

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 تزويدني 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?)