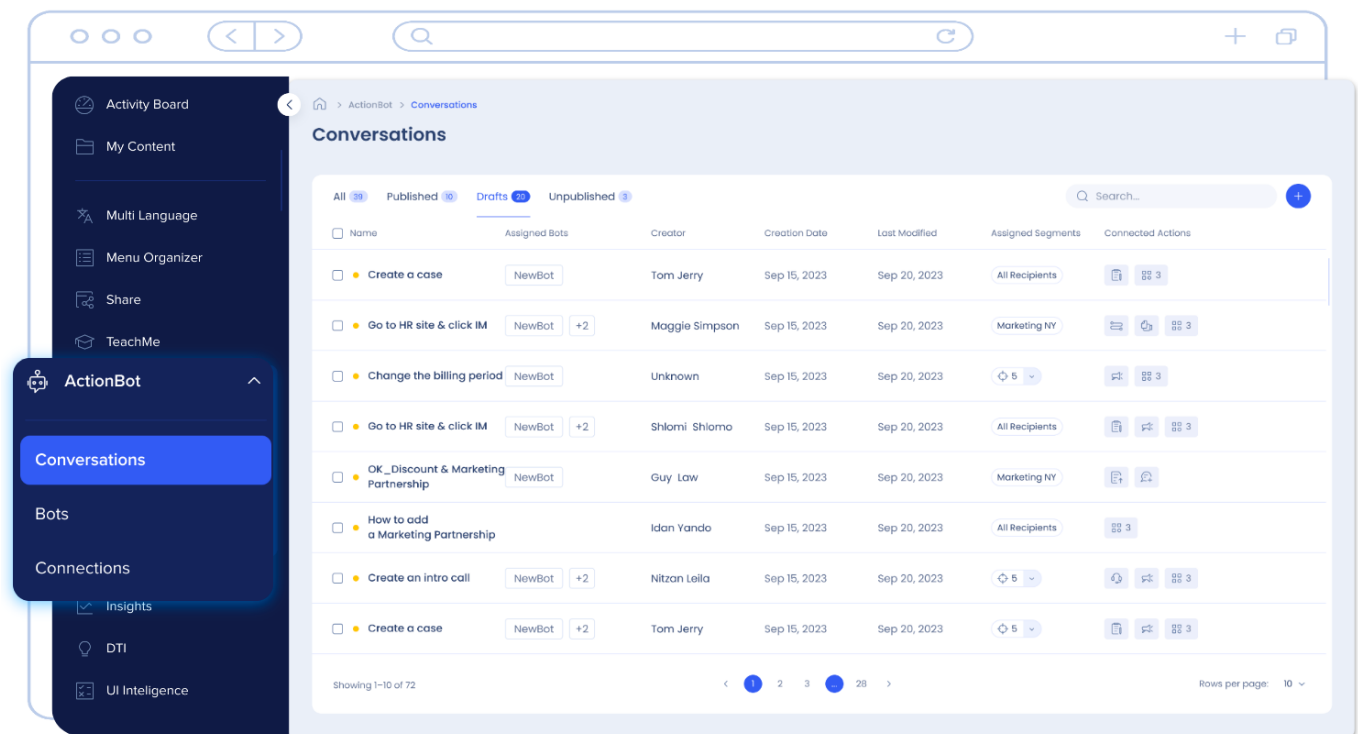# ActionBot Conversation List on Console

Brief Overview

Introducing Console for ActionBot! We're excited to announce that we're migrating the conversation building process from the Editor to the Console.

There's more to come! The dropdown in the Console NavBar isn't available yet. Bots and Connections are still accessed via the Editor. Stay up to date by subscribing to our Release Notes.

We've started with the Conversation list page, where you can view all your conversations, including published, drafts and archived conversations. The new Conversations page is designed to make managing your conversations more streamlined and efficient. You can **search for conversations**, **filter them** based on various criteria, and **add new** conversations to the list.
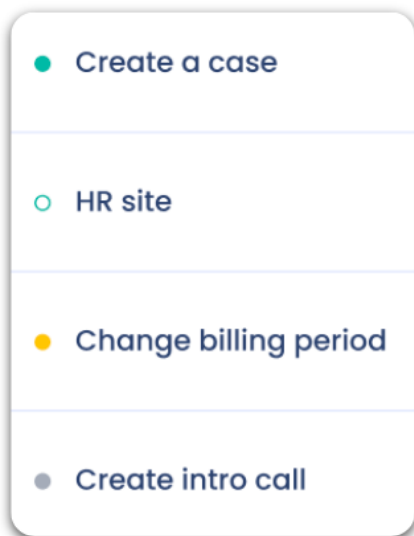
For now, building a new conversation still requires going back to the Editor. You can still do everything as usual from the Editor.

Get to Know

The conversation table lists all of the conversations you have created. It has the following columns:

- **Name** and **publish status.**
- **Assigned ActionBots** shows all of the Bots that this conversation is assigned to.
- **Creator** shows the original builder of this conversation.
- **Creation date** is the date this conversation was created.
- **Last modified** is the date that this conversation was last edited.
- **Assigned segments** displays all of the segments assigned to this conversation.
- **Connected actions** lists all of the actions that this conversation is connected to.
  - Click one of the connect action icon to open a popup and see a list of everything of that item type that's connected to the conversation
  - Hover over the item and click the button to open it in the Editor
  - API connections and web integration connected actions don't have a popup
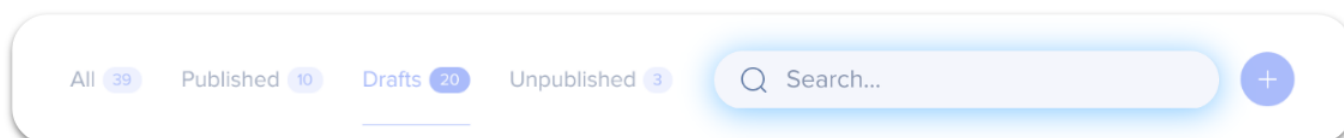 - [Learn more about ActionBot action types](#).

Click here to learn about the publish statuses...

- **Green (filled)**: This conversation is **published** and available to end-users.
- **Green (outline)**: This conversation is published and available to end-users, however there are **modifications that haven't been published yet**.
- **Orange**: This conversation is still in **draft mode** and hasn't been published yet and the building may still be in progress.
- **Grey**: This conversation was published, but has been **removed and is no longer available to end-users**.
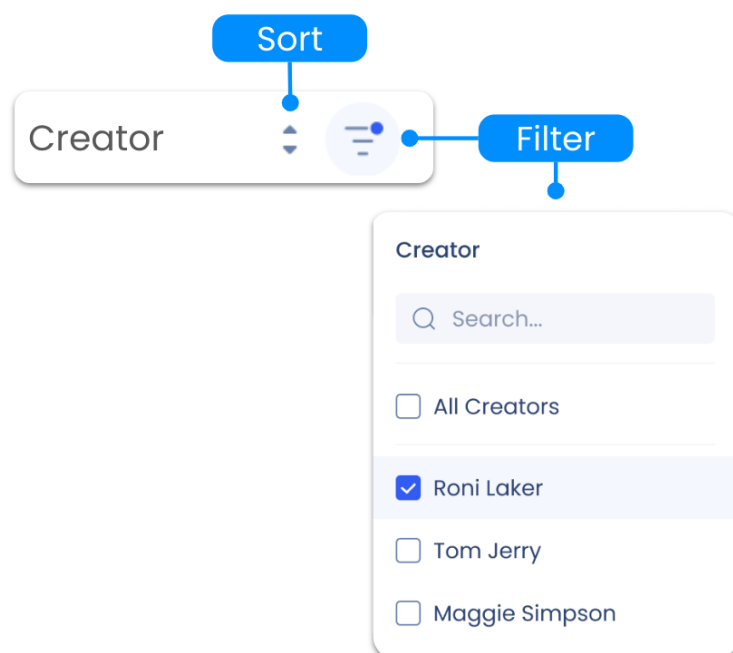
Search and Filter

Use the **table's search bar** to quickly find conversations based on the the Bot's name, or by conversation keywords.
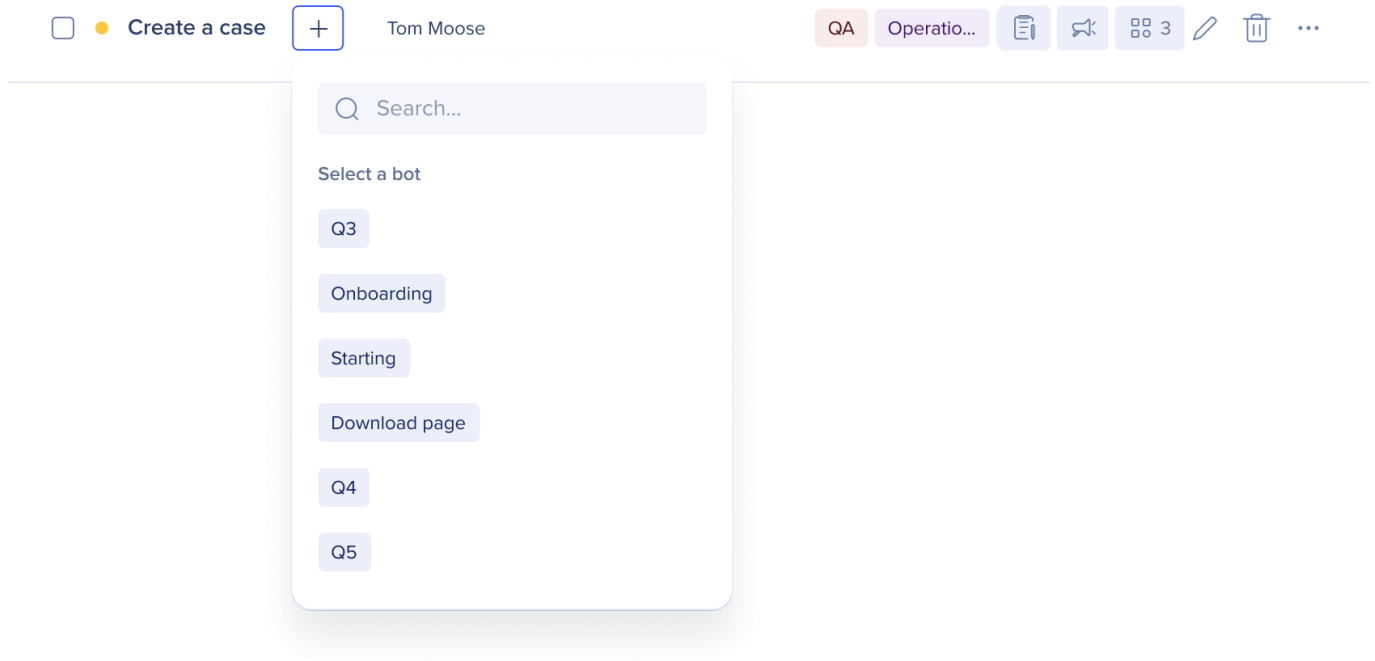

Sort a column in ascending or descending order. Or use the filter to filter based on:

- Assigned Bots
- Creator
- Assigned segments
- Connected actions

Assign a Bot

If your conversation hasn't yet been assigned to a bot, you can add bots by clicking the **plus icon** next to the title and selecting the bots you want this conversation to be assigned to.

Limitations

- Currently only available for conversations that aren't assigned to a Bot
- Conversations can't be unassigned from Console
- Additional bots can't be added from the Console to conversations that are already assigned to a bot

Conversation Analytics

The analytics panel offers valuable data to help you gain insights into user interactions and popular conversation trends. Get insights into all of your conversations, or select a conversation to dig into the details.

At the moment, the "All conversations" consists of two informative widgets that offer key metrics and trends at a glance (with more on the way!).

All conversations

📅 Last 30 days ⌄

Conversations overview

1,243   **1,058**

Total started / Ended successfully

✨ **Most popular**

Conversations played   Search terms

Create a case	425
Create an intro call	396
OK Discount & Marketing Partnership	258
How to add a Marketing Partnership	216
Go to HR site & click IM	186

Date picker: All analytics display data according to the timeline selected from the filter. You can choose the last 24 hours, the last 7 days, 30 days, or 90 days.

Widgets in the All Conversations panel:

Conversation Overview: Presents a ratio of total number of conversations started versus conversations that were successfully ended, allowing you to track the overall engagement and completion rates of your conversational experiences.

Click here to learn more about start and end analytics...

Here's the definition for starting a conversation and what a successful end is:

Conversation Started: A conversation is considered started when the user selects a conversation within the bot. Note that welcome messages don't count towards this metric.

Successfully Ended: A conversation is deemed to have successfully ended when there are no errors encountered throughout the interaction, and the user does not click on "start over," or completely close the bot, signifying a sustained period of user inactivity or idle time.

- Clicking Start Over triggers a new Conversation Started event.

Most Popular: This widget has two tabs:

- **Conversations played**: Top 5 conversations that have been most frequently used. The widget displays the conversation's name and how many times it has been played, giving you visibility into the interactions that are highly popular among users.
- **Most searched terms**: Top 5 most searched keywords. The widget displays the search term and how many times it has been searched for, helping you understand your user's specific needs and interests so you can continue to create engaging and helpful conversations.
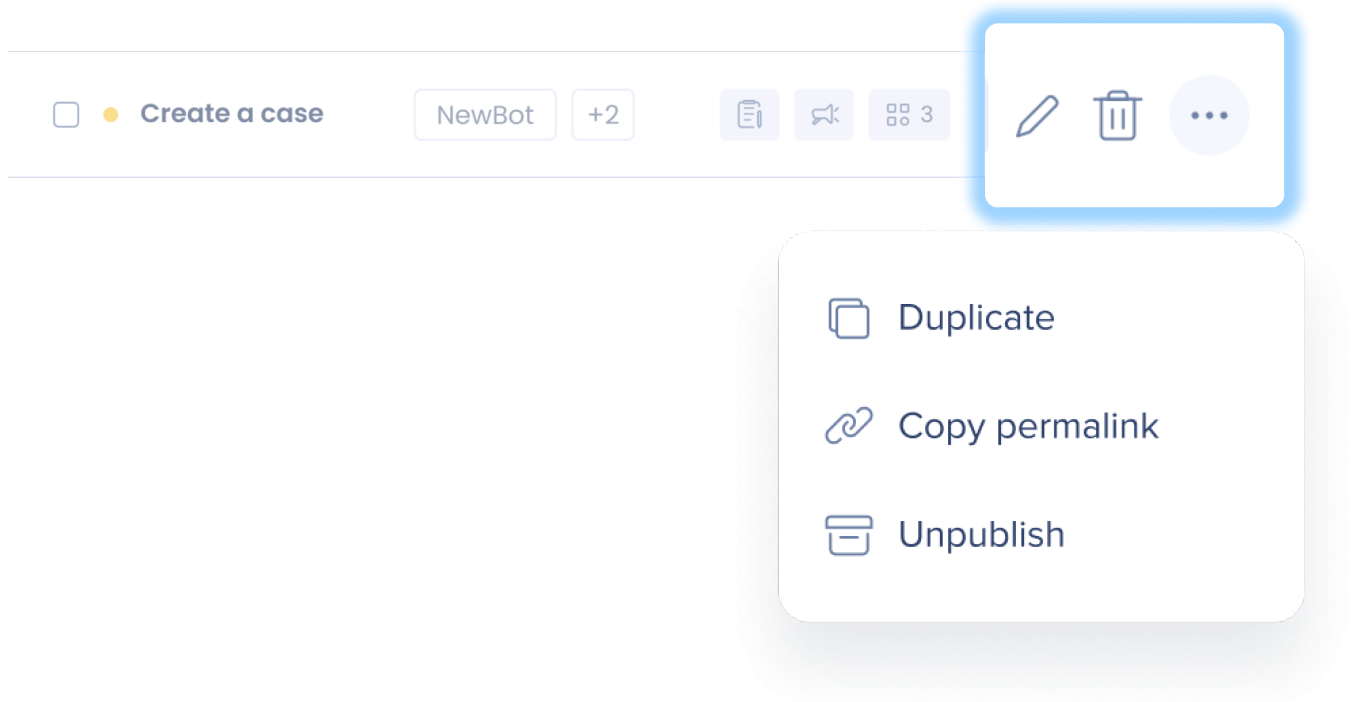
Widgets for a specific conversation:

New!

Soon you'll be able to see insights for a specific conversation. Subscribe to our Release Notes to be the first to know when this is available.
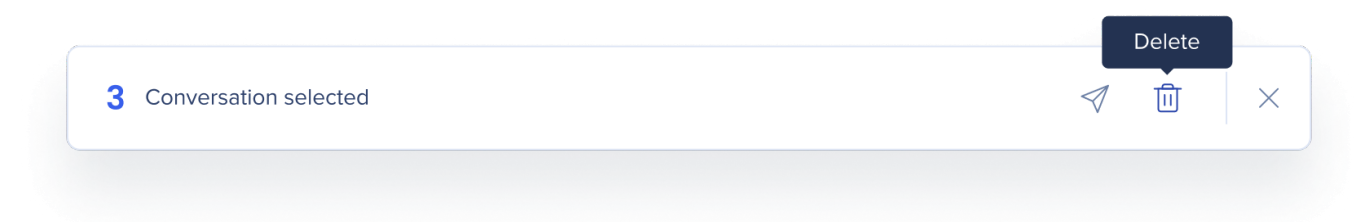
- **Conversation overview:** When a conversation is selected, the Conversation overview widget will display the *total started* and *ended successfully* for that conversation.
- **Error frequency**: Top 5 errors encountered the most in that conversation. In this widget you will see the error type and how many times that error was triggered.

Conversation Actions

You can perform multiple actions on conversations from the ActionBot on Console. Some actions can be done in bulk by selecting multiple conversations.

Actions on an individual conversation

Actions when multiple conversations are selected

Click on the actions below to learn how to perform them.

Edit a conversation...

To edit a conversation:

1. Hover over the conversation you want to edit
2. Click the pencil icon
3. The Editor will open with the conversation so you can edit it

Copy conversation permalink to share...

To copy the permalink to a conversation:

1. Hover over the conversation you want to copy the link to
2. Click the **three dot menu**
3. Click **Copy permalink**
   - The permalink is copied to your clipboard
   - Clicking the link will open the conversation in the Editor

Upublish conversations...

Unpublished conversations are removed from the environment they were published to. Users will no longer be able to access the unpublished conversation. You can republish conversations by publishing them again.

To unpublish a conversation:

1. Hover over the conversation that you want to publish
2. Click the **three dot menu**
3. Click **Unpublish**

To publish multiple conversations:

1. Click the checkbox on next to all of the conversations that you want to unpublish
   1. To unpublish multiple conversations, the conversations you select must all have a published status
2. In the banner that appears, click the **unpublish** icon

Duplicate conversations...

Duplicating a conversation, copies the conversation flow.

To duplicate a conversation:

1. Hover over the conversation that you want to duplicate
2. Click the **three dot menu**
3. Click **Duplicate**

Delete conversations...

Deleting a conversation **permanently deletes** it from the conversation list and from the Editor. It will no longer be accessible to users if it was published.
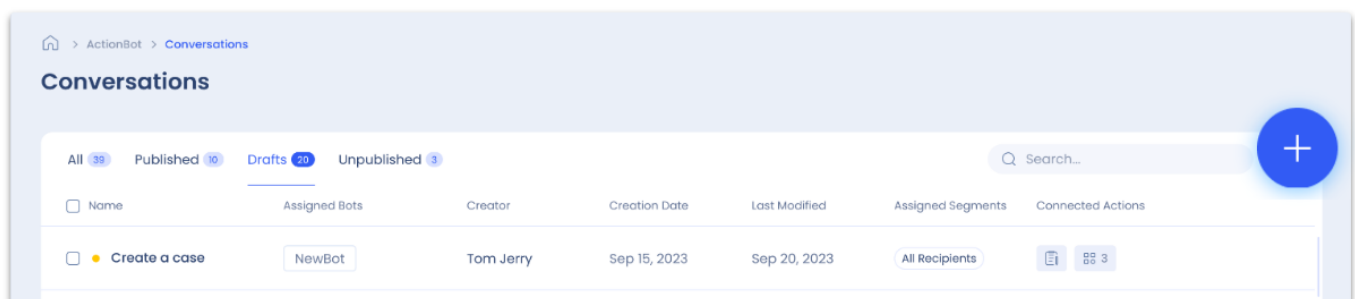
To delete a conversation:

1. Hover over the conversation you want to delete
2. Click the **trash can** icon
3. Click **Delete** on the confirmation popup

To delete multiple conversations:

1. Click the **checkbox** on next to all of the conversations that you want to delete
2. Click the **trash can icon**
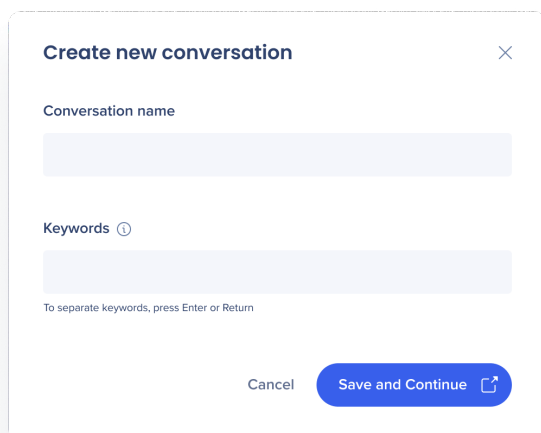3. Click **Delete** on the confirmation popup

How to Create a Conversation

To create a new conversation, click the **Create Conversation** button next to the search bar.

In the pop-up that appears,

1. Type the conversation name.
2. Add keywords
   - Keywords help your users find this conversation within the Bot.
   - Bulk add keywords by pasting them in the box and separating them with by pressing Enter/Return.
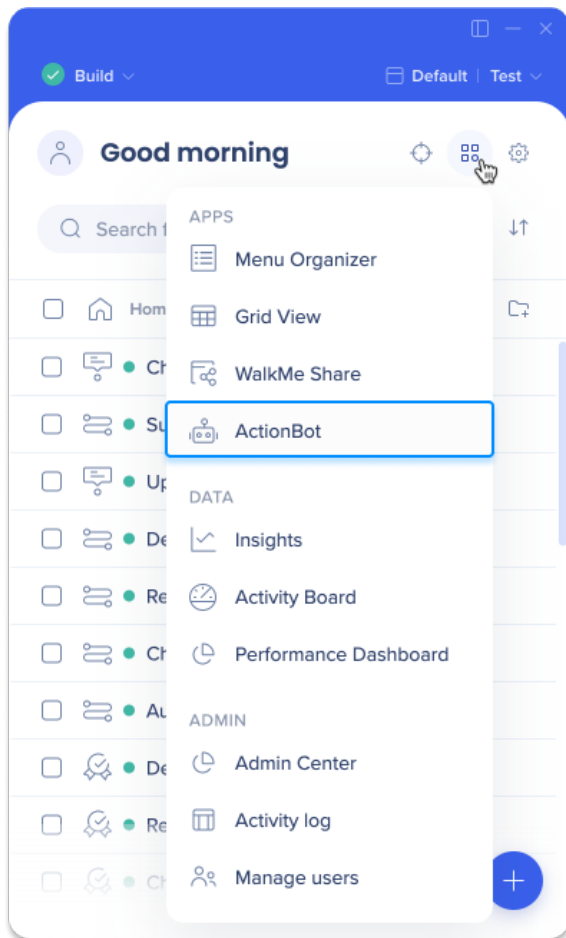3. Click Save and Continue to open the Editor and build the conversation.

Build the conversation in the Editor

For now, conversations are still built in the Editor. The Editor automatically opens for you with the conversation you just made in the ActionBot conversation list in the Editor. If you aren't automatically redirected, you can get there by:

1. Select **ActionBot** from the **WalkMe Apps** dropdown
2. Go to the **Conversations tab** → click your conversation

[Learn more about building conversations in the Editor](#).

How to Publish a Conversation

You can publish one or more conversations from the Console.

To publish a conversation:

1. Hover over the conversation that you want to publish
2. Click the **three dot menu**
3. Click **Publish**
4. Review the popup and select the environment you want to publish to
5. If you want to publish any unpublished WalkMe items associated with this conversation, select the checkbox: **Publish all items in this conversation**

To publish multiple conversations:

1. Click the checkbox on next to all of the conversations that you want to publish
    1. To publish multiple conversations, the conversations you select must all have a status other than publish
2. In the banner that appears, click the **publish** icon
3. Review the popup and select the environment you want to publish all the conversations to
4. If you want to publish any unpublished WalkMe items associated with this conversation, select the checkbox: **Publish all items in this conversation**

Publish all items in the conversation

Note that publishing associated WalkMe items only goes down one-level.

For example, you want to publish *Conversation A*, which has a connected action to another conversation (*Conversation B*). *Conversation B* is connected to an unpublished Smart Walk-Thru.

When you publish all items with *Conversation A*, it will only publish *Conversation B*.
The **unpublished Smart Walk-Thru won't be published**. None of the unpublished items connected to *Conversation B* will be published.