



























## Workflow actions explained

Workflow	Description
 Conversation Message	Display a simple text response
 Options	Display buttons that connect to other workflows or actions
 Website Navigate	Navigate to URL
 Image In Chat	Display image in chat
 Check group status and transfer	Checks so that the group of agents is available and if so, transfer the chat to agents
 Check group status	Checks if group is available
 Check Number In Queue	Checks how many customers in a specific queue
 Wait For Context	The bot stops the workflow and waits for context for a set time
 Ask for context in conversation	The bot stops the workflow and waits for the user to input context which will be assigned to a context variable. Should be combined with Conversation Message
 Check if context is set	Checks the context variable and plays a saved workflow depending on if context is set or not
 Set Context Value	Sets a context variables value
 Remove Context Value	Removes a value from Context variable
 Vergic Template	Displays a pre created html template to the user. Templates are created in the Digital Engagement Platform. And is used to show inline html in chat
 Highlight Element	Highlights and scrolls to an element on the webpage you are on for the user to see
 Saved Workflow	Plays a saved workflow in the dialogue
 Workflow Statistics	Saves statistics on the current workflow
 Random Next	Randomly plays one of several selected workflows
 Execute On Time	Executes workflows depending on time settings
 Execute On Date	Executes workflows depending on date settings
 Set Case Type	Sets case type
 Timer	Waits for a defined amount of seconds
 Chat Input Field	Enables or disables the chat input field
 Minimize/Maximize UI	Minimises or maximises the chat UI
 End Chat	End the chat session
 Custom Action	Custom Actions is an action where developers can customise actions specific to the bot owners. Contact Vergic for more information on how to use Custom Actions
 Integrations	Creates an action where an integration is called. This is based on REST-api calls

