

Facebook Messenger Bots Template

Request for Information

This can be any type of information, from contact details and hours of operation to a freebie download. Weather updates, news, product/service listings, etc. – the possibilities are endless.

This example is based on a visitor requesting a feedback on two products and which one would work best for them.

Hello [name], what can I do for you today?

-- [As a newbie, should I buy ABC Course or XYZ Training?]

Good question. Let me see if I can break it down a bit for you. Remember, you can always start with one and then move on to the next when you're ready.

ABC Course was created for those who...

- Are fresh to the concept of XXXX
- Have never ____
- Want to learn ____

It comes with

- Step-by-step ____
- Checklists and templates to ____

XYZ Training was created for those who...

- Have some experience with ____
- Have successfully ____
- Want to learn ____

It comes with

- Advanced steps for ____
- Checklists and templates to ____

Does that answer your question?

- Yes, thanks
- No. I'm still confused

If yes is selected, end the conversation with something like...

Thank you for your inquiry. If there is anything else we can help you with, don't hesitate to let us know.

If no is selected....

Okay, no problem. Let me ask you a few questions. Have you ever ____?

-- Yes

-- No

How about ____?

-- Yes

-- No

And do you know how to ____?

-- Yes

-- No

Based on your answers, ABC course is probably the best place to start. Some of the information you may already know in which case you can skip it or go through it as a refresher. After completing the course you'll have a solid understanding of how to _____. Once you're ready for more advanced strategies, you can purchase the XYZ training.

If you still have questions, I can escalate your inquiry to a product support representative. Would you like me to do that?

-- No, thank you. I'll take your advice on where to begin.

-- Yes, please.

If no is selected....

Thank you for your inquiry. If there is anything else we can help you with, don't hesitate to let us know.

If yes is selected, say something like "No problem. I'll escalate your inquiry now. They'll be in touch with you soon.

Thank you for your inquiry. If there is anything else we can help you with, don't hesitate to let us know.