

Setting Up User Notifications for Your Chatbot

Adding notifications to your Chatbot allows users to receive real time alerts whenever certain chatbot interactions occur. This ensures that the right team members are alerted immediately about high-priority conversations.

For instance, you can trigger an internal message or email when a visitor answers a qualifying question, even if they don't complete the entire bot flow.



Note: When a notification is triggered, the **entire chat transcript** up to that specific interaction is sent to a specified User. These notifications are strictly for internal use only, and will not be seen by **Visitors**.

Why Use Notifications in Your Chatbot?

User Notifications bridge the gap between automated Chatbot flows and human interaction. Utilizing this feature allows you to:

- **Be Prepared:** Your team is prepared with necessary context before engaging with a visitor.
 - **Respond Immediately:** Receive alerts about high-priority conversations the moment they happen.
 - **Engage Proactively:** Take immediate action based on specific visitor data or qualifying answers
-

How to Set Up Notifications for Your Chatbot

Follow the steps below to trigger a notification based on the visitor's behavior.

1. Click on **Chatbots** in the left-hand navigation menu.
 2. Select the chatbot you want to configure.
 3. Add the **User notification** action from the **Add Interaction** pane on the right.
 4. Select your preferred method for receiving real-time alerts:
 - **Notify in your messaging platform:** Select this option to send alerts to platforms like [Slack](#), [Microsoft Teams](#), or [Google Chat](#).
 - Add the URL in the **Notify in your messaging platform** textbox.
 - **Notify via email:** Select this option to receive alerts directly in your inbox.
 - **Subject: (Optional)** Provide the Subject line for the email that will be sent.
 - **Message Body: (Optional)** Provide a message to be included with the conversation transcript in the email sent to the recipient(s).
 - **Recipients:** Select who should get the alert from the Recipients dropdown menu.
 5. Click **Save** to confirm the changes.
-