

Bot Replies

Bot Flows in Kiyowap are automated conversation paths designed to interact with users based on their responses. They help streamline customer support, lead generation, and engagement by guiding users through predefined steps using WhatsApp.

There are two types of **Bot Flows**:

1. List

These present users with a list of selectable options, making navigation and response easier.

[image.png](#)

Simple Bot Reply

This interface allows you to create a custom automated reply for a bot. Here's a breakdown of the fields and features:

- **Name:** Enter a unique name for the bot reply to identify it easily.
- **Reply Message:** Compose the message that will be sent in response. You can use dynamic variables like `{first_name}`, `{email}`, `{country}` to personalize replies based on the contact's information.
- **Trigger Type:** Choose how this reply should be triggered (e.g., keyword-based, event-based).
- **Reply Trigger Subject:** Define one or more keywords (comma-separated) that will activate this reply when received from a user.
- **Status Toggle:** Turn the bot reply ON or OFF.
- **Validate Bot Reply by Sending Test Message:** Option to test your bot reply by sending a trial message before saving.
- **Submit/Close Buttons:** Submit to save the bot reply or close to cancel without saving.

[image.png](#)

Media Bot Reply

Allows you to create a bot reply that includes media content (image, video, document, or text with media). Here's an overview of the key fields:

- **Name:** Assign a name to identify this bot reply.

- **Reply Message Section:**
 - **Header Type:** Choose the type of media header to include (e.g., Image, Video, Document, or None).
 - This allows the reply to be more engaging by adding rich media.
- **Trigger Type:** Define how the bot should be activated (e.g., based on specific events or user input).
- **Reply Trigger Subject:** Enter one or more keywords (comma-separated) that will trigger the bot reply.
- **Status Toggle:** Enable or disable this bot reply.
- **Validate Bot Reply by Sending Test Message:** Option to test the reply before publishing it.

This setup is ideal for sending visually rich, automated responses in WhatsApp campaigns or support flows.

[image.png](#)

Advance Interactive Bot Reply

This interface is used to create rich, interactive bot replies with buttons and optional media, enhancing user engagement on WhatsApp. Here's a breakdown of the fields and options:

- **Name:** A unique identifier for the bot reply.
- **Reply Message:**
 - **Reply Text:** Compose the main message body. You can include dynamic variables such as `{first_name}`, `{email}`, `{country}` to personalize replies.
 - **Header Type (optional):** Choose a media type (Image, Video, Document, etc.) to add above the message for better visual impact.
- **Interactive Elements:**
 - **Reply Buttons:** Add up to 3 quick replies to buttons for user responses.
 - **CTA URL Button:** Provide a button with a clickable link.
 - **List Message:** Offer a menu-style list for users to select from.
 - **Button Labels:** Specify text for each button (up to 3).
 - **Footer Text (optional):** Add a short footer note to appear below the message.
- **Trigger Type:** Define how this bot reply will be activated (e.g., based on keywords or actions).
- **Reply Trigger Subject:** Enter one or more keywords that trigger this reply (comma-separated).
- **Status Toggle:** Enable or disable this bot reply.
- **Validate Bot Reply by Sending Test Message:** Optional feature to test the reply before saving.

This setup is ideal for creating highly interactive and guided conversations with users using structured buttons and media.

image.png

image.png

Search

The **search functionality** in the Bot Flows section allows users to quickly find specific bot flows by typing relevant keywords such as the bot name, trigger word, or type (Simple, Media, or Advanced Interactive). This helps in efficiently managing and locating flows, especially when dealing with a large number of bot replies. It enhances usability by reducing time spent scrolling and improves workflow organization.

image.png

Actions

- **Edit:** Allows you to modify an existing bot flow's content, trigger, message type, or settings. Useful for updating or improving the flow without creating a new one.
- **Delete:** Permanently removes the selected bot flow from the system. This action is typically used for outdated or unnecessary flows.
- **Duplicate:** Creates a copy of an existing bot flow, which you can then edit and reuse. This is helpful for creating similar flows without starting from scratch.

image.png

2. Flows

These are custom, step-by-step automated conversations designed to guide users through specific actions or queries. You can create bot flow.

image.png

image.png

- **Title:** Enter a clear, descriptive name for the bot flow. This helps in identifying and managing multiple flows.
- **Start Trigger Subject:** Specify the keyword or phrase that will initiate the bot flow when received from a user. This acts as the entry point for the automated conversation.

Once submitted, you can continue building the flow by adding reply steps, buttons, conditions, and media to guide users through an interactive experience.

You can build the flow using Simple Bot or Media Bot or Advance Interactive Bot Reply.

[Screenshot 2025-06-10 211610.png](#)

Connect the flow as shown below

[image.png](#)

Revision #3

Created 10 June 2025 11:58:56 by Admin

Updated 10 June 2025 15:51:26 by Admin