

# 2

## Chatbots

that will help you reach  
more customers



Hi! I'm bot working  
for Tiffany. How can  
I help you? 🤖



# Table of contents

<b>List of Nodes</b>	4-8	Send a message to visitors who view your contact page	22
Triggers	5	Send a message when a visitor is on a specific page	24
Action	6	Generate leads from your blog	26
Conditions	7	Tag visitors who view your pricing page	28
<b>How to turn off, delete, and edit your chatbot</b>	9-10	Run a promotion on a specific day of the week	30
<b>How to get Tidio chatbot templates</b>	11	Send welcome messages in different languages	32
<b>List of templates</b>	12-56	Inform your customers about discounts on particular products/services	34
Welcome new visitors to your website/store	12	Collect contact details from your customers to get back to them later	36
Welcome returning visitors	14	Provide more information about a product/service	38
Send a message when your operators are busy	16	Answer frequently asked questions	40
Send a message to visitors who quit filling an online form	18	Let customers order a phone call	42
Stop visitors from leaving your website/store	20	Thank your customers for placing their orders	44

# Table of contents

Offer a discount to new visitors	46
Send shipping information to visitors who view your product pages	48
Send a message to customers who abandon their carts	50 <i>*for Shopify</i>
Offer a discount to visitors who abandoned their carts and request their contact info	52 <i>*for Shopify</i>
Build semi-automated customer service	54 <i>*for Shopify</i>

# List of Nodes

Nodes are the building blocks of your chatbot. You always start with at least one trigger, and then you add relevant nodes, either actions or conditions, to build the conversation flow between your chatbot and the customer.

There are many nodes but don't worry! If you are not sure what any node is for, drag it onto the node map and then click it to enter the edit mode. In the edit mode, you will not only be able to customize the individual node but will also find a short description of it.

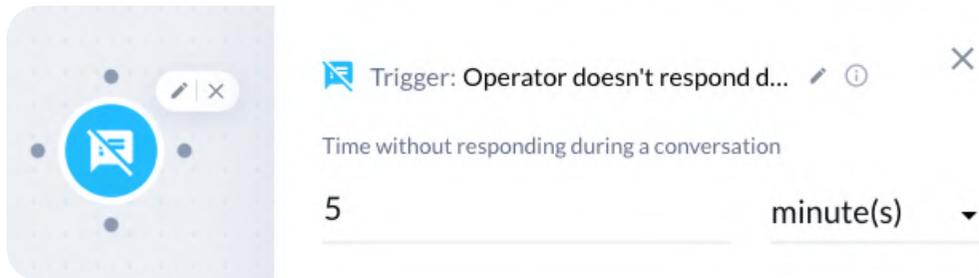
## Tip

A conversation flowchart is the foundation of your chatbot. Before you even start building one, you need to sketch how the whole conversation will look like. Learn more about flowcharts:

[Chatbot Flowchart and Decision Tree Examples](#)

# Triggers

Trigger nodes define in what circumstances the chatbot will engage the visitor. For instance, the Operator doesn't respond during the conversation triggers the bot to activate when the message sent by the customer doesn't get a response within a specific period of time.

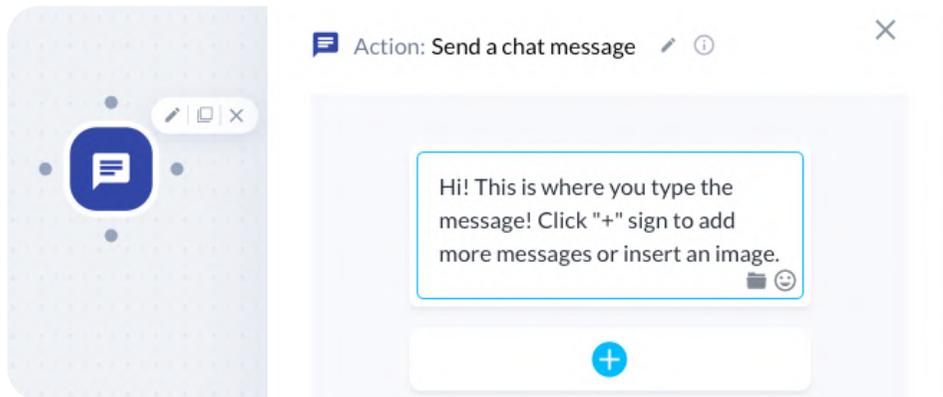


To customize the time the chatbot is going to wait until it enters the action, click the node and set the time (in minutes or seconds), e.g. 5 minutes.

-  Visitor clicks the bots button
-  First visit on site
-  Mouse leaves window
-  Form abandoned
-  Visitor opens a specific page
-  Visitor Clicks on Chat Icon
-  Operator doesn't respond during the conversation
-  Visitor says
-  Visitor returns to the site
-  New event
-  The visitor hasn't contacted you for some time
-  On certain days
-  Operator doesn't take the conversation
-  Operator starts the chatbot

# Action

Action nodes represent your chatbot's actions. For instance, the most frequent action you will be using is Send a chat message, which, as the name suggests, makes the chatbot send a message to the customer.



To customize the message you want your chatbot to send, click it and type the message.

- Send a chat message
- Decision (Quick Replies)
- Decision (Card Messages)
- Delay
- Set Contact Property
- Remove a tag
- Chat with bot ended
- Check Order Status
- Shipping Zones
- Ask a question
- Decision (Buttons)
- Send an email
- Notify Operator:
- Add a tag
- Send to Zapier
- Subscribe for Mailing
- Product Availability

# Conditions

A condition node checks whether a certain statement is true or false (the branches are marked as “Yes” and “No” respectively).

For instance, let’s say you want your chatbot to send welcome messages to Spanish customers in their native language. To do that, you will need to use the Language condition.

What will happen is as follows: when the chatbot is triggered, it will check the customer’s browser language > if the language detected is Spanish, it will evaluate the condition as true (“Yes”, the customer uses Spanish) and will send a chat message in Spanish > if the language detected is not Spanish, it will evaluate the condition as false (“No”, the customer does not use Spanish) and will send a chat message in English.



Based on Contact Property



Browser



Operating system



Returning visitor



Day



Current URL



Language

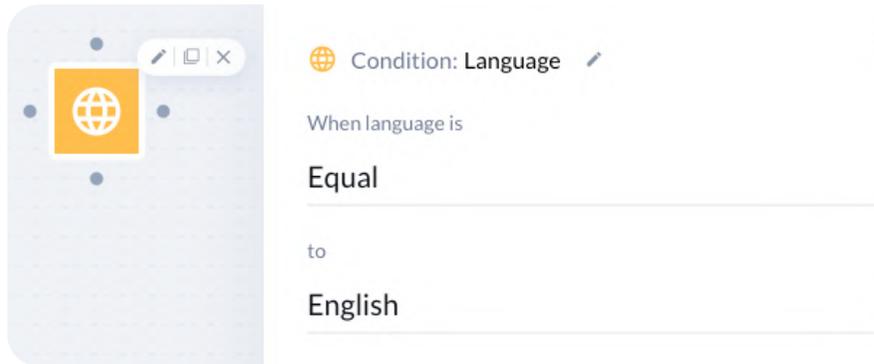


Mailing Subscriber



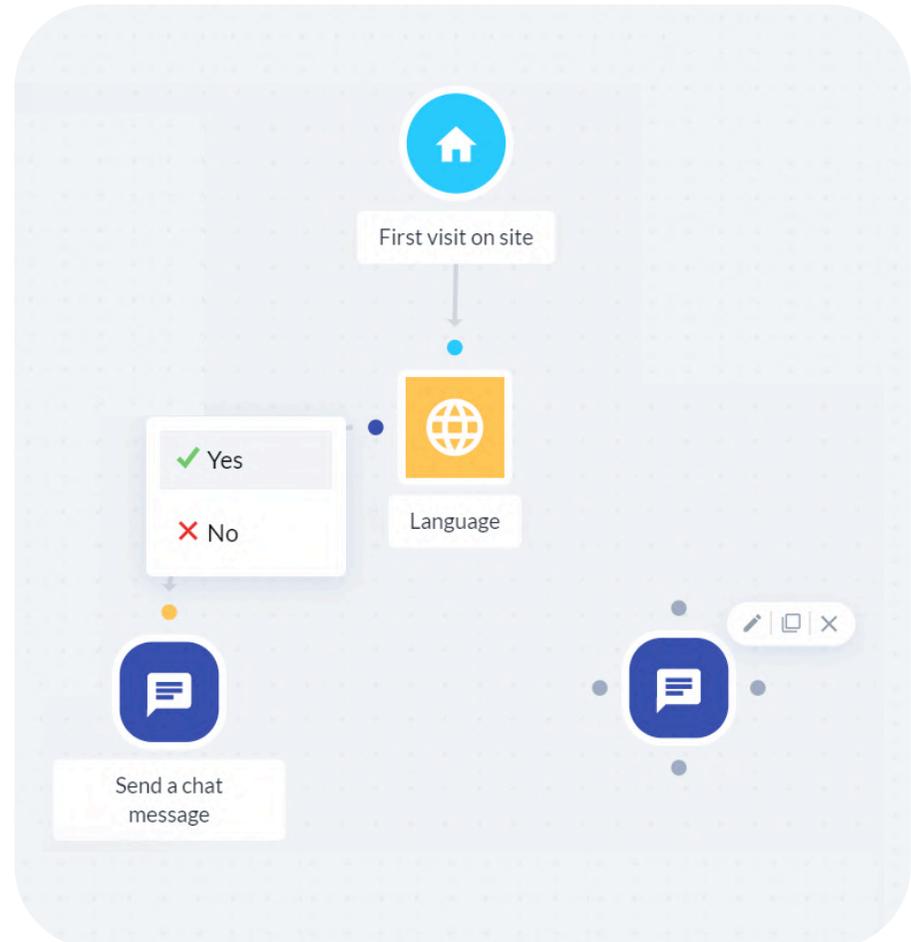
Chat status

# Conditions



To customize the language, click the node and select the language from the drop-down list.

Be careful how you connect the conditions to other nodes. Remember, that there will be always two outcomes: “Yes” and “No,” so you will need to take care of both cases. In the example below, there are two “Send a chat message” actions. One for the “Yes” branch, and the other one for the “No” branch.

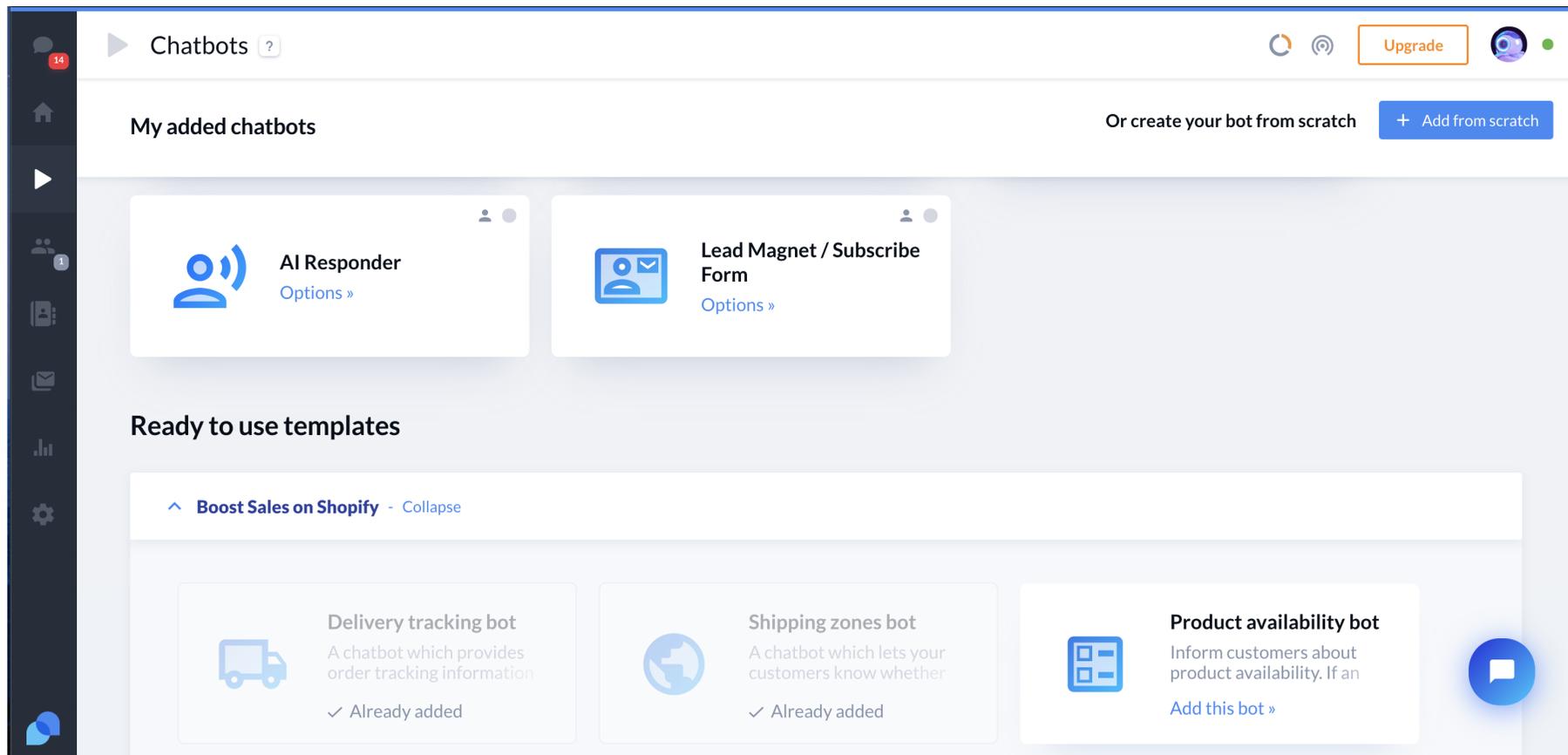


# How to turn off, delete, and edit your chatbot

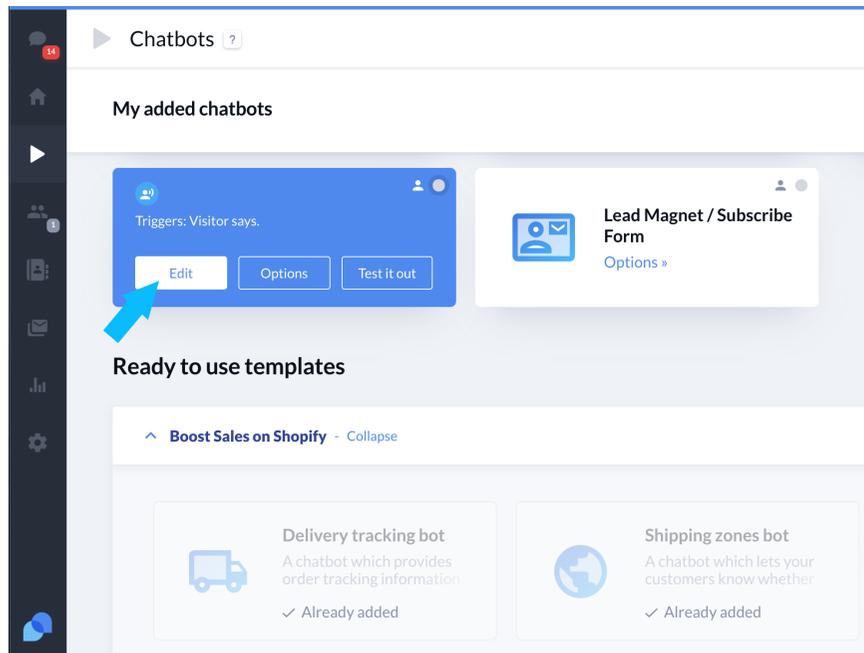
All the chatbots you have built and saved are shown in the CHATBOTS tab. This is where you manage your bots,

enable/disable, edit, and delete them.

Take a look at the screenshot. On the left, you can see that there are chatbots that use four different triggers to launch and five chatbots under the “First visit on site” trigger. To expand the list of chatbots you have, click the “+” (plus) sign next to the trigger.



Let's assume that you would like to edit the first chatbot on the list - "Black Friday welcome chatbot". You can do this in two ways. Either click the "Edit" link located next to the chatbot name in the section on the right-hand side. Or, click the triple dots next to the chatbot name in the left section (chatbot list) and select "Edit."



As you can see, by pressing the triple dots you made a sub-menu pop up that has some other options listed:

- **Edit** - you open a node map again to make some changes in your existing chatbot
- **Active** - you "turn ON and OFF" your chatbot
  - if this option is toggled ON, you will also need to set the behavior of your chatbot. I.e., whether it will launch when your operators are offline (for 24h support) and whether it will launch when the conversation is already being handled by the operator or another bot
- **Clone** - you make a copy of a selected bot (useful when you want to reuse part of the existing bot)
- **Delete** - you delete the bot permanently (this action cannot be undone!)

# How to get Tidio chatbot templates

There are currently 16 chatbot templates waiting for you to customize or start using straight away! How can you get them?

- 1 Create your free account with Tidio

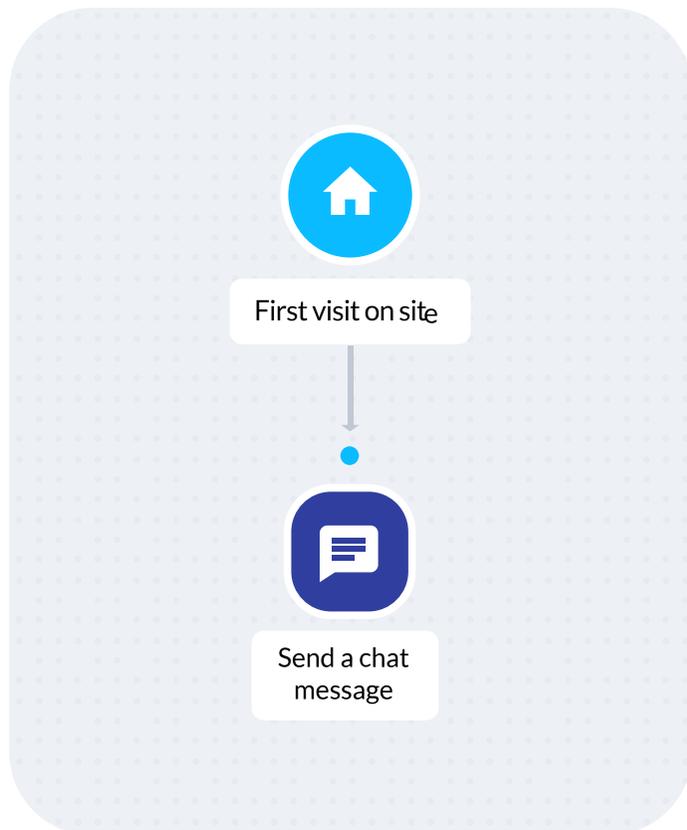
Create my account

- 2 Log into your admin panel and go to the “Chatbots” tab
- 3 Click the button “+ Add another bot” located in the right upper corner
- 4 Choose your template and click it to add
- 5 Customize the messages or add the necessary information

- 6 That’s it!

If you are happy with your chatbot, activate it and you are good to go. (Not sure how to activate your chatbot? Skip to [“How to turn off, delete, and edit your chatbot”](#) section)

# Welcome new visitors to your website/store



## Benefits:

- You increase the visitors' trust
- You build relationships with your customers
- You deliver a positive customer experience

## Use case:

You want to evoke positive feelings in your customers whenever they visit your store so make sure they feel welcome! At the same time, assure them that there is someone around and they can use a live chat anytime they need any assistance from you.

## What does this chatbot do?

It sends a welcome message to each new visitor landing on your website or in your store.

## Welcome new visitors to your website/store

### How to build this chatbot:

- 1 Add [First visit on site](#) trigger
- 2 Add [Send a chat message](#) action and customize your message

### Message examples:

- “Hi! Great to have you with us today. If you have any questions, do let me know. I’m here to help”
- “Hello there! Welcome to our store. Can I help you find anything?”
- “Welcome! My name is [operator’s name]. Are you looking for something specific? Let me help you find it 😊”

### Tip

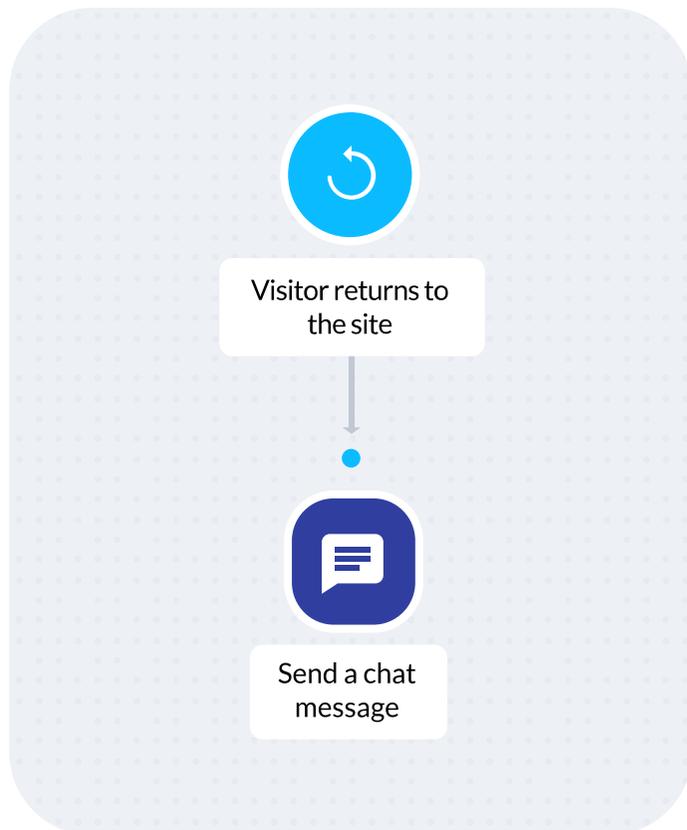
Interested in reading more about chatbot welcome messages? Check out this article on our blog:

[The Best Welcome Message Examples to Onboard and Welcome New Users](#)

You can also use a template and get this bot in just a few clicks.

Add from template

# Welcome returning visitors



## Benefits:

- You increase the number of sales
- You generate leads

## Use case:

Not all visitors who have left your website or store are gone forever. Some of them leave only to come back later. This is a good opportunity to catch their attention, encourage them to stay, and/or ask for a reason they had left previously.

## What does this chatbot do?

It sends a message to each visitor returning to your website or store within a selected period of time. The returning visitors receive messages to encourage them to stay on your website and place an order (or take any other action, e.g. fill in the form, create an account, read an article, leave an email address, etc.).

## Welcome returning visitors

### How to build this chatbot:

- 1 Add **Visitor return** to the site trigger and set the trigger limitation
- 2 Add **Send a chat message** action and customize your message

\* This chatbot works for visitors who closed your website and were away for at least 5 minutes

### Message examples:

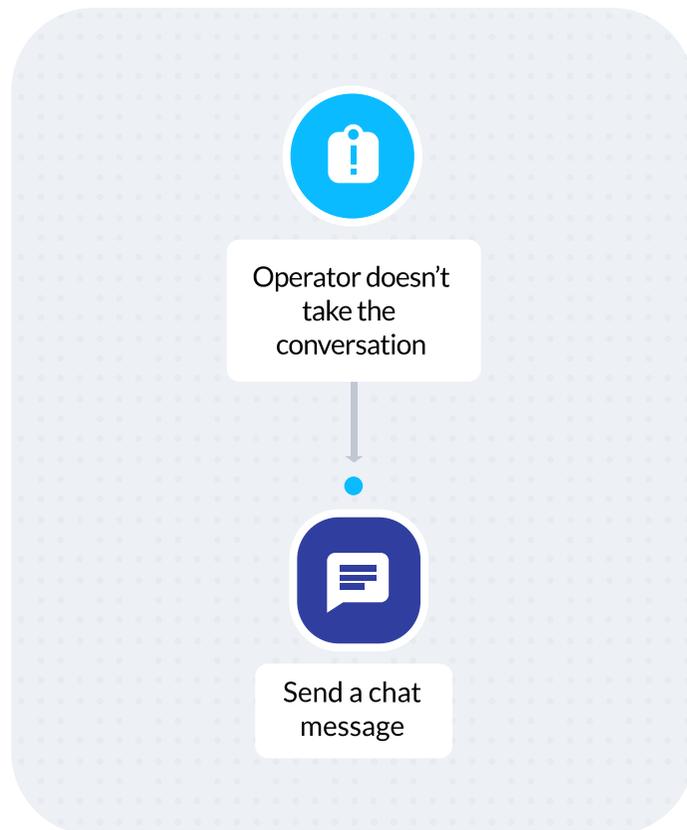
- “Welcome back! Great to see you again. Is there anything I can help you with today's shopping?”
- “Hello again! Good to have you back. Was there anything you were missing while you visited us last time?”

- “Hi and welcome back! We’ve noticed that you already visited our website/store a few minutes ago. Could you please tell us what made you leave?”
- “Hi there! So you’ve decided to come back. Great! :) How about staying a bit longer? You’ll receive a \$5 discount on your total shopping if you order today! Interested?”

You can also use a template and get this bot in just a few clicks.

Add from template

# Send a message when your operators are busy



## Benefits:

- You deliver a better customer experience
- You increase your chances of preventing customers from leaving your website/store
- You collect valuable feedback

## Use case:

Although nobody likes to be kept on hold, it is something you may need to face from time to time when your shop or website receives a lot of customer queries. Should a situation like this happen, do let your customers know that their query did not go unnoticed and someone will handle it as soon as possible.

## What does this chatbot do?

It sends a message to the visitor who sent their query on the live chat but did not receive a response from any of your operators.

## Send a message when your operators are busy

### How to build this chatbot:

- 1 Add **Operator doesn't take the conversation** trigger and specify how many seconds or minutes the chatbot will wait to send the message
- 2 Add **Send a chat message** action and customize the message

### Message examples:

- “Hi, sorry to keep you waiting. We'll look into your query as soon as possible”
- “Hi, thank you for your patience. All our operators are busy at the moment. We'll get back to you in a few minutes”
- “Hello, we've received your message. All our operators are handling their queries as fast as they can and will be with you shortly”

- “We apologize but all our support agents are currently engaged. We will get back to you shortly”

### Tip

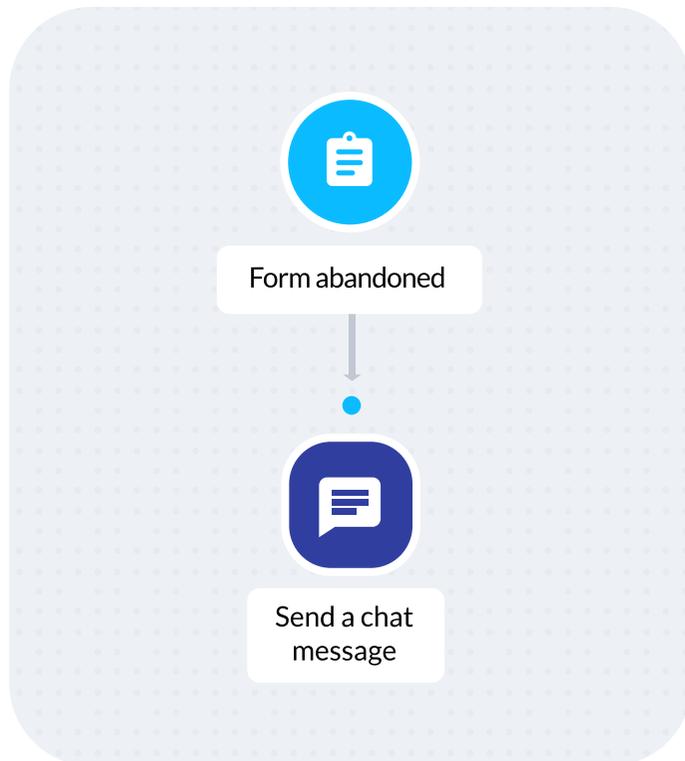
Being able to deal with the workload is one of the traits of a good live chat support agent. Do you care about the quality of your online customer service? Then check out our article!

### [10 Good Customer Service Skills Required From Live Chat Customer Support Agents](#)

You can also use a template and get this bot in just a few clicks.

Add from template

# Send a message to visitors who quit filling an online form



## Benefits:

- You increase the number of potential customers who successfully submitted their online forms (e.g. registration forms)
- You collect valuable feedback

## Use case:

If you have an online form present on your website, then you might have noticed that sometimes the visitors start filling it but, for some reason, they decide not to submit it and leave the page.

## What does this chatbot do?

It sends a message to visitors who abandon their online forms. It engages the visitor and attempts to encourage them to submit the form and/or asks for the reason for not submitting it.

## Send a message to visitors who quit filling an online form

### How to build this chatbot:

- 1 Add **Form abandoned** trigger and set the trigger limitation
- 2 Add **Send a chat message** action and customize the message

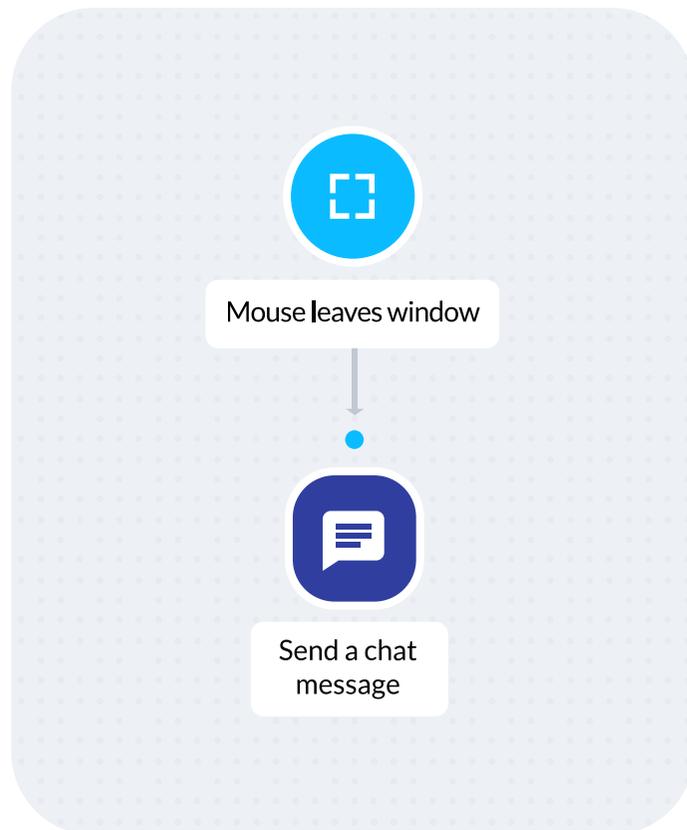
You can also use a template and get this bot in just a few clicks.

Add from template

### Message examples:

- “Are you sure you want to leave this form? Let us know if you need any assistance!”
- “Psst! Looks like you haven’t submitted the form yet. If there is anything you would like to discuss, please let us know 😊”
- “Whoops! There is still some data missing 💔 Please review your details. In case you have encountered some issues, please let us know so we can help you”

# Stop visitors from leaving your website/store



## Benefits:

- You collect valuable feedback
- You increase the number of visitors who stay on your website and who could eventually become your customers

## Use case:

Your website/store receives some amount of traffic but the visitors vanish the moment they land on your website.

## What does this chatbot do?

It sends a message to visitors who are about to leave your website/store. It engages the visitor and attempts to encourage them to stay and/or asks for the reason for leaving.

## Stop visitors from leaving your website/store

### How to build this chatbot:

- 1 Add **Mouse leaves window** trigger and set the trigger limitation
- 2 Add **Send a chat message** action and customize the message

### Message examples:

- “Wait! Did you find what you were looking for? Perhaps we could help you with anything?”
- “Hey! Before you go, could you please tell us why you decided to leave our website/store?”
- “Please let us know if there’s anything you need before you leave. Have you found what you were looking for?”

### Tip

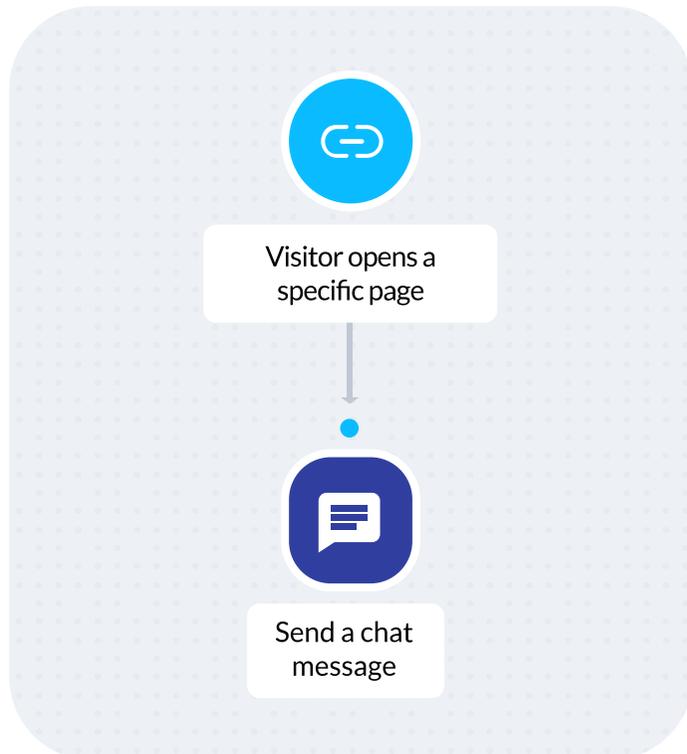
Your website/store receives some traffic but visitors seldom buy? Then we’ve got some tips for you.

### [Traffic, but No Sales? 6 Steps to Increase Your Ecommerce Sales](#)

You can also use a template and get this bot in just a few clicks.

[Add from template](#)

# Send a message to visitors who view your contact page



## Benefits:

- You reduce potential queries sent via different communication channels, many of which could be resolved at hand via a live chat
- You reduce communication friction and customer wait time
- You deliver a better customer experience

## Use case:

New visitors wanting to speak to someone about your goods or services, naturally, head over to the contact page. Some of their queries, however, can be solved on spot via a live chat.

## What does this chatbot do?

It sends a message to the visitors who land on your contact page to let them know that you are available and can help with their query immediately.

## Send a message to visitors who view your contact page

### How to build this chatbot:

- 1 Add **Visitor opens a specific page** trigger and enter the contact page URL
- 2 Add **Send a chat message** action and customize the message

\*Alternatively: Replace this node with **Notify operators** action if you want to handle the conversation immediately and in-person

### Message examples:

- “Hi there! I can see that you are trying to contact us. Is there something I can help you with right now?”
- “Hello. Do you need help with anything? Just type in your query in a chat so we can handle it immediately 🗨️”
- “Hi! Would you like to discuss any of our services? We’re available. Let’s talk 😊”

You can also use a template and get this bot in just a few clicks.

Add from template

# Send a message when a visitor is on a specific page



## Benefits:

- You increase your sales

## Use case:

As an online entrepreneur, you might be having offers on your website/in your store that you care about more. For instance, high-end products or premium services. In other words, there are cases when you want to specifically engage the visitors to increase your chances for conversion.

## What does this chatbot do?

It sends a message to the visitor who lands on a specific page to let them know that you are available to discuss the product/service/deal in more detail.

## Send a message when a visitor is on a specific page

### How to build this chatbot:

- 1 Add **Visitor opens a specific page** trigger and enter the page URL
- 2 Add **Send a chat message** action and customize the message

\*Alternatively: Replace this node with **Notify operators** action if you want to handle the conversation immediately and in-person

### Message examples:

- “Hi! The apartment you are looking at is currently on sale. Would you like to discuss the details?”
- “Good taste! This custom made sterling silver ring is a real beauty 🥰. You can have it perfectly designed to your specifications (including laser engraving). Interested? Let’s chat 🗨️”

- “There has never been a better time to buy a men's watch! Especially when we talk about the Breitling Premier B01 Chronograph 42 Norton Edition. We offer [your special deal], as well as an interest-free payment plan. Send us a message to chat about the details”

### Tip

Reaching out to the visitors before they reach you is the essence of proactive customer service.

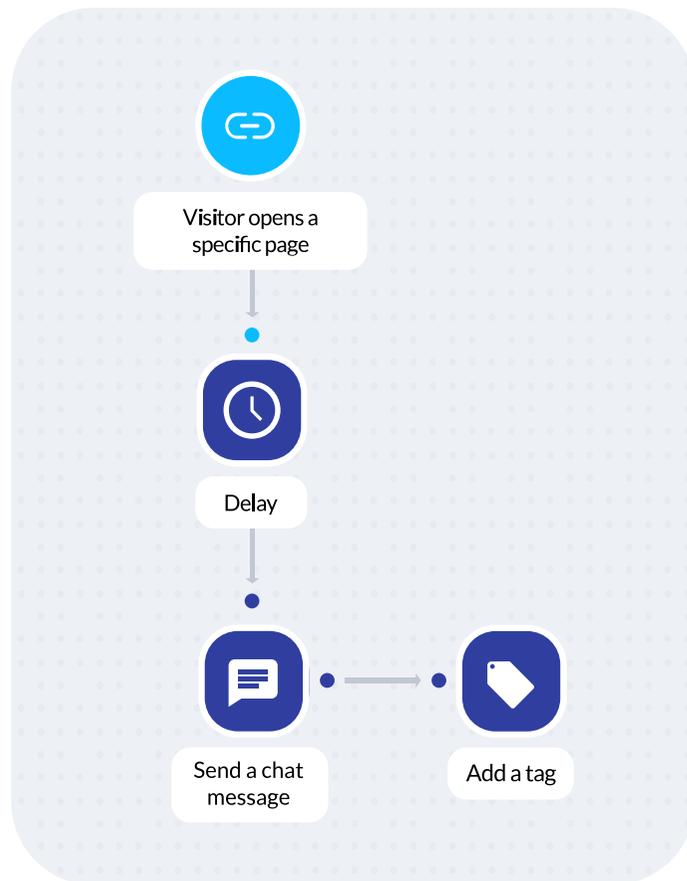
You can read more about this approach in our article:

### [How to Use Proactive Live Chat for Customer Service](#)

You can also use a template and get this bot in just a few clicks.

Add from template

# Generate leads from your blog



## Benefits:

- You increase your sales
- You collect more leads

## Use case:

Traffic that is attracted by a blog is an invaluable source of leads and potential customers. Tap into that pool by offering incentives to your visitors for taking certain actions.

## What does this chatbot do?

It sends a message with a discount offer to visitors who read a specific article on your blog.

## Generate leads from your blog

### How to build this chatbot:

- 1 Add **Visitor opens a specific page** trigger and enter the article URL
- 2 Add **Delay** action and set the delay time to 60s\*
- 3 Add **Send a chat message** action and customize the message
- 4 Add **Tag action** to tag the visitor as a blog/specific topic reader

\* Delay time depends on how long it will roughly take the visitor to read an article

### Message examples:

- “Did you enjoy reading this article? Leave your email address and we’ll keep you up-to-date with our newest articles about [topic]”

- “Hi! It seems that you are interested in [topic/product/service]. Would you like to learn more about how [your product/service] can help you [achieve a goal]? Just let us know what you need and we’ll email you a tailored solution straight to your inbox”

### Tip

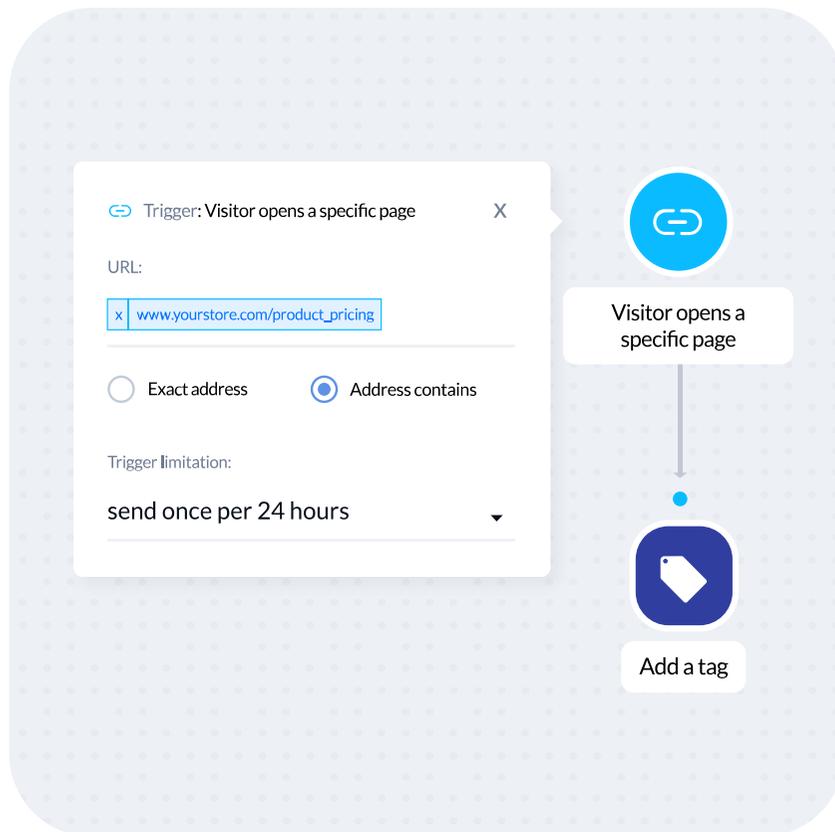
Would you like to learn more about generating leads with live chat and chatbots? Take a look at the article below:

### [12 Tricks to Generate Leads with Live Chat and Chatbots](#)

You can also use a template and get this bot in just a few clicks.

[Add from template](#)

# Tag visitors who view your pricing page



## Benefits:

- Easily spot visitors who view your pricing page

## Use case:

Visitors who view the pricing page are potentially considering getting your product but before they make up their mind, they need to know whether they can afford it.

## What does this chatbot do?

It adds a tag to the visitors who land on your pricing page. This way you can engage them individually and try to convert them.

## How to build this chatbot:

- 1 Add **First visit on site** trigger

## Tag visitors who view your pricing page

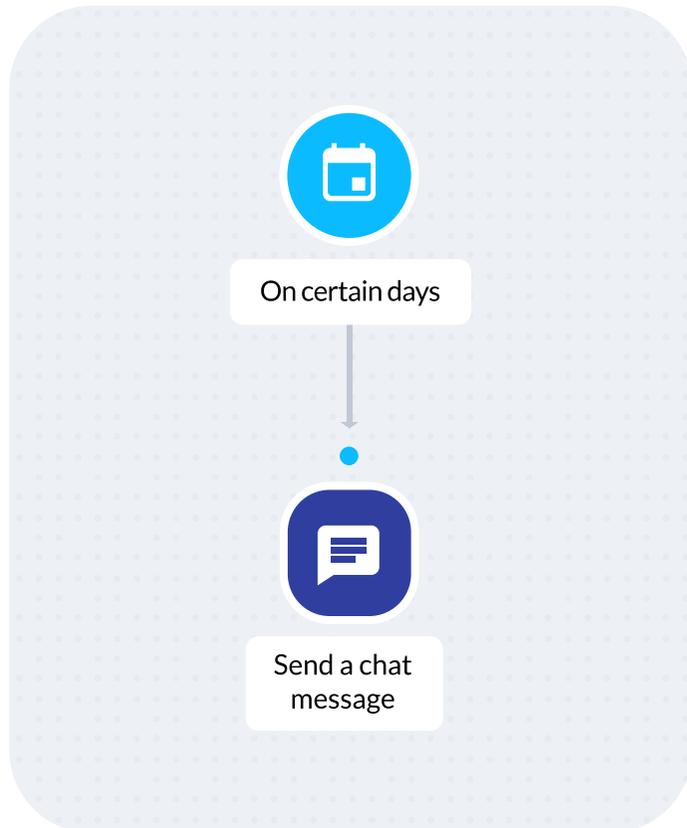
- 2 Add Current URL condition and enter the pricing page URL
- 3 Add Tag action to tag the visitor
- 4 Connect all nodes

### Tip

Personalized communication in marketing goes a long way. See how it works and how it can boost your sales:

[Conversational Marketing: From Traffic to Sales in 4 Steps](#)

# Run a promotion on a specific day of the week



## Benefits:

- You increase sales
- You gain repeat customers

## Use case:

Customers love promotions, especially regular ones. In no time, new visitors habitually return to your store on a specific day(s) of the week.

## What does this chatbot do?

It sends a message to visitors on selected day(s) of the week to inform them about the promotion.

## Run a promotion on a specific day of the week

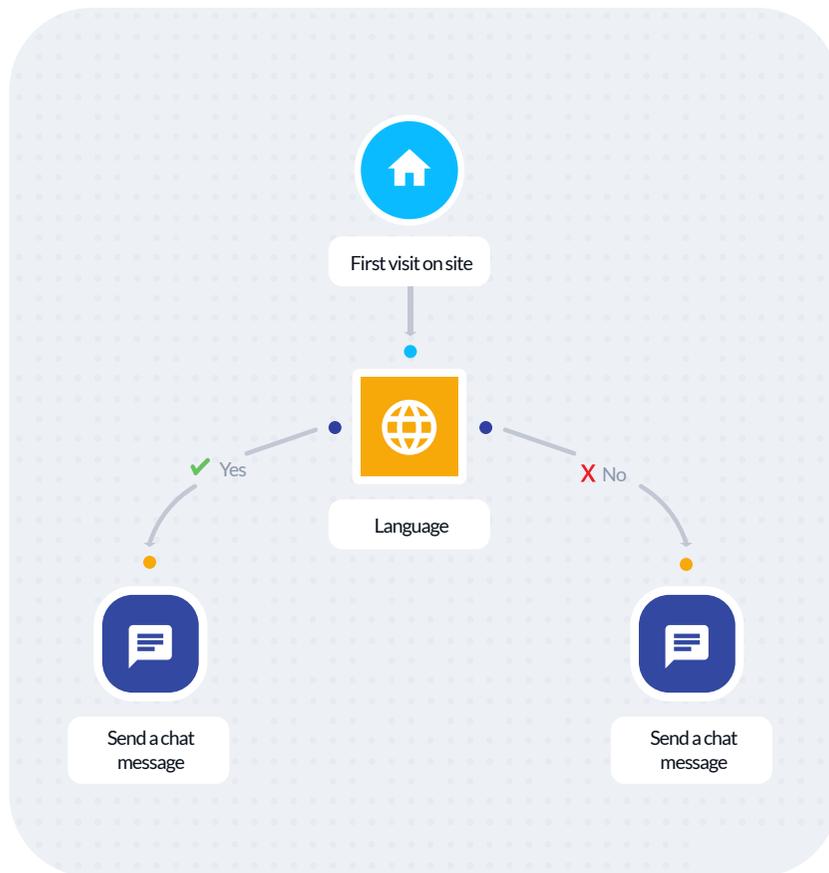
### How to build this chatbot:

- 1 Add **On certain days** trigger, mark the days and set the trigger limitation
- 2 Add **Send a chat message** action and customize the message

### Message examples:

- “Yay! It’s Fri--day! Free delivery to all US locations for orders over \$50”
- “Did I hear you saying Moan--day? Fair enough, we all hate Mondays. That’s why we thought to make it sweeter for you. How about Buy One, Get One FREE deal on all our Belgian chocolate sweets and \$5 OFF on ‘Candy Bundles’? Sounds sweet? It sure does. Order now and get a discount. Only on Mondays!”

# Send welcome messages in different languages



## Benefits:

- You increase the visitors' trust
- You build relationships with your international customers
- You deliver a positive (and personalized) customer experience

## Use case:

Online business has no borders so it is only natural that your website or store is visited by customers from different locations.

## What does this chatbot do?

It sends a message (e.g. a welcome message) to customers in their language.\*

\* The language is based on the browser settings of the visitor, not their IP

## Send welcome messages in different languages

### How to build this chatbot:

- 1 Add **First visit** on site trigger
- 2 Add **Language condition** and select the language (e.g. French)
- 3 Add two **Send a chat message** actions, connect one to the “Yes” Language branch, and the other one to the “No” Language branch
- 4 Connect the nodes:
  - If Yes (the language detected is French), send a message in French (e.g. “Bonjour!”)
  - If No (the language detected is not French), send a message in English (e.g. “Welcome!”)

### Tip

Add more Language conditions to make your chatbot welcome customers in many other languages.

# Inform your customers about discounts on particular products/services



## Benefits:

- You increase sales

## Use case:

As an online merchant or service provider, you might be having goods that are either premium, seasonal, or less popular, and which you would like to sell more effectively.

## What does this chatbot do?

It sends a message to visitors to let them know about your promotions.

## How to build this chatbot:

- 1 Add **Visitor opens a specific page** trigger and enter the page URL

## Inform your customers about discounts on particular products/services

- 2 Add **Send a chat message** action and customize the message

You can also use a template and get this bot in just a few clicks.

Add from template

### Message examples:

- “Try our services this month & get 20% off!”
- “Try our new pomegranate flavor smoothies. Add it to your shopping list today and get 5% discount at the checkout”
- “[product type] total clearance! All [product name] and [product name] on 30% sale!”

### Tip

Replace Visitor opens a specific page trigger with the First visit on site trigger if you want to announce a certain deal to each new visitor.

# Collect contact details from your customers to get back to them later

## Benefits:

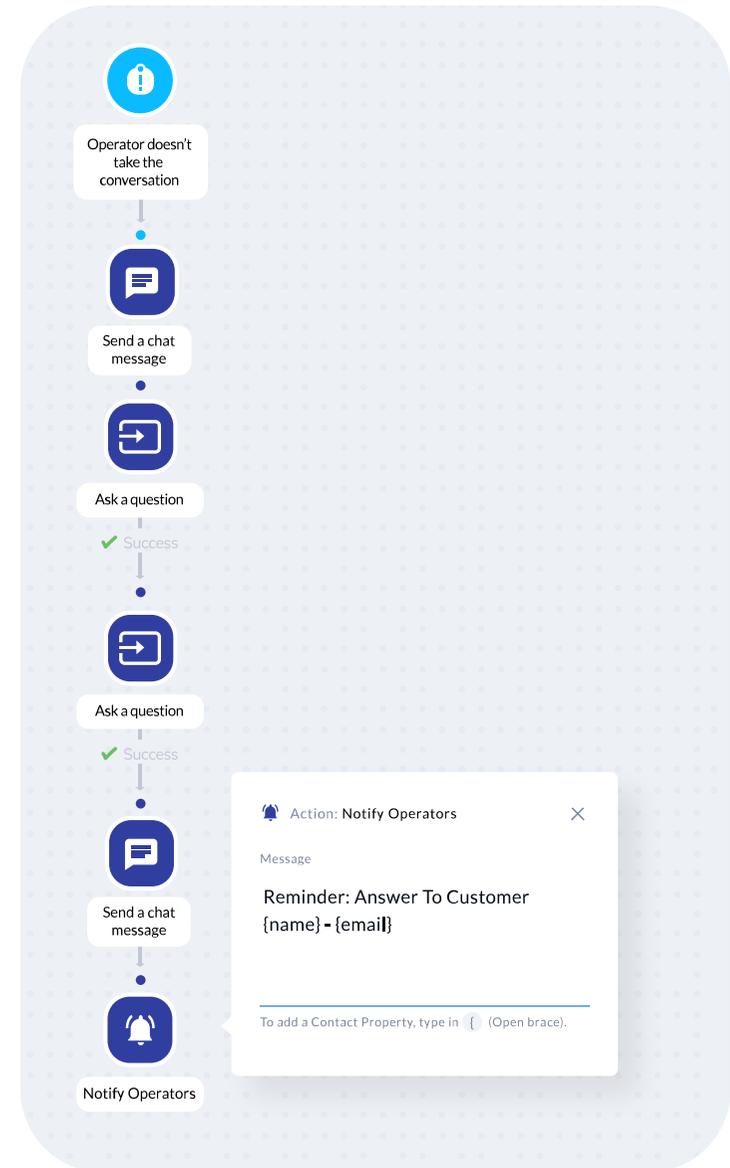
- You collect leads
- You decrease the chances of missed sales

## Use case:

Customers may be in need of your assistance the moment you are unable to pick up the chat.

## What does this chatbot do?

It activates when you (or your operators) do not respond to the visitor's query. It then prompts a few questions in order to collect the contact details from the visitor so you can get in touch with them later.



## Collect contact details from your customers to get back to them later

### How to build this chatbot:

- 1 Add **Operator doesn't take the conversation** trigger and set the time (e.g. 2 minutes)
- 2 Add **Send a chat message** action and customize the message (e.g. "Hi there! Sorry to keep you waiting but it looks like all our operators are busy. Please leave your contact details and we will get back to you as soon as we can!")
- 3 Add **Ask a question** action, customize the question to get the visitor's name (e.g. "What is your name, please?")
  - Optional: Enable "Save the answer as a Contact Property"
- 4 Add **Ask a question** action, customize the question to get the visitor's email address (e.g. "Thank you. What is your email address?")

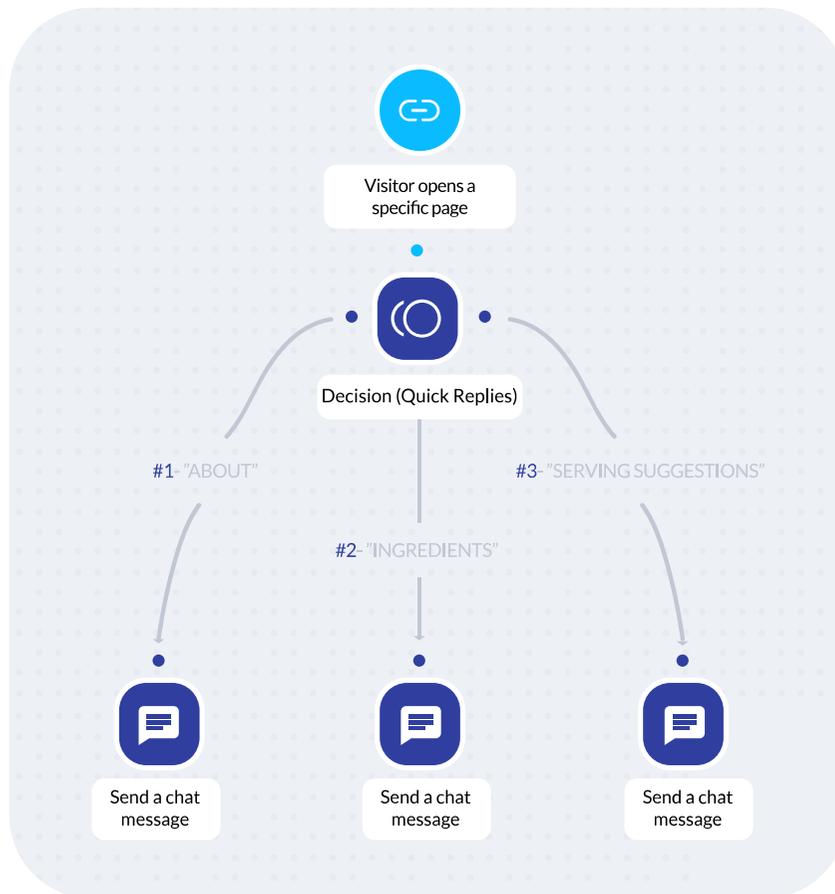
- Optional: Enable "Save the answer as a Contact Property"

- 5 Add **Send a chat message** action and customize the message (e.g. "All set! Stay tuned, we'll contact you shortly")

### Tip

You can skip adding nodes from steps 1 and 2 manually. Just grab an **"Autoreply for missed conversations"** chatbot template! Then edit it and continue with steps 3-5.

# Provide more information about a product/service



## Benefits:

- You increase the chances of a sale

## Use case:

The visitor browses one of the pages with your offer and would like to get more information about a given product/service.

## What does this chatbot do?

It sends a message and prompts options to let the visitor decide what they would like to find out more about.

## How to build this chatbot:

- 1 Add **Visitor opens a specific page** trigger and enter the product page URL

## Provide more information about a product/service

- 2 Add Decision (Quick Replies) action, customize your message and quick reply buttons (e.g. “Material”, “Size”, “Colors”, “Care Guide”)
- 3 Add Send a chat message actions and customize their messages for each quick reply

### Message examples:

- “Hi! Looks like [brand] shoes caught your eye. Is there anything you would like to know more to help you make a decision?”
  - e.g. the corresponding message for ‘Colors’ quick reply could be: “The pair of these stylish sneakers come in black-olive, black-red, and full pink color versions”

### Tip

Each Quick Reply button represents the visitor’s question or answer. Make sure there is some action (e.g. a message) that follows each of them.

# Answer frequently asked questions

## Benefits:

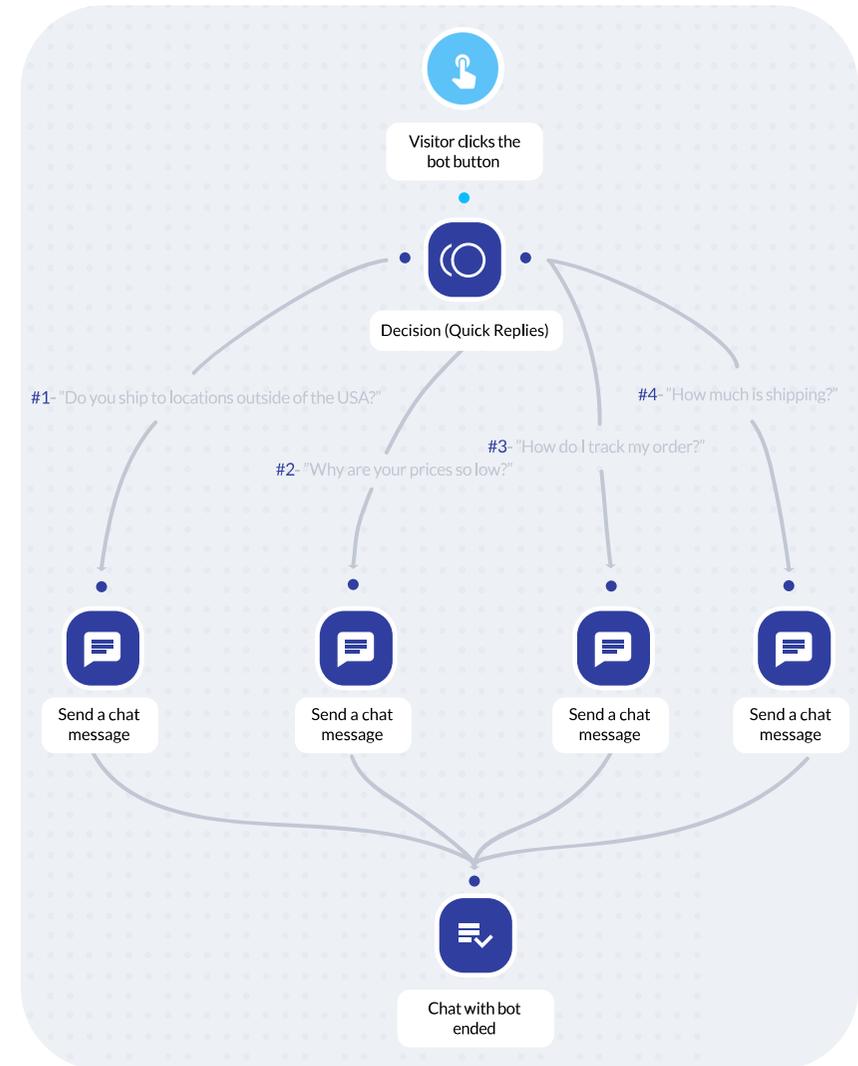
- You save yours and your visitors' time
- You deliver a positive customer experience
- You turn boring FAQs into a conversation

## Use case:

FAQ pages are an accessible and convenient way of giving visitors and customers all the important information about your business 24/7.

## What does this chatbot do?

It provides answers to the questions selected by the visitors.



## Answer frequently asked questions

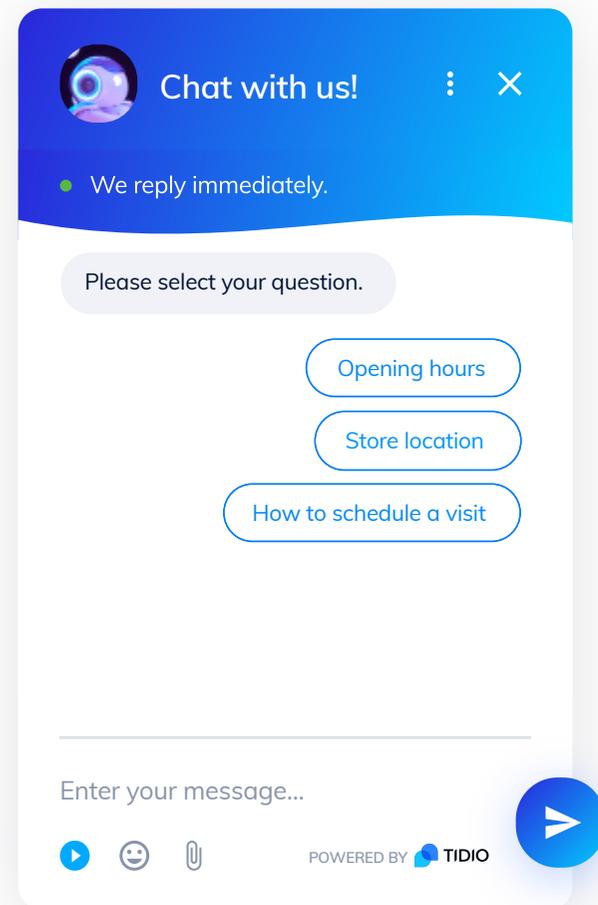
### How to build this chatbot:

- 1 Add **First visit on site** trigger
- 2 Add **Decision (Quick Replies)** action, customize your message and quick reply buttons (frequently asked questions)
- 3 Add **Send a chat message** actions and customize their messages for each quick reply

### FAQs examples:

- “Opening hours”
- “Store location”
- “Privacy policy”

You can also use a template and get even more powerful eCommerce FAQ bot in just a few clicks.



Add from template

# Let customers order a phone call

## Benefits:

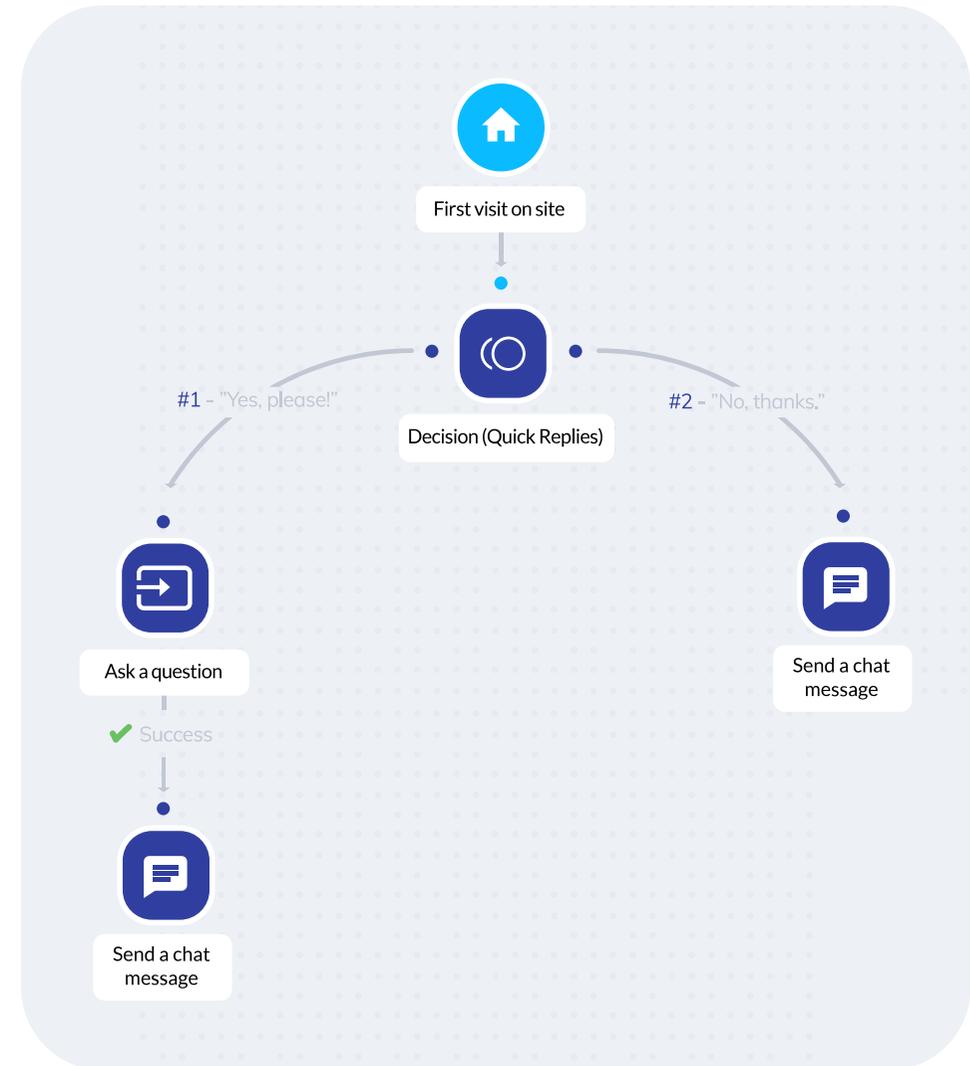
- You collect leads
- You decrease the chances of missed sales

## Use case:

Some customers may prefer to have a chat with you personally over the phone to discuss matters related to your business.

## What does this chatbot do?

It sends a message to the visitors asking them whether they would like to order a phone call with you.



## Let customers order a phone call

### How to build this chatbot:

- 1 Add **First visit on site** trigger
- 2 Add **Decision (Quick Replies)** action, customize your message (e.g. “Would you like to us give you a call?”) and quick reply buttons (e.g. “Yes, please” and “No, thanks”)
- 3 Add **Send a chat message** action, customize your message (e.g. “All right! In case you need anything, let us know and we’ll reply as soon as possible”) and connect it to the “No, thanks” quick reply branch
- 4 Add **Ask a question** action, customize your question (e.g. “Sure! What’s your phone number, please?”), set validation to Phone Number, save the answer as a Contact Property, and connect the node to the “Yes, please” quick reply

- 5 Add **Send a chat message** action, customize your message (e.g. “Thank you. We’ll call you as soon as we can”) and connect it to the Ask a question node
- 6 Add **Notify operators** action and customize the notification message (or leave the default one)

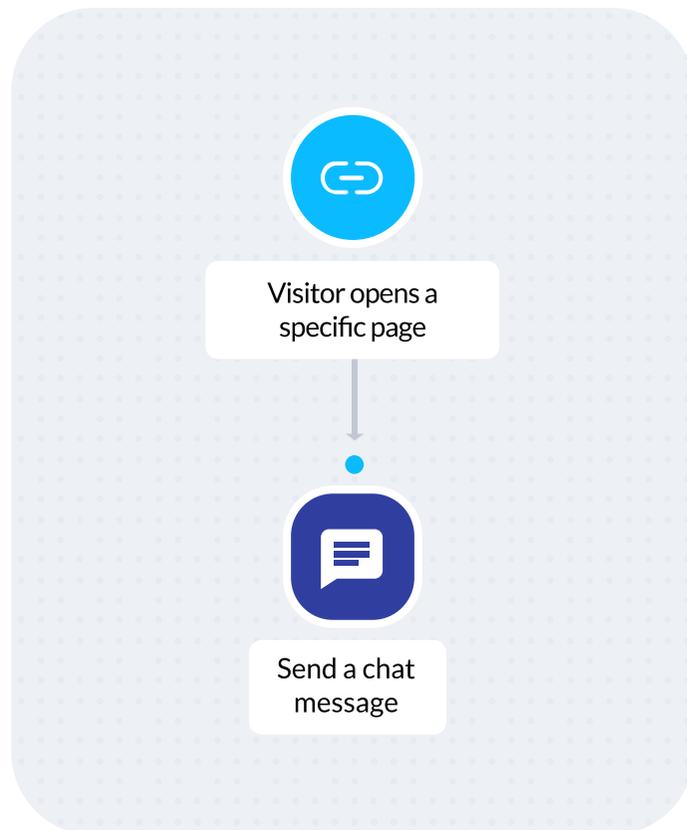
### Tip

You may consider adding one or two more follow-up Ask a question actions to get the customer’s name and their time zone (to avoid calling someone in the middle of the night!)

You can also use a template and get this bot in just a few clicks.

Add from template

# Thank your customers for placing their orders



## Benefits:

- You build relationships with your customers
- You deliver a positive customer experience

## Use case:

A customer placed their order with your store. Thanking them is not only a sign of courtesy but also makes them feel more confident that their order was placed correctly.

## What does this chatbot do?

It sends a 'thank-you' (or other relevant post-order) message to the customer.

## Thank your customers for placing their orders

### How to build this chatbot:

- 1 Add **Visitor opens a specific page** trigger and enter your thank-you page URL
- 2 Add **Send a chat message** action, customize your message

### Message examples:

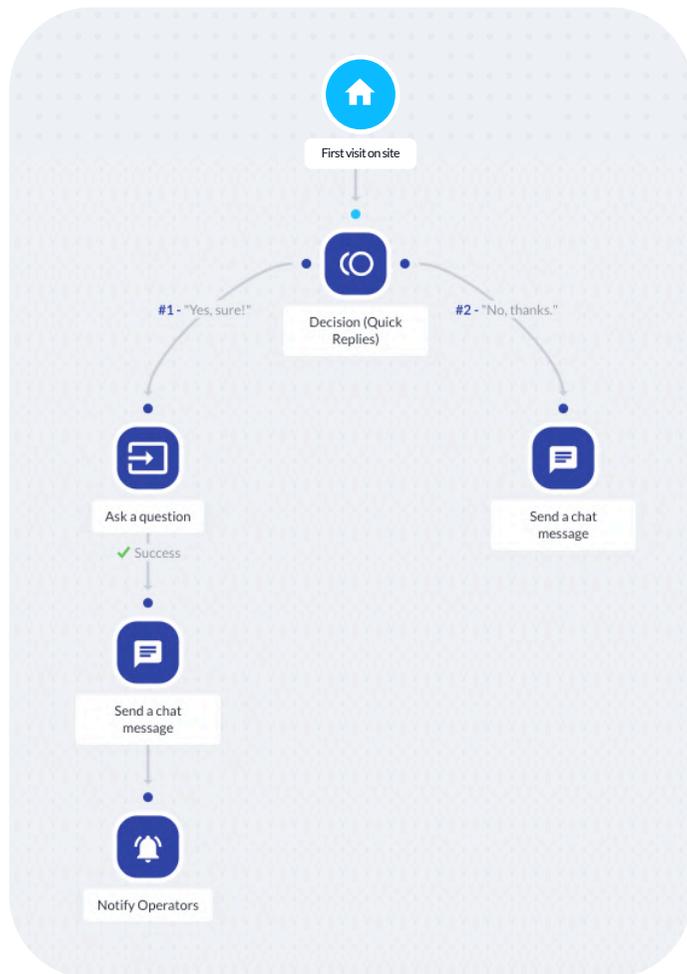
- “Thank you for shopping with [store name]! Your item has been packed and shipping information has been sent to the carrier. It could take 3-5 business days for the carrier to update the status of your order. Meanwhile, your order is actually on the way”
- “High five! Your order is being processed. We will let you know when the carrier has accepted or picked up the shipment from us. Keep an eye on your inbox! ☺”

- “Thank you for your order. A confirmation email has just been sent to your email address. If you have any questions, do not hesitate to contact us”
- “Sign up to our newsletter to receive the latest news about new arrivals and promotions”

You can also use a template and get this bot in just a few clicks.

Add from template

# Offer a discount to new visitors



## Benefits:

- You turn new visitors into customers
- You generate leads

## Use case:

Your website is being visited by a number of visitors but very few of them stay and place an order with you.

## What does this chatbot do?

It greets new visitors and offers them a discount on their first order.

## How to build this chatbot:

- 1 Add **First visit on site** trigger

## Offer a discount to new visitors

- 2 Add **Decision (Quick Replies)** action, customize your message (e.g. “Hi there! Nice to see you 😊. We currently offer a 10% discount to all new customers! Would you like to get your discount code now?”) and quick reply buttons (e.g. “Yes, sure!” and “No, thanks”)
- 3 Add **Send a chat message** action, customize the message (e.g. “No problem. I’ll be here in case of any questions 😊!”) and connect it to “No, thanks” quick reply branch
- 4 Add **Ask a question** action, set the validation to Email and connect it to “Yes, sure!” quick reply branch
- 5 Add **Send a chat message** action and customize your message (e.g. “Here is your code: NEW20. Enjoy your shopping!”)

- 6 Add **Notify Operators action** and customize the message (e.g. “A new visitor was given a discount code”)

You can also use a template and get this bot in just a few clicks.

Add from template

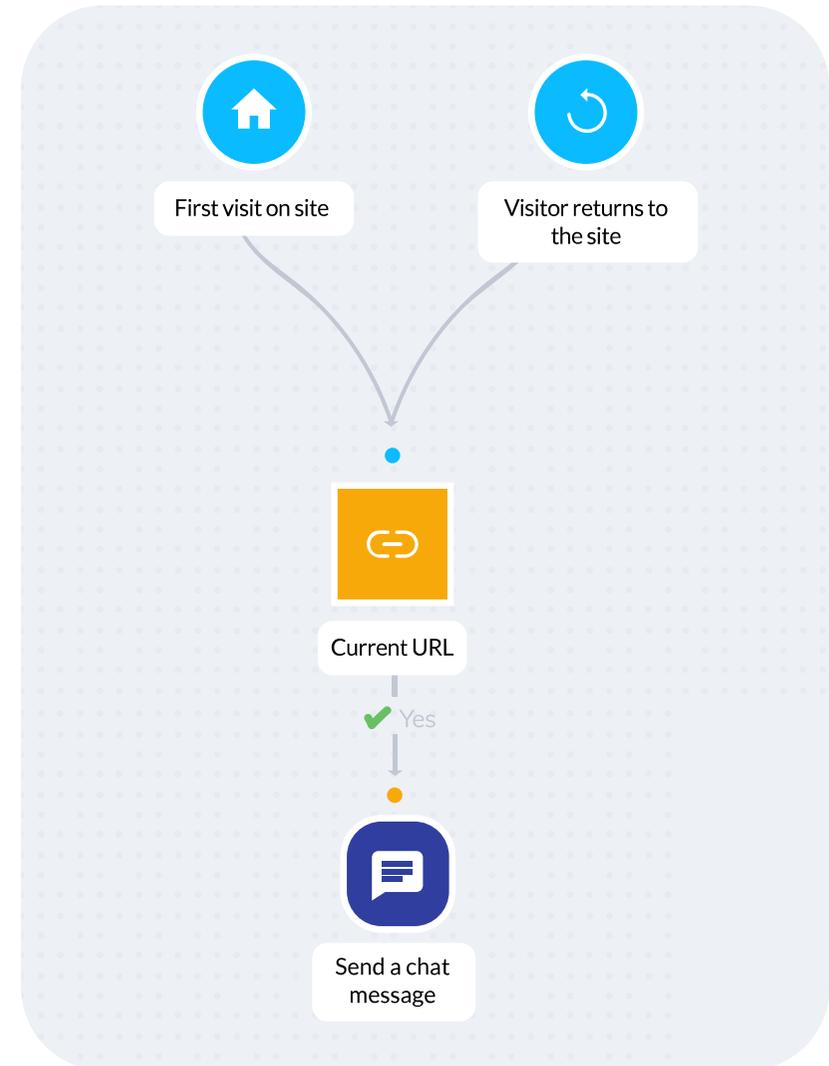
# Send shipping information to visitors who view your product pages

## Benefits:

- You proactively anticipate visitors' queries
- You reduce friction in visitors' shopping journey
- You deliver a positive customer experience
- You increase sales

## Use case:

A visitor lands on one of your product pages and starts to wonder about shipping options before they decide whether they are going to place an order or not.



## Send shipping information to visitors who view your product pages

### What does this chatbot do?

It sends a message to each visitor who lands on your product page to inform them about the shipping costs and options. This way, your visitors do not need to leave the page to look for shipping information elsewhere.

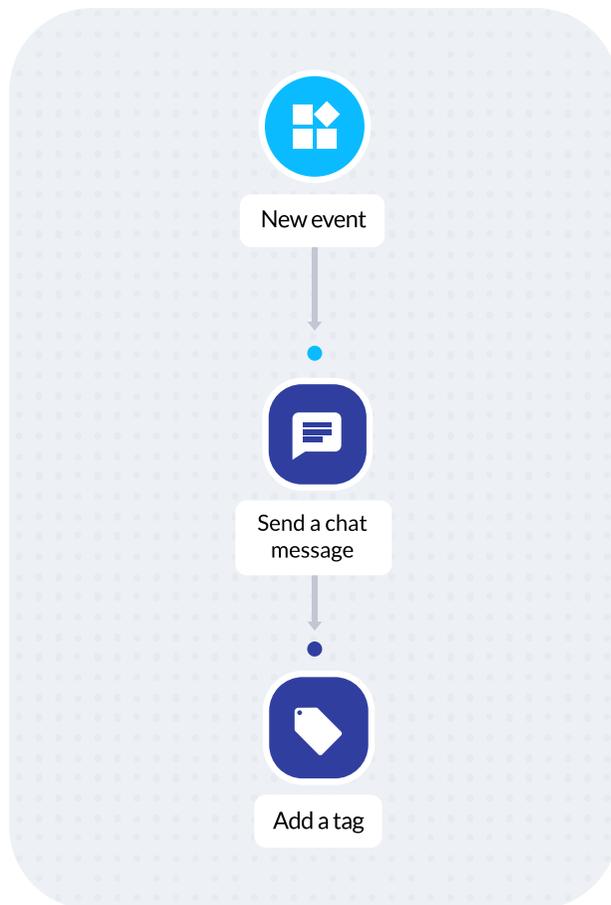
### How to build this chatbot:

- 1 Add **First visit on site** and **Visitor returns** triggers
- 2 Add **Current URL** condition, enter a common products page URL (e.g. `www.yourstore.com/products-category`), change Equal to Contains
- 3 Add **Send a chat message** action and customize your message

### Message examples:

- “Free shipping for all orders over \$40”
- “Place an order today by 12 pm and have it delivered tomorrow by 10 am”
- “\$10 for next-day delivery and \$25 for express with [carrier name]”

# Send a message to customers who abandon their carts



## Benefits:

- You reduce abandoned cart rate and increase sales
- You collect valuable feedback

## Use case:

Customers browse your store, add items to the cart, proceed to the checkout but leave to the homepage before they finalize their order.

## What does this chatbot do?

It activates the moment it spots a customer who returned from the checkout without completing the purchase process. It sends a message, tags customers who abandoned their carts and attempts to encourage them to continue their shopping. It may also ask for the reason for leaving their carts.

## Send a message to customers who abandon their carts

### How to build this chatbot:

- 1 Add **New event** trigger and select Abandoned Cart
- 2 Add **Send a chat message** action and customize your message
- 3 Add **Add a tag** action and label it (e.g. “abandoned cart”)

### Message examples:

- “Psst! There are some items in your cart. Are you sure you want to leave them?”
- “You almost had it! The items you put in your cart are going fast so be sure to order them before they are gone!”

- “Hey! Is everything all right? If you have encountered any issues during the checkout process or need assistance, we’re here to help”
- “Hi! Is there anything we can do to help you proceed with your order?”

### Tip

New to New event triggers? Read our tutorial on how to track abandoned carts:

[Tracking an abandoned cart using Tidio](#)

# Offer a discount to visitors who abandoned their carts and request their contact info

## Benefits:

- You reduce abandoned cart rate and increase sales
- You generate leads

## Use case:

Customers browse your store, add items to the cart, proceed to the checkout but leave to the homepage before they finalize the order

### What does this chatbot do?

It activates the moment it spots a customer who returned from the checkout without completing the purchase process. It asks the visitors whether they



## Offer a discount to visitors who abandoned their carts and request their contact info

would like to receive a discount on their total shopping (to incentivize the customer to place their order). If the customer agrees, the bot will ask for their email address to send the discount coupon to.

### How to build this chatbot:

- 1 Add **New event** trigger and select Abandoned Cart
- 2 Add **Decision (Quick Replies)** action, customize the message (e.g. “Hi! I see that you decided to abandon your cart. I might be able to give you a discount on your total shopping. How does it sound?”) and quick reply buttons (e.g. “Yes, sure!” and “No, thanks”)
- 3 Add **Send a chat message** action, customize your message (e.g. “All right! In case you change your mind, you know where to find me”) and connect it to the “No, thanks” quick reply branch

- 4 Add **Based on Contact Property** condition, configure it (select “email” and “Is set”) and connect it to the “Yes, sure!” quick reply branch
- 5 Add **Ask a question** action, customize your message (e.g. “Great! What is your email address, please?”), set validation to Email, and connect it to Based on Contact Property “No” branch
  - toggle on “Save the answer as a Contact Property” if you want to save it for later
- 6 Add **Send a chat message** action, customize your message (e.g. “Thanks! Your discount code is waiting for you in your inbox”), connect it to Based on Contact Property “Yes” branch and to Ask a question “Success” branch

New to New event triggers? Read our tutorial on how to track abandoned carts:

[Tracking an abandoned cart using Tidio](#)

# Build semi-automated customer service

## Benefits:

- You save time
- You can focus on less repetitive queries

## Use case:

Certain queries coming from your visitors or customers are often about the same matter. As repetitive as they may get, you still need to handle them.

### What does this chatbot do?

It activates when you (or your operators) do not respond to the visitor's query. It then prompts a set of potential questions the customer might have in an attempt to resolve the query.



## Build semi-automated customer service

### How to build this chatbot:

- 1 Add **Operator doesn't take the conversation** trigger and set the time (e.g. 2 minutes)
- 2 Add **Decision (Quick Replies)** action, customize your message and quick reply buttons (e.g. "I want to ask about [product]" and "I want to ask about shipping")
- 3 Add **Send a chat message** action and connect it to the "I want to ask about [product]" quick reply branch, customize the message (e.g. "Our [product] is a result of top-notch craftsmanship and science. It allows you to [product description].")
- 4 Add **Check Order Status** action and connect it to "I want to ask about shipping" quick reply branch
- 5 Add two **Chat with bot ended** actions, connect one to Check order status "Fail" branch and the second one to Check order status "Cancel" branch
- 6 Add **Decision (Quick Replies)** action, customize your message (e.g. "Is there anything else I can help you with?") and quick reply buttons (e.g. "I need additional help" and "I'm happy with the answer"), connect it to Check order status "Success" branch
- 7 Add **Send a chat message** action, customize the message (e.g. "Great! Glad I could help. If you need anything else, just let me know") and connect it to "I'm happy with the answer" quick reply branch
- 8 Add **Send a chat message** action, customize the message (e.g. "Sure, let me patch you through to one of our operators") and connect it to "I need additional help" quick reply branch

## Build semi-automated customer service

- 9 Add **Notify Operators** action, customize the message (e.g. “Customer requires further assistance”) and connect it to Send a chat message node from step 8

### Tip

You may replace Send a chat message action from step 8 with Decision (Quick Replies) if you want the bot to continue to troubleshoot the customer’s issue. Just add more quick reply buttons for the customer to select further options and receive respective answers.