

ActionBot Action Types

Brief Overview

ActionBot Actions enable you to trigger WalkMe deployables, call connections, start new Conversations, Store Conversation data, and create Web Integrations during assigned Conversations.

Here, you'll learn about each Action Type and their expected outcomes.

Action Types

Play Smart Walk-Thru

Trigger a Smart Walk-Thru within the same Editor System as the ActionBot.

This Action type will play a selected Smart Walk-Thru with the data the user has provided to the ActionBot during the Conversation.

Play Survey

Trigger a Survey within the same Editor System as the ActionBot.

This Action type will play a selected Survey with the data the user has provided to the ActionBot during the Conversation.

Play ShoutOut

Trigger a ShoutOut within the same Editor System as the ActionBot.

This Action type will play a selected ShoutOut with the data the user has provided to the ActionBot during the Conversation.

Play Shuttle

Trigger a Shuttle within the same Editor System as the ActionBot.

This Action type will play a selected Shuttle with the data the user has provided to the ActionBot during the Conversation.

Play Resource

Trigger a Resource within the same Editor System as the ActionBot.

This Action type will play a selected Resource with the data the user has provided to the ActionBot during the Conversation.

Open Live Chat

This Action type will open your integrated Live Chat modal.

Open Menu

Trigger the WalkMe Menu from the same Editor System as the ActionBot.

This Action type will open the general WalkMe Menu on the page.

Call Connection

Trigger an external API with the data the user has provided to the ActionBot during the Conversation.

Start New Conversation

This Action type will end the current Conversation and begin a new selected Conversation of your choosing.

Store Data

This Action type stores Conversation data to be shared and used in Editor Systems outside of the Editor System containing the ActionBot.

Web Integration

This Action type shares user data from the Conversation to automate a designated Smart Walk-Thru from an adjacent Editor Editor System.

Commonly used for WalkMe Workstation ActionBot implementations.