ScrollBar

Type message here

Input Field

Controls

Sendmsg\_btn

Main Chat Interface

**X**

Bot

Hello, welcome to the chat! …………………..

……………….

**mainWindow Chatbot UI (Popup)**

* UI Interface for the main Chatbot Window Popup
* Consists of three sections –
  + Control Window ( Minimize, Close) ,
  + Chat Section : Scrollbar, Avatars, Messages,
  + Typing and Sending Message : Input Field, Button

**ChatBot Conversation Button**

**WEBSITE**

ChatButton

* UI Interface for the chat Button, this view is after the user chooses to close/ minimize the bot.
* Consists of only a Button, which acts like an overlay, and stays on the bottom-right corner of the website.
* The user can click on it anytime to access the popup window and continue conversation with the ChatBot.

**Options Screen ( After User Response to welcome Message )**

Type message here

Input Field

**X**

Bot

How may I help you today?

Question Options

Bot

Department Details

Upcoming Events

I have a different question!

* Screen for question options offered by the bot to the User during initial conversation.
* Consists of chat buttons for choices.
* User can select any of the options, and the bot follow-ups with further options.

**Messages Structure in Chat**

