

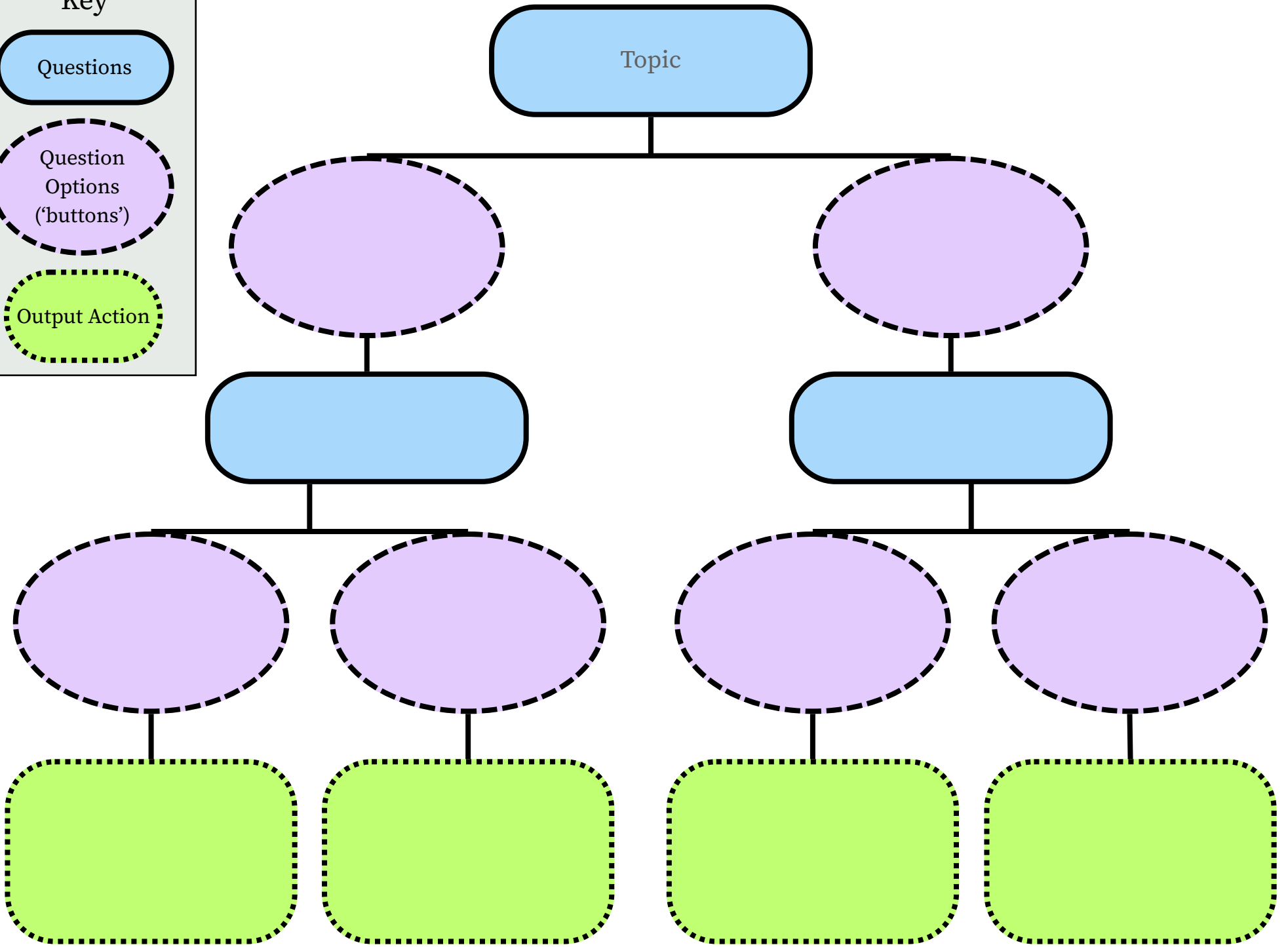
Key

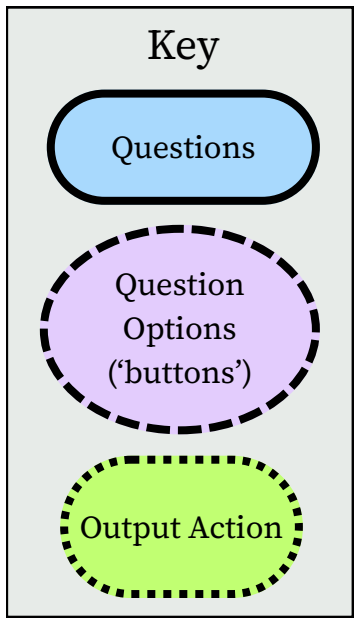
Questions

Question
Options
(‘buttons’)

Output Action

Topic





Finding Books

I know the book I'm looking for

I'm browsing for new books

Which of these apply?

Research or leisure reading?

The library has my book

The library doesn't have my book

Leisure

Research

I don't know if the library has my book

Call number/find on shelf instructions

Resource sharing/ILL instructions

Link to Collection Highlights/Staff Picks

Link to research guide

Catalog search instructions

	Action	Purpose
Output Actions	Question	Present options to patron, or accept patron input in a text box
	Send Message	Output text-based messages, can send multiple messages from 1 action
	Show Text	Output shorter text-based messages
	Website Link	Output a short message followed by a separate hyperlink
LibAnswers	Connect to Live Chat	If selected LibChat department is online, connects to chat; else performs additional action(s)
	Submit a Ticket	Uses the queue form (or chatbot itself) to submit a ticket to specified queue

If-Then Statements

If user clicks 'X', bot will do 'Y'

- If a user clicks on *Help with library policies*, then perform *Send message: Library Policies*
- Use for connections between actions

Question Bank

Questions and options are assigned in the question bank

- Use bank to edit question and option text
- Use the flow editor to adjust if-then statements