

# Chatbot Script Samples (L0 Diagnostics)

Platform: NexaCore In-App Assistant (Powered by Gemini)

Objective: Resolve L0 (low-complexity) issues and efficiently triage/collect data for L1 escalation.

## Script 1: Workflow Status Check (Pre-Escalation)

**User Input:** "My expense approval workflow (ID: 789) hasn't executed for 3 hours."

Chatbot Response (L0):

Hello! I can certainly help check the status of Workflow ID 789.

First, let's confirm the core issue:

1. **Is the workflow currently stuck (In Progress, but not moving)?**
2. **Did the workflow fail with an error message?**
3. **Did the workflow fail to start at all (Trigger not activating)?**

*User selects: 3. Did the workflow fail to start at all.*

Chatbot Response (L0):

Thank you. That usually points to a trigger configuration issue. Before connecting you to an L1 agent, could you please confirm the following:

- Is the workflow trigger based on a **Scheduled Time** or an **API Event**?
- Have you checked the **API Key status** for the connecting service in the Integrations section?

*If user confirms they checked the API Key:*

Chatbot Response (L0):

I see. I have logged these diagnostic steps. I am now opening a P2 ticket for you: [TICKET\_ID]. I have automatically attached your workflow ID and the confirmed check of the API key status. An L1 specialist will take over shortly.

## Script 2: General Information/Documentation Request

**User Input:** "Where can I find the documentation for the new AI content summarization block?"

Chatbot Response (L0):

I'd be happy to point you to the correct resource! The documentation for the AI Content Summarization Block is part of our Proactive Intelligence Module.

Here are the direct links:

- [Link: KB-201 - AI Summarization Block Setup Guide]
- [Link: Feature Specification Document (PRD)]

*Is there anything else I can assist you with, or would you like me to connect you to a live agent*

*for a specific technical question?*

## **Script 3: Multilingual Triage (MENA Region)**

**User Input:** "أنا لا أستطيع الدخول إلى لوحة القيادة" (I cannot access the dashboard)."

**Chatbot Response (LO - Auto-Detect Arabic):**

مرحباً. يرجى تزويدي بالمعلومات التالية:

1. كلمة المرور؟ (SSO / هل تواجه مشكلة في تسجيل الدخول
2. هل تتمكن من تسجيل الدخول ولكن لوحة القيادة فارغة؟

(Translation: Hello. Please provide the following information: 1. Are you having an issue logging in (SSO/Password)? 2. Can you log in, but the dashboard is empty?)