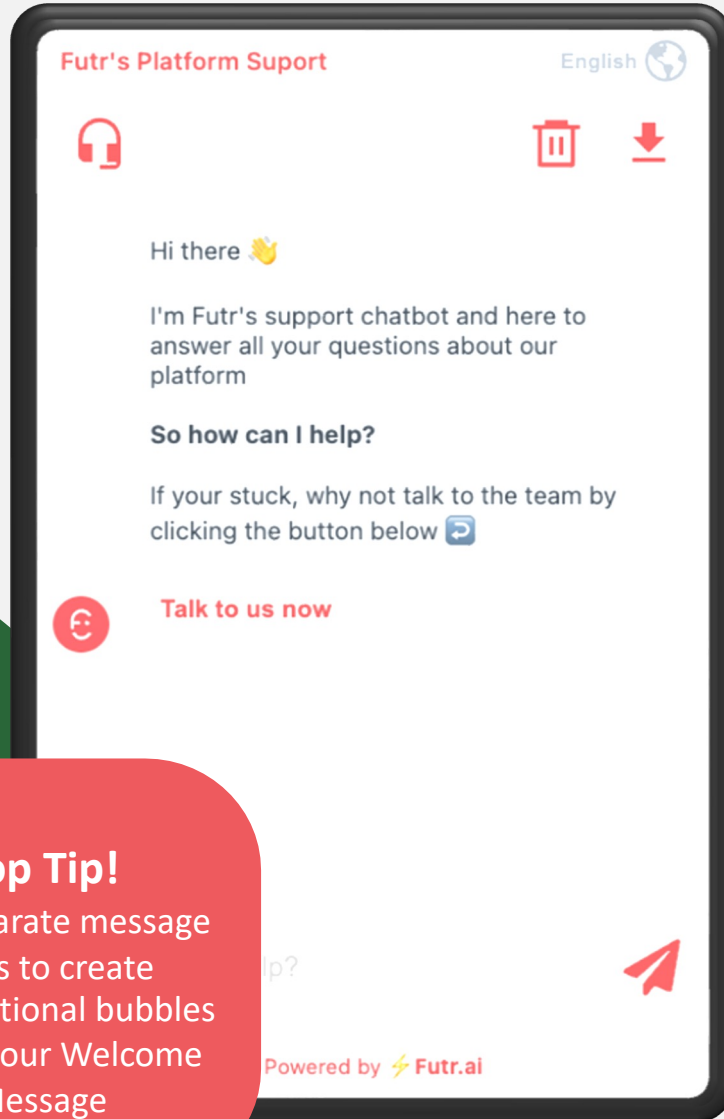




# Example Messages

Example messages including Welcome, Low Confidence, OOO and  
Take Offline

## Chatbot Welcome Message Examples



### Top Tip!

Add separate message items to create conversational bubbles within your Welcome Message

“ [Bot Name] Bot here – how can I help?

Please note, this is an automated service, and you will not be speaking to an advisor directly.

Our chat service is available between the hours of **10 am and 2 pm Monday to Friday (excl public holidays)**”

“Hi I am [Bot Name] and I'm your virtual assistant. If there is something that you need help with, please feel free to ask me a question below. Alternatively, you can connect to our Live Chat service using the headset above”

“Hi, how can I help today?

This is a chatbot (that is a machine) with almost 1000 questions relating to our services.

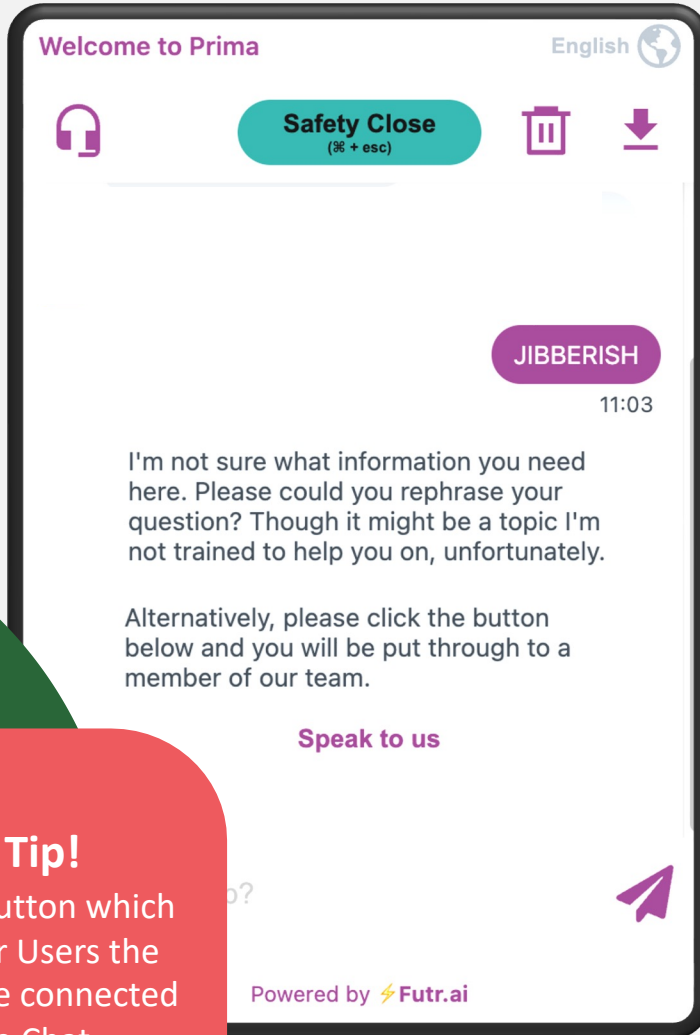
For best results ask short direct questions and if you don't get the answer, you are looking for first time, try phrasing it in a different way”

“Hi, I'm [Bot Name], I am available 24 hours a day and am able to answer a number of frequently asked questions.

How can I help today?

If I am unable to answer your question, our team are available for live chat from 9am-5pm Monday to Friday”

## Low Confidence Message Examples



### Top Tip!

Include a button which offers your Users the option to be connected to Live Chat

“Sorry, I'm not sure what information you need. Please could you rephrase your question? It might be a topic I'm not trained to help you on unfortunately, but I'll try to help as best as I can!”

“I'm not sure what information you need. Please could you rephrase your question?  
Alternatively, please press the button below to speak with us”

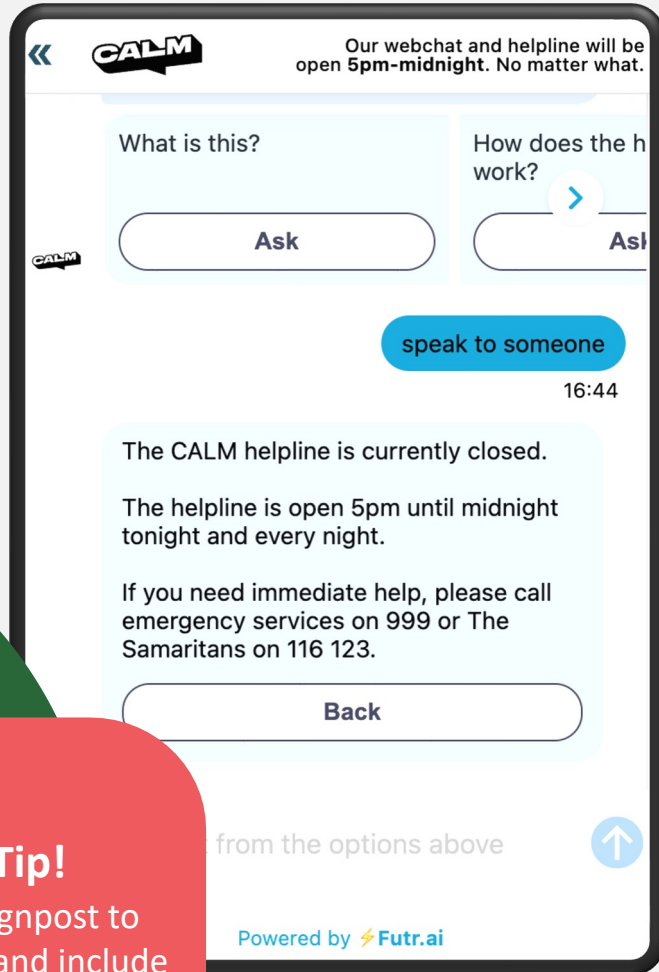
“Unfortunately, this automated chat does not understand your request. Please rephrase or ask another question.

**Our Live Chat services are open from 5pm to midnight everyday.**  
Chats are taken by trained helpline staff who are there to listen, support and help you.”

“I'm not sure what information you need. Please could you rephrase your question? Though it might be a topic I'm not trained to help you on, unfortunately. In which case you can still contact us via this link: [Insert Link]”



## Charity: Live Chat is unavailable Message



### Top Tip!

Why not signpost to automation and include your Live Chat Hours?

“Our live chat service is currently not active - opening hours are Monday-Friday 10am-4pm. Please feel free to use me, an AI chatbot, in the meantime”

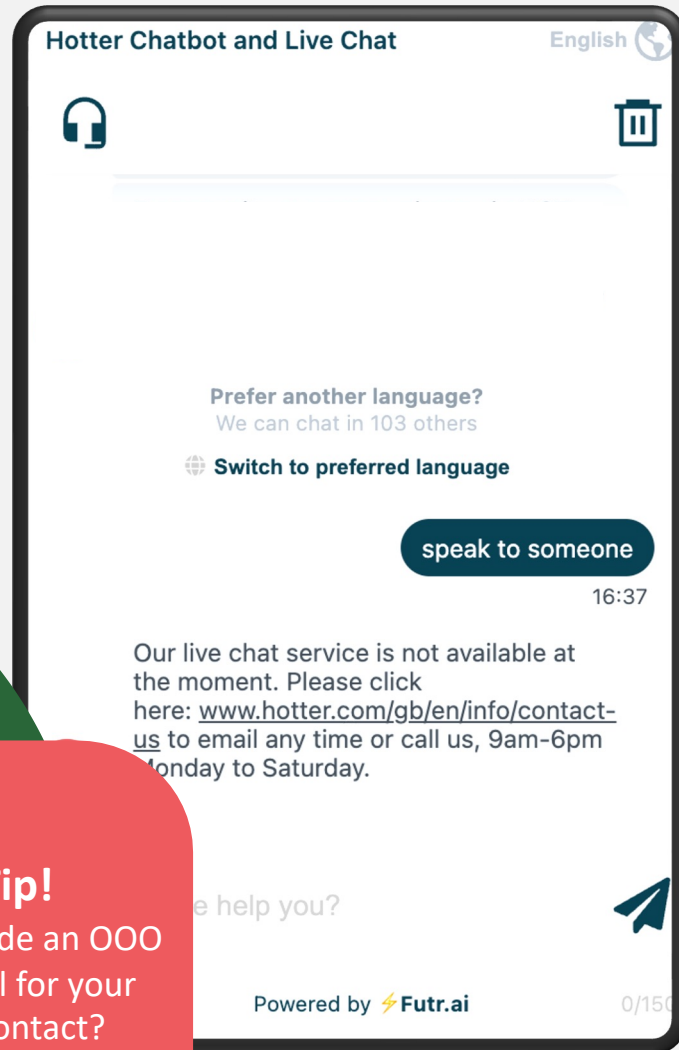
“We are sorry that our helpline is currently closed. Please pop back between 9-6, Monday to Friday- or if it is urgent, please call The Samaritans on 116 123”

“Our Live Chat service is currently unavailable. Please check back between 9-6pm to speak to an advisor. Alternatively, visit the Samaritans website if you would like to seek urgent help: [Samaritans website]”

“Our Live Chat is currently unavailable- why not ask our Chatbot a questions regarding help-seeking? They are equipped with knowledge surrounding self-help!”



## Retail: Live Chat is unavailable Message



### Top Tip!

Why not include an OOO shared email for your Users to contact?

Our live chat service is not available at the moment. Please click here: [Insert Link] to email any time or call us, 9am-6pm Monday to Saturday.

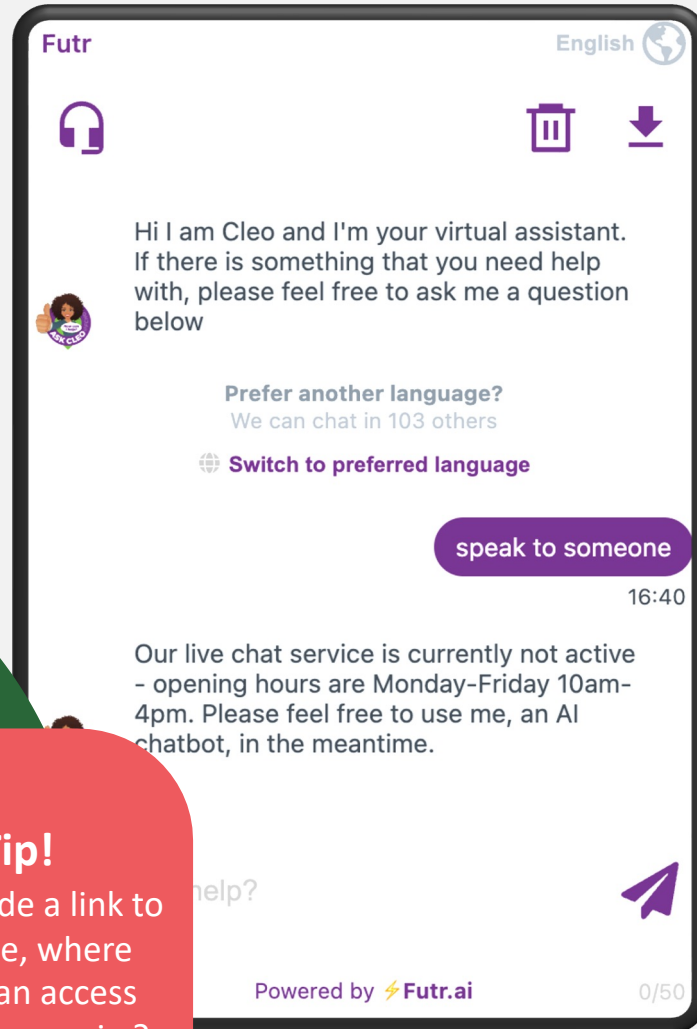
"Our Live Chat hours are 9-5pm. Please check back and connect to a Live Agent. Alternatively, head over to our website to check stock [Website]"

"Our Live Chat operating hours are 8-6pm. Please ask our chatbot a question or fill in the form below to arrange a call back"

"Our Live Chat is currently unavailable. Please check back between 9-5. If you would like to find your nearest store, click the link below [Insert Link]"



## Housing: Live Chat is unavailable Message



### Top Tip!

Why not include a link to your Website, where your users can access help regarding repairs?

"Our live chat service is currently not active - opening hours are Monday-Friday 10am-4pm. Please feel free to use me, an AI chatbot, in the meantime"

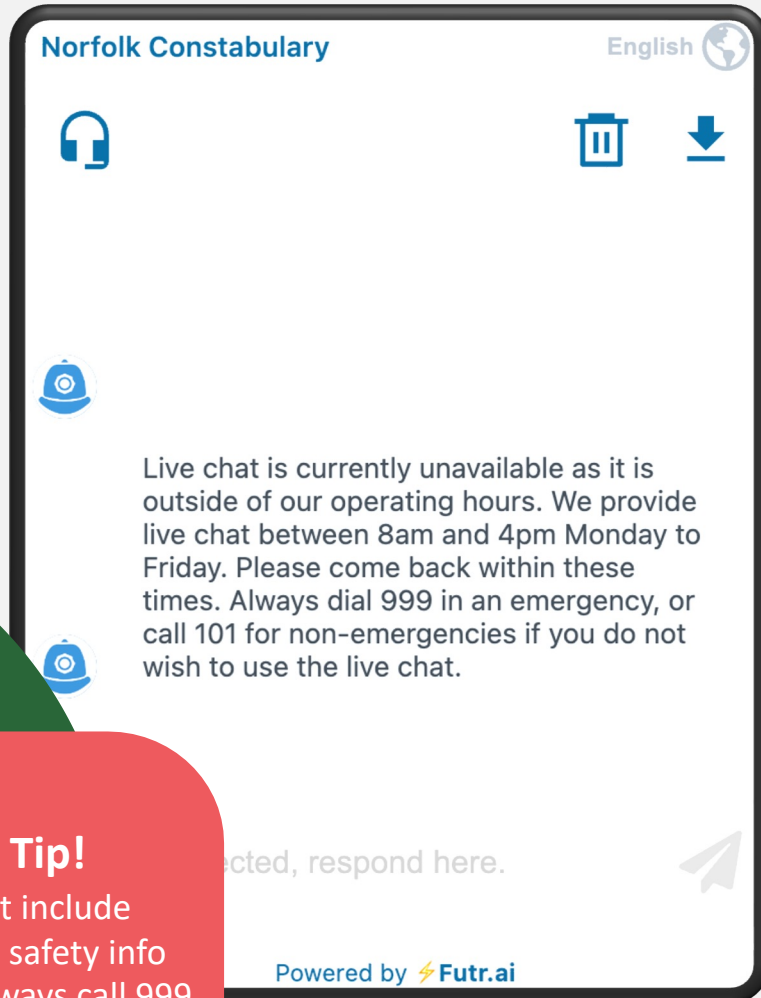
"Sorry, live chat is offline right now.  
Press the button below if you'd like to leave a message for us"

"Sorry, our live chat is currently unavailable. If you do need to contact us, you can email [Insert Email] or try our number [Insert Telephone] between 9am and 5pm, weekdays (until 4pm on a Thursday)"

"Our Live Chat service is currently unavailable. If you would like to log an urgent repair, please follow the link below [Insert Link]"



## Police: Live Chat is unavailable Message



### Top Tip!

Why not include important safety info such as: "Always call 999 in an emergency"?

This chat is not available at this time. The chat will be available between 09:00 hrs- 17:00 hrs. Please call 101 for non-urgent calls or 999 in an emergency. Further information around Domestic Abuse is available if you follow this link: [Insert Link]"

"Live chat is currently unavailable. Our operating hours are 9am to 5pm Monday to Friday (except for bank holidays). Always dial 999 in an emergency, or call 101 for non-emergencies if you do not wish to use the live chat."

"This chat is not available at this time. Please call 101 or 999"

"Our Live Chat service is currently unavailable. Please visit our website to access resources"



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## Live Chat: Take Offline Message

“Our live chat service is currently not active - opening hours are Monday-Friday 10am-4pm. Please feel free to use me, an AI chatbot, in the meantime”

“Apologies, our Live Chat service is currently unavailable. Normal service will resume at 2pm. Thank you for your patience.”

“Webchats are currently closed for staff training till 8am Monday, If your contacting us with regards to an Emergency please call [Insert Number].”



**Top Tip!**  
Don't forget to turn it off!

“Due to such high demand, our Live chat service is currently unavailable- please check back in 30 mins.”

“Unfortunately, this service is currently offline! Why not ask our chatbot a question?.”

“We're so sorry, but we're currently out for lunch but should be back online in an hour or so 🌞”

Why not see if our awesome chatbot 🤖 can help... just ask it a question 🙄.”