

Offering Live Chat with Your Chatbot

Including live chat within your Chatbot enables you to qualify your guests and ensure they connect with the correct user based on their specific needs.

Benefits of Offering Live Chat within a Chatbot

Integrating scheduling into your Chatbot provides several advantages:

- **Dynamic Information Collection:** Captures relevant information before the live chat to ensure your users have all the information they need to assist your guests.
- **Enhanced Routing Precision:** Leverages the bot's routing capabilities to direct guests to the most suitable Live chat team, ensuring their needs are met effectively.

How to Add Live Chat to Your Chatbot

Follow the steps below to integrate live chat into your Chatbot:

Navigating to the Flow Builder

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

Adding the Live chat Action

1. Add the **Live chat** action from the **Add Interaction** pane on the right.
2. Select which team the live chat should **Broadcast to**.
3. Enter a **Handoff Message** that will display while connecting the guest to your team.
4. Adjust the **Timeout Settings** to set how long it should try to connect with your team before timing out.
5. Click on **Save**.

How to Accept Live Chats

To accept live chat requests from guests who engage with your chatbot, you need to ensure that you are online and ready within the OnceHub application.

This can be done by following the steps below:

1. Click on your profile picture in the top right.
2. Toggle **Accept calls and chats** to on.

You can also set your working hours from here to automatically become available for live chats based on the availability you set up, as well as the busy time pulled from your connected calendar.

All requests can be seen by clicking on **Live Engagements** in the top navigation bar.

Advanced Options for Live Chats

- You can include multiple live chat actions within your Chatbot to accommodate different guest needs.
- Pair live chat actions with the Chatbot's conditional routing feature to guide your visitors to the most relevant live chat team based on their inputs, preferences, or other qualifying criteria.
- Consider routing to a scheduling action after the live chat in case your team is not able to accept the chat.

For example:

If a guest selects "Sales Inquiry" in the bot, the system can route them to chat with a sales representative. Alternatively, if "Customer Support" is chosen, they can be directed to chat with a support agent.

For more details on setting up routing conditions, refer to our [Routing Your Interactions](#) article.
