

Default Set Up Topics

Setup Topic	Description
Anything Else Topic	The virtual agent asks users if they need further assistance. If users select Yes, the virtual agent returns a list of related items that it can help with.
Live Agent Support	The virtual agent tells users that a live agent transfer is in process.
Error Handling Topic	Virtual Agent displays a generic error message to the user when it encounters a problem that it cannot resolve (unrecoverable system error) and transfers the user to a live agent.
Greetings	The virtual agent starts a conversation by greeting users and giving them the option to enter a request or see the items that the virtual agent can assist with.
Closing Conversation	The virtual agent displays a closing message to the user that ends the conversation.
Virtual Agent Feedback Topic	This feedback topic is a survey that gathers user feedback on the conversational experience with the virtual agent. The survey setup topic displays randomly in 33% of your Virtual Agent conversations.
AI Search Fallback	The topic automatically enables AI Search to generate search results as a fallback for a user when Virtual Agent cannot find a matching intent or cannot determine the appropriate topic to display to a user (too many intents were found).
Fallback Topic	Virtual Agent displays a standard message to users when: <ul style="list-style-type: none">• It cannot generate useful AI Search results• The AI Search fallback topic has been disabled• When it does not understand a user statement or keyword.
Virtual Agent Capabilities	Enables users to ask for assistance during a conversation and view a list of items that the virtual agent can assist with.

