

How To Connect ActionBot to a Live Chat Integration

Brief Overview

Connecting your ActionBot to Live Chat enables you to combine the best of automation and live human assistance in one. If the user is seeking content that has not yet been added to the ActionBot, ActionBot can be configured to show the user a direct link to Live Chat, filling in the coverage gaps.

The following how-to article explains how to connect your ActionBot to Live Chat.

Steps for Connecting ActionBot to Live Chat

Step 1: Connect your Editor account to your Live Chat vendor

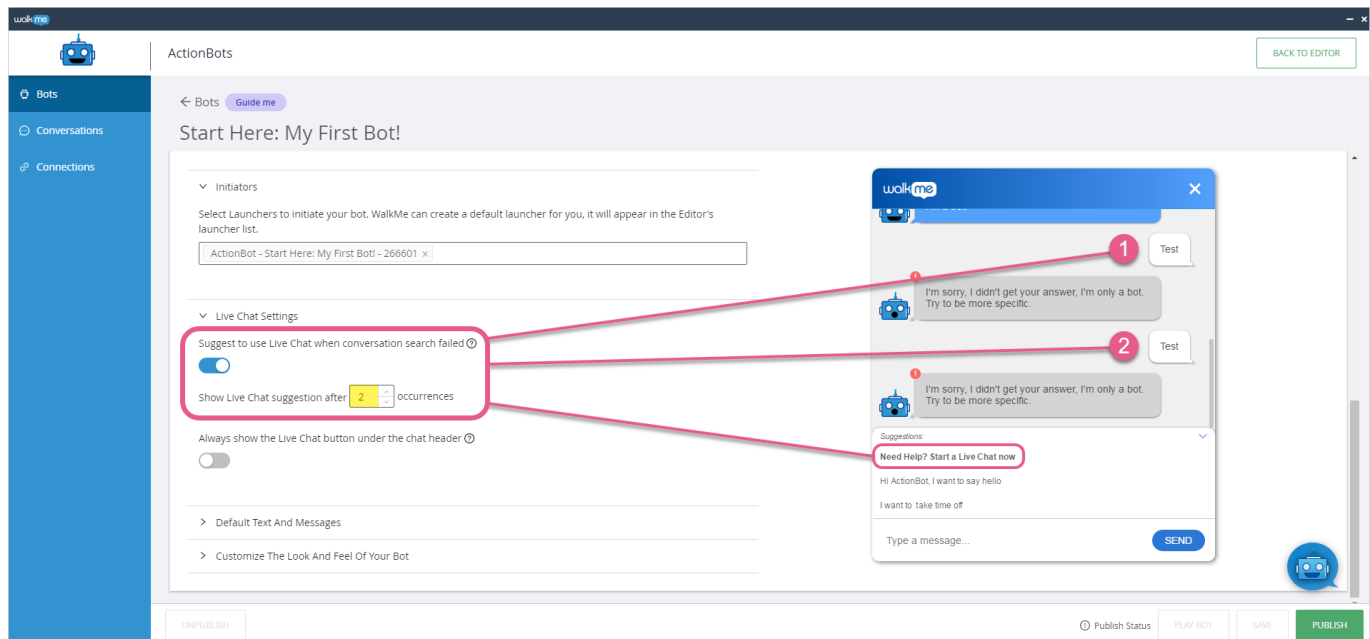
Information about how to connect your Editor account to your Live Chat vendor is available in our [Live Chat Integration article](#).

Step 2: Initiate Live Chat from within ActionBot

There are four options to initiate Live Chat from within ActionBot:

Option 1 — Prompt the user to use Live Chat when a Conversation search fails

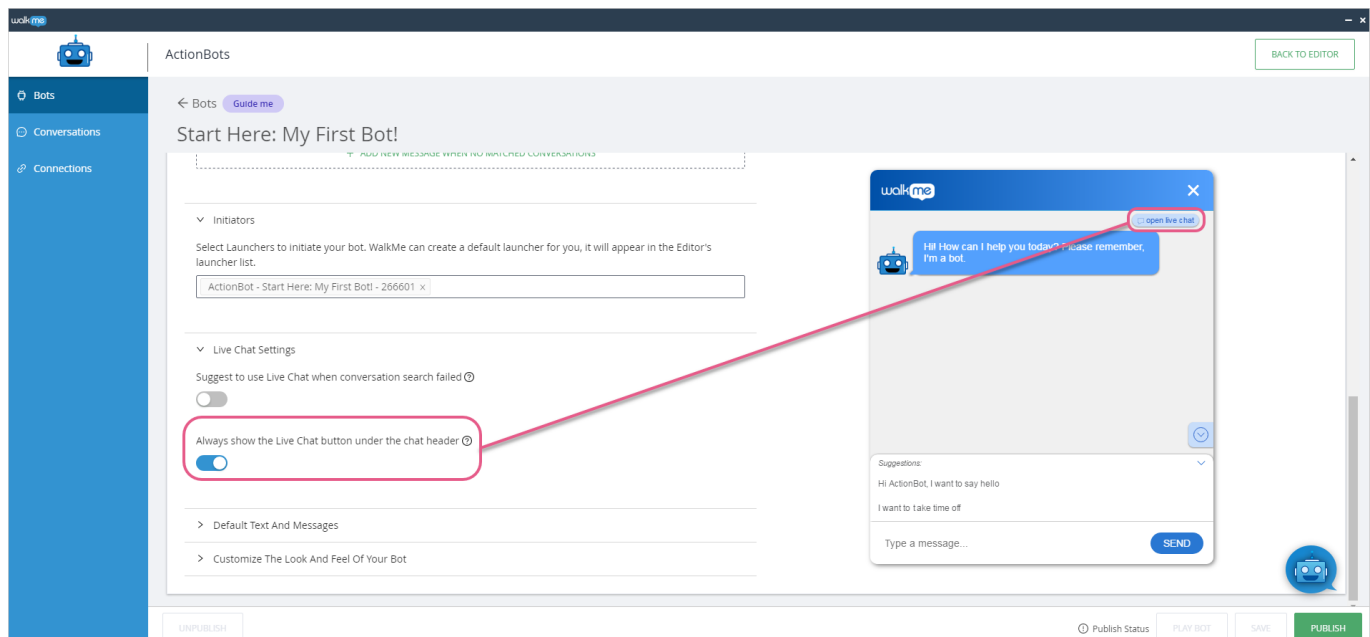
When this option is enabled, A Live Chat prompt will appear if the user enters an invalid Conversation name more then the number of times you choose:



The prompt text can be changed from the **Customize The Look And Feel Of Your Bot** section in the Editor's Bot tab.

Option 2 — Always show the Live Chat button under the chat header

When this option is enabled, the Live Chat button will always appear on the top right of the dialog box:

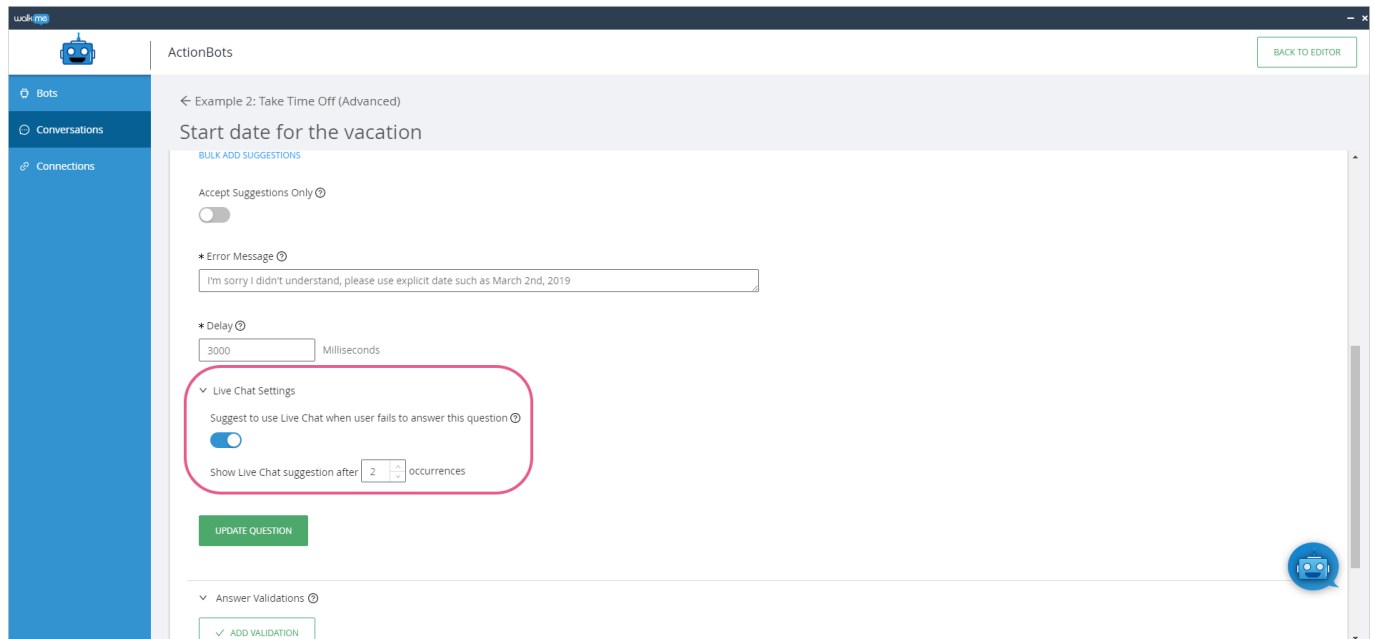


The prompt text can be changed from the **Customize The Look And Feel Of Your Bot** section in

the Editor's Bot tab.

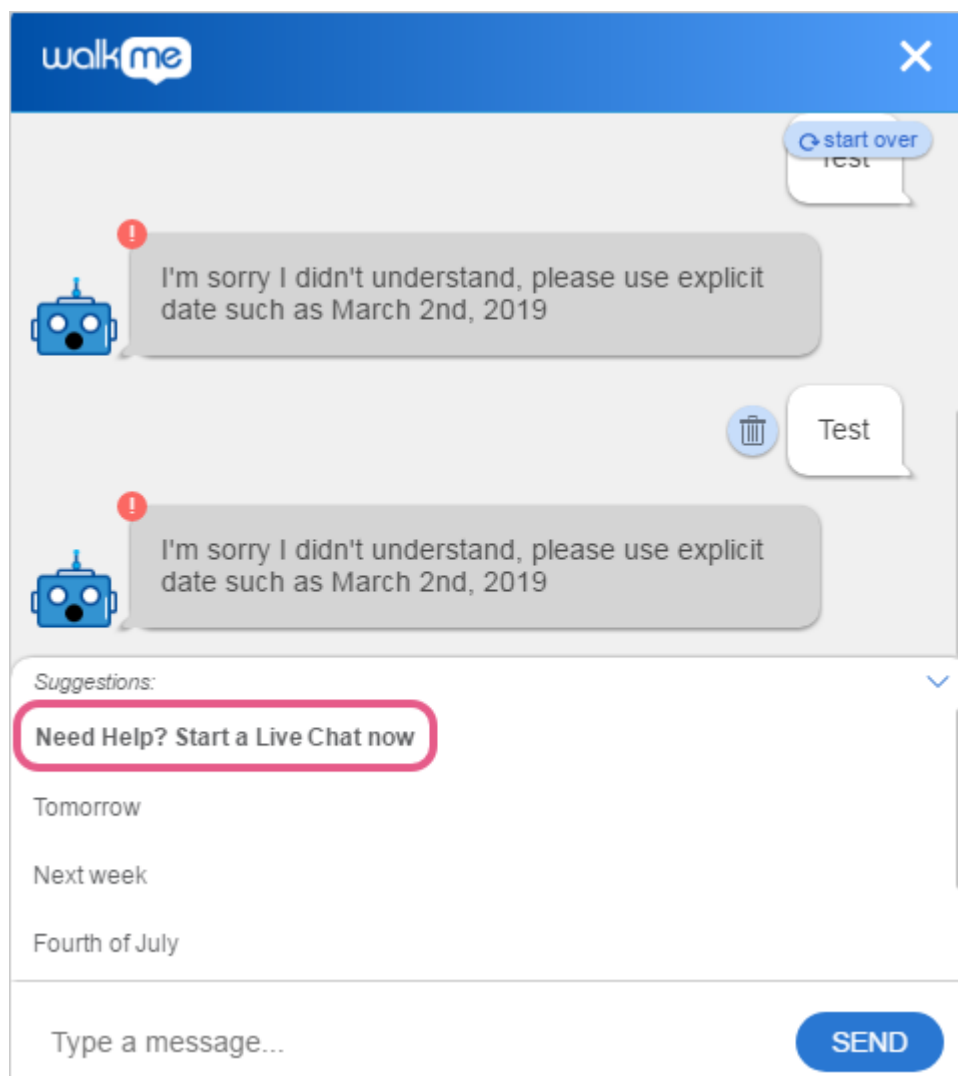
Option 3 — Prompt the user to use Live Chat when the user fails to answer a particular question

This option is enabled from each Conversation question individually:



The screenshot shows the WalkMe ActionBots editor interface. On the left is a blue sidebar with navigation options: Bots, Conversations, and Connections. The main area is titled 'ActionBots' and shows a question editor for 'Example 2: Take Time Off (Advanced)'. The question is 'Start date for the vacation'. Below the question, there are settings for 'Accept Suggestions Only' (disabled), 'Error Message' (a text box with the message 'I'm sorry I didn't understand, please use explicit date such as March 2nd, 2019'), and 'Delay' (3000 milliseconds). The 'Live Chat Settings' section is highlighted with a red rounded rectangle. It contains a toggle switch for 'Suggest to use Live Chat when user fails to answer this question' which is turned on, and a dropdown menu for 'Show Live Chat suggestion after' set to '2' occurrences. At the bottom of the settings section is a green 'UPDATE QUESTION' button. Below the settings is an 'Answer Validations' section with an 'ADD VALIDATION' button. A 'BACK TO EDITOR' button is in the top right corner.

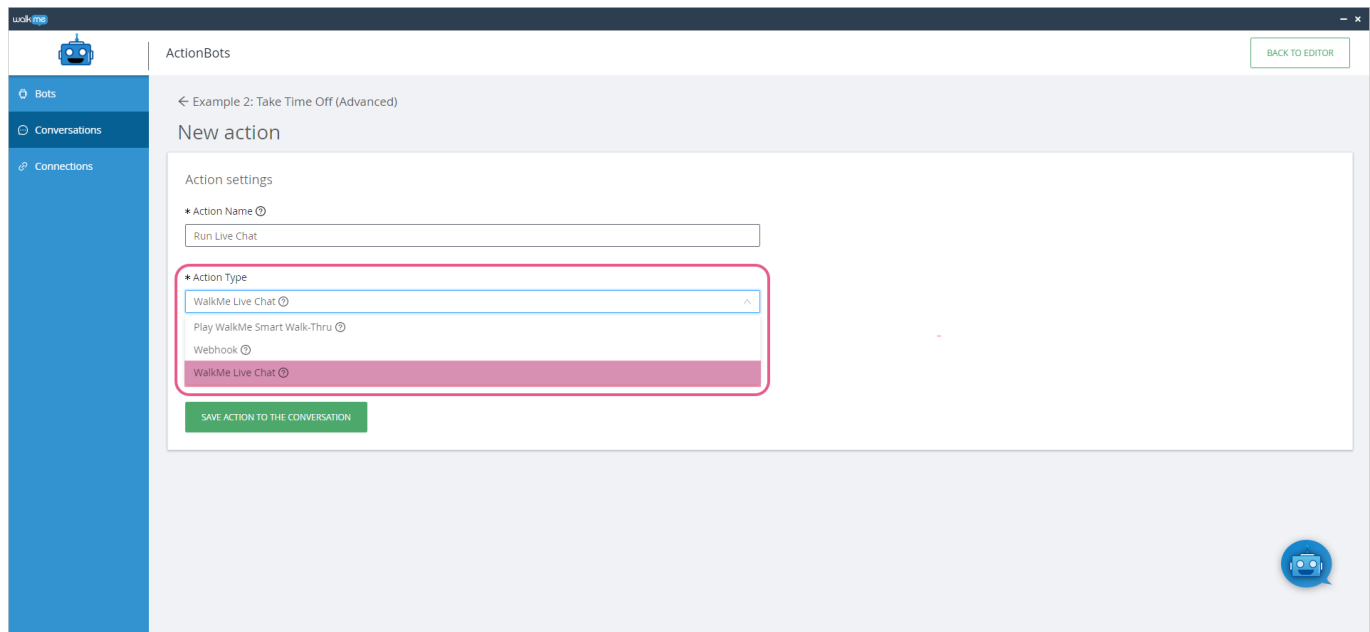
When a user enters a wrong answer more then the number of times you've chosen, a Live Chat prompt will appear in the Suggestions field:



The prompt text can be changed from the **Customize The Look And Feel Of Your Bot** section in the Editor's Bot tab.

Option 4 — Incorporate Live Chat into a Conversation's flow

To enable this option, click **ADD ACTION** in the Conversation tab and select *WalkMe Live Chat* from the *Action Type* dropdown menu:



Technical Notes

- If a customer has a live chat connected to a system (enabled in editor) and wants to initiate it via ActionBot conversation, only one bot in the system can be linked to that specific live chat