

Facebook Messenger Bots Template

Product Purchase

This example if a visitor wanted to place an order. In some instances, you may be able to accept payment directly within your bot. In others, you would need to direct buyers to a section on your store based on their answers.

Hi [Name], what can I help you with?

-- [customer says "I want to buy a pair of Converse shoes."]

One of my favorites! Are you wanting Men's, Women's or Kid's? Tap or type below.

-- Men's

-- Women's

-- Kid's

Fantastic! We have several styles in stock. Take a look at your options [automatically pulls options from store or links to a store page] ...or continue asking questions to narrow their options further....

Are you looking for high top or low top?

-- High

-- Low

___ (high / low) it is! What color are you looking for?

-- Red

-- Blue

-- Orange

-- Black

-- White

-- Other

Got it! What size do you need?

-- [Customer enters size]

And finally, do you want standard or wide width?

-- [Customer enters answer]

Thanks [Name]. Here's what we have in stock for you....

[if it automatically pulls options from store so you can take the order directly in the chat]. Just click the pair you like best and I'll help you process your order.

[if you link to your store]. Simply select the pair you like best and click the order button. It will walk you through placing your order.

Would you like to look at another product while we're here?

-- Yes, please.

-- No, thank you.

[If they select yes, you start the conversation over]

If you want to receive automatic updates about your order, simply connect your account with me here and I'll update you as the order processes. Instructions for connecting the two are here [link].

End with thanking them for trusting you with their needs and let them know to contact you (the bot or a help desk) if they need any further assistance.