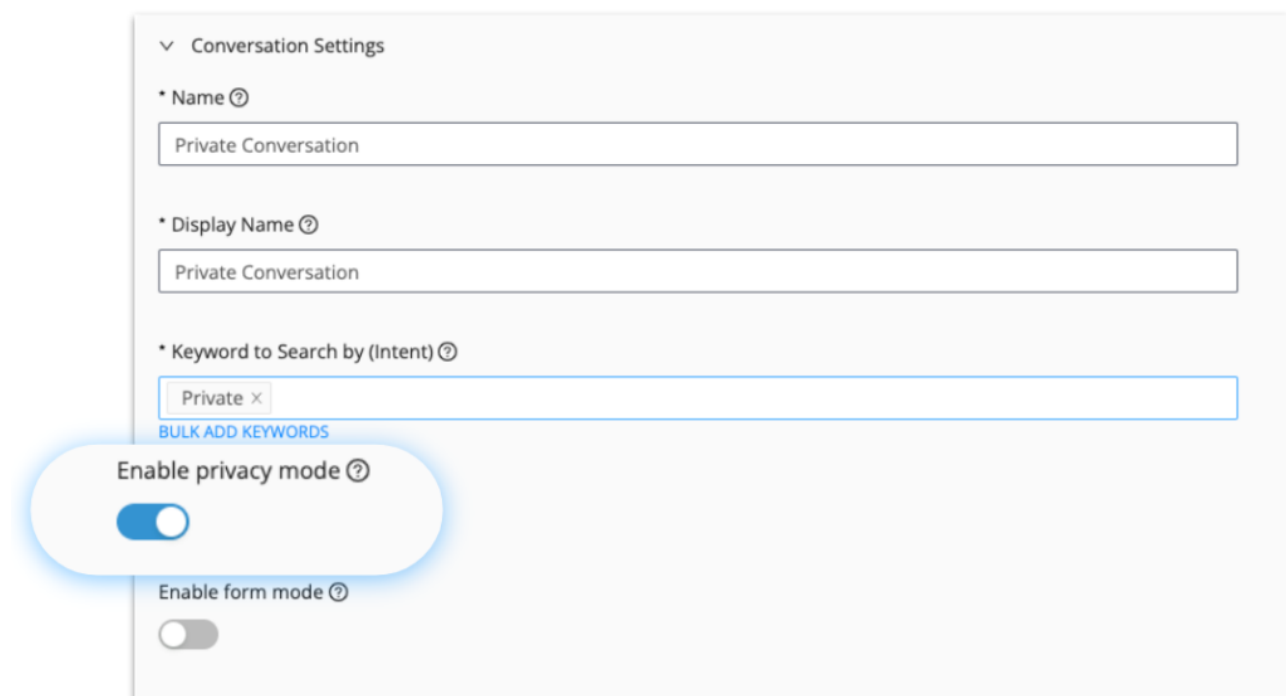


# ActionBot Privacy Mode

## Brief Overview

The ActionBot Privacy Mode blocks conversation parameters entered by end-users (answers and inputs) from being sent and stored on or within WalkMe servers or databases.

ActionBot conversation flow will be calculated on your side ONLY. Meaning that Insights data won't include users answers.



Conversation Settings

\* Name ?  
Private Conversation

\* Display Name ?  
Private Conversation

\* Keyword to Search by (Intent) ?  
Private x  
BULK ADD KEYWORDS

Enable privacy mode ?  
☒

Enable form mode ?  
☐

## How It Works

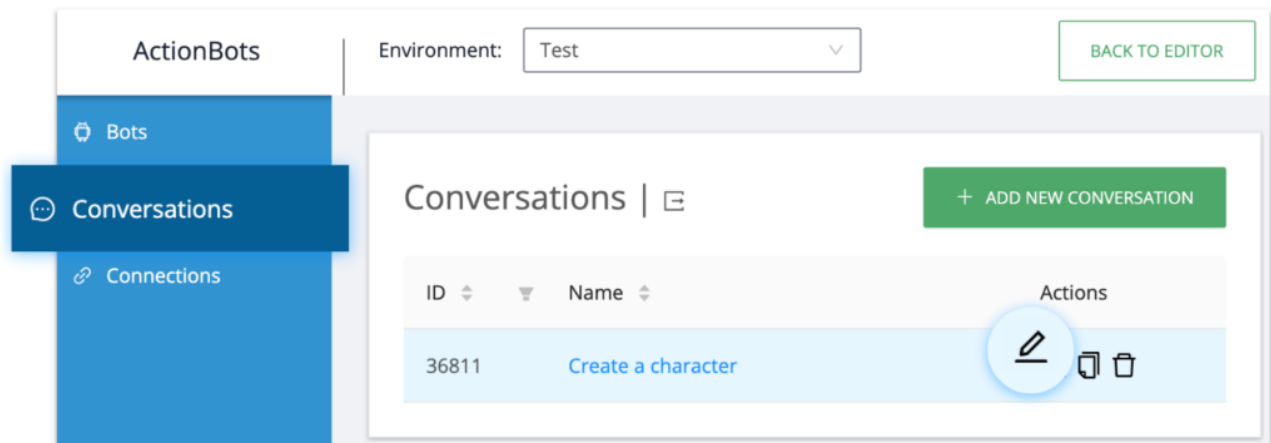
### User Entries to the ActionBot

If using Privacy Mode, user entries are temporarily stored locally and then deleted (not sent to WalkMe Servers).

Responses are stored to the user's local web browser session storage. The storage is cleared once the conversation progresses, unless it needs to be saved and used when the conversation ends in a Smart Walk-Through. In that case, the data is instead cleared after the SWT is completed. If the user's answers are used to trigger a SWT, and then the SWT is stopped, we clear the data after one minute.

## To enable Privacy Mode

1. From the Editor, go to **All Items dropdown > ActionBots**.
2. In the ActionBots editor, go to the **Conversations tab**.
3. Click the **Pencil** under **Actions** on the conversation on which you want to enable Privacy Mode.



4. In Create a character, expand **Conversation Settings**.
5. Enable **privacy mode**.
6. Click **Save Conversation Settings**.

Done!

## Limitations / Restrictions

The following are **not supported** when Privacy Mode is enabled:

- Call connection
- Salesforce connection
- Workday connection
- Web Integration action types fetch conversation data from the dialog processor and are incompatible with Privacy Mode