

Pizza Flowchart Chat Scenario

Starting from Bright Pattern Contact Center version 5.8.0, it is possible for agents, bots, or the Scenario Builder application to present preconfigured chat responses to customers. The responses appear to customers as quick reply buttons in the chat interaction, which, when selected, allow customers to respond quickly to questions your contact center frequently receives. Quick reply buttons can be used in a variety of situations but are ideal for quickly navigating through flowcharts (e.g., identifying an item's make and model, locating specific item parts or pieces, creating an item to order, etc.).

This example uses a simple flowchart to help a customer order a pizza via chat. The chat scenario for ordering the pizza illustrates how to:

1. Create the flowchart using the *Switch* block.
2. Use quick reply buttons in the *Send Message+* block to guide the customer through the flowchart.
3. After guiding the customer through the flowchart, connect the customer to an agent.

As a reminder, this scenario is an example for testing purposes only and is NOT intended for production use.

Scenario Example

Click the following link to download an annotated version of this chat scenario example.

Media:App_Pizza_Parameters_Flowchart

For instructions on how to import this file into your contact center, see the *Contact Center Administrator Guide*, section *Scenarios Overview > How to Export and Import Scenarios*.

For general information about scenarios, refer to section *Scenario Builder Overview*.

Procedure

1. Greet the customer

Our first *Send Message+* block introduces our pizza company and informs the customer they will be navigating through an automated menu.

Note: When using *Send Message+* blocks with *Switch* blocks, it is necessary to select the *Wait for text input* box to ensure the scenario does not proceed without customer input.

Send Message+
Send SMS or a message to chat customer

Media type: CHAT SMS

Message: Welcome to the Pizza Place's automated pizza builder! We'll help you build your perfect pizza!

Wait for text input:

Result variable name:

Timeout after, sec:

Greet the customer

2. Introduce the first quick reply button responses

The next *Send Message+* block presents the customer with the first group of quick reply buttons. When configuring quick reply buttons, use the following format:

<Question or statement here> /buttons [Button 1] [Button 2] [Button 3]

For example:

Pick a crust: /buttons [Thin] [Classic] [Deep dish]

The customer's response will dictate whether the scenario will take a defined *Switch* block exit or take the "natural exit" (i.e., pass through to the *Find Agent* block). When the customer selects a quick reply button, it will be received by the agent as text.

Send Message+
Send SMS or a message to chat customer

Media type: CHAT SMS

Message: Pick a crust: /buttons [Thin] [Classic] [Deep dish]

Wait for text input:

Result variable name:

Timeout after, sec:

Quick reply buttons

3. Create a flowchart

The *Switch* block allows you to create branches and alter the control flow for your scenario, based on specific variable values.

When the customer responds to the pizza crust question from the previous *Send Message+* block, the response will be passed in the variable *item.message*.

For the *Switch* block, we add the variable *item.message* to the *Variable to test field*, then create branches to match each of the answers from the previous *Send Message+* block (i.e., "Thin," "Classic," "Deep dish").

If the customer's response to the question from the previous *Send Message+* block is to select a quick reply button, the text of that button will cause the scenario to pass through one of the matching *Switch* block's branches. If the customer types something else, the scenario takes the "natural exit" (i.e., it will pass through to the *Find Agent* block).

As a reminder, when using *Send Message+* blocks with *Switch* blocks, it is necessary to select the *Wait for text input* box to ensure the scenario does not proceed without customer input.

The screenshot shows the configuration for a 'Switch' block. The title is 'Switch' and the description is 'Allows branching scenario on variable value.' The 'Title text' field is set to 'Pizza flowchart'. The 'Variable to test' field is set to 'item.message'. There is an 'Add branch' button. Below this, there are three tabs: 'Thin crust', 'Classic crust', and 'Deep dish'. The 'Deep dish' tab is selected. Under the 'Deep dish' tab, the 'Variable value' field is set to 'Deep dish' and the 'Exit label' field is set to 'Deep dish'.

Configure the *Switch* block to respond to specific values in the *item.message* variable

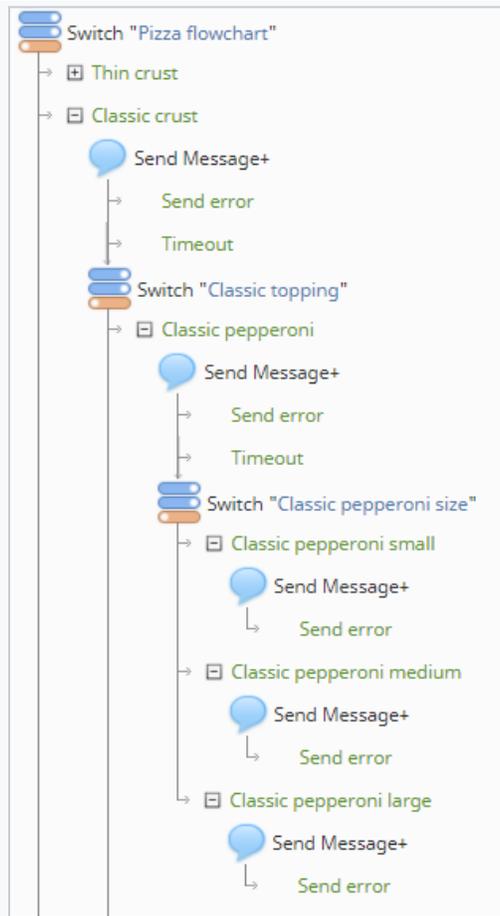
3a. Flesh out the flowchart's branches

If the customer selected one of the three possible buttons from the scenario's second *Send Message+* block, the scenario will exit through the matching branch.

As soon as one branch is taken, the customer is presented with another *Send Message+* block with quick reply buttons.

The pattern repeats until the customer has selected a pizza crust, topping, and size. At that point, the scenario sends a final *Send Message+* block confirming what the customer selected, and then the scenario passes to the *Find Agent* block.

As a reminder, when using *Send Message+* blocks with *Switch* blocks, it is necessary to select the *Wait for text input* box to ensure the scenario does not proceed without customer input.



A flowchart

4. "Find Agent" + "Connect Chat"

Finally, we are ready to pass the customer to an agent. To do this, configure your scenario with the two most basic chat scenario blocks: *Find Agent* and *Connect Chat*. As a reminder, please define all conditional exits.