

## WhatsApp User Input Flow

In the Bot Reply section, users have already gained knowledge about creating and utilizing User Input Flows, which serve as a crucial tool for gathering user data. In this section, users can:

- Review User Input Flow Reports: Access reports to see precisely what data their bot has collected from chat interactions.
- Create Custom Fields: Generate custom fields that can be incorporated into User Input Flows to further tailor data collection.
- Export and Edit Existing Input Flows: Users have the flexibility to both export and make edits to their existing input flows conveniently within the input flow settings.

The user can also create a user input flow for WhatsApp here, which they can use later on any other bot.

Create User Input Flow:

1. Click the `Create` button to initiate the creation of a new User Input Flow.



Input Flow Settings 

Options ▾

Search...

**+** Create

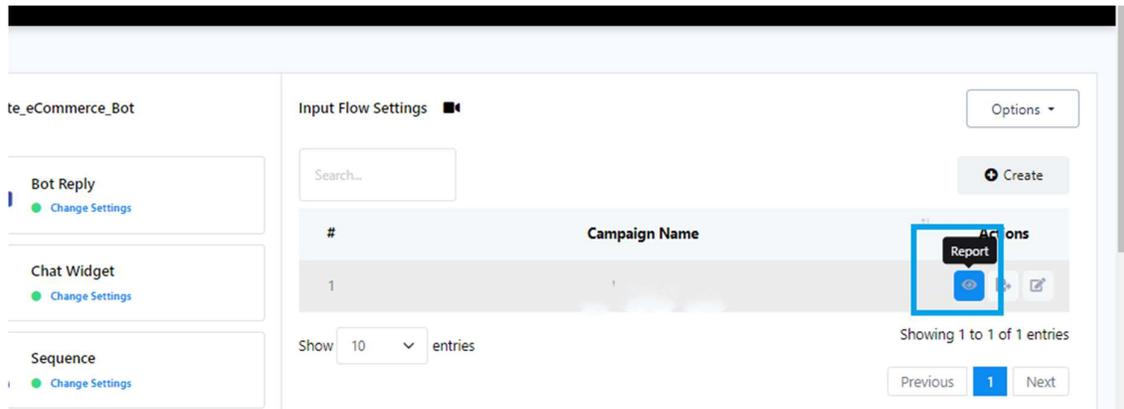
#	Campaign Name	Actions
1		  

Show  entries

Showing 1 to 1 of 1 entries

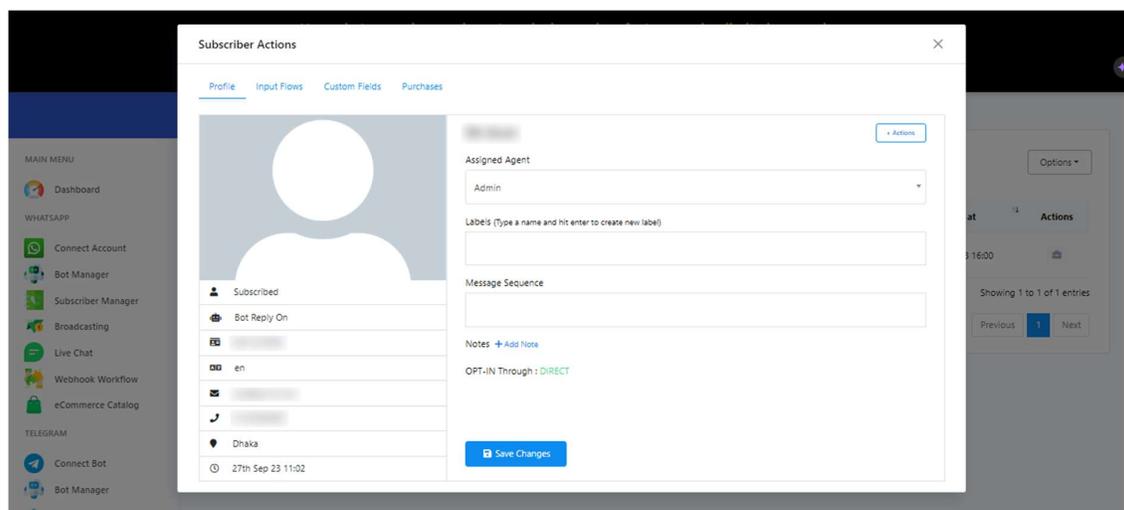
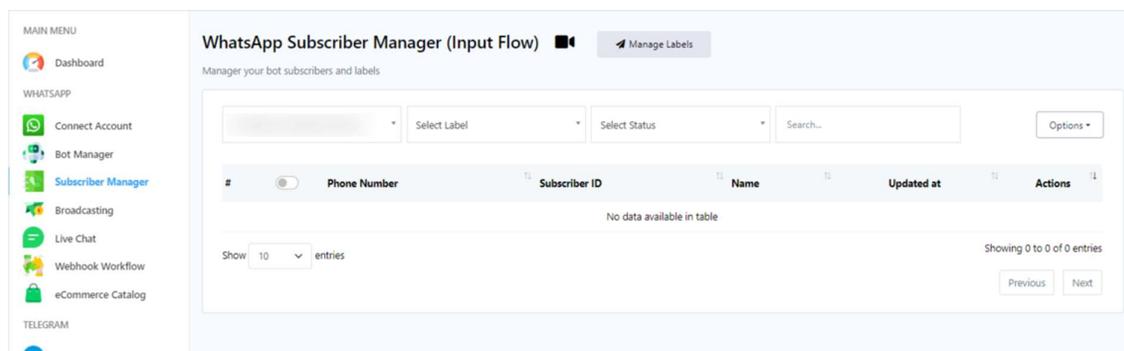
Previous **1** Next

2. Click report button to check user input flow report.



Managing Subscriber Actions:

Click to view subscriber actions:



1. Click on Action to unsubscribe a subscriber, pause or resume the bot reply, reset user input flow, or sync subscriber data.

Assigned Agent

Agent 1

2. `Assigned Agent` lets you assign an agent for real-time communication with subscribers.

Admin

Agent 1

Select Agent

Labels (Type a name and hit enter to create new label)

3. Use the `Label` input field to search for and select existing labels or create new ones.

Message Sequence

4. Select an existing `Message Sequence` to send to the subscriber.

 Save Changes

5. Don't forget to click `Save Changes` to save all your settings.

Subscriber Actions ×

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Profile **Input Flows** Custom Fields Purchases

🔗 Whats your Phone no #LEAD\_USER\_FIRST\_NAME#  
#LEAD\_USER\_LAST\_NAME#

🔗 Your Email #LEAD\_USER\_FIRST\_NAME# #LEAD\_USER\_LAST\_NAME#?

🔗 Your location?

Data Preview: Click `Export Flow Data` to download User Input Flow data in .csv format.

## Subscriber Actions



[Profile](#) [Input Flows](#) [Custom Fields](#) [Purchases](#)

● Address (Text)

To check data collected from Custom Fields, click on `Custom Fields`.

## Subscriber Actions



[Profile](#) [Input Flows](#) [Custom Fields](#) [Purchases](#)

Search...

#	Status	Coupon	Amount	Currency	Method	Transaction ID	Ordered at	Paid at
1	Pending	0	20	USD	Cash	PD3994AFFA40	18th Sep 23 15:59	18th Sep 23 16:00
2	Pending	0	10	USD	Cash	PD3991F59E26	18th Sep 23 15:58	18th Sep 23 15:58

Show 10 entries

Showing 1 to 2 of 2 entries

Previous 1 Next

Click on Purchases to check on every purchase subscriber have made.

## Subscriber Actions



[Profile](#) [Input Flows](#) [Custom Fields](#) [Purchases](#)

Search...

#	Status	Coupon	Amount	Currency	Method	Transaction ID	Ordered at	Paid at
1	Pending	0	20	USD	Cash	PD3994AFFA40	18th Sep 23 15:59	18th Sep 23 16:00
2	Pending	0	10	USD	Cash	PD3991F59E26	18th Sep 23 15:58	18th Sep 23 15:58

Show 10 entries

Showing 1 to 2 of 2 entries

Previous 1 Next

Data Export: Click `Export Flow Data` to download User Input Flow data in .csv format.

Input Flow Settings  Options ▾

Search...

 Create

#	Campaign Name	Actions
1		  

Show  entries Showing 1 to 1 of 1 entries

Previous 1 Next

Editing User Input Flows: If you need to make changes to a User Input Flow, click `Edit`.

Input Flow Settings  Options ▾

Search...

 Create

#	Campaign Name	Actions
1		  

Show  entries Showing 1 to 1 of 1 entries

Previous 1 Next

Click `Create` in the Custom Fields section to create a new custom field for use in User Input Flows.

## Custom Fields

Search...

+ Create

#	Name	Reply Type	Created at	
1	Location	Text	20th Sep 23 17:45	Delete
2		Text	20th Sep 23 17:16	
3		Text	20th Sep 23 17:15	

### Custom Fields Management:

- Click `Create` in the Custom Fields section to create a new custom field for use in User Input Flows.
- You can also use the `Delete` button to remove existing Custom Fields.

-  **Bot Reply**  
[Change Settings](#)
-  **Chat Widget**  
[Change Settings](#)
-  **Sequence**  
[Change Settings](#)
-  **Input Flow**  
[Change Settings](#)
-  **Message Template**  
[Change Settings](#)
-  **WC/Shopify Automation**  
[Change Settings](#)
-  **Out-bound Webhook**  
[Change Settings](#)
-  **Action Buttons**  
[Change Settings](#)
-  **Configuration**  
[Change Settings](#)

### Input Flow Settings

Options ▾

Search...

[Create](#)

#	Campaign Name	Actions
1	Date time	  
2	Booking/Reservation	  
3	Booking/reservation	  
4	Order Collection	  
5	Order collection	  
6	Selecting products.	  
7	Location	  
8	Shuvo_test2(Pants)	  
9	Shuvo_test1(Shirt)	  
10	Shuvo_test(T-Shirt)	  

Show 10 entries

Showing 1 to 10 of 12 entries

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### Custom Fields

Search...

[Create](#)

#	Name	Reply Type	Created at	Actions
1	Date and Time	Datetime	18th Oct 23 16:50	
2	pet name	Text	11th Oct 23 15:13	
3	City	Text	12th Sep 23 11:29	
4	Name	Text	12th Sep 23 11:27	
5	Color	Text	11th May 23 11:05	

Show 10 entries

Showing 1 to 5 of 5 entries

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