CEQUENS

Simple solutions, deeper connections
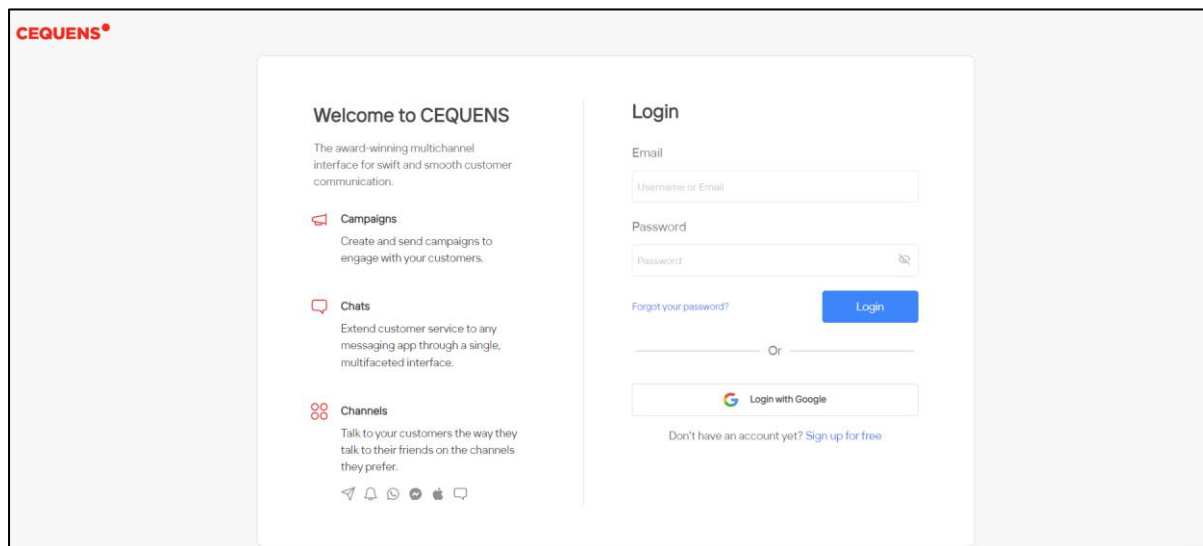
Setting Up FAQ Chatbot

Learn how setup a FAQ chatbot with CEQUENS.

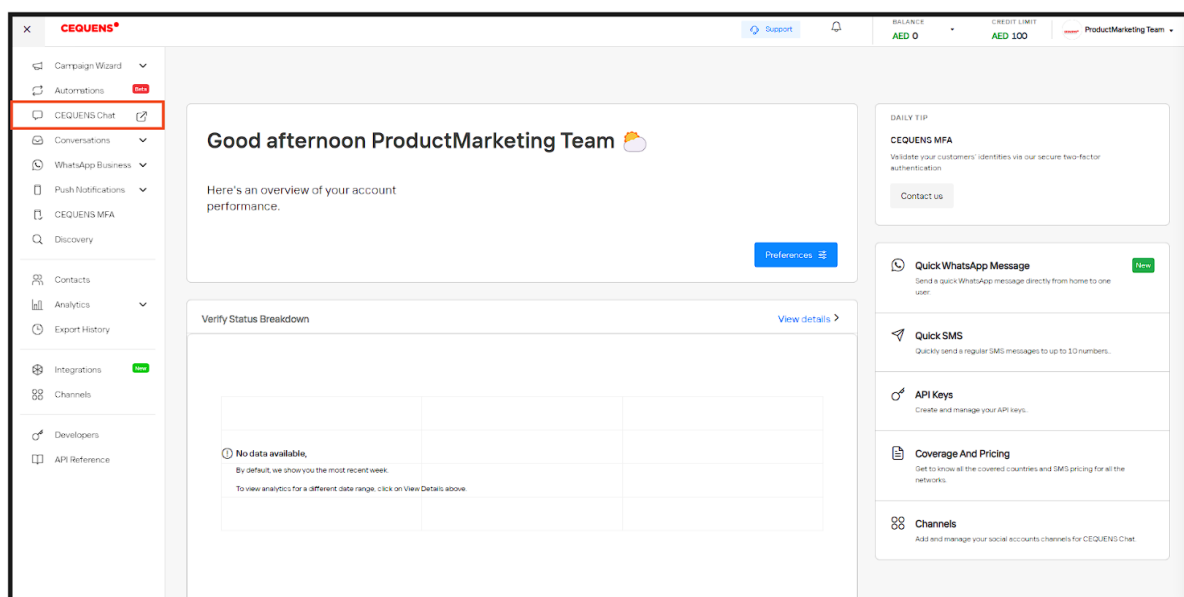www.cequens.com

Steps to setup a FAQ chatbot

Login Into your CEQUENS Console

To start with login to your CEQUENS Console from a desktop or PC.
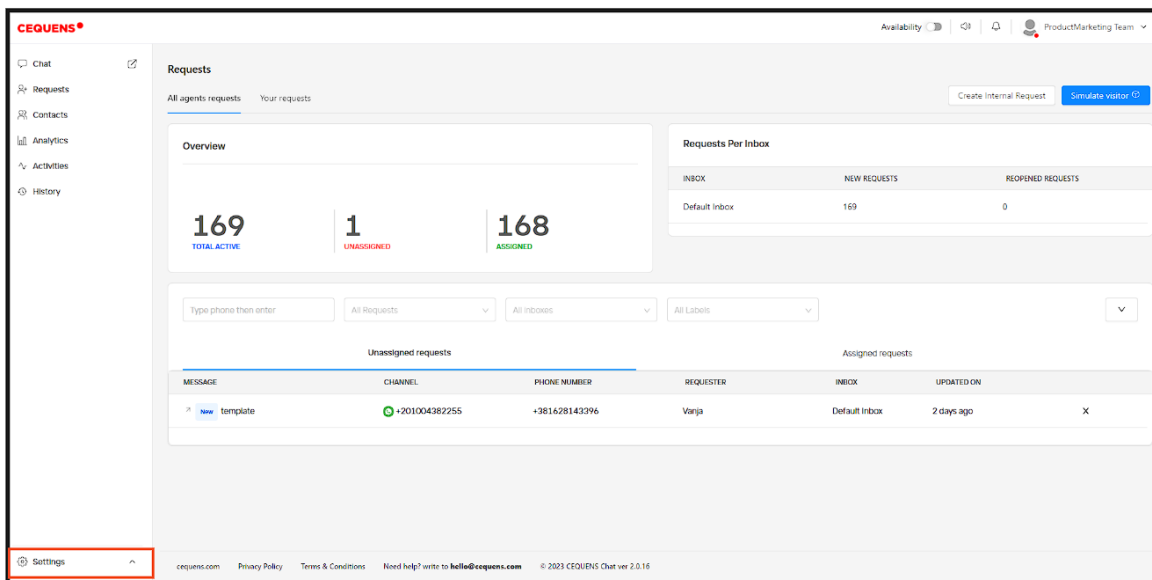

Click on CEQUENS Chat.

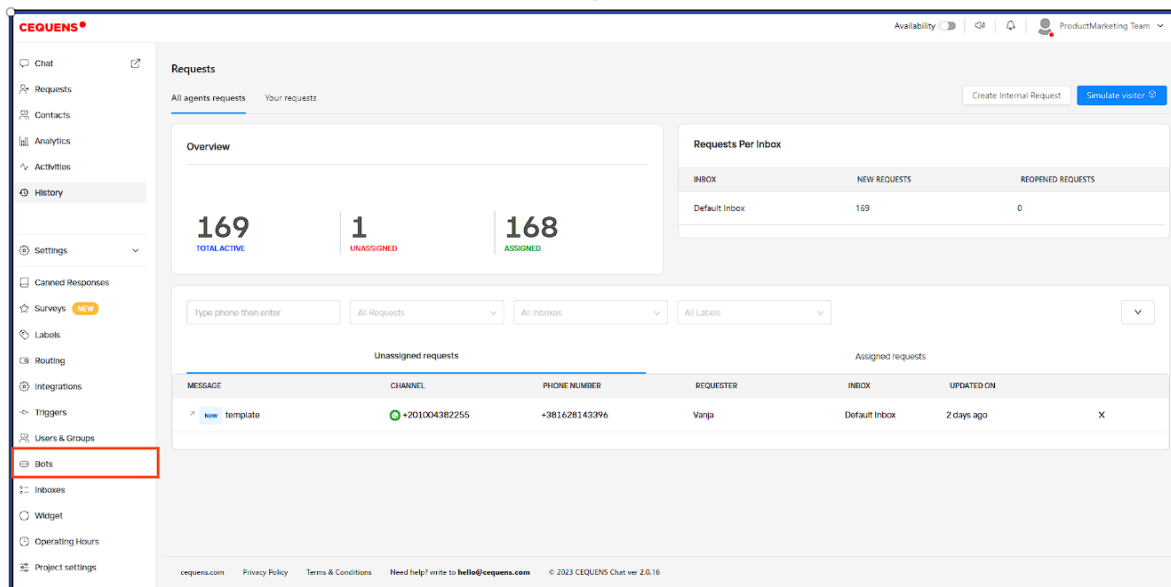Once you complete your login, locate CEQUENS Chat on the Nav bar and click on it.

Click on Settings

Upon landing on the CEQUENS Chat page, locate the "Settings" option in the bottom left corner of your screen and click on it.
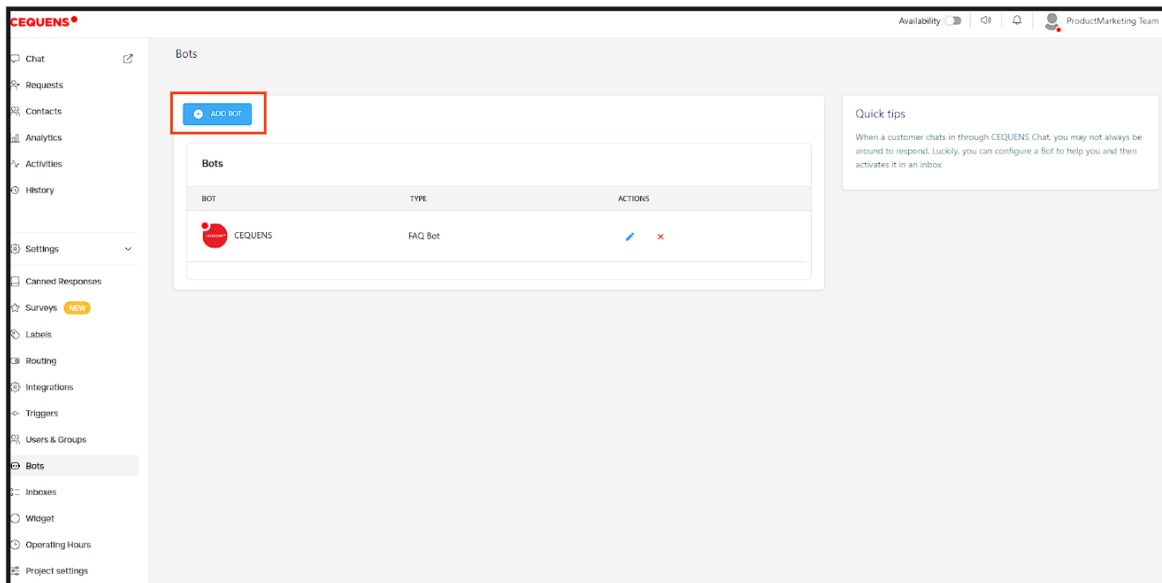

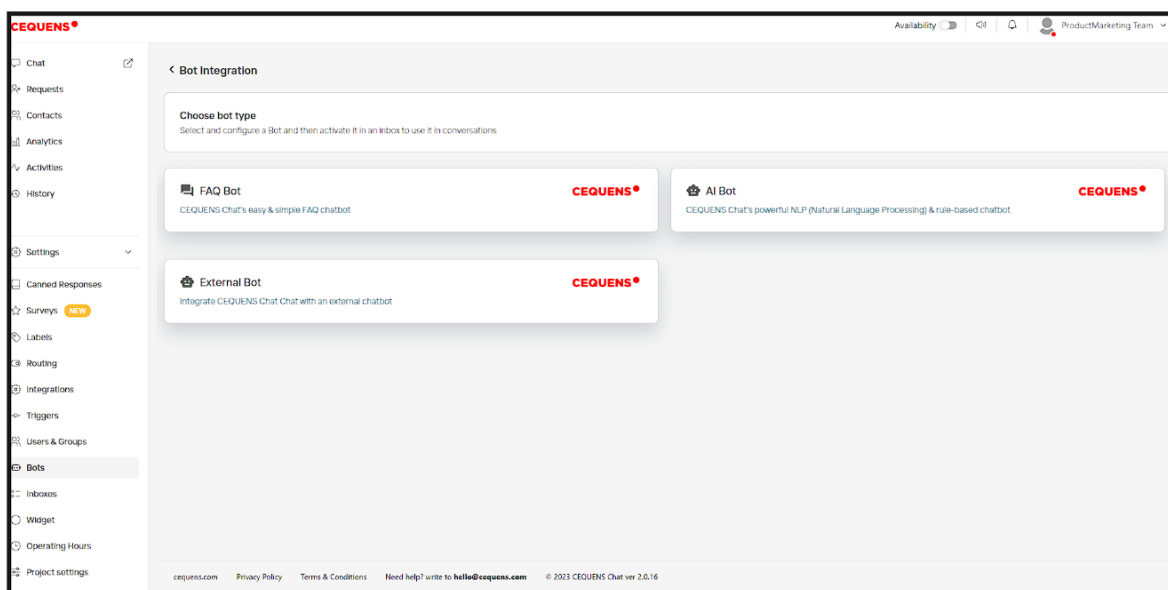Choose the "Bots" option under the settings dropdown.
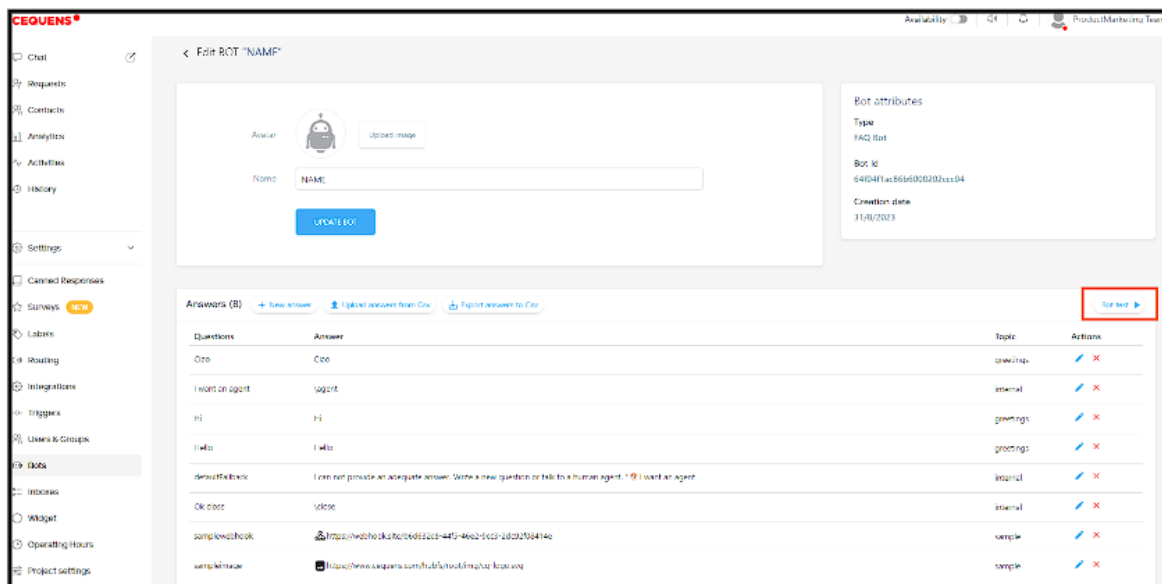

Click on 'ADD BOT'

Select your preferred bot type and enter the name you want for the bot

After you have successfully created the bot, you can now see a variety of default queries and responses. You also have the option to add your own personalized queries and responses for the chatbot.

You can test the bot by clicking on the 'Bot Test' button on the right side of the screen, which will show you a preview of the bot.

That's it, you have now successfully set up for FAQ chatbot

Thank you.