



# Chatbot: Detail and Guide

2025

# **BUILD. CUSTOMIZE. AUTOMATE. SCALE.**

Your chatbot is a fully customizable automation system that grows with your business. Every message, action, and design element can be shaped to your exact vision.

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## **Complete Customization**

Design everything—colors, fonts, avatars, animations, and conversation flows. Choose popup, sidebar, full window, or embedded display. Add conditional responses that adapt to user inputs in real-time.

## **Powerful Integration**

Connect with CRMs, Google Sheets, email platforms, payment gateways, and APIs. Collect data through smart forms. Automate appointments, payments, and emails. Use images, videos, buttons, and AI-powered responses for engaging conversations.

## **Smart Analytics**

Track user activity, engagement rates, and lead performance in real-time. Access full chat transcripts and optimize with A/B testing.

## **Universal Application**

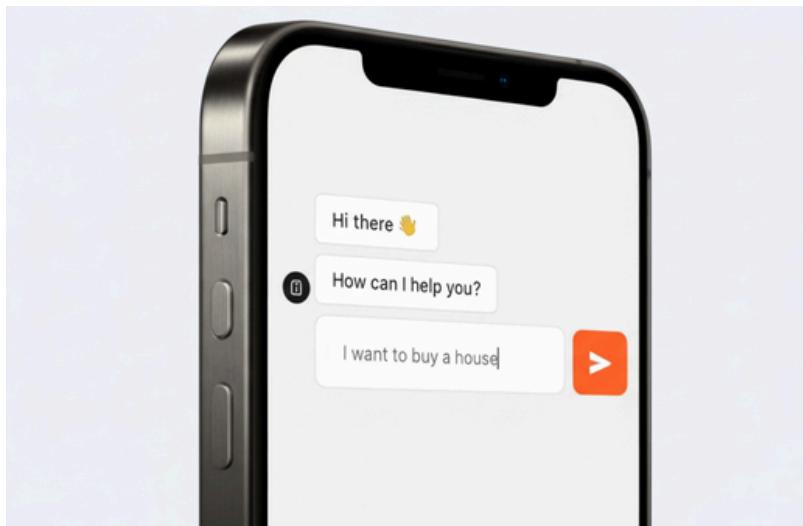
Perfect for real estate, e-commerce, education, services, and more—from lead generation to customer support to sales automation.

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*Your Vision, Your Rules. If you can imagine it, we can build it.  
Total control. Total flexibility.*



# Chatbot Workflow

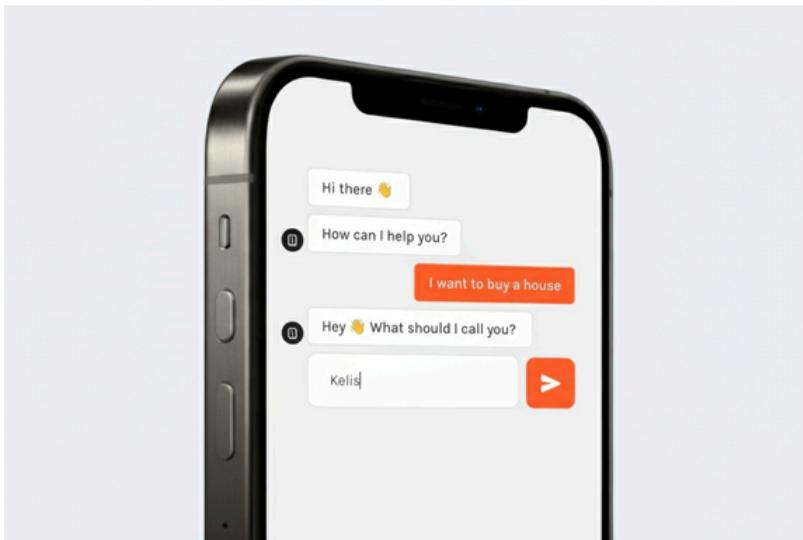


## Step 1: Instant & Welcoming Engagement

The chatbot greets visitors immediately with a friendly welcome and asks, "**How can I help you?**" This open-ended approach lets users express their needs.



# Chatbot Workflow

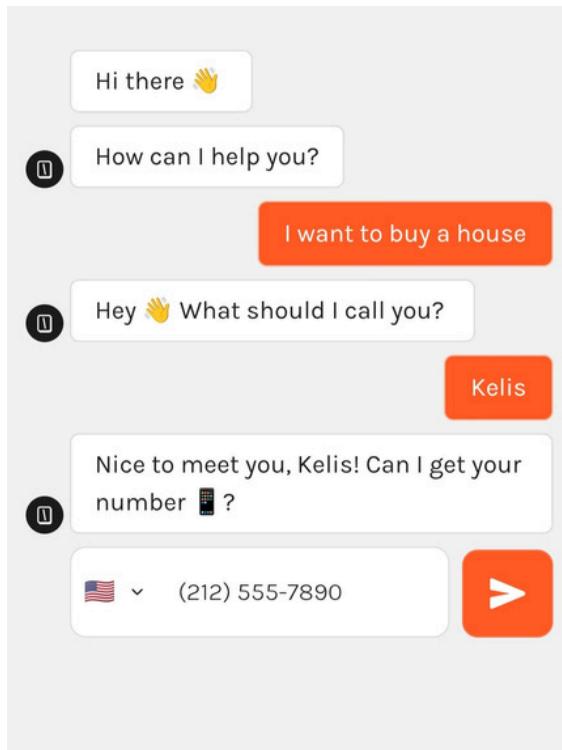


## Step 2: Personalizing the Conversation

The chatbot asks "**What should I call you?**" to personalize the conversation and build rapport. This simple question transforms an anonymous visitor into a named.



## Chatbot Workflow

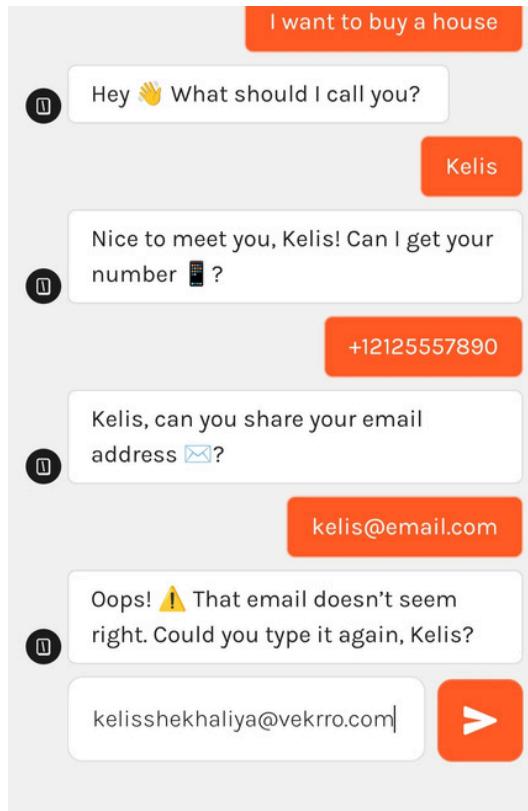


### Step 3: Securing Key Contact Information

Using the visitor's name, the chatbot requests their phone number in a personalized way. This increases the likelihood of data sharing.



# Chatbot Workflow

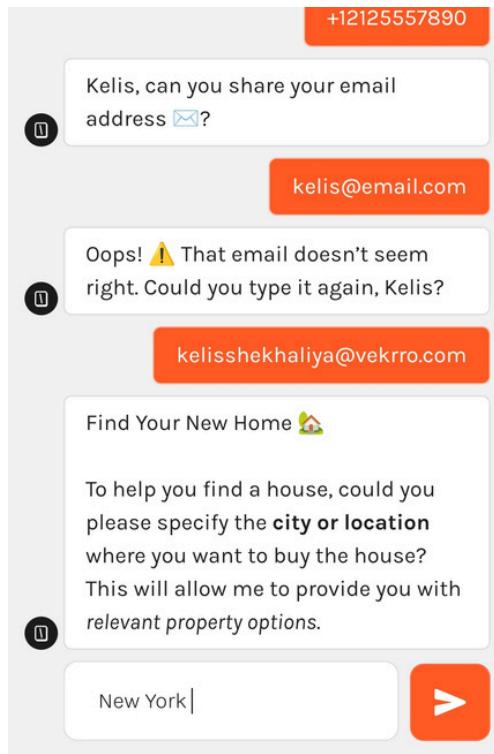


## Step 4: Intelligent Email Validation

- **Email capture:** Chatbot collects the user's email with built-in validation.
- **Error detection:** Instantly identifies incorrect email.
- **Polite correction:** Prompts users to re-enter the correct email.
- **Accurate data:** Ensures only valid contact information is stored.



# Chatbot Workflow



## Step 5: Addressing the User's Core Need

- **Smooth transition:** After verifying contact details, the chatbot returns to the user's main goal — buying a home.
- **Focused questioning:** Asks desired city or location to personalize results.
- **Smart matching:** Uses this key detail to suggest relevant property options.
- **Productive flow:** Keeps the conversation moving toward the user's goal efficiently.



# Chatbot Workflow

Green Valley Heights – New York 🏠

**Overview**

- **Apartment types:** 2 and 3-bedroom residential apartments
- **Price range:** \$1-2 million
- **Possession:** Expected by December 2026

**Amenities**

- Swimming pool
- Gym
- Clubhouse
- Children's play area
- 24x7 security

**Site Visits**

- Available on weekends with pickup service

**Loan Assistance**

- Citibank
- Bank of America

Would you like to schedule a visit?

## Step 6: Delivering Instant, Relevant Results

- **Location-based results:** Chatbot uses the user's location to show relevant properties.
- **Property details:** Displays apartment types, pricing, and amenities in a clean, easy-to-read card.
- **Conversion-focused:** Prompts users with a clear CTA — “**Would you like to schedule a visit?**”



## Chatbot Workflow

Would you like to schedule a site visit for this property? If yes, please provide your preferred date. 

  Schedule 12 Oct

**Site Visit Scheduled  **

- **Property:** Green Valley Heights
- **Address:** 1274 Lexington Ave, Apt 8B, New York, NY
- **Date:** October 12, 2025

If you need any further assistance or want to explore more properties, feel free to ask!



### Step 7: Closing the Loop with a Scheduled Meeting

The chatbot converts interest into a call request, displaying a "**Site Visit Scheduled**" card with location and date details. This automatically sends confirmation emails to both the visitor and admin. The admin receives all captured lead data and can reach out directly to the visitor to confirm the appointment timing.



# Data Analysis & Chatbot Customization



# Data Analysis

Result

Transcript Beta Answers

Hi there 🌟

How can I help you?

I want to buy a house

Hey 🌟 What should I call you?

Kelis

Nice to meet you, Kelis! Can I get your number 📞 ?

+12125557890

Kelis, can you share your email address 📩 ?

kelis@email.com

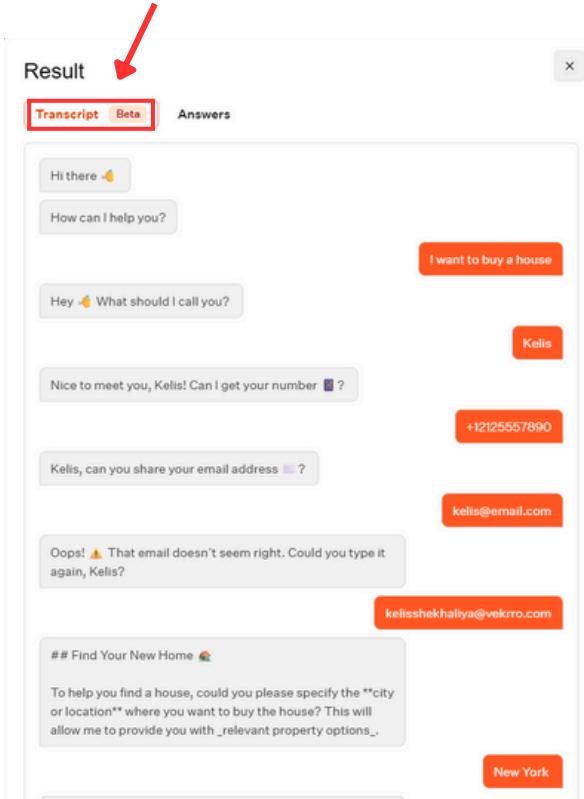
Oops! 🔍 That email doesn't seem right. Could you type it again, Kelis?

kelisshekhalia@vekrrro.com

# Find Your New Home 🏡

To help you find a house, could you please specify the \*\*city\*\* or \*\*location\*\* where you want to buy the house? This will allow me to provide you with \_relevant property options\_.

New York



Result

Transcript Beta Answers

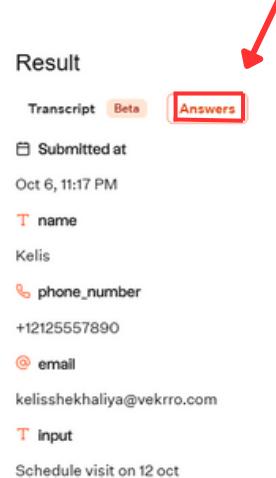
Submitted at  
Oct 6, 11:17 PM

name  
Kelis

phone\_number  
+12125557890

email  
kelisshekhalia@vekrrro.com

input  
Schedule visit on 12 oct



## ► Accessing Structured Lead Data

- **Instant access:** All captured data is available right after each conversation.
- **Conversation history:** The “Transcript” tab displays the full chat for context.
- **Structured details:** The “Answers” tab shows key info like name, phone, and email.
- **Lead-ready format:** Easily export data or import it into your CRM.
- **Sales-friendly:** Your team can contact leads directly without extra steps.



# Data Analysis

This screenshot shows a software interface with a navigation bar at the top. The 'Submissions' tab is highlighted with a red box and a red arrow pointing to it. Other tabs include 'Help', 'Analytics', 'Flow', 'Theme', 'Settings', 'Share', and 'Results'. Below the tabs is a table titled 'Submissions' with columns for 'Submitted at', 'name', 'phone\_number', 'email', 'input', and 'Logs'. Two rows of data are shown: one for 'Kels' and one for 'Thomas'. A 'Last 7 days' dropdown is visible on the right.

This screenshot shows the same software interface with the 'Analytics' tab highlighted by a red box and a red arrow. The interface includes a calendar view, summary metrics for 'Views' (13), 'Starts' (2), and 'Completion rate' (0%), and a detailed flowchart of a conversation process. The flowchart starts with a 'Start' node, followed by a 'session\_id' node (with logic to set session\_id = System.Random.ID), an 'Input' node (Type your answer...), and several decision nodes ('Group #1', 'Group #8', 'Group #7', 'Group #9', and 'Group #10') connected by various logic gates like AND, OR, and NOT. A red arrow points to the 'Analytics' tab in the top navigation bar.

## ► Monitoring Performance & Analytics

- **Performance tracking:** Access a detailed analytics dashboard with views, conversation starts, and completion rates.
- **Real-time insights:** Monitor engagement patterns and conversion metrics instantly.
- **Lead management:** All captured leads are stored in the “**Submissions**” tab.
- **Full visibility:** Get both high-level performance data and individual lead details for data-driven optimization.



# Chatbot Customization

Plug AI into your own data &  
over 500 integrations



**Bubbles**

TextImageVideoEmbedAudio

**Inputs**

T Text# Number@ Email🌐 WebsiteDate⌚ Time📞 Phone.ButtonsPic choice💳 Payment⭐ Rating📎 File🃏 Cards

## ➡ Advanced Features & Integrations

- **Advanced builder:** Create powerful, custom conversational flows.
- **Rich interactions:** Add media, **ratings**, **payments**, and more.
- **Smart logic:** Use A/B testing and intelligent workflows.
- **Easy integration:** Connect with CRM, AI models, email, calendars, and other tools.



# Chatbot Customization

The screenshot shows a user interface for customizing a chatbot. On the left, there's a section for 'Script' embedding options: 'Standard' (embed in a container), 'Popup' (embed in a popup), and 'Bubble' (embed in a chat bubble). Below this are sections for 'General' settings (Prefill input, Hide query params on bot start, Remember user), 'System messages', and 'Typing' emulation (set to 400 WPM, 3 seconds max delay, and disabled on first message). At the bottom, there's a 'Delay between messages' setting. On the right, there are four main sections: 'Templates' (Global, Chat), 'Container' (Max width 800px, Max height 100%, Background toggle), 'Bot bubbles' (Background toggle, Text, Border, Advanced), and 'User bubbles' (Background toggle, Text).

## ► Full Customization & Brand Alignment

- **Customize fully:** Match your chatbot with your brand identity.
- **Design control:** Set colors, avatars, and styles.
- **Display options:** Choose window, popup, or bubble.
- **Natural behavior:** Enable typing emulation for human-like chat.



## Embed Chatbot



WhatsApp



Wordpress



Shopify



Wix



Google Tag Manager



HTML & Javascript



React



Nextjs



API



Notion



Webflow



FlutterFlow

**Blink.**

Blink



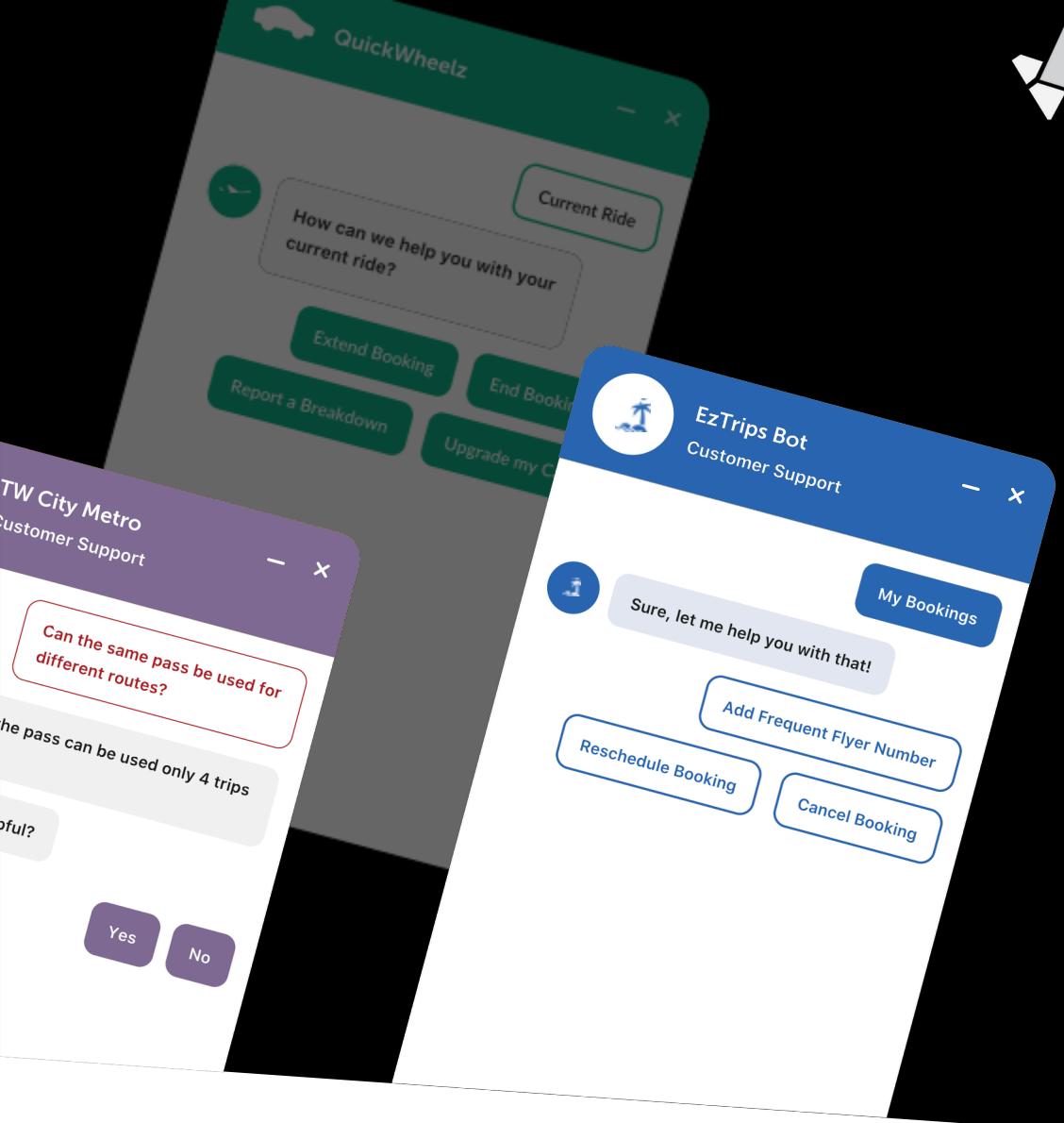
Framer



Script



Iframe



# Benefits of Chatbots



# Benefits of Chatbots

Chatbots are meant to complement an organization's live agent team. Companies are rapidly undergoing a digital transformation and intelligent chatbots are disrupting the industry. While there are countless use cases, here are some of the most obvious and best chatbot benefits.

## Most Common Usecases of Chatbots

- Quick issue resolution for simpler queries
- Buying products, renewing subscriptions
- Making reservations, booking tickets
- Check inventory, get recommendations, and out about the latest products
- Track order status, shipping
- Returns and refunds
- Provide company feedback
- Promotions, quizzes, contests



# Benefits of Chatbots



## Chatbots streamline customer interactions and boost satisfaction.

They deliver quick, accurate responses to simple queries, increasing customer satisfaction and brand loyalty. Complex issues transfer seamlessly to human agents when needed.



## Chatbots scale customer service with fewer employees.

Customer inquiries are growing exponentially due to e-commerce and social media expansion. Chatbots handle basic queries automatically, freeing human agents for complex issues. More deflected inquiries mean greater time and cost savings.



## Chatbots decrease overall ticket volume.

70% of customer queries are repetitive questions easily handled by chatbots. They deflect common queries via support articles and automate transactions like checking balances, changing flight seats, or ordering food. This reduces service ticket volume and improves efficiency.



## Chatbots lower wait times and create more engaged agents.

Shorter wait times lead to faster resolutions. By deflecting common queries, chatbots free human agents to focus on high-value, complex issues, resolving them faster and more easily.



# Benefits of Chatbots



## Chatbots leverage existing self-service content – FAQs and Knowledge Base.

70% of customer queries are repetitive and easily resolved through FAQs and support articles. Chatbots provide instant support by making this self-service content more accessible and easier to find.



## Chatbots help overcome shopping cart abandonment.

They automatically message customers who abandon shopping carts, reducing lost sales. Chatbots also enable subtle upselling and cross-selling opportunities in a comfortable, non-pushy way.



## Chatbots convert more website traffic.

By proactively assisting customers and answering common queries, chatbots guide visitors to the correct pages, converting more inbound traffic into meaningful engagement or sales.

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*Real estate agencies using AI chatbots boost qualified lead generation by 15-40% from existing website traffic.*



## Benefits of Chatbots



### **Chatbots help you generate more qualified leads.**

Chatbots help generate more qualified leads by engaging visitors directly on landing pages. They answer questions instantly, improving user experience and increasing conversions — maximizing the results of your marketing efforts.



### **Chatbots provide 24/7 support,**

handling customer inquiries even during offline hours or across time zones. They reduce staffing, training, and hiring costs, offering uninterrupted service without breaks or downtime.



### **Chatbots help businesses cut costs while increasing efficiency and revenue.**

Chatbots boost profitability by delivering nonstop service and optimizing human resources. They save time, reduce workload, and lower customer service costs by up to 29–46%, according to Business Insider.

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*Convince and Convert reports that 15% of American adults have used a chatbot last year; 37% see themselves using one to get a quick answer in an emergency.*



↗ [vekrro.com/chatbot](http://vekrro.com/chatbot)