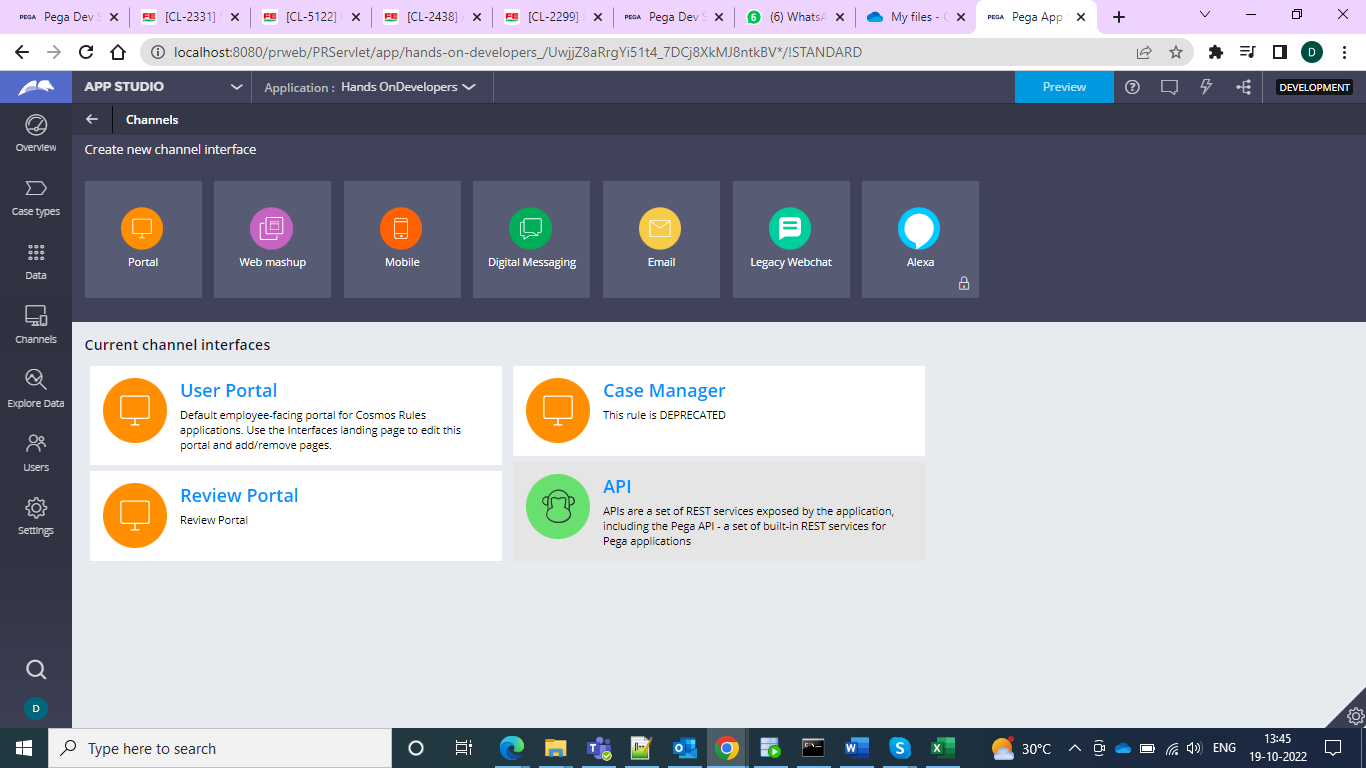
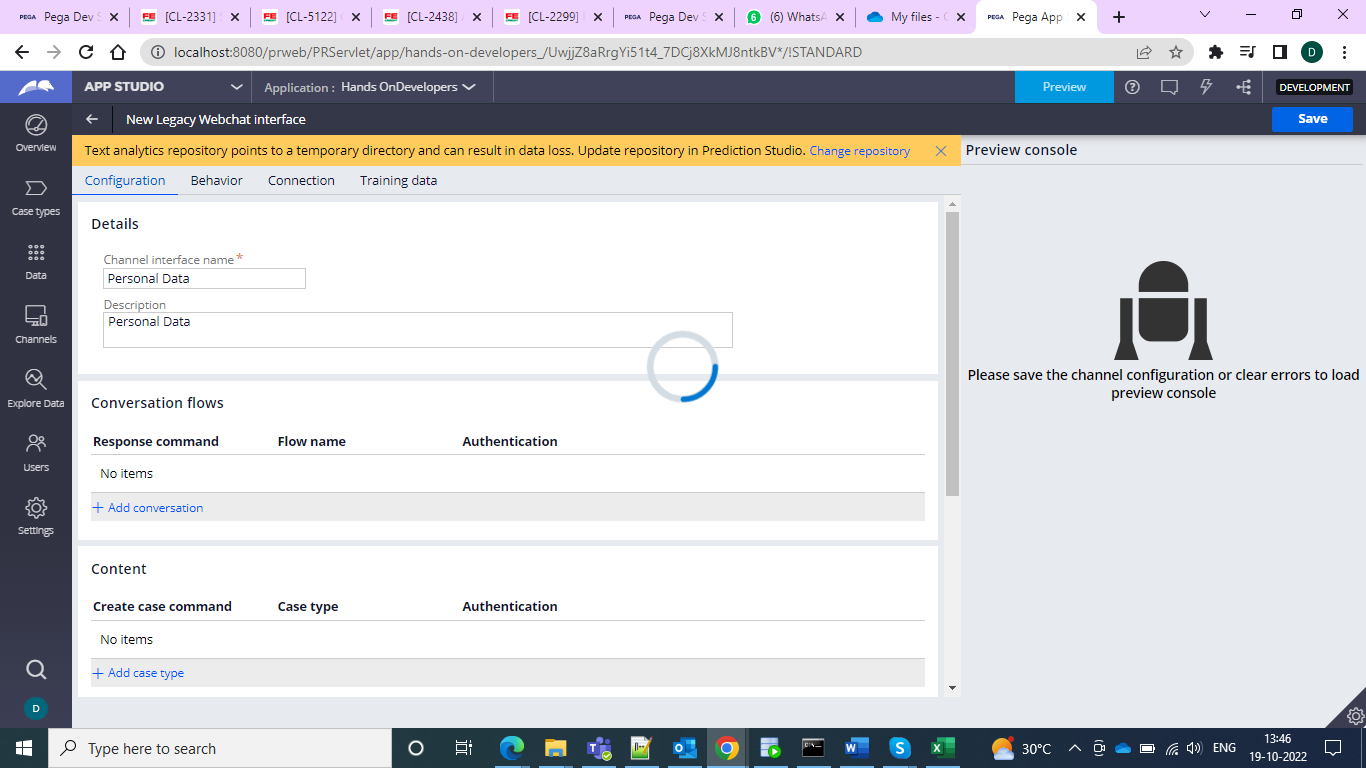
To configure a chatbot in Pega

We need to navigate to the app studio

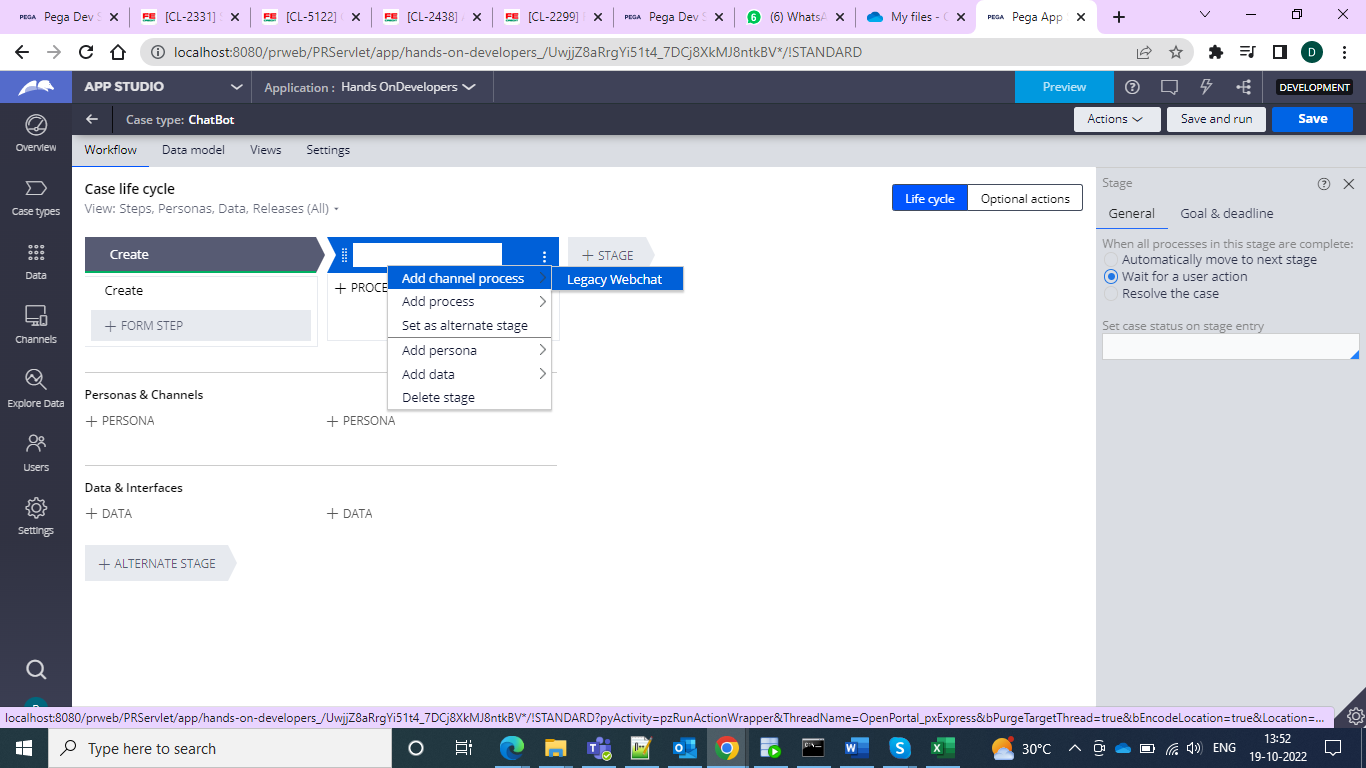
And configure a legacy web chat and then we need to use the config there

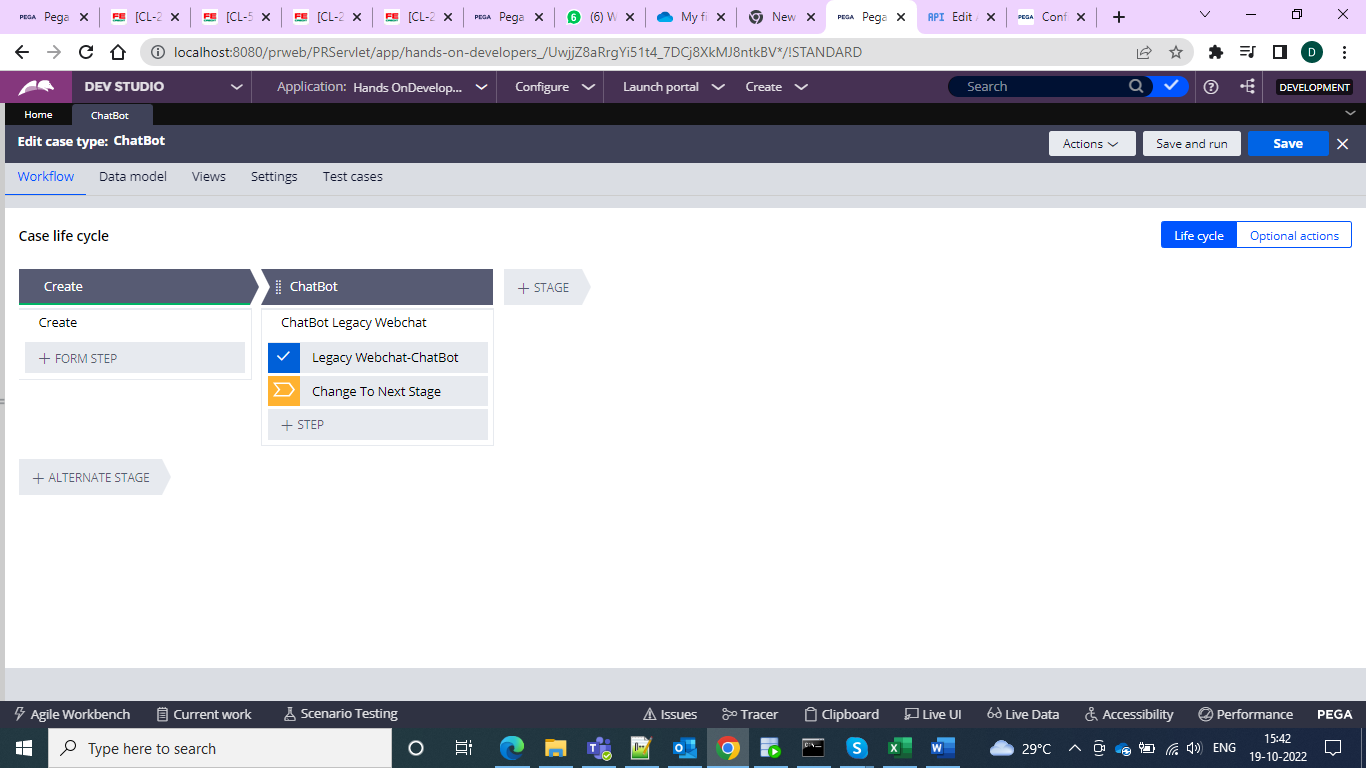


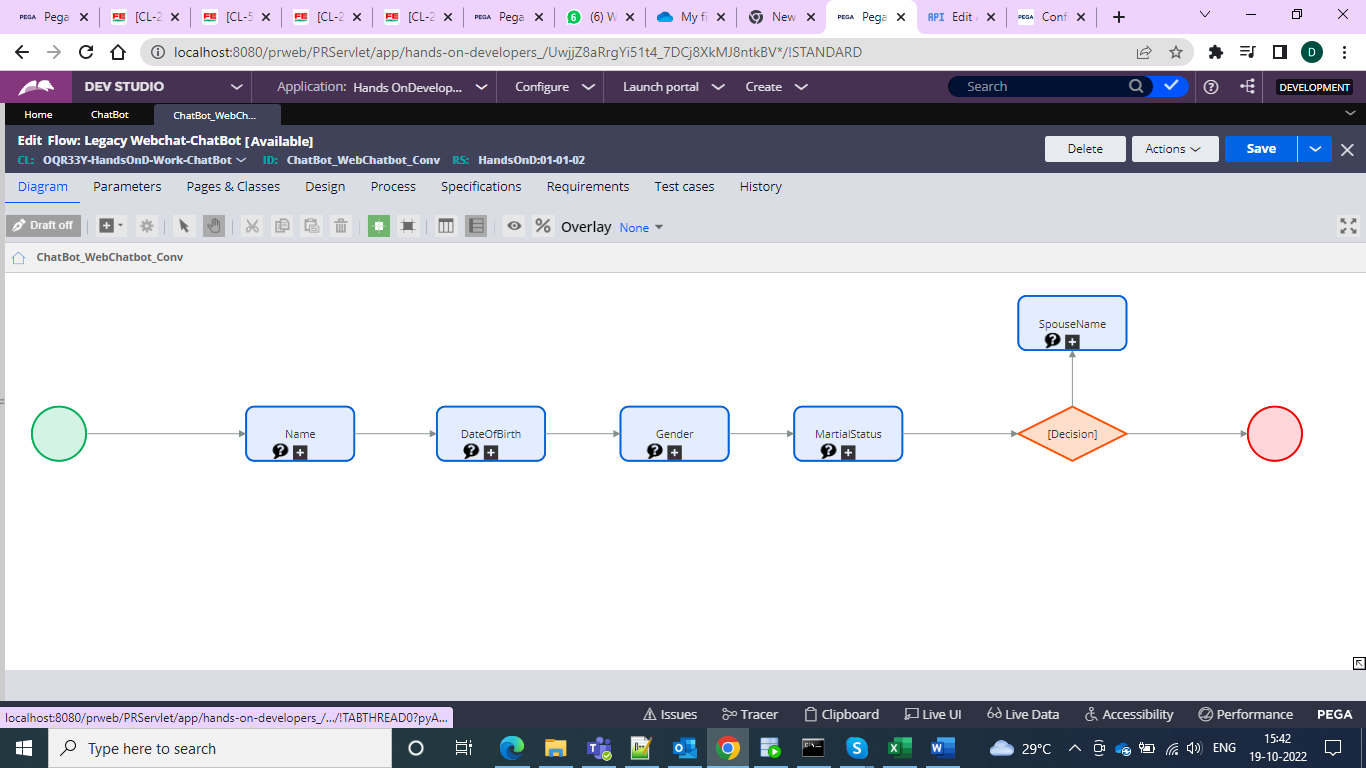
And then we can go for the configuration table



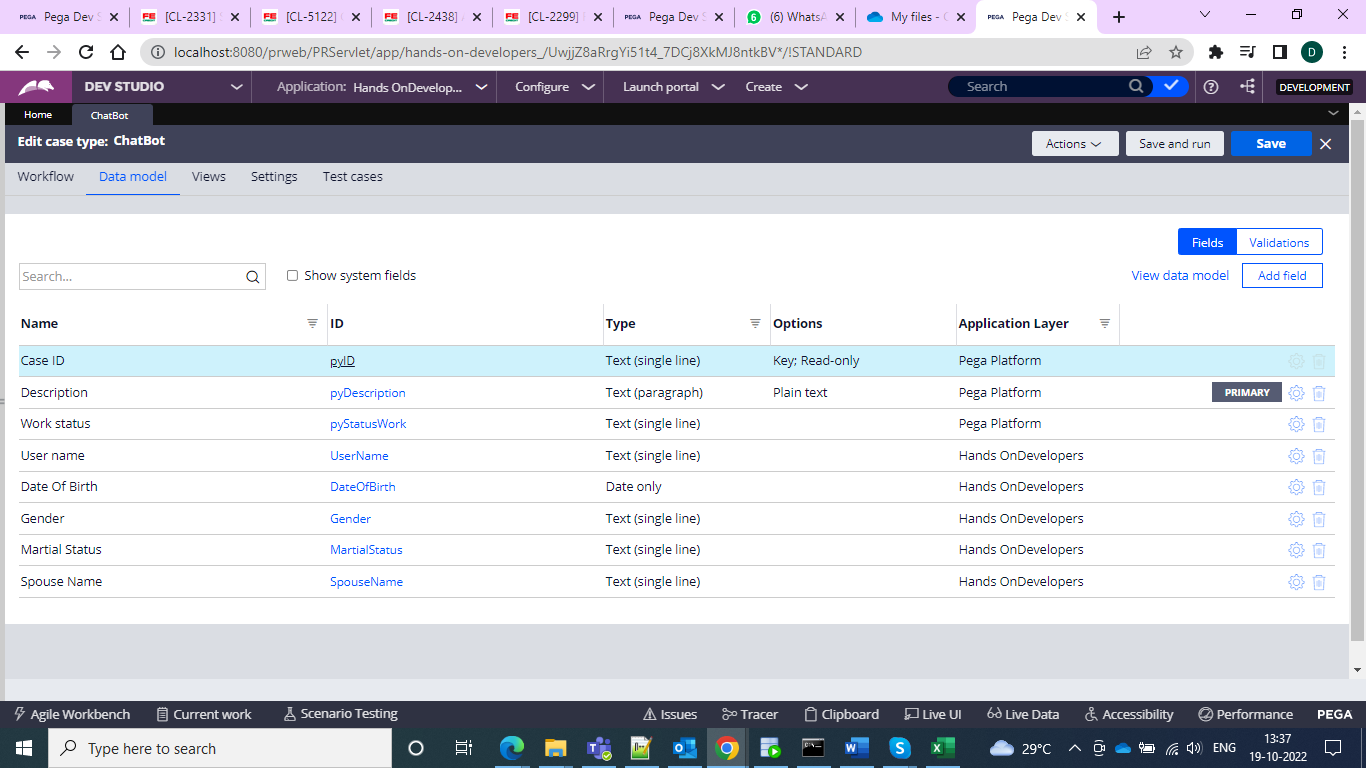
And then enter details in the content as Start command and case type

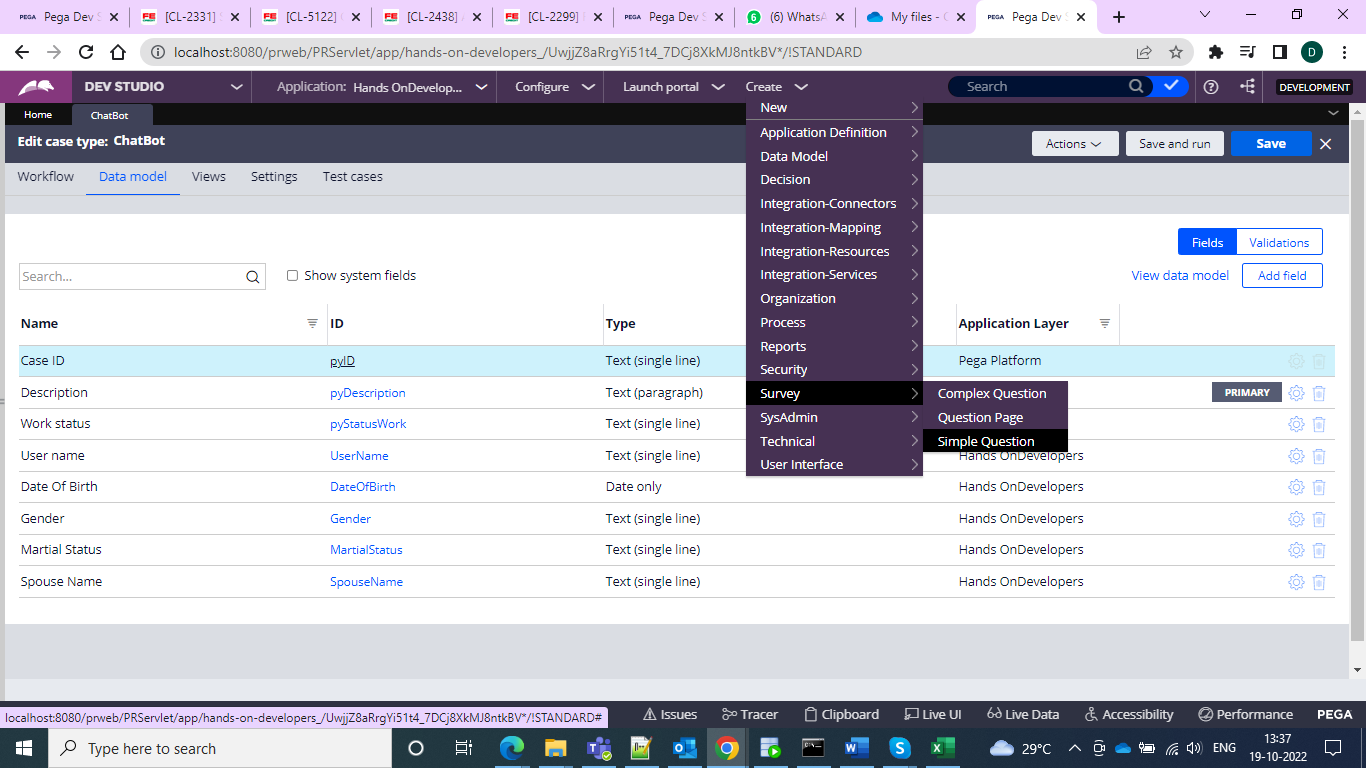


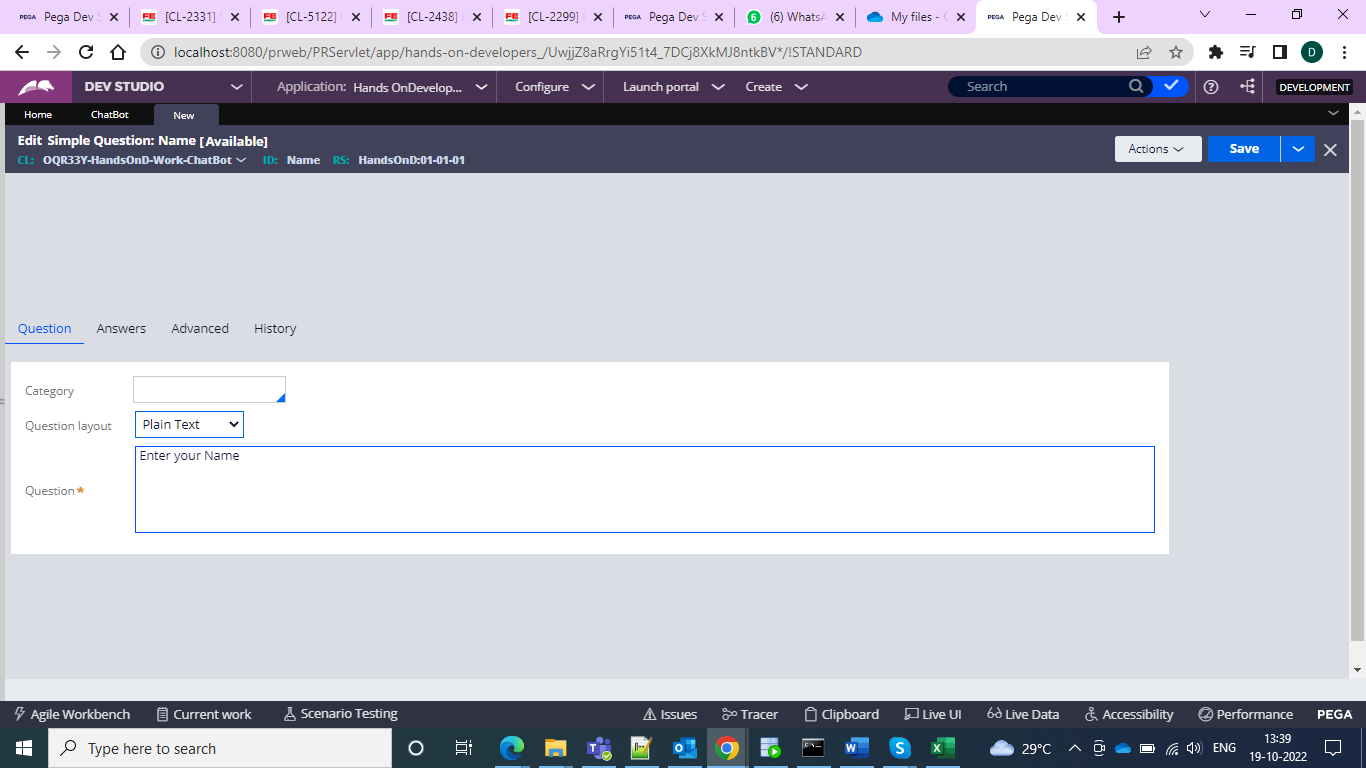


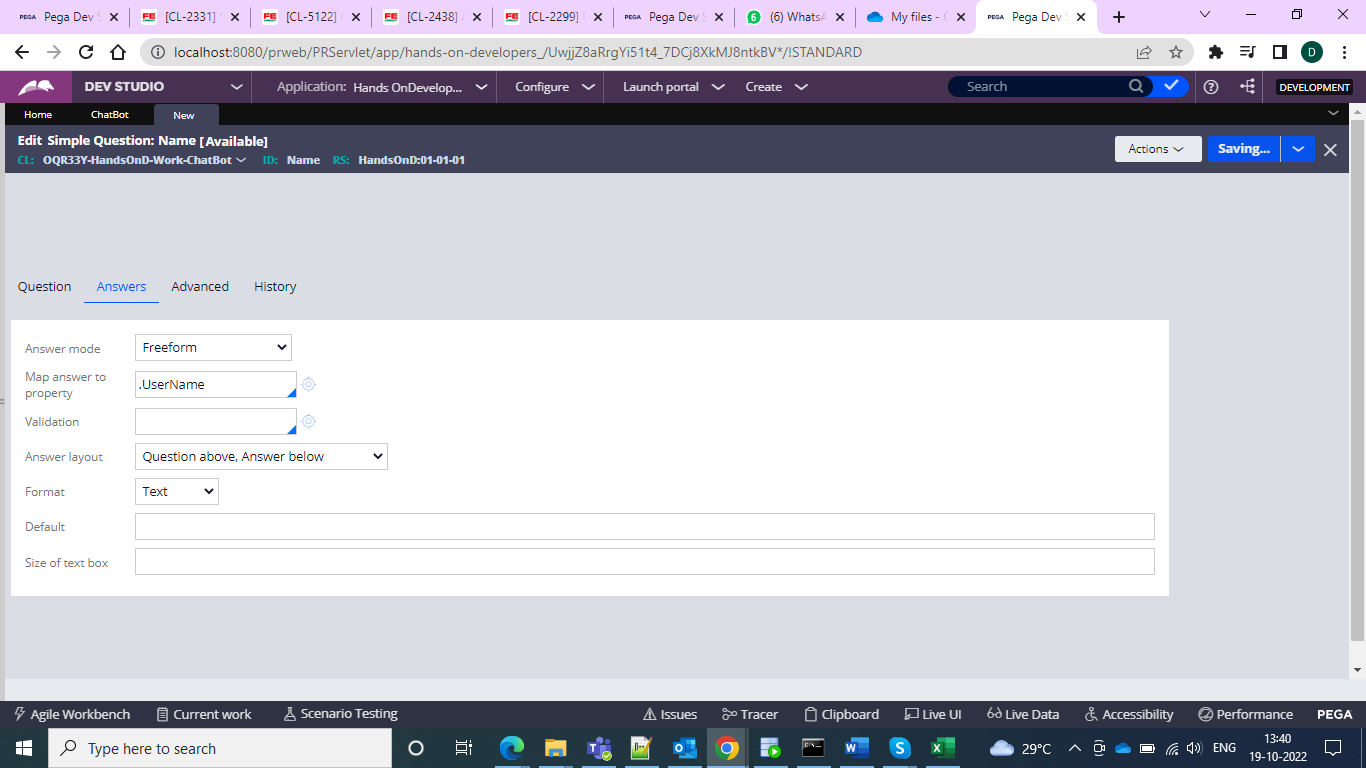


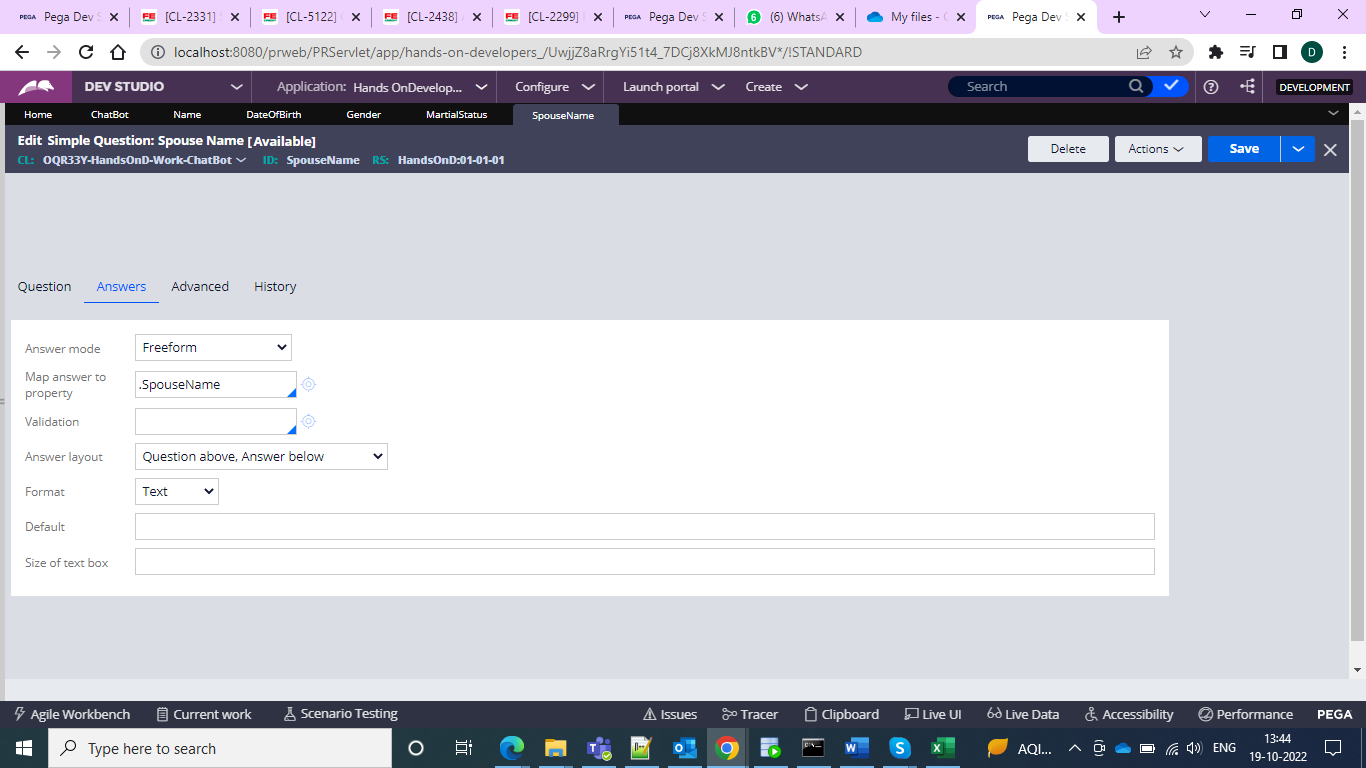
For this flow action we need automation shape “Question” for the case type and create question types and data model

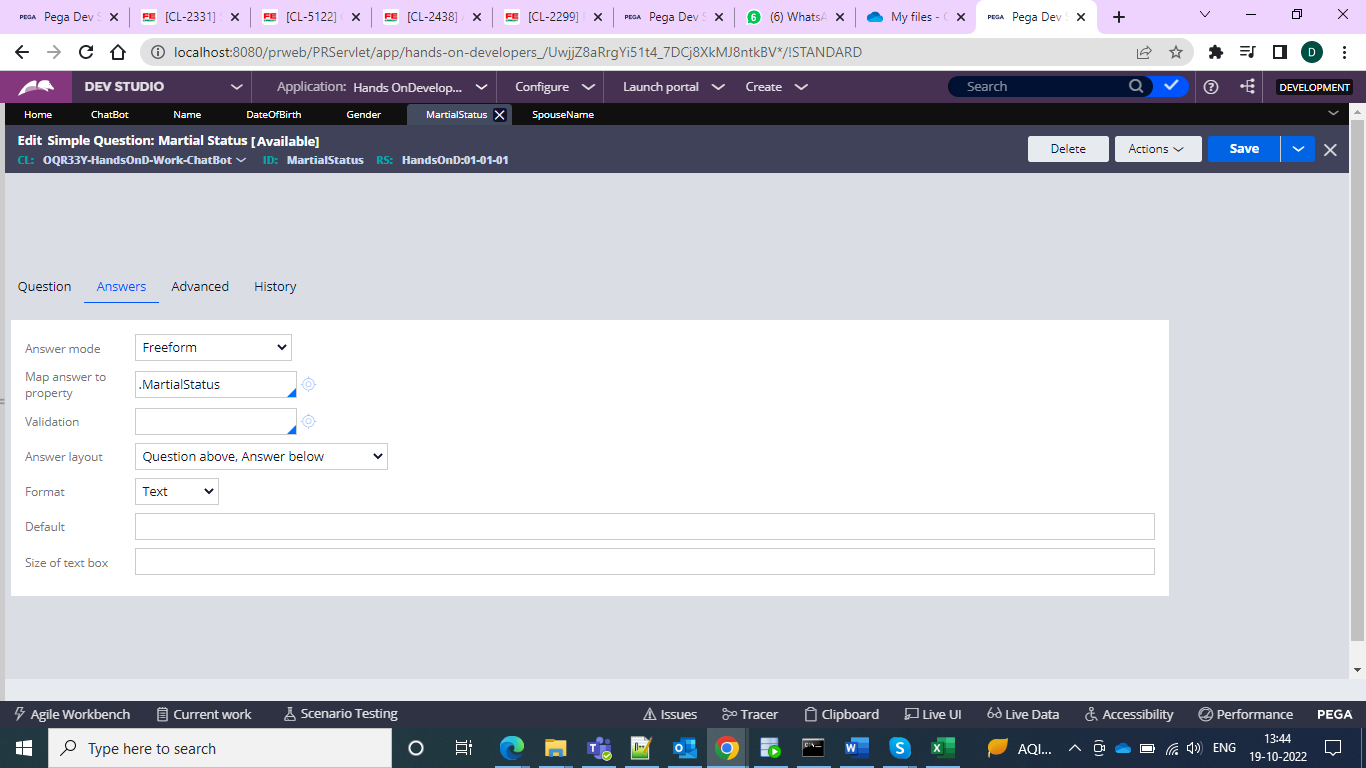


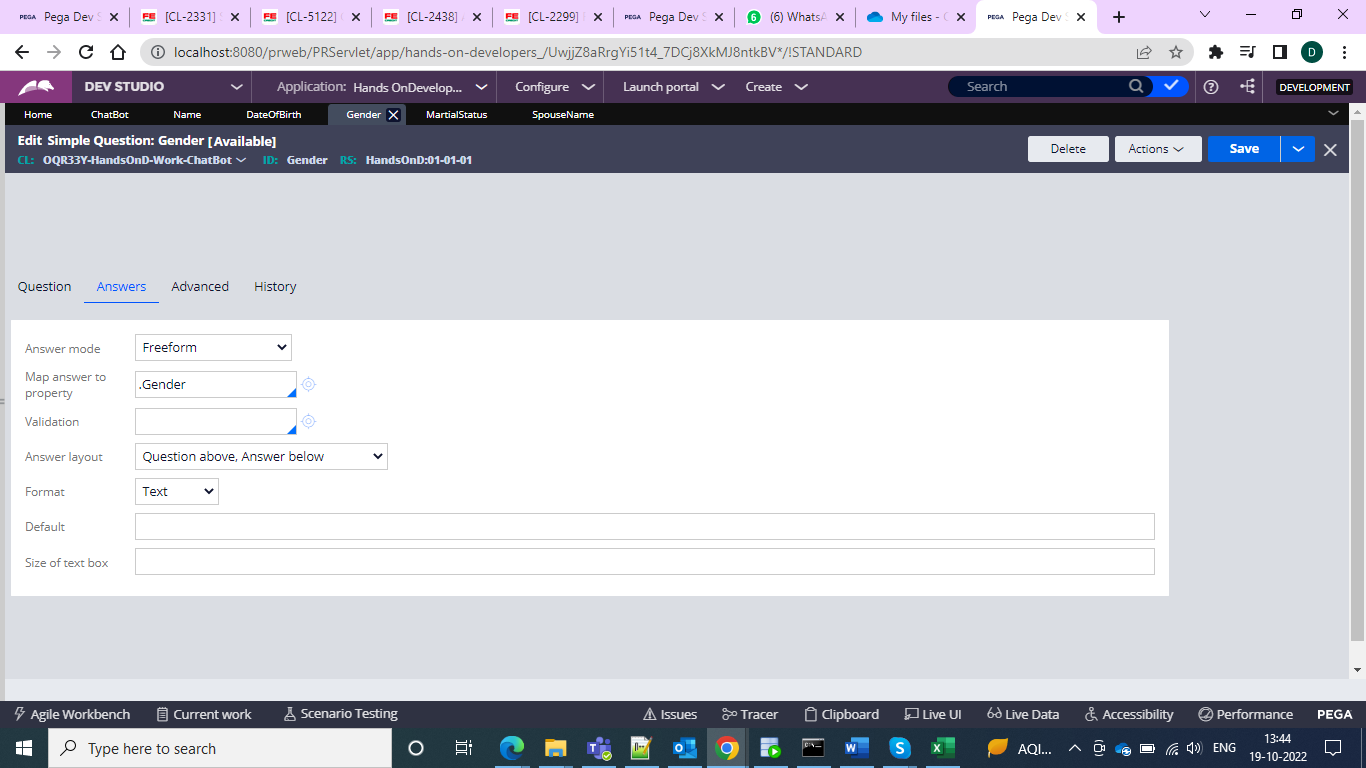


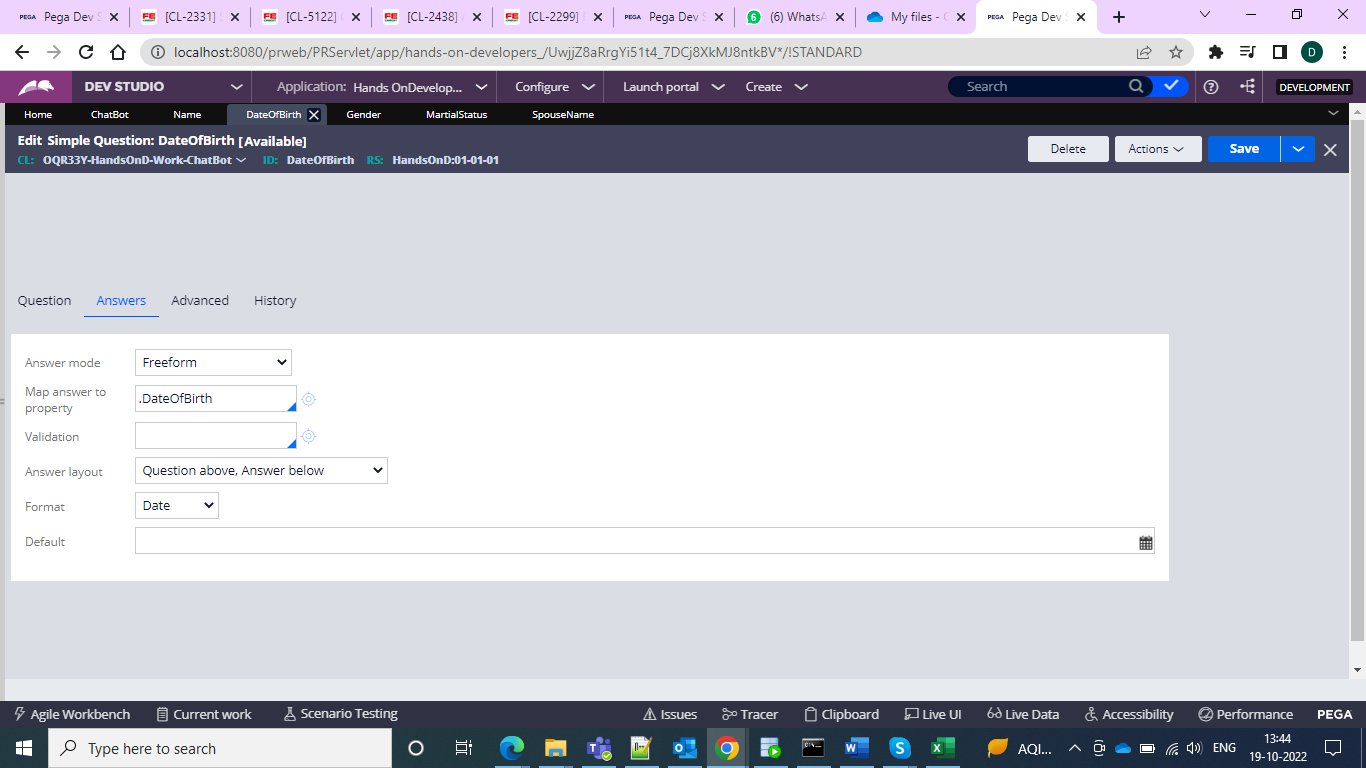




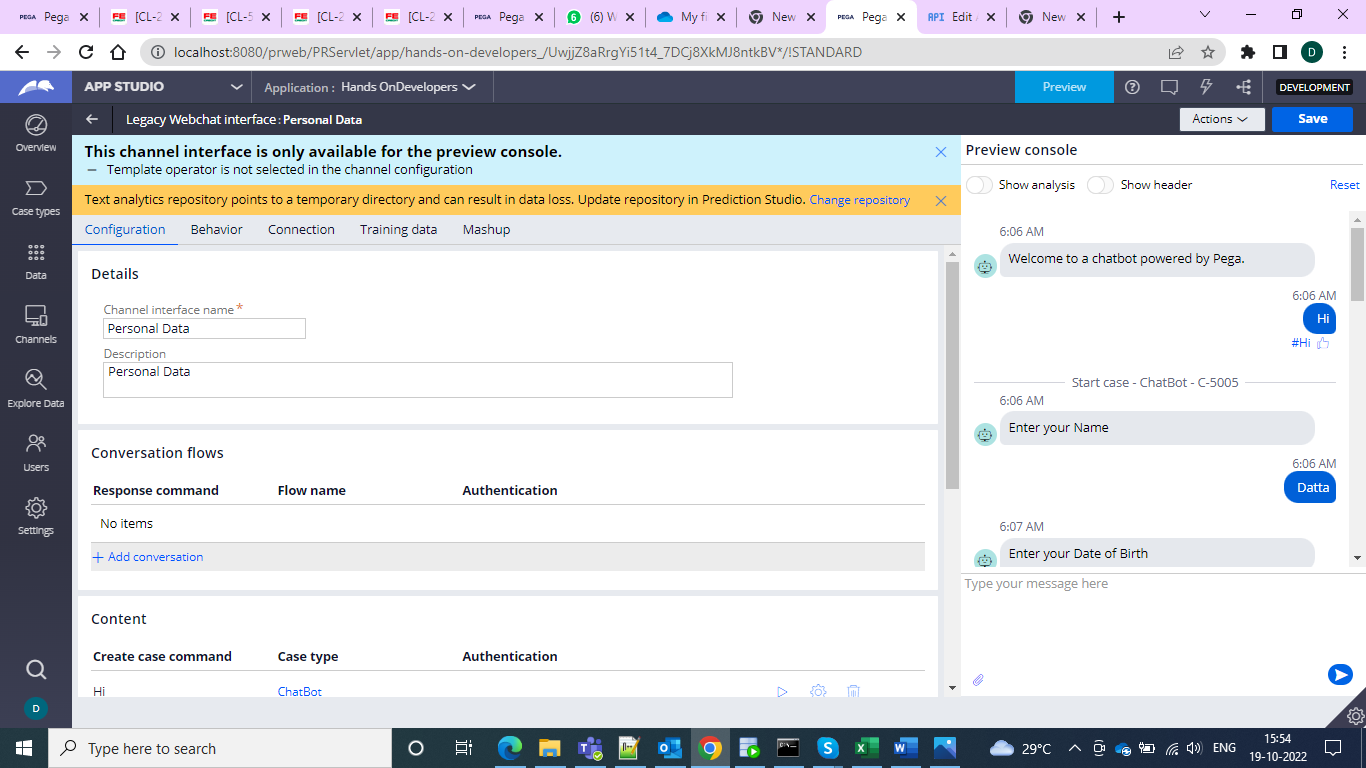


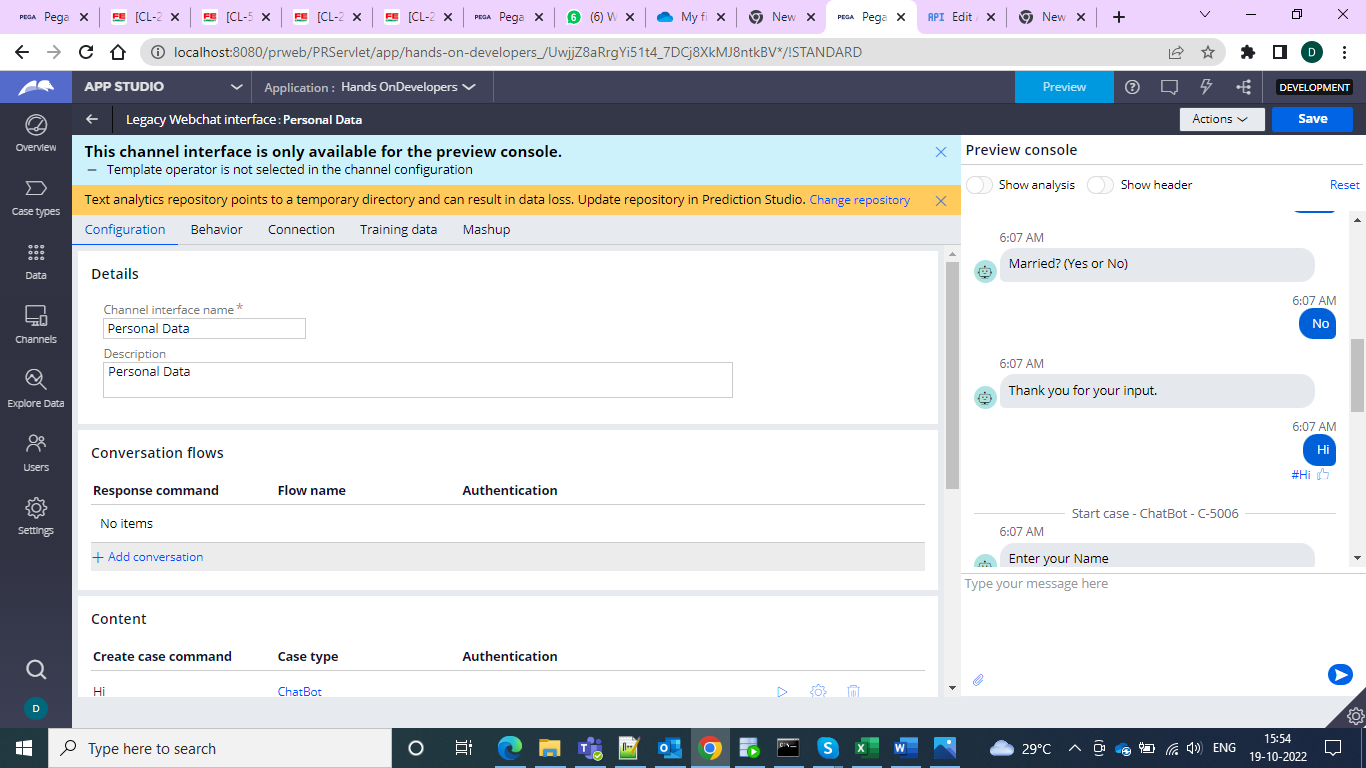
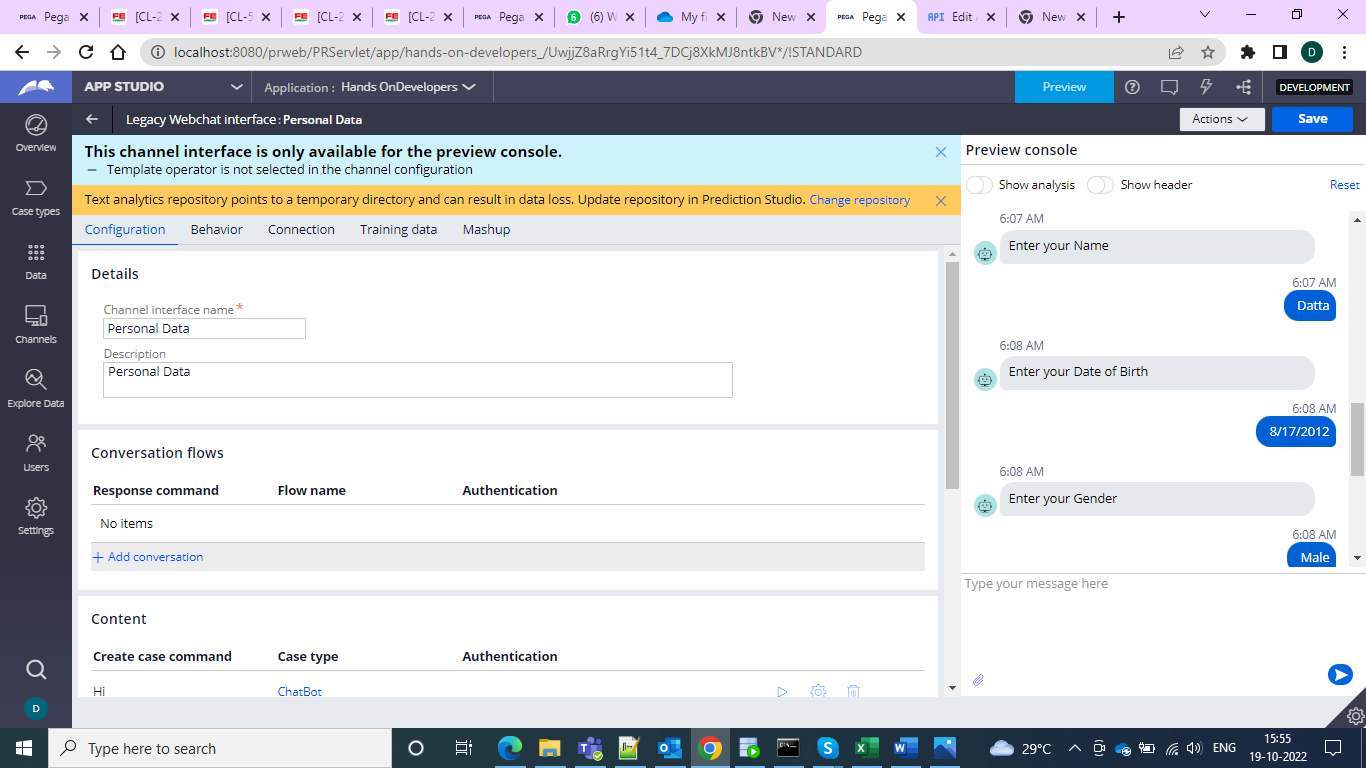
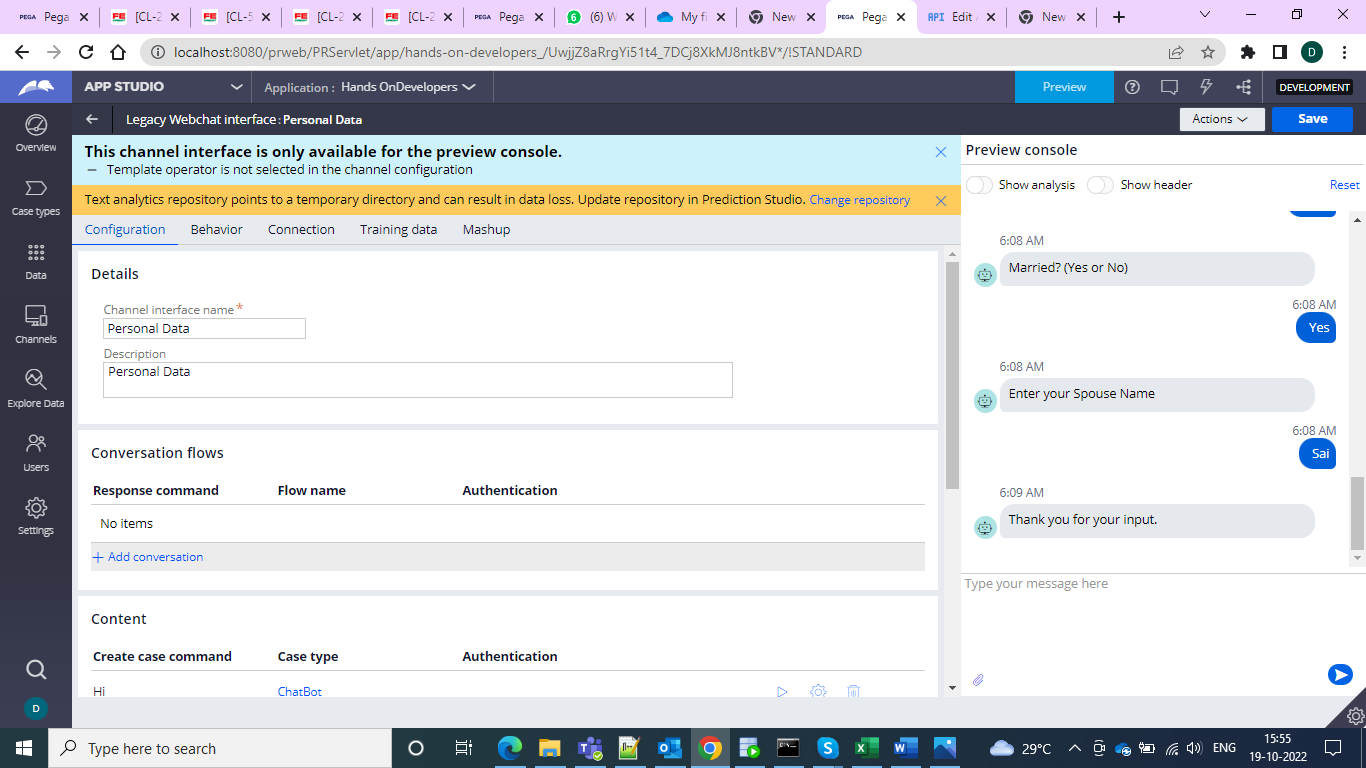






And after this we need to give decision shape to move forward/ backward after the questions   
and the end result would be





These are all the output results