Mapping Chatbot Questions to Global Fields

Each Question in your Chatbot can be mapped to a Contact field to save their responses within a OnceHub Contact, as well as use it to send the data to third party integrations such as CRMs and Zapier.

For information on creating Contact Fields, please take a look at our **Fields Library article**.

Mapping a Question to a Contact Field

Each Chatbot allows you to configure which Questions will be saved into a Contact field using the following steps:

1. Open the **Flow Builder Tab** of the Chatbot.
2. Select the **Question** you want to save to a Contact field.
3. Select **In the conversation and as a contact field** in the pane on the right.
4. Select the desired **Contact Field** from the dropdown.
5. Click on **Save**.