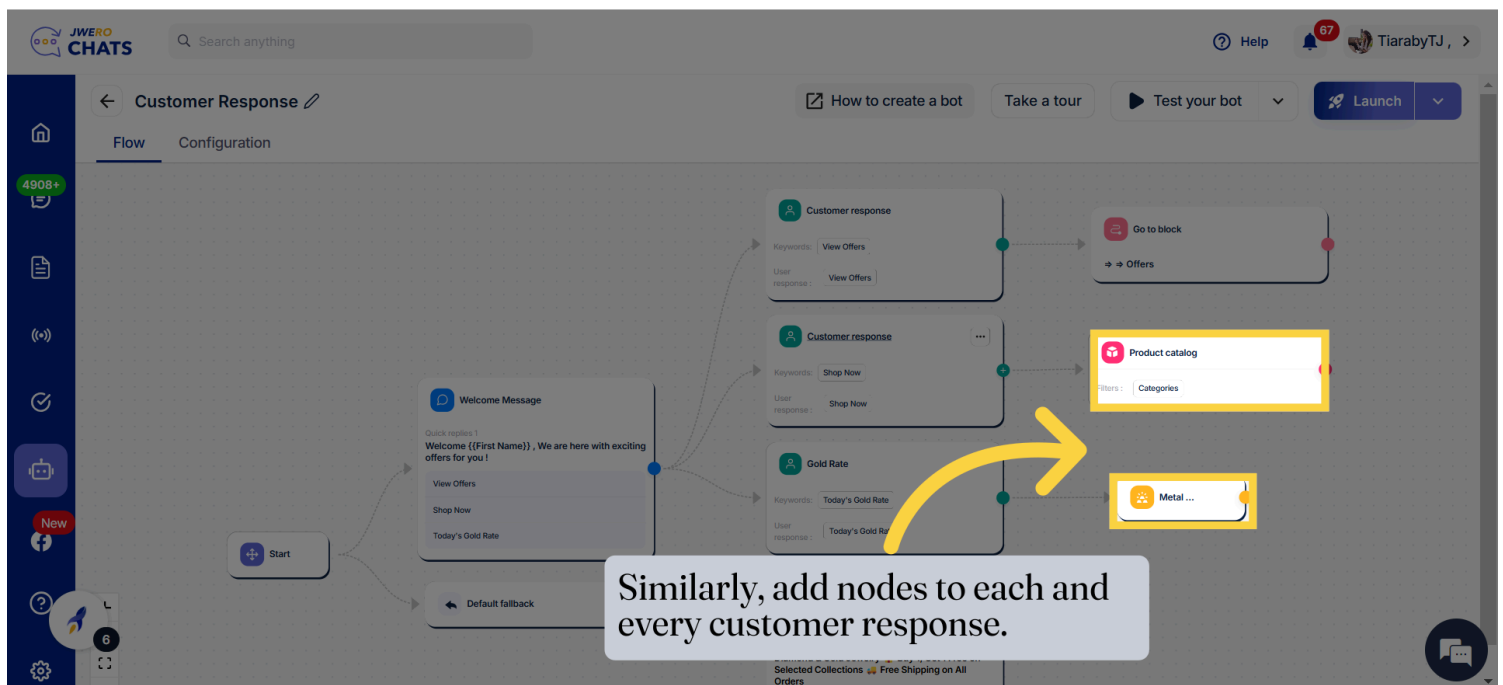
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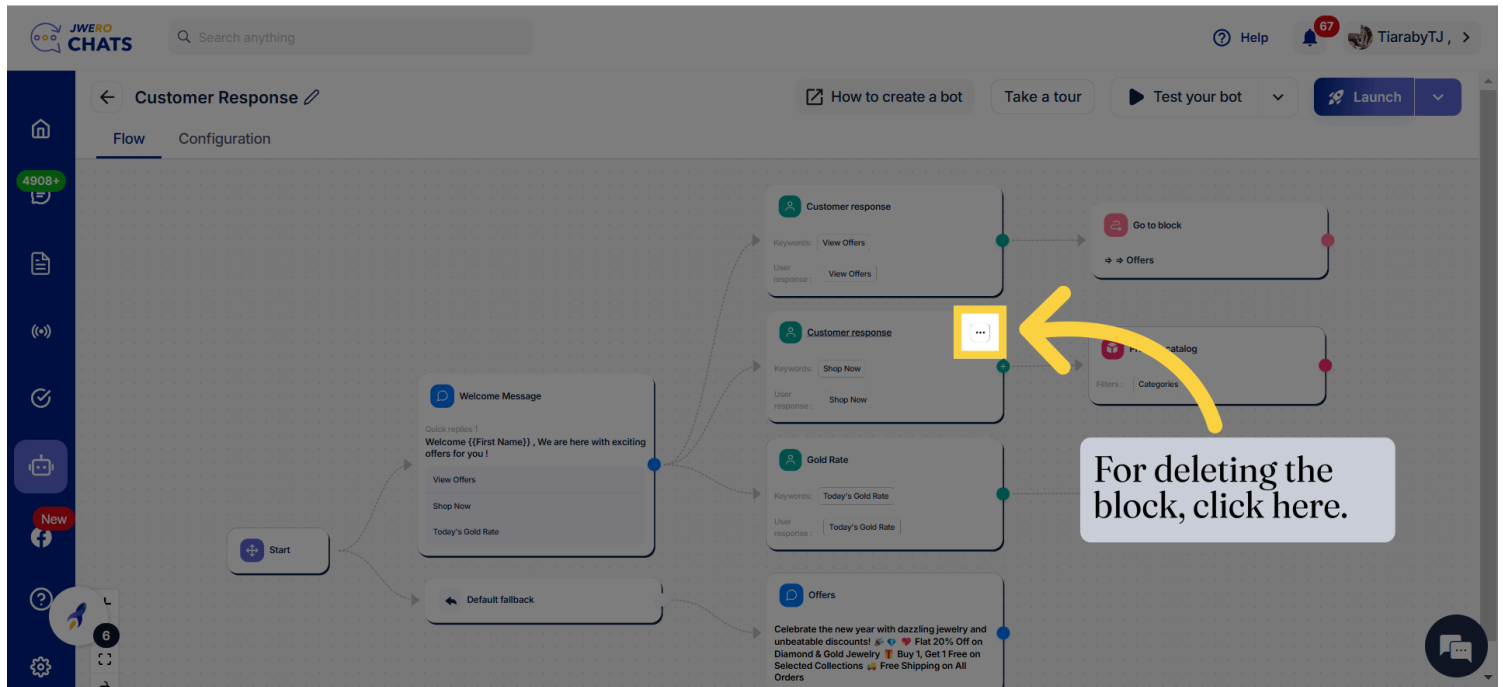
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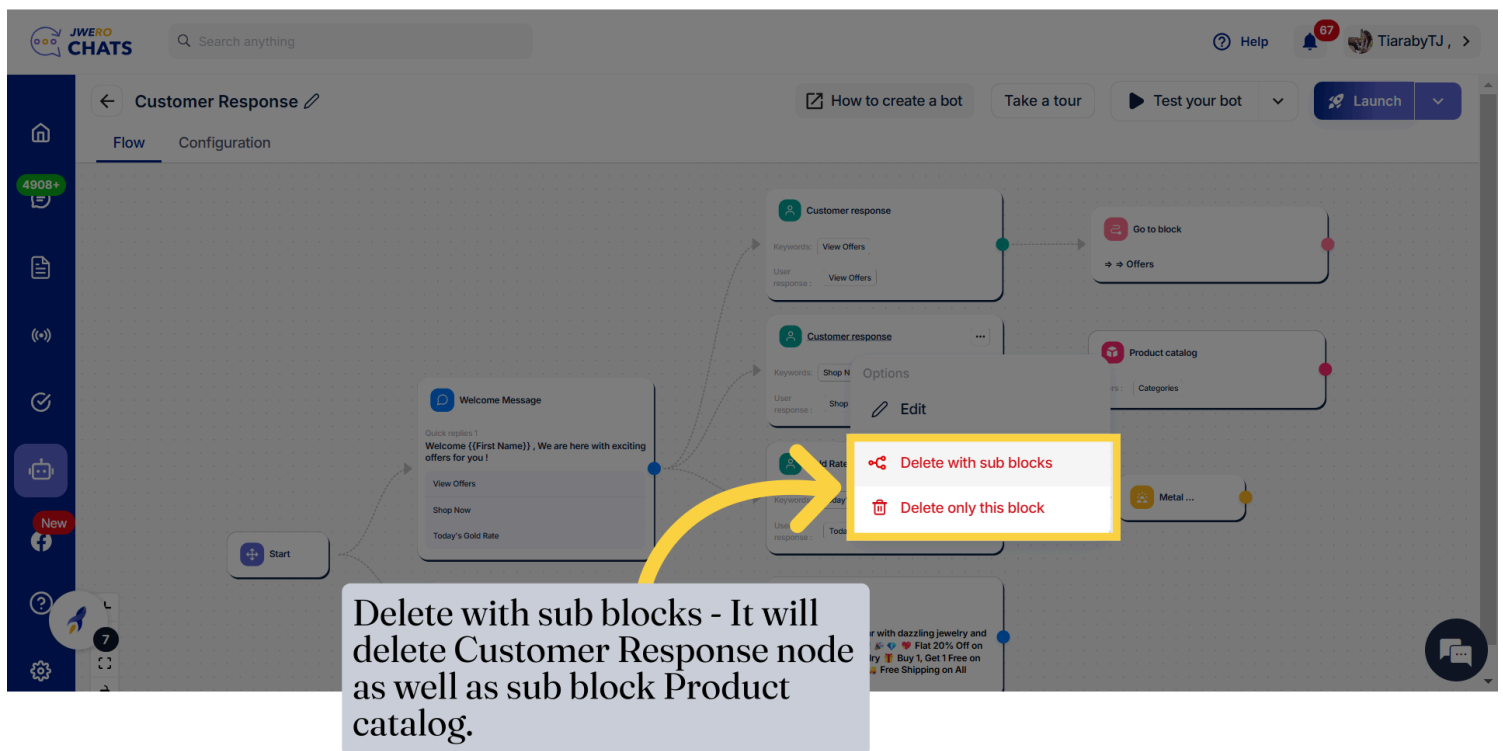
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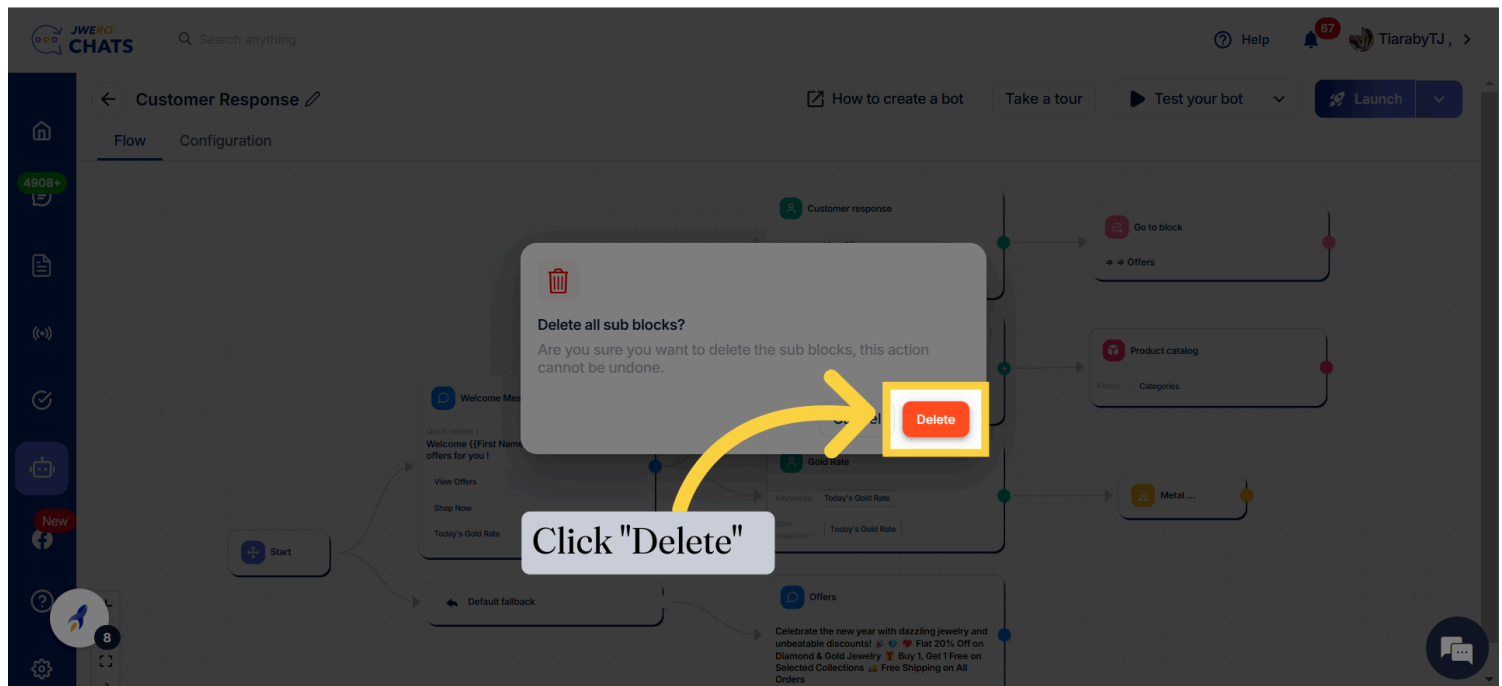
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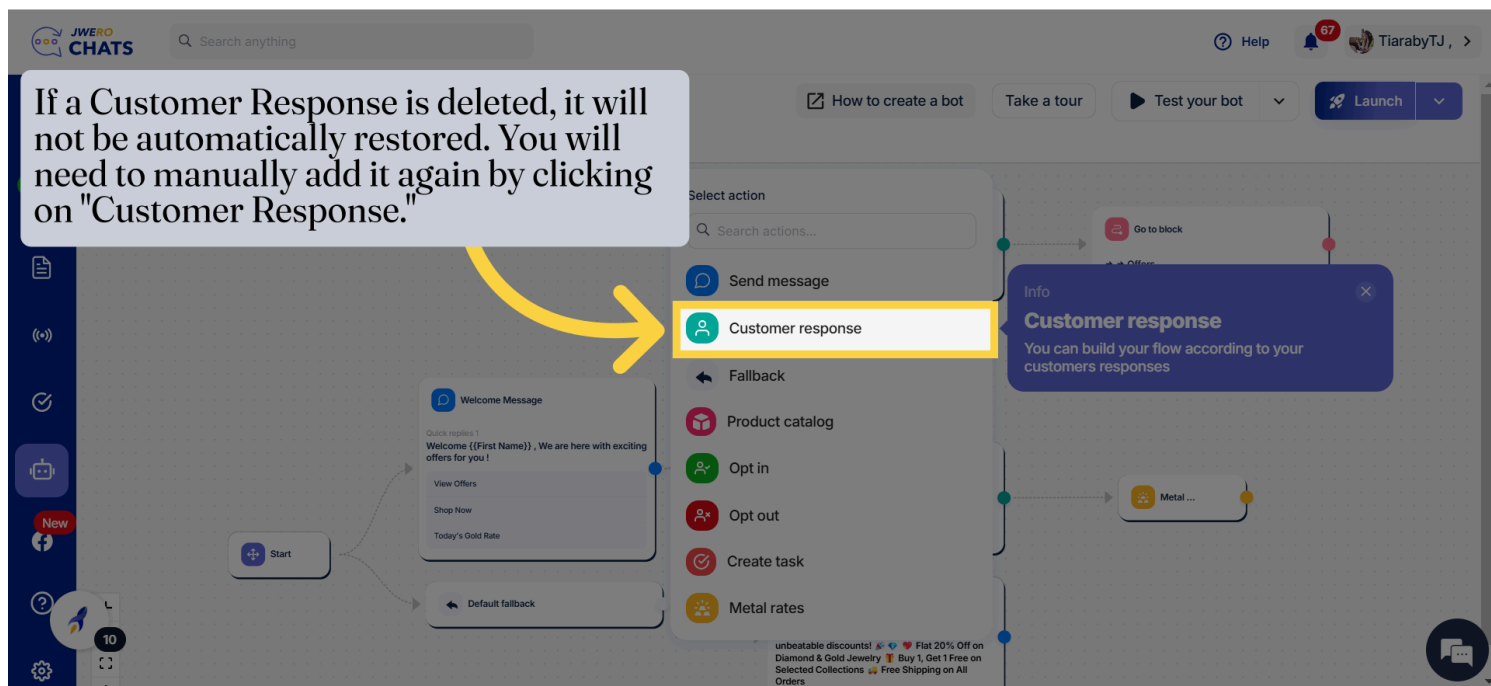
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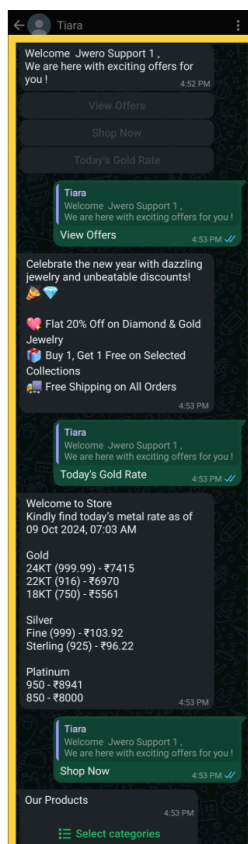
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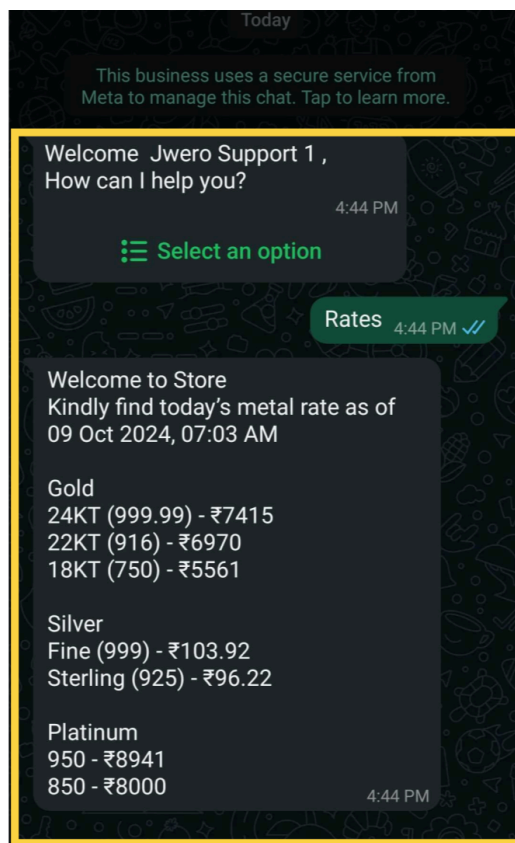


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