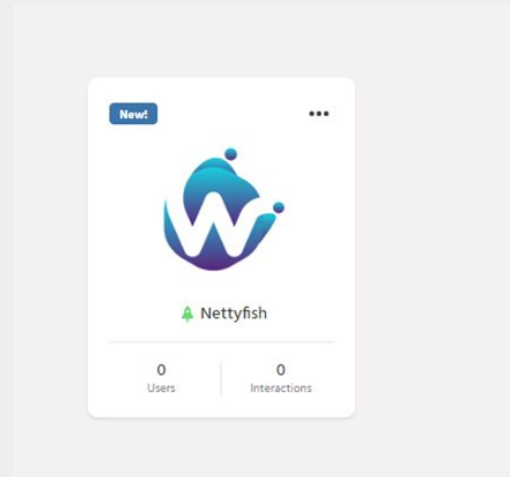
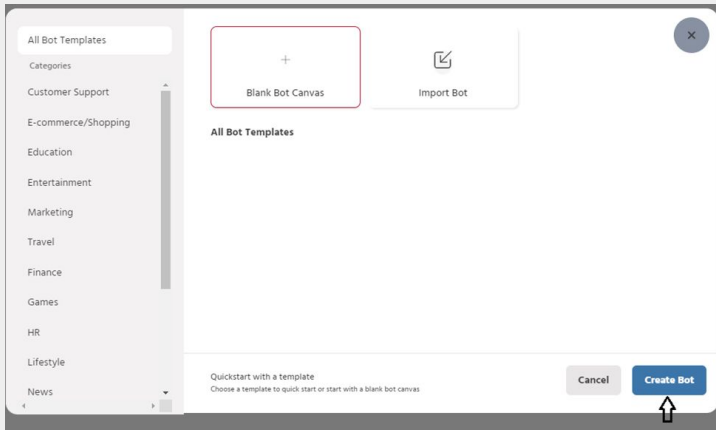
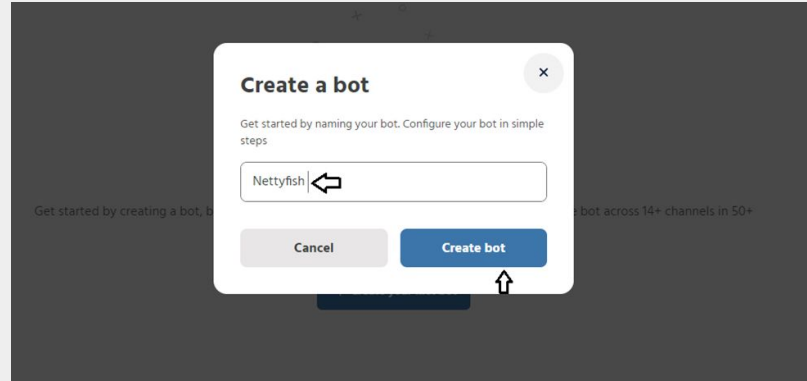
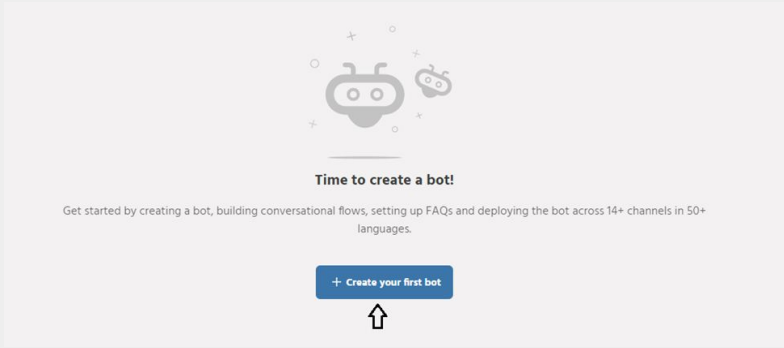


Bot building

Create your first bot – Click on >> + Create First bot >> Enter bot name >> Create Bot



Bot building

What are the options inside the bot?

< Bots



Nettyfish Solution ...

Wacto



Overview



Messages



Builder



Train



Configure



Users



Contact



Integrations



Analytics



Broadcast

Overview

Reimagine your customer journey with conversational automation, intelligence and connecting with your customers in real-time via live chat over text, voice and video conversations

Getting Started

As easy as 1-2-3

- ✓ Create a bot
- ✓ Build conversational flows
- ✓ Train the bot
- ✓ **Deploy the bot**

Deploy the bot

Finally, lets do this - Configure and deploy the bot across multiple channels

Deploy

Live Chat

Connect with your customers in real-time across multiple channels. Respond to incoming conversations across channels leveraging the One-view Inbox.

Configure Live chat

Analytics

View, monitor bot and team performance. Track engagement and retention across multiple channels over time.

Track Analytics

< Bots



What is a Path?

"Path" is a Conversation Flow design for the Chatbot. You would at times, see the terms Conversation Flow and Path being used interchangeably.

A conversation flow typically consists of one or more steps, added to complete a certain flow or a use case.

Conversation Flow Modeler

Conversation Flow or Path design is a critical aspect of any chatbot and covers end-to-end scenarios of chatbot actions and responses.

With the increased complexity of the business logic for the chatbot, the flow path design also may get complicated to visualize and build as a whole.

WACTO Conversation Flow Modeler is a best-in-class path designer allowing for paths to be edited and visualized on a single canvas with the ease of working on a mind map.

Conversation Flow Modeler can be accessed in the Builder Section.

You can further navigate between paths by either choosing a path on the Path Selector available on the left-hand side of the canvas or by creating a new path.

Building - Standard Paths

All new Bots created in WACTO come with standard paths that you need to be aware of :

Welcome New User – This is the flow that any new user starts from when they interact with the chatbot for the very first time.

Greet Returning User – Any user coming to the bot again will be greeted by the Greet Returning User path.

Default Message – The default path is triggered when the chatbot is not able to reply to the user's query. The reply set for the path currently shows a message 'Sorry, I did not understand that'. You can configure the path to change the message, add other nodes or trigger live chat.

Agent Unavailable – This path gets triggered if a user requests for live chat and there is not agent available to pick up the request.

Post Resolution – Once a live chat agent on your team marks a query as resolved this flow is triggered.

Note:

The following behaviours are common for all platforms.

If the user enters any term such as 'Hi', 'Hello' the bot will start from the 'Greet returning User path', you can redirect them to your desired path via 'Trigger a path node'.

Any term entered by the end-user that has an FAQ will display the response associated with it, else will trigger the default path.

Building - Path, Options

You can further navigate between paths by either choosing a path on the Path Selector available on the left-hand side of the canvas or by creating a new path.

The screenshot displays the WACTO Builder interface. On the left, there is a sidebar with the WACTO logo, the title 'Builder', a search bar for paths, and a list of paths including 'Welcome new user', 'Greet returning user', 'Default Message', 'Post resolution', and 'Agent Unavailable'. The main canvas shows a path diagram with three nodes: 'Start', 'Welcome Message', and 'Transfer to Agent'. A menu is open over the 'Welcome Message' node, showing options: 'Delete the Path', 'Test the Path', 'Edit the Path Name (Path Key)', 'Copy the Path', and 'Zoom-in/Zoom-out of the Path'. The menu is highlighted with a black box in the original image.

The menu in the top left of the canvas also provides these options

- Delete the Path
- Test the Path
- Edit the Path Name (Path Key)
- Copy the Path
- Zoom-in/Zoom-out of the Path