

Chatbots cheat sheet for TIDIO

Download free Chatbots Ebook

Build your own Chatbots

Create your own Chatbot

Triggers

These nodes are blue. You can define the scenario of how your visitors will be engaged by the chatbot.

By clicking or typing to the bot

Visitor clicks the bots button
The visitor will be able to launch an automation on their own. Once triggered, the automation will take over the conversation.

Visitor says
Will be triggered when the visitor types something similar to a word or phrase specified inside the node.

By action they made on your page

First visit on site
Will be triggered on a visitor's first visit on your website. Works only once for every new visitor.

Visitor returns to the site
Will be triggered when a visitor returns to your website.

Mouse leaves window
Will be triggered when the visitor's mouse pointer leaves your website's tab for at least 5 seconds.

New event
Will be triggered along with new custom or generic event. An event can be triggered directly from the API.

Form abandoned
Will be triggered when the visitor fills in a form on the website (e.g. a contact form), won't submit it and then goes to another page. (vide: Automation: rules and limits on Confluence)

The visitor hasn't contacted you for some time
Will be triggered when a visitor doesn't contact you for a specified amount of time. This trigger works only for visitors who have left their email address.

Visitor opens a specific page
Will be triggered when a visitor opens a particular page.

On certain days
Will be triggered on certain days of the week.

When you start it

Operator doesn't respond during the conversation
Will be triggered when an operator doesn't reply to an active conversation (already assigned). This trigger is only activated for already assigned conversations.

Operator starts the automation
As an operator, you will be able to launch an automation during a chat. Once triggered, the automation will take over the conversation.

Operator doesn't take the conversation
Will be triggered when an operator doesn't open a new incoming chat (it remains unassigned). This trigger is only activated for new, unassigned conversations.

Conditions

These nodes are yellow. Conditions filter out the path for the actions, making them target things like the country, operating system, or even specific names. Each condition branches out with a Yes and No path allowing you to set a different action for each path.

First name
Performs following action when the visitor's first name matches the condition.

Last name
Performs following action when visitor's last name matches the condition. *Works only for facebook.

Email
Performs following action when the visitor's email address matches the condition.

Country
Performs following action when visitor's country matches the condition.

Browser
Performs following action when the visitor's browser matches the condition.

Operating system
Performs following action when visitor's operating system matches the condition.

Returning visitor
Performs following action if the visitor already visited a website.

Day
Performs the following action on specific days.

Current URL
Performs the following action when the visitor opens specific URL.

Language
Performs following action if visitor's browser language matches the condition.

Based on Contact Property
Performs following action if the visitor's Contact Property matches the condition.

Conditions have their own internal settings, allowing you to specify if they should target a specific element:

Is equal to
When property is exactly equal to given value e.g name property equals to John

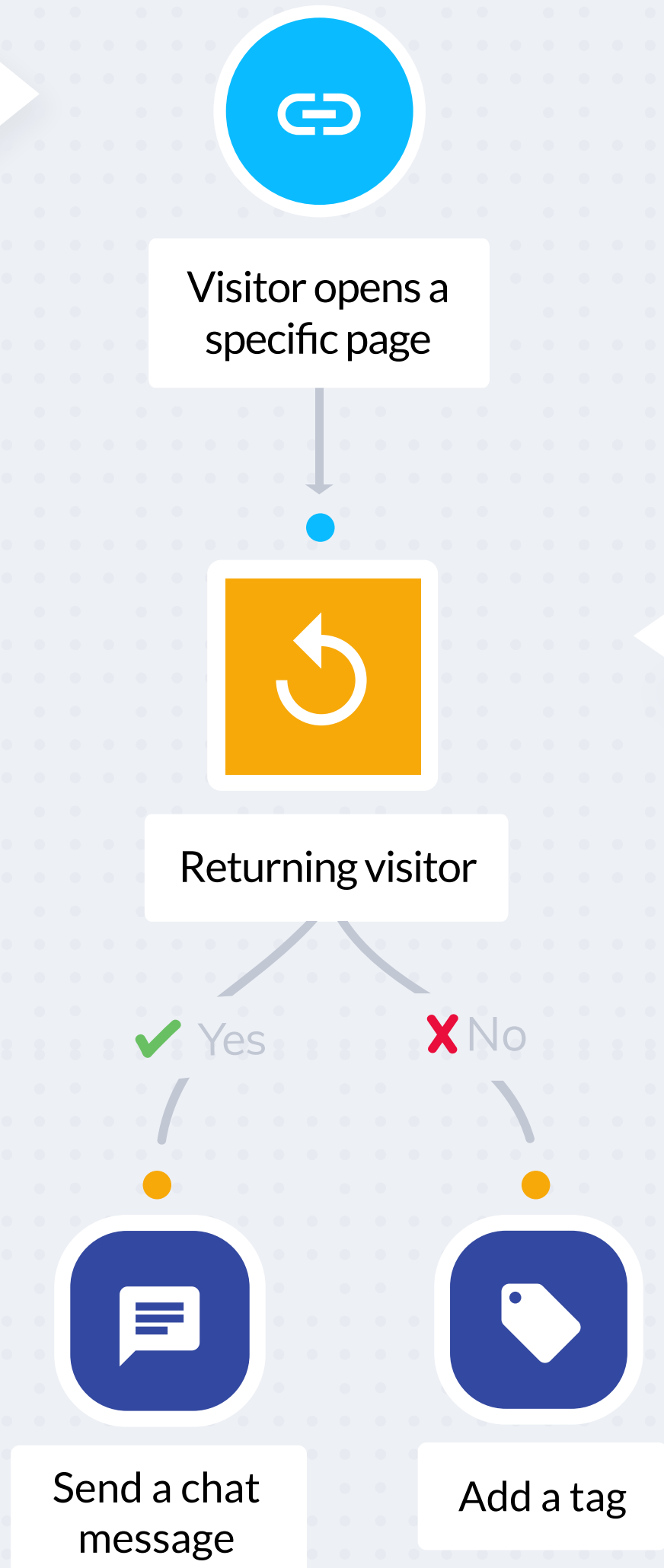
Is not equal to
When property is exactly not equal to given value e.g name property not equals to John

Starts with
When property begins with given value e.g number property starts with 44

Ends with
When value ends with

Is set
When the property value is known to the given user. For example, the user has previously provided an email address

Contains
When property contains given value e.g url contains "blog". Automation will be executed on every url with word "blog" in it. /blog/post-1 /blog/post-2



Actions

These nodes are purple. You can add and connect the actions after the trigger has occurred. These nodes carry out a task when the trigger requirements are met.

Send a chat message
A chat message will be sent to the visitor.

Add a tag
A tag will be added to the visitor.

Chat with bot ended
This action displays a message after the automation finishes the conversation. The user gets the option to select other automations to chat with.

Shopify

Check Order Status
The chatbot will answer your client's questions about the status of their order. After providing their order number or e-mail, the client will learn their order status.

Shipping Zones
The chatbot will respond to your client's questions about delivery location of your products. First, the client will be asked about the area they'd like to order to, and then the customer will be informed if that specific item is available.

Product Availability
The chatbot will answer your client's questions about the availability of particular products in your store. After providing the product's name, the client will be informed whether that specific item is available.

Delay
Automation will be delayed for a specified amount of time.

Set Contact Property
You can add a new contact property or modify the existing one set by the "Ask a Question" node.

Send to Zapier
This action allows you to transfer data to Zapier where it can be used by other applications. You can, for example, send the contact details to the CRM system or subscribe the contact to the mailing list.

Remove a tag
A tag will be removed from the visitor.

Send an email
An email will be sent to the visitor.

Decision (Card Messages)
Sends out rich messages with texts, images and buttons. The visitor will be asked to select the answer from one of the buttons. Note that the buttons won't disappear after they were clicked so the visitor can return to them at any moment during conversation.

Ask a question
The visitor will be asked a question.

Notify Operators
A notification will be sent to the operator as a chat message when the operator is online and by email, when the operator is offline (only if the option "Send email notifications" has been enabled in Settings>Preferences menu). This message won't be seen by the visitors.

Decision (Quick Replies)
The visitor will be asked to choose the answer from one of the quick replies buttons. Please note that the quick reply button disappears once it was clicked.

Advantages

- Helps to increase sales and conversion;
- Provides great customer experience;
- Saves a lot of time (for both customers and business owners);
- Generates new leads;
- Makes your customer service faster, more efficient, and accessible;
- Very low cost and effort (you can set up these tools on your own, without the help of a developer);
- Personalises the communication;
- Automation of repetitive work;
- Available 24/7;
- Instant customer support;
- Helps you save money, works as an employee;
- Reduces the number of simple calls and emails;

Pre-made Chatbots for shopify

Delivery Tracking Bot
A chatbot will automatically reply to your clients' queries about tracking their delivery.

Shipping Zones Bot
These conversations are often very simple and require an operator to inform the client whether delivery to a particular country is possible.

Product Availability Bot
We've created a specialised chatbot which goal is to provide your clients with information on product availability; if the particular goods aren't available, the bot asks for an e-mail address and you are able to contact the client once the product is available again.

Purchase complete message
With this automation, you can thank your clients for purchasing in your online store, and you may additionally provide a discount for their next purchase or recommend other products.

Pre-made Chatbots for others

Lead generation Bot
Engage and generate more leads. The chatbot will ask your visitors to get familiar with your offer and will collect their e-mail or phone number.

Order a phone call Bot
Upon a guest's first visit the chatbot will ask them if they'd like a phone call. Once they provide their phone number, you'll receive your potential customer's information.

Place an order Bot
The chatbot will ask your visitor about which product they'd like to order, and then collect their e-mail address. Once they provide this information, you'll be notified

Pre-made Chatbots for each group

Welcome new visitors
Message everyone who enters your site for the first time. An initial conversation engages the visitor, which encourages them to return when facing an issue.

Discount for returning visitors
By engaging this automation, you'll start sending automatic welcoming messages to clients who return to your store. Offer them a discount and make sure your best clients will be back.

Visitor leaves form
Message a visitor who fills in a form and then leaves it. Learn what the issue is and solve it before the visitor leaves your site.

Inform about discounts for particular products
Offer a discount for particular items; when a client visits the product page, they'll be informed about the deal.

Visitor returns
Message a returning visitor. Increase engagement among visitors who return to your site.

Handle return queries Bot
Automate replies to one of the most frequent questions that online store owners are asked: "How can I return the goods?"

Visitor leaves page
Message a visitor who leaves your site window. Retain visitors who are about to leave your site and ask them about the reason.

Discount when cart is abandoned Bot
Offer a small discount in exchange for clients' email address to prevent them from abandoning their cart. The customer gets a discount and will complete their checkout process, while you get their email address and increase sales.

Operator doesn't respond during the conversation
Message a visitor who hasn't received a reply in some time during a conversation with you.

Discount for new visitors
This automation will ask new website visitors if they would like to receive a discount code. It's a powerful tool to generate more sales.

Autoreply for missed conversation
Message a visitor who hasn't received a reply in some time and their message remains unassigned.