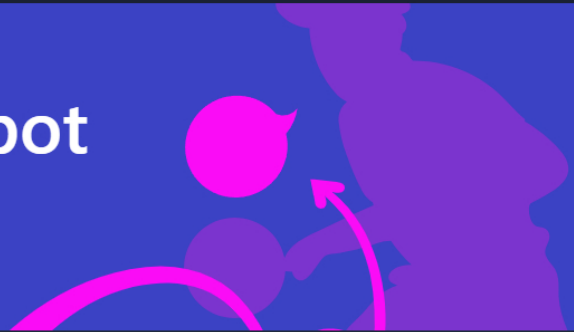


Best uses of chat bot

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Why Do I Need Buttons?

Buttons are great for communicating with your subscribed contacts. Add them to any Text block to learn more about your Contacts, trigger additional Actions, or just have fun.

Remember, each Text block can have up to 3 Buttons:

Text

New Button #1	>
New Button #2	>
New Button #3	>

+ Quick reply

Name and Type of the Button

Each Button needs to have a name, it must be less than 20 symbols and you can use emojis!

Edit Button

Button Title:

Fancy Button 🌀

When This Button is Pressed



Send message



Open website



Call number



Buy Button



Start another Flow

Delete

Done

Send Message

This one requires creating an additional message.

Until you add a reply here, it will be impossible to save your flow. Pay attention to the error messages!



Send message

Open Website

Add a URL to this Button which will open in a new tab of your browser.



Open website

Call Number

An impressive feature that you can easily add to your flow. Imagine the possibility of sales teams and service businesses!



Call number

Buy Button


Finally, you are able to receive payments in Messenger using this Button. Buy Button can be added only to Card, Gallery, and Media Template elements.



Buy Button

Start Another Flow

An admin can use it to choose the next step which will fire after a contact clicks this Button.

 Start another Flow

Condition

Direct your customers to the required path depending on their properties.

 Condition

Randomizer

Direct your customers to a random path.

 Randomizer

Send SMS

Basically, the same as "Send Message" but for SMS.

 Send SMS

Send Email

Basically, the same as "Send Message" but for Email.

 Send Email

Smart Delay

It allows to create and add a delay to the flow.

 Smart Delay

Select Existing Step

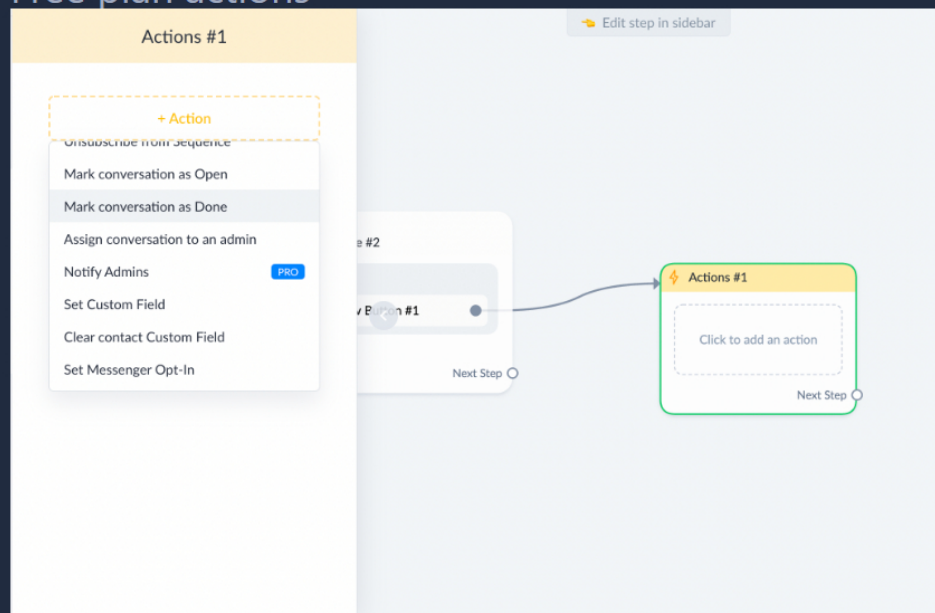
You are able to choose one of the existing steps from this flow and it will fire after a contact clicks this Button.

 Select Existing Step

Additional Actions

A very powerful instrument that you can use with any Button is Action. ManyChat provides various Actions that can automate your bot experience:

Free plan actions



Add tag and Remove tag

Both these actions will help you segment the Contacts for future Broadcasts and better target your content.

Subscribe to Sequence and Unsubscribe from Sequence

Maybe you have already created a Sequence and now guessing why it's not delivering to your contacts? Here is the

Maybe you have already created a Sequence and now guessing why it's not delivering to your contacts. Here is the reason: a contact must be subscribed to a Sequence! And this action will help you do that. Just remember to add a note to the button Reply message telling a contact that they are now subscribed to a Sequence.

Mark Conversation as Open and Mark Conversation as Done

These actions either open or close a new chat with the contact in the Live Chat. That will allow you not to miss questions or suggestions from your contact or separate him from the "Open" tab.

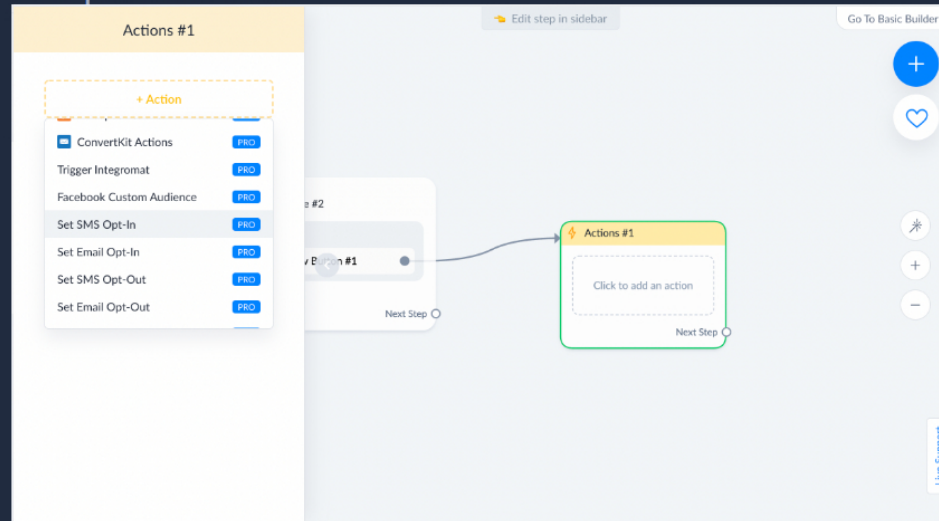
Set Custom Field and Clear Custom Field

There is a separate [article about Custom Fields](#) where you can find more info about this powerful feature. This action can add or remove data from the selected Custom Field.

Set Channel Opt-in/Opt-out

This action will stop people from receiving messages via the selected channel, be it Messenger or Instagram.

Pro plan actions



Log Conversion Event

Use this action to log conversion events that might be useful for you for future analytics.

Notify Admins

Sometimes a button can be very important. For example when somebody requests personal assistance or wants to make a big purchase. Use this action to get an instant E-mail, or SMS notification when such Button is clicked. **Due to Facebook policy enforcement changes Notify Admins notifications temporarily not available on Messenger. Learn more about this change.**

Trigger a Zap/Integromat/MailChimp/ActiveCampaigns/ConvertKit

Use this Action when creating an event for Zapier/Integromat or one of our native Integrations. More info on Zapier Integrations can be found in [this article](#).

External Request

This action allows you to send an HTTP request to your server with different types of data.

Facebook Custom Audience

This action allows you to add contact into a Custom Audience that you've created in the "ManyChat Ads" or "Business Manager".

Set Email or SMS Opt-In or Opt-Out

This action allows you to get consent from contacts to send them Email or SMS messages.

24/7 customer support

Our team is here to provide you with personalized and outstanding service. We also offer a range of self-learning tools in our support center.

Contact us

Engage your audience 24/7 to boost your income, cut down your operational costs, improve your team performances and provide a better customer experience.



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Contact Us

- Call Us: +40720744711
- Address: Vacaresti
Street no 302,
Bucharest, Romania

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