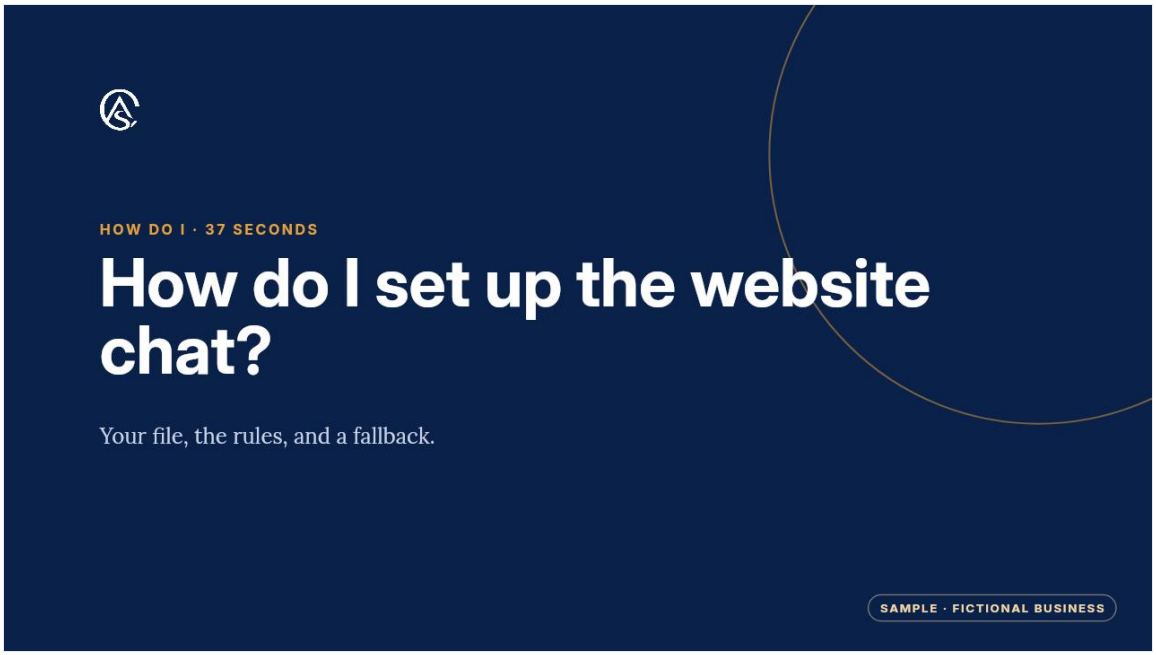
BUSINESS BRAIN · HOW DO I

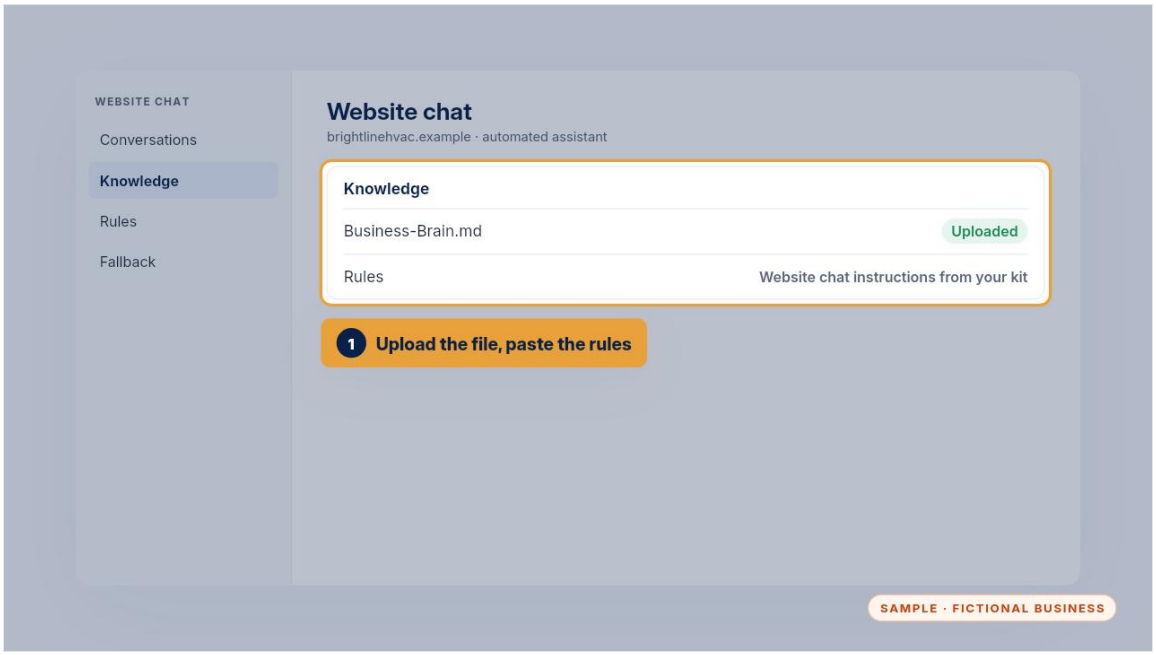
How do I set up the website chat?

Add your file, the rules and a fallback for questions it can't answer.

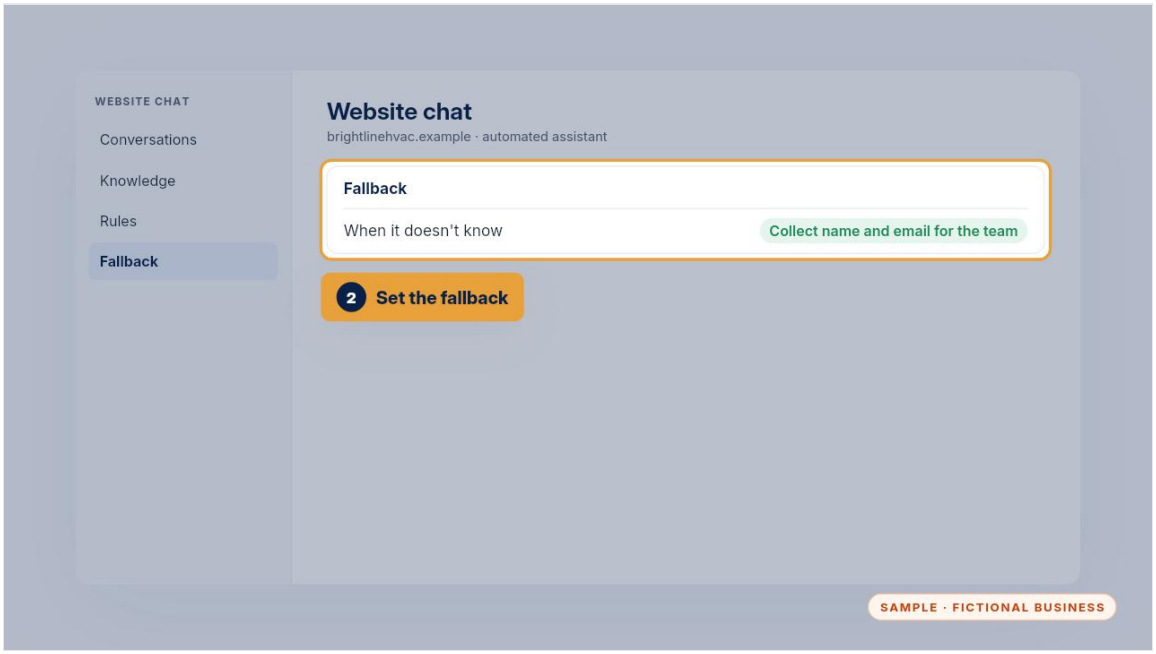
Watch the narrated video: https://openarmsolutions.com/guides/business-brain/set-up-the-website-chat



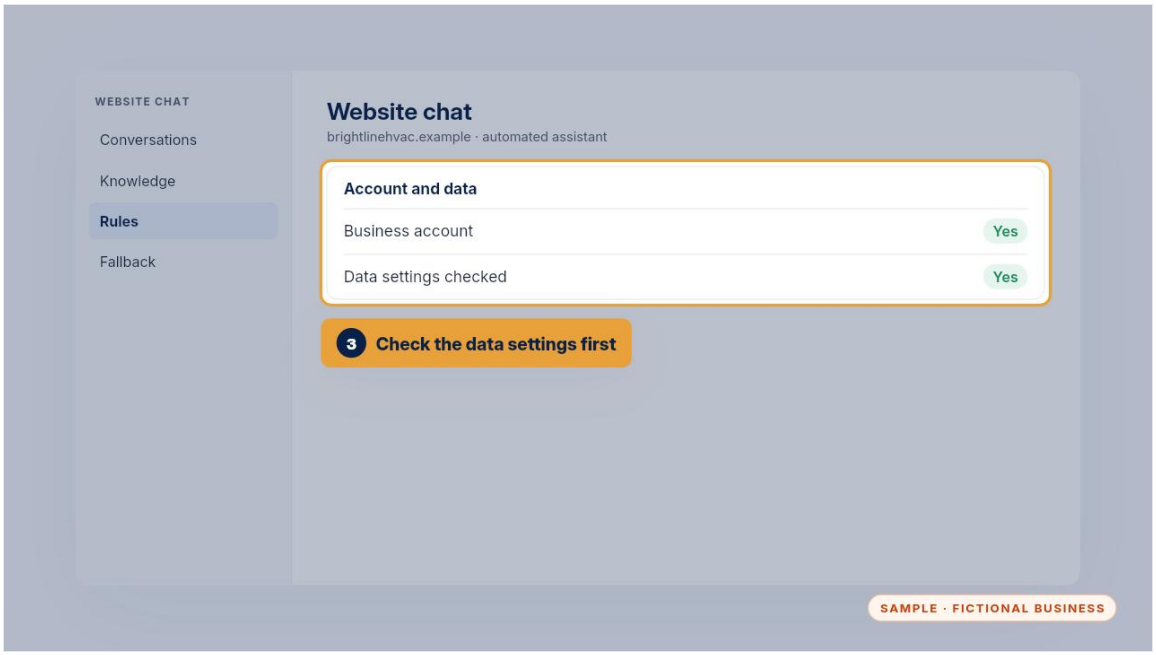
1 Here's how to put your Business Brain into your website chat.



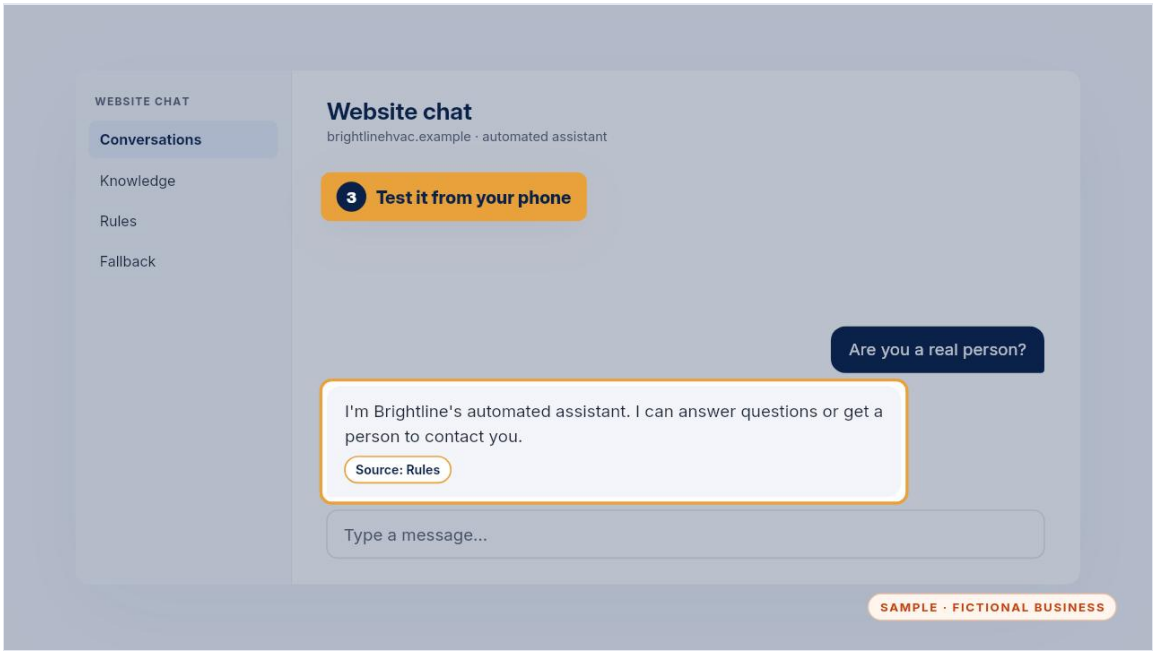
2 Find the place for your own content, often called knowledge or training. Upload the file, then paste the website chat instructions from your kit where the tool takes rules.



3 Set the fallback, so when it doesn't know, it collects the visitor's name and email for your team.



4 Before it goes live, check the chat tool's data settings and make sure it runs on your business account.



5 Test it from your phone the way a customer would. Its first reply should say it's an automated assistant and offer a person.