

# Fallback Action In Chatbot

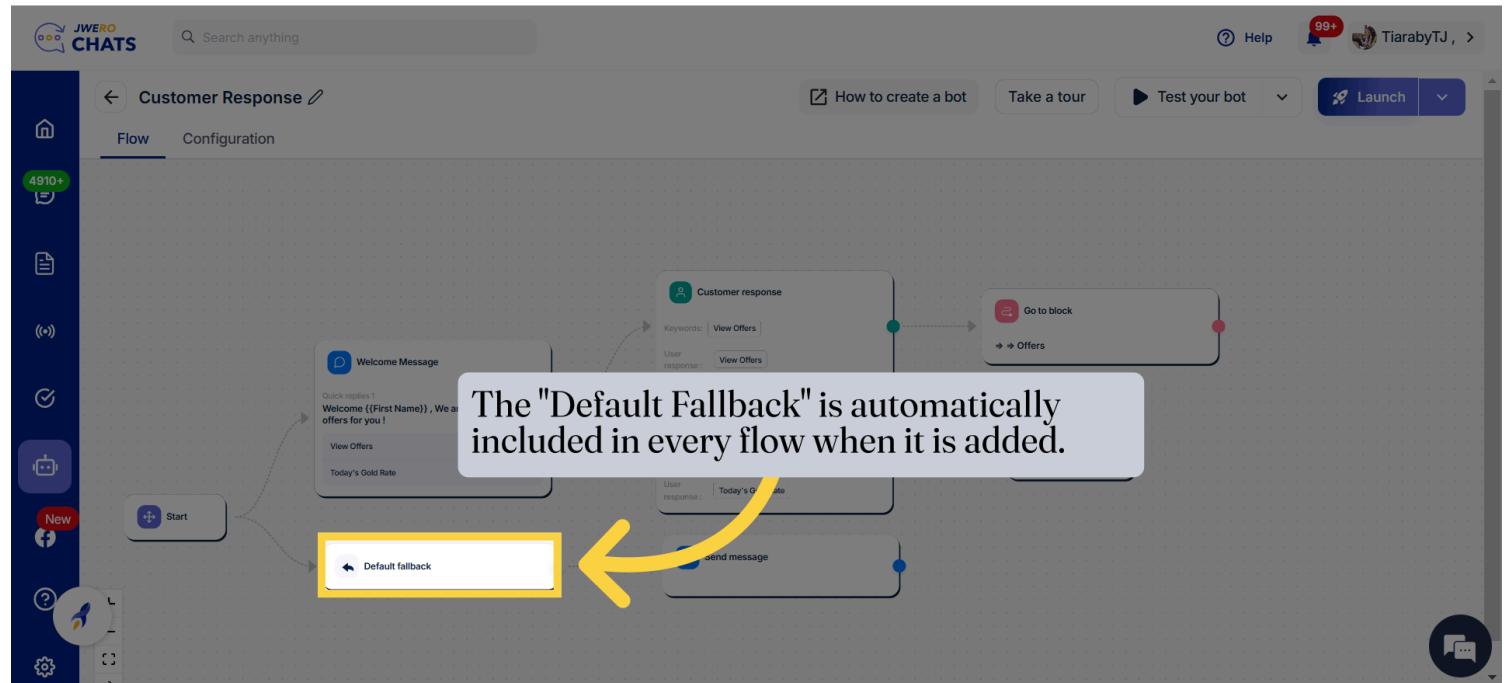


## 1. Default fallback

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

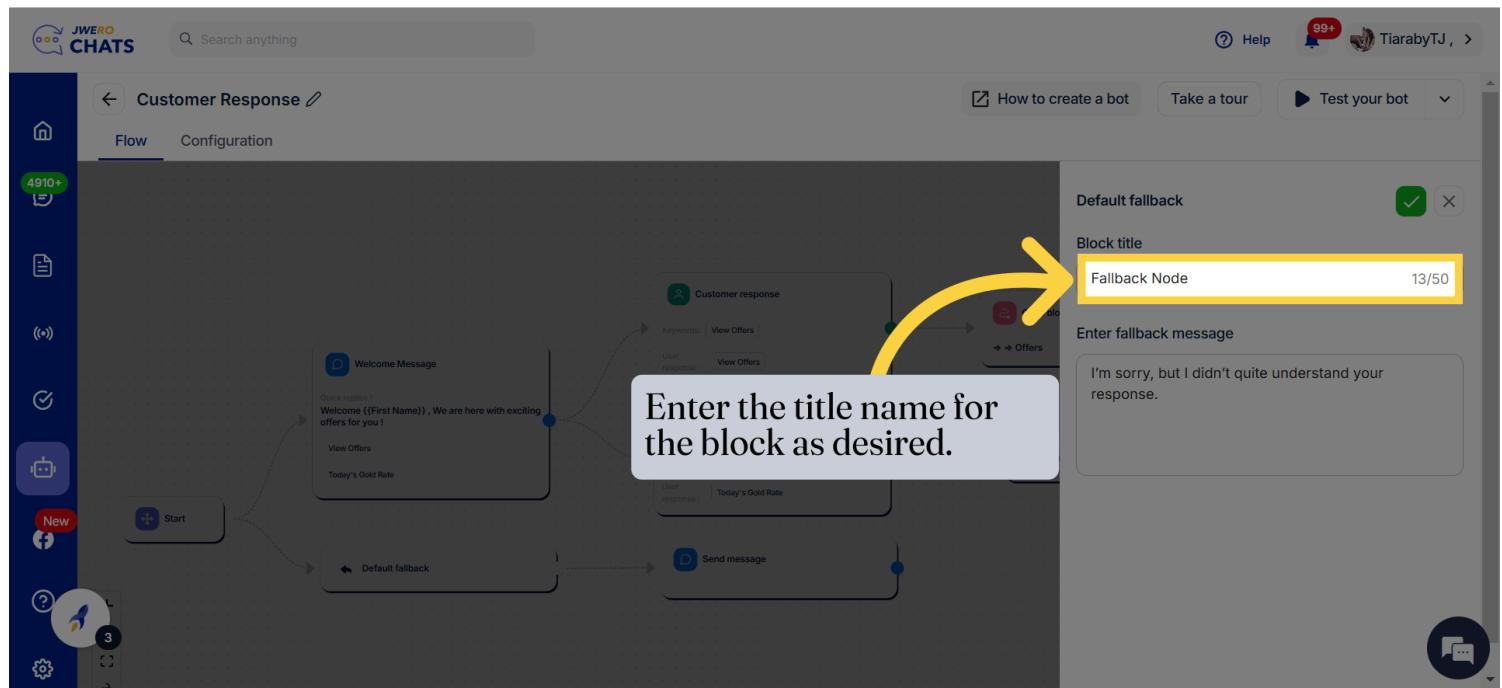


## 2. The "Default Fallback" is automatically included in every flow when it is added.

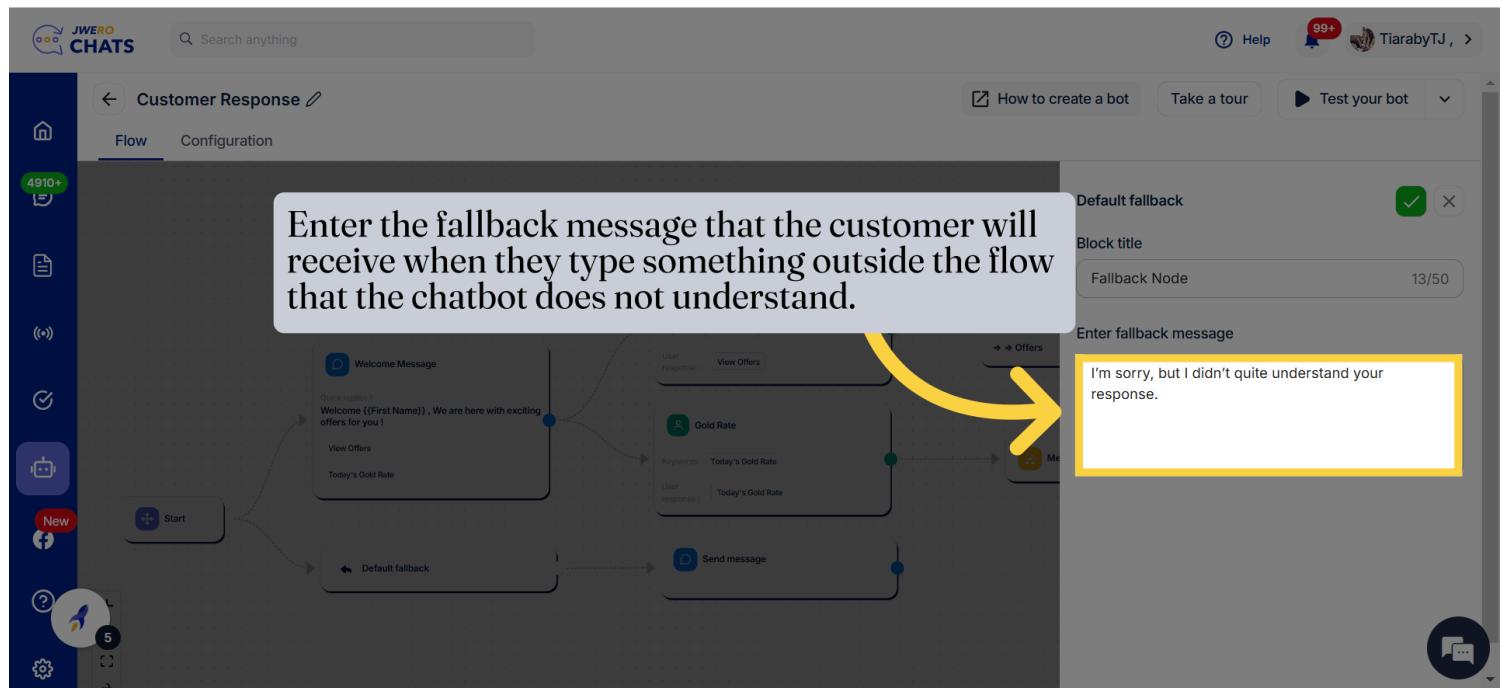


The "Default Fallback" is automatically included in every flow when it is added.

## 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.

Send response

Block title

Default Fallback Text 21/50

Add message

Text Image Button Quick Video Docs

Text

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

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

Customer Response

Flow Configuration

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.