Enabling Google Chat Notifications for Live Engagements in Chatbots

When a guest requests a live chat or instant call, you can receive notifications in Google Chat via webhooks.

Key Benefits of Google Chat Notifications for Live Engagements

- **Real-time Alerts:** Get instantly notified when guests request live assistance.
- **Customizable Channels:** Route notifications to specific channels to better organize your team.

Step 1: Create an Incoming Webhook in Google Chat

To enable notifications, start by creating an incoming webhook in Google Chat. Google Chat will generate a unique webhook URL that you will need to paste in OnceHub.

For more information on this, we recommend taking a look at **Google's help center**.

Step 2: Add the Webhook in OnceHub

Now, add your webhook URL from Google Chat to OnceHub to start receiving notifications:

Navigating to the Flow Builder

1. Click on **Chatbot** in the left-hand navigation menu.
2. Select the bot you want to get Google Chats notifications for.

Adding the Webhook URL

1. Select the **Live chat** or **Instant call** action.
2. Add the URL to **Webhook Notifications**.
3. Click on **Save**.

Step 3: Test the Integration

Once everything is set up:

1. Click the **Test** button in OnceHub's Live chat action settings to send a test notification to Google Chat.
2. Confirm that you received the test message to ensure the integration is working.