



1: user initiate the chat with SANAD bot through any of the following channels:

WhatsApp

FB Messenger

In-app

2: user may reach to a point asking for Live agent support:

SANAD chatbot can transfer an interaction to a live agent when it is unable to provide an adequate response to a customer's query. This can happen for a variety of reasons, such as when the customer's question is too complex for the chatbot to handle, or when the chatbot does not have access to the necessary information to provide a satisfactory answer. In these situations, the chatbot can transfer the interaction to a live agent, who can provide a more personalized and detailed response. The decision to transfer an interaction to a live agent can

be made based on the specific rules and criteria set up by the MODEE implementing the chatbot and live agent system

Sanad Service will communicate with live agent services to determine how and where to transfer the chat, based on availability of live agent persons.

3: Live agent services will load user chat history for this conversation, to enable the live agent to understand the context of the chat.

4: Live agent will start messaging (chatting) with the user directly.

5: after the chat is over, user will be asked to evaluate his experience and provide feedback, through Sanad Bot.