



User Guide  
Stephanie Greer, May 2019

Sign in

https://hopechatcms.hopelab.org

Username

Password

[Cancel](#) [Sign In](#)

Each instance of Hopechat has a single log-in  
(multiple users/logins are not supported).



# HOPECHAT

## COMPONENTS

## Study Ids

## Asset Library

Quick Reply Retry

## Crisis Detection

## Stop Detection

End Of Conversation

# CONVERSATIONS

NEW

**EXPAND**

- ▶ intro (START)
  - ▶ General conversation
  - ▶ Demo Conversation

Study routing

  - ▶ Study - control group

Scratch Convo

Conversations contain the content scripts. Each user is in one conversation at a time. Different users can be in different conversations simultaneously.



The name of the conversation can be edited here.

intro



Read-Only

Read-Only is on by default and can be tagged off to make edits.

## COMPONENTS

Study Ids

Message names (e.g. "first\_message") are editable.

Asset Library

When "Track Events" is enabled the message name

Quick Reply Retry

will be sent as a custom event when encountered be a user.

Crisis Detection

Stop Detection

End Of Conversation

## CONVERSATIONS

NEW

EXPAND

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- ▶ Study routing
- ▶ Study - control group
- ▶ Scratch Convo
- ▶ DEMO INTRO
- ▶ OLD CONTENT

Start: first\_message\_created ▾

first\_message  
Track Events Question ▾

Hey, I'm Vivi! I am a chatbot created by and for cancer survivors in their teens and 20s to help make the crap days less 🙄 and the good days better 😊 . Does that sound interesting?

intro2 ▾

intro2  
Track Events Text ▾

here's the first thing you gotta know. i'm not a real person. i'm just a chatbot 🤖🤖🤖 so I don't understand what you just typed

intro3 ▾

intro3  
Track Events Text ▾

but that also means I'm super nonjudgemental 🤪

"Start" points to the very first message delivered in a conversation. Here you can see that the first message is the one named "first\_message\_created" not "first\_message" which happens to appear below.

Message content is editable.

This box indicates the next message delivered. Positioning of the message cards does not change the logic of how the messages are delivered.

## COMPONENTS

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## CONVERSATIONS

NEW

EXPAND

- ▶ intro conversation (START)
- ▶ General conversation ●
- ▶ Demo Conversation
- ▶ Study routing
- ▶ Study - control group
- ▶ Scratch Convo
- ▶ DEMO INTRO
- ▶ TestingLogic
- ▶ QA918
- ▶ Sandbox Convo
- ▶ conversation 11
- ▶ TestingLogic copy-1
- ▶ NewIntro\_012519
- ▶ conversation 14

Start: CONVE-1 ▾

**CONVE-1**  
 Track Events Text ▾

this is a TEXT message. it will display to the user and then immediately move to the next message.

**CONVE-2 ▾**

- CONVE-6
- CONVE-5
- CONVE-4
- CONVE-3
- CONVE-2**
- CONVE-7

Question ▾

will display to the user (user response). Ready to move

End Of Conversation

---

New message

New collection

**DELETE**

**CONVE-3 ▾**
 Track Events Question + Replies ▾

This is a QUESTION+REPLIES message. It will display to the user along with quick reply options for the user to pick from. Please select an option.

This box indicates the next message delivered. Positioning of the message cards does not change the logic of how the messages are delivered.

The list provided includes any message that is within the current conversation as well as:

End of Conversation: ends the conversational loop and triggers the "End Of Conversation" component message.

New message: places a new message directly under the current message.

New collection: places a new collection directly under the current message.



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- ▶ DEMO INTRO
- ▶ OLD CONTENT

intro

Start: first\_message\_created ▾

first\_message

Track Events

Hey, I'm Vivi! I am a chatbot created by and for survivors in their teens and 20s to help make the bad days less 🙄 and the good days better 😊 . Does that sound interesting?

intro2 ▾

intro2

Track Events

here's the first thing you gotta know. i'm not a real person. i'm just a chatbot 🤖🤖🤖 so I don't understand what you just typed

intro3 ▾

intro3

Track Events

Text ▾

but that also means I'm super nonjudgemental 🤪

Question ▾

Text

Question

Question + Replies

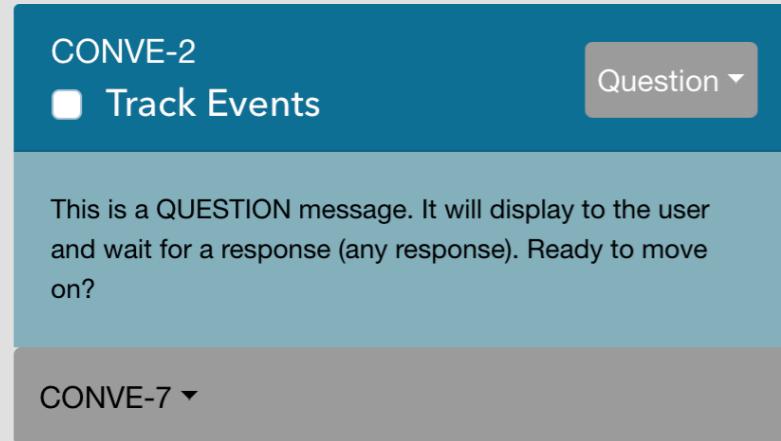
Image

Video

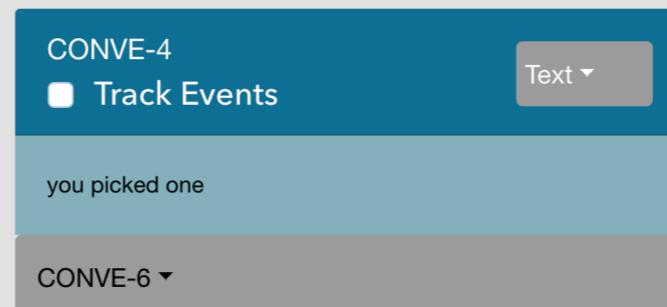
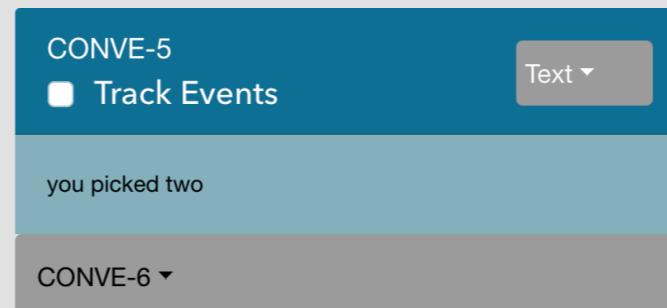
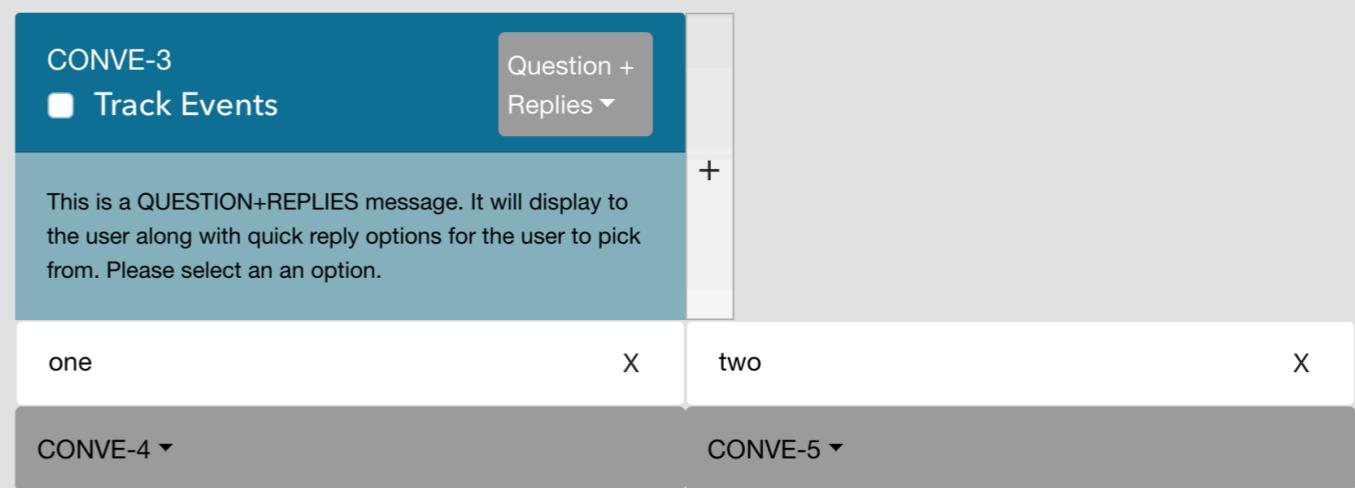
Transition

Delete

Message types can be selected here. This is also where you delete messages.



A "Question" type message will deliver the text and then wait for a user response before moving on. When the user response the next message ("CONVE-7" in the example above) is delivered regardless of what the user types.



A "Question+Replies" type message will deliver the text along with "quick reply buttons" listed in white below and then wait for a user response before moving on. Each quick reply button can lead to a different next message to allow for branching.

CONVE-1

Track Events

Text ▾

this is a TEXT message. it will display to the user and then immediately move to the next message.

CONVE-2 ▾

A "Text" type message will deliver the text and immediately move on to the next message without waiting for any user input.

RAK\_T\_video\_start

Track Events

Video ▾

27\_Martin\_Final\_FBM\_Captions



RAK T-25 ▾

RAK T-25

Track Events

Question +  
Replies ▾

+

I'll give you a min to watch the video

done ✓

X

RAK\_T\_videoEnd ▾

A "video" type message will deliver a video and immediately move on to the next message without waiting for any user input. It's helpful to pair videos with Question or Question + replies messages in order to allow the user to indicate when they are ready to move on.

endDay\_early1

Track Events

Image ▾

george-clooney-disappearing



endDay\_early2 ▾

endDay\_early2

Track Events

Question ▾

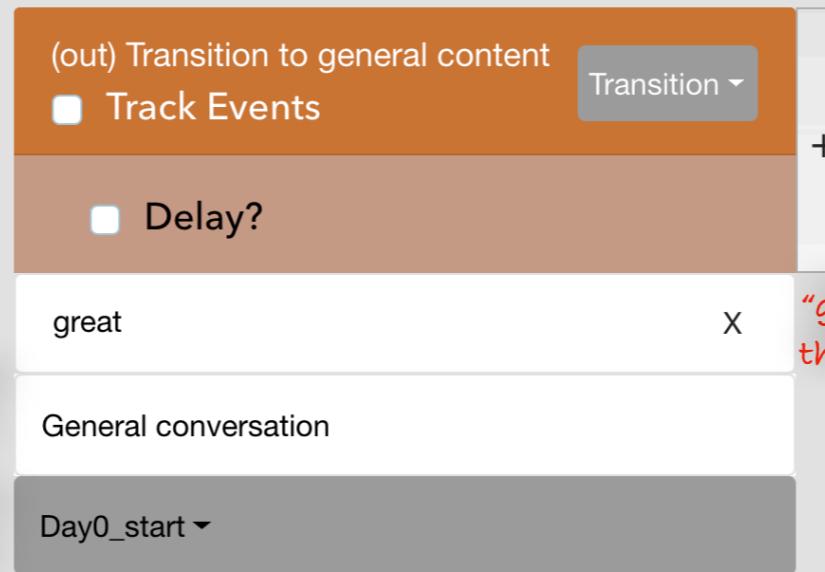
👋 I'll catch up with you tomorrow

GENER-50 ▾

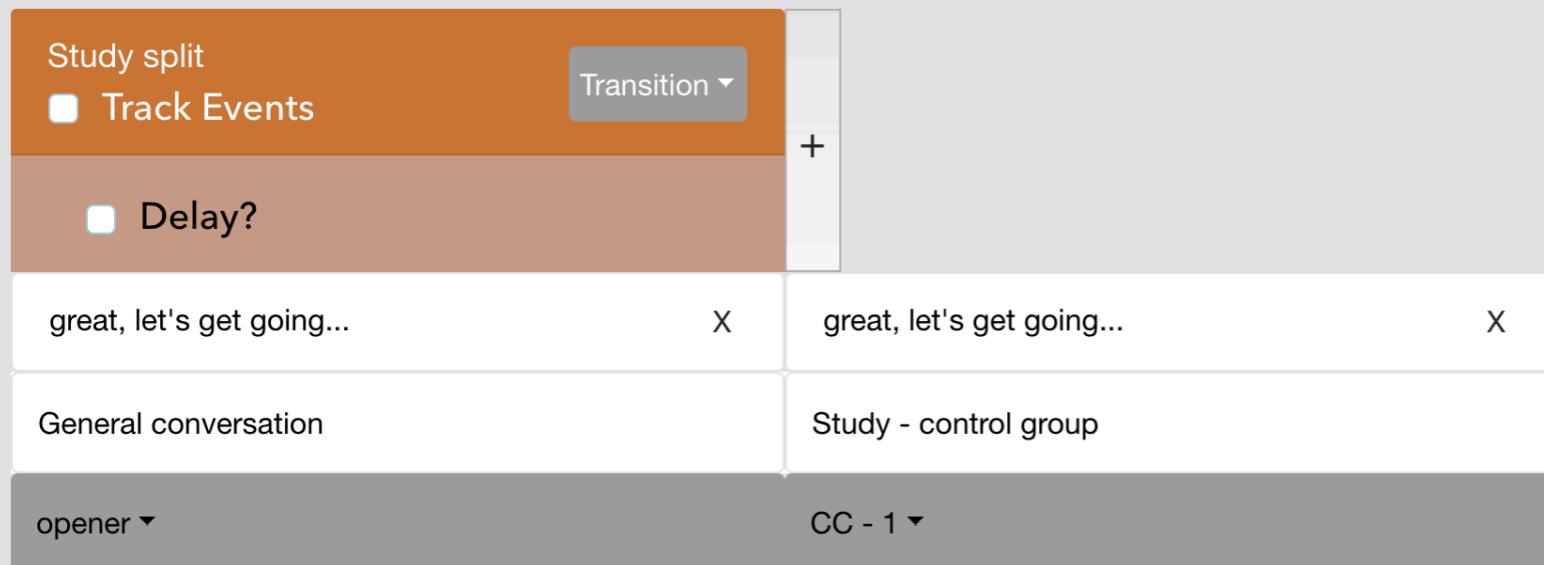
A "image" type message will deliver an image or gif and immediately move on to the next message without waiting for any user input. It's helpful to pair images with Question or Question + replies messages in order to allow the user to indicate when they are ready to move on.

"General conversation" is the conversation the user is routed to.

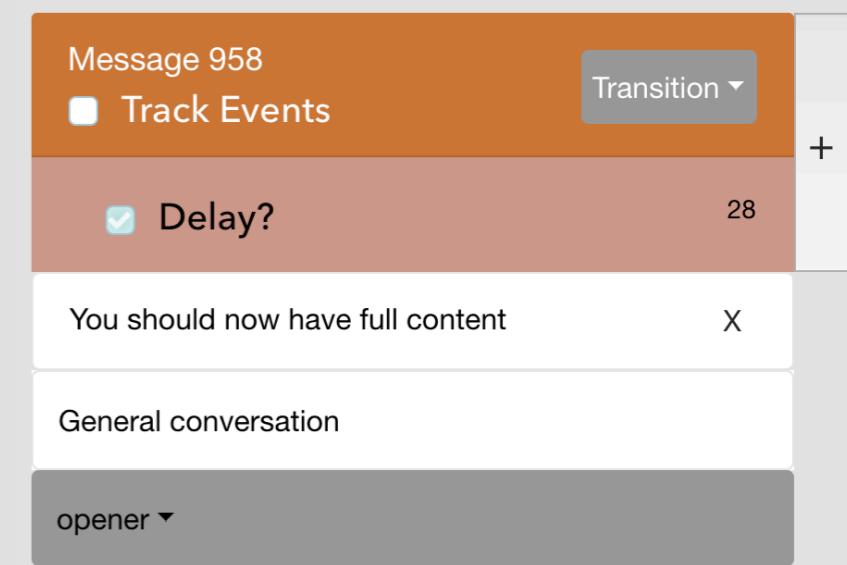
"Day0\_start" is the message that the user is routed to within the selected conversation.



A "Transition" message allows a user to be transitioned from one Conversation to another Conversation.



If two Conversations are selected to transition to then the user will be assigned to one of these conversations AT RANDOM. This was originally used for study assignment.



Delay can be selected to indicate that the user should be transitioned to the new conversation after a certain number of days of interaction (e.g. 28 days in the example above). This functionality was used for the original control condition conversation.



## COMPONENTS

Study Ids

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Crisis Detection

Stop Detection

End Of Conversation

## CONVERSATIONS

NEW

EXPAND

► intro (START)

▼ General conversation ●

► moodCheckIntros

► Mood (randomized)

► General openers

► FeedbackSurvey

► Video-take 2

► Skills *Collections are displayed here  
for navigation.*

► Demo Conversation

DailySkill ▾

endDay\_notRightNow ▾

DailySkill

Track Events

Text ▾

you are awesomesauce wrapped in badass!

Skills ▾

Skills

Track Events

DELETE

finishSkill ▾

A collection can be inserted and shows up in green in the conversation.

finishSkill

Track Events

Question +  
Replies ▾

🎉 congrats!!! 🎉 you just practiced the skill of the day for dealing with all those life after cancer emotions

hooray

X

cool

X

okay

helpfulCheck\_intro ▾

helpfulCheck\_intro ▾

helpfulCheck\_intro ▾

helpfulCheck\_intro

Track Events

Text ▾

aiight, so I need to know something, and I want you to be totally honest with me

End Of Conversation

## CONVERSATIONS

NEW EXPAND

- ▶ intro (START)
- ▶ General conversation ●
- ▶ moodCheckIntros
- ▶ Mood (randomized)
- ▶ General openers
- ▶ FeedbackSurvey
- ▶ Video-take 2
- ▶ Skills
  - ▶ RAK *Series are displayed here for navigation.*
    - RAK teaching
    - RAK practice 1
    - RAK practice 2
    - RAK practice 3
  - ▶ Gratitude
  - ▶ Positive Events
  - ▶ Mindfulness
  - ▶ PR
  - ▶ Strengths
  - ▶ Attainable goals
  - ▶ Demo Conversation
- ▶ Study routing

The name of the collection can be edited here.

Skills

DELETE

RANDOM ▾

Read-Only

The series can be delivered randomly or sequentially. Using this dropdown.

RAK

Track Events

DELETE

choose next ▾

Gratitude

Track Events

DELETE

choose next ▾

Positive Events

Track Events

DELETE

choose next ▾

Mindfulness

Track Events

DELETE

choose next ▾

PR

Track Events

DELETE

choose next ▾

A collection always contains a set of Series

End Of Conversation

The name of the series can be edited here.

RAK

COPY TO

DELETE

SEQUENTIAL

Read-Only

## CONVERSATIONS

NEW

EXPAND

- ▶ intro (START)
- ▼ General conversation ●
  - ▶ moodCheckIntros
  - ▶ Mood (randomized)
  - ▶ General openers
  - ▶ FeedbackSurvey
  - ▶ Video-take 2
- ▼ Skills
  - ▶ RAK

RAK teaching

Blocks are displayed here for navigation.

RAK practice 1

RAK practice 2

RAK practice 3

▶ Gratitude

▶ Positive Events

▶ Mindfulness

▶ PR

▶ Strengths

▶ Attainable goals

▶ Demo Conversation

Study routing

RAK teaching

■ Track Events

DELETE

RAK practice 1 ▾

RAK practice 1

■ Track Events

DELETE

RAK practice 2 ▾

RAK practice 2

■ Track Events

DELETE

RAK practice 3 ▾

RAK practice 3

■ Track Events

DELETE

RAK practice 2 ▾

The blocks can be delivered randomly or sequentially. using this dropdown.

When blocks are delivered sequentially, this dropdown indicated the next block.

A series always contains a set of blocks

End Of Conversation

## CONVERSATIONS

NEW EXPAND

- ▶ intro (START)
- ▼ General conversation ●
  - ▶ moodCheckIntros
  - ▶ Mood (randomized)
  - ▶ General openers
  - ▶ FeedbackSurvey
  - ▶ Video-take 2
- ▼ Skills
- ▼ RAK

RAK teaching

RAK practice 1

RAK practice 2

RAK practice 3

- ▶ Gratitude
  - ▶ Positive Events
  - ▶ Mindfulness
  - ▶ PR
  - ▶ Strengths
  - ▶ Attainable goals
  - ▶ Demo Conversation
- Study routing

RAK teaching

COPY TO

DELETE

Read-Only

Start: RAK\_T\_Start ▾

RAK\_T\_Start  
 Track Events

Question +  
Replies ▾

You've probably heard the term "random acts of kindness" a bunch ya?

of course

X

actually no

X

rak\_2 ▾

Message 977 ▾

rak\_2  
 Track Events

Text ▾

just so we're on the same page, I think of it as going out of your way to do something nice or selfless for someone else

rak\_3 ▾

Message 977  
 Track Events

Question +  
Replies ▾

no worries I gotcha. basically, random acts of kindness

A block always contains messages. You cannot embed additional collections within a block.

Only one block per collection is delivered to the user within one "day" (or conversation loop). This allows blocks to be delivered over a long term sessions with the user.


**COMPONENTS**

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Stop Detection

End Of Conversation

**CONVERSATIONS**

NEW

EXPAND

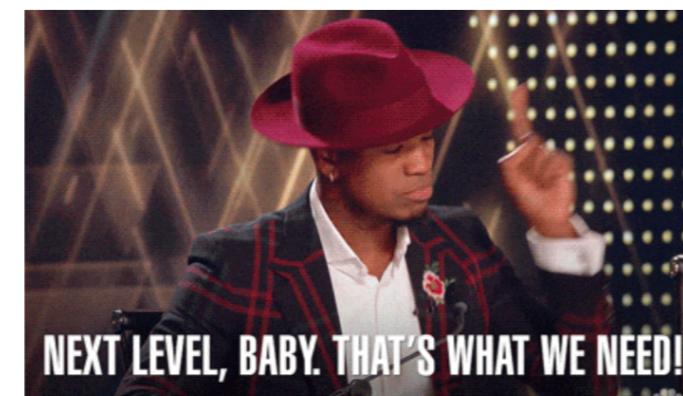
- ▶ intro (START)
- ▶ General conversation ●
- ▶ Demo Conversation
- Study routing
- ▶ Study - control group
- Scratch Convo
- DEMO INTRO
- ▶ OLD CONTENT

The name of the assets can be edited here.

world-of-dance-next-level

DELETE

Assets can be deleted here.



superstore-thats-tight

DELETE



Assets include all video, image and gif content that can be used anywhere in the conversations.

Assets must be uploaded here in the "Asset Library" before they can be used in the messages.



QUICK-REPLY-BLOCK-NAME

 Read-Only

## COMPONENTS

Study Ids

Asset Library

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Crisis Detection

Stop Detection

End Of Conversation

## CONVERSATIONS

NEW

EXPAND

- ▶ intro (START)
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- ▶ Demo Conversation
- Study routing
- ▶ Study - control group
- Scratch Convo
- DEMO INTRO
- ▶ OLD CONTENT

Quick Reply Retry Response  Track Events Question + Replies ▾ +

oh how I wish I understood typed words, but buttons are the robot way 🤖 What do you want to do next?

keep chatting X	talk to a human X	stop chatting
Back To Conversation ▾	Talk to a human ▾	Stop all Messages ▾

Talk to a human  Track Events Question + Replies ▾ +

If you're feeling bad and want to talk to a real person who cares, send a message to Crisis Text Line at m.me/crisistextline – or text them at 741741

I'll do that now X	I'm okay to chat X	stop chatting
CTL confirmed ▾	Back To Conversation ▾	Stop all Messages ▾

CTL confirmed  Track Events Question ▾

good idea💡 When you're ready to chat with me again, just text!

If a user sends text when they were supposed to select a quick reply button then the "Quick Reply Retry" script is triggered. That script can be edited here.

Selecting "Back to Conversation" will re-deliver the last message they received before triggering this script.



## CRISIS DETECTION

Read-Only

### COMPONENTS

Study Ids

Asset Library

Quick Reply Retry

Crisis Detection

Stop Detection

End Of Conversation

### CONVERSATIONS

**NEW**

**EXPAND**

- ▶ intro (START)
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- ▶ Demo Conversation
- ▶ Study routing
- ▶ Study - control group
- ▶ Scratch Convo
- ▶ DEMO INTRO
- ▶ OLD CONTENT

Crisis

Track Events

Question ▾

hey, I hope everything is ok. Your response included a few words that indicate you may be struggling. If you want to talk to a real person text Crisis Text Line at 741741 or call this hotline: 1-800-273-8255

Back To Conversation ▾

### CRISIS DETECTION

Detection of these EXACT words/phrases will trigger the bot to send the Crisis Message

**+Add Word/Phrase**

Detection of these words/phrases ANYWHERE IN A MESSAGE will trigger the bot to send the Crisis Message

gun

X

hurting

X

Any text that the user inputs at any point in the chatbot is monitored for "crisis" keywords. These keywords can be edited from this panel along with the "crisis" message (or script) that the chatbot sends when these keywords are triggered.

## COMPONENTS

Study Ids

Asset Library

Quick Reply Retry

Crisis Detection

Stop Detection

End Of Conversation

## CONVERSATIONS

**NEW****EXPAND**

- ▶ intro (START)
- ▶ General conversation ●
- ▶ Demo Conversation
- Study routing
- ▶ Study - control group
- Scratch Convo
- DEMO INTRO
- ▶ OLD CONTENT

## Stop

 Track Events

Your wish is my command. From here on out, I won't message you again. If you ever want chat, just type \${RESUME\_MESSAGE} Bye, friend! I hope you have an excellent day ❤️👋❤️

## Resume Message

 Track Events

RESUME

## STOP DETECTION

Detection of these EXACT words/phrases will trigger the bot to send the Stop Message

quit	X
bitch	X

Any text that the user inputs at any point in the chatbot is monitored for "stop" keywords and phrases that indicate that the user wants to stop the chatbot conversation. These keywords can be edited from this panel along with the "Stop" message that the chatbot sends when these keywords or phrases are triggered.



STOP DETECTION

Read-Only

## COMPONENTS

Study Ids

Asset Library

Quick Reply Retry

Crisis Detection

Stop Detection

End Of Conversation

### End Of Conversation

Track Events

Sorry! I'm hanging out with my bot friends for the rest of the day 🌸. Plus I want to make sure we talk a bit every day so you get the most out of our chats. Text me tomorrow!

## CONVERSATIONS

**NEW**

**EXPAND**

- ▶ intro (START)
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- ▶ Study routing
- ▶ Study - control group
- ▶ Scratch Convo
- ▶ DEMO INTRO
- ▶ OLD CONTENT

If the user gets to the end of a conversational loop (or a "day" of a conversation) and continues to chat at the bot then this "End of conversation message" is delivered.

**The end**