

Routing Your Interactions in Chatbots

The Flow Builder for Chatbots is a flexible tool designed to enhance the user experience by allowing you to add questions to gather information, set conditional routing based on guest responses, and set actions for the bot to take.

This article focuses on the routing you can configure for your bot within the Flow Builder.

How to Access the Flow Builder

1. Click on **Chatbots** in the left-hand navigation menu.
2. Select the bot you want to edit.

Once here you can click on the Interaction you want to define routing for. Then, on the right-hand side of the screen you will see the **Routing pane**.

How does routing work?

Routing allows you to control the flow of guest interactions within your chatbot by determining what happens after each response. For every interaction, you can choose to:

- **Route to the next interaction in order:** Proceeds to the next interaction in sequential order.
 - **Always route to a specific interaction:** Routes the guest to the specified Interaction, no matter their response.
 - **Route to interactions based on rules:** Routes based on the guest's responses and predefined rules.
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Routing to Interactions Based on Rules

Using rules for routing enables you to create dynamic flows that adapt to the responses or data provided by your guests. Here's how to design effective rules:

What makes up a Rule?

Each rule comprises two core components:

1. **Conditions:** These are criteria that must be met to activate the rule. Conditions can be based on:
 - The guest's response in the current interaction.
 - Responses from previous interactions.
 - Information stored in a contact field.
2. **Routing Action:** This determines the interaction to route the guest to when the conditions of the rule are met.

Using Multiple Rules

You can include multiple rules within a single interaction for a more nuanced routing process. The Chatbot will evaluate the rules in order, starting from the top. When a condition is met, the guest will be routed to the designated interaction for that rule.

If the top rule's conditions are not met, the Chatbot will proceed to test the next rule, working its way down the list until a condition is satisfied.

Note: Always use the **Otherwise** option at the bottom of the **Routing pane** as a fallback. This ensures that, if none of the specified rule conditions are met, the Chatbot will still guide the guest to a predefined interaction or endpoint.
