

## Offering Instant Video Calls with Your Chatbot

Including instant video calls 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 Instant Calls within a Chatbot

Integrating scheduling into your Chatbot provides several advantages:

- **Dynamic Information Collection:** Captures relevant information before the call 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 team, ensuring their needs are met effectively.
- 

### How to Add Instant Calls to Your Chatbot

Follow the steps below to integrate instant calls 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 instant calls to.

#### Adding the Instant Call Action

1. Add the **Instant Call** action from the **Add Interaction** pane on the right.
  2. Select which team the instant call 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 Instant Calls

To accept instant call 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 instant calls 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 Instant Calls

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

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

---

## Frequently Asked Questions

Q: Do I need to have an integrated video conferencing option to offer instant calls?

A: Yes, the Instant Call feature makes use of your integrated video conferencing options. If nothing is connected, it will appear as if you are offline.

---