Adding Messages to Your Chatbot

The Flow Builder for Chatbots is a flexible tool designed to enhance the user experience by allowing you to add messages to provide information, share documents, and more with your guests while they are interacting with the bot.

In this article we will focus on the various messages that you can add to 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 Chatbot you want to edit.

Once here you can drag and drop messages from the **Add Interaction** pane on the right into your Chatbot.

Types of Messages Available

The Flow Builder provides a variety of message types to help you collect and qualify information. Below are the available question types and their purposes:

- **Text message:** This message displays simple, plain text within the bot.
- **URL:** Add a clickable link that guests can use to access webpages or resources.
- **Image:** Insert an image to visually engage guests or share visual guides.
- **Video:** Add a video for guests to watch. Note that the maximum file size is 250 MB.
- **Document:** Upload a document, such as a PDF, for guests to download.