

Creating and managing your bots

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On the Bots page, you can create an unlimited amount of new bots and manage the ones you have. These code-free, intelligent bots to engage and qualify visitors on your website.

Ask your visitors questions, provide them with messages, and route them through the conversation in a way personalized for them. At the right time, you can offer qualified visitors calls to action so they can engage with you further.

Create a bot

After you've [identified your Audiences](#), you should create one or more bots those Audiences should engage with.

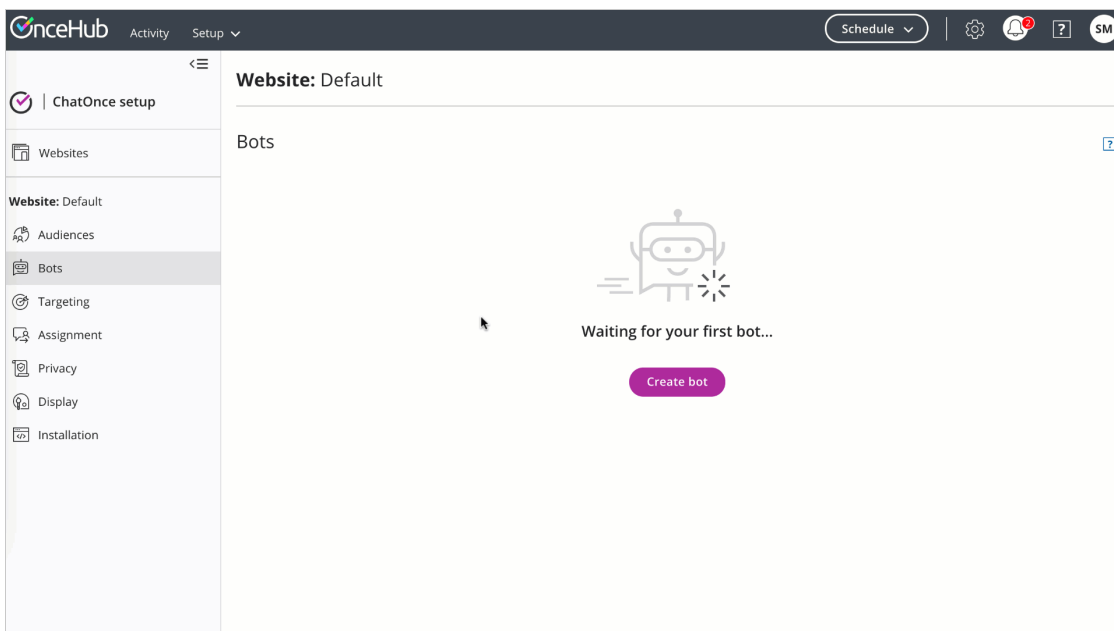


Figure 1: Create bot using a template or from scratch

From scratch

When you create your bot from scratch, you start with a blank conversation and build all interactions and routing.

[Learn more about building a conversation](#)

From a template

When you choose a template for your bot, you start with pre-built interactions and routing for a specific scenario. You can then tweak it according to your preferences, to fit your organization.

Duplicate a bot

Duplicating a bot is helpful if the bot you wish to create is similar to another bot on your website. Because all interactions and routing are duplicated for the new bot, this can save time configuring it.

Website: HiTech Co

Bots 2 Create bot ?

Filter with free text ▼

Name	Status	Started	Completed	Abandoned	Meetings booked	Emails captured	
Pricing bot Nov 05, 2020	● Draft	0	0	0	0	0	...
ProspectBot Oct 06, 2020	● Draft	0	0	0	0	0	...

Figure 2: Duplicate a bot

Publishing your bot

In the conversation builder, once you're happy with your interactions and routing, you can publish your bot by toggling it on.

ProspectBot ... Preview Publish

Search interactions

Reaching out ⓘ ✎

1. Questions (Single select)

Do you have any questions?

Yes No thanks

Answer from visitor

Answer from bot

Consent agreement ⓘ OFF

Conversation ⓘ

Add interaction

Questions

Messages

Actions

Single select

Text question

Email

Number

Phone

Multi select

Date & time

Date

Time

Figure 3: Publish your bot

You'll be able to see the published state on the Bots page.

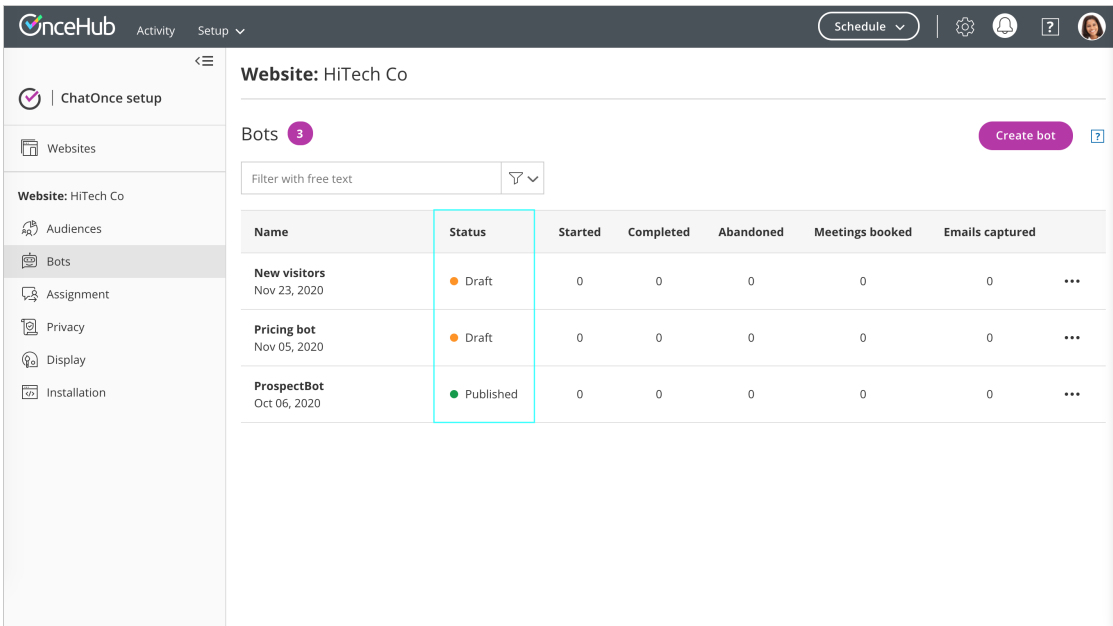


Figure 4: Bot status - Published or Draft

Once you've built and published the bot, you can take the following steps to go live:

1. Target an audience with the bot [Learn more](#)
2. Install ChatOnce on your website, if it's not already installed [Learn more](#)

Monitor your stats

- **Started** - How many visitors engaged with the bot, replying one or more times.
- **Completed** - How many visitors either went through all the conversation's interactions or reached an **End chat** action, as designed for that bot. [Learn more](#)
- **Abandoned** - How many visitors engaged with the bot, replying one or more times, but did not complete the conversation.
- **Meetings booked** - How many visitors booked a meeting. [Learn more](#)
- **Emails captured** - How many visitors provided their email during the conversation. This could be gathered either through an **Email** interaction or as they book a meeting.