



# LINE: AI-enabled Incoming Message Routing - Android

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Read on to learn about the AI-enabled incoming message routing for LINE.

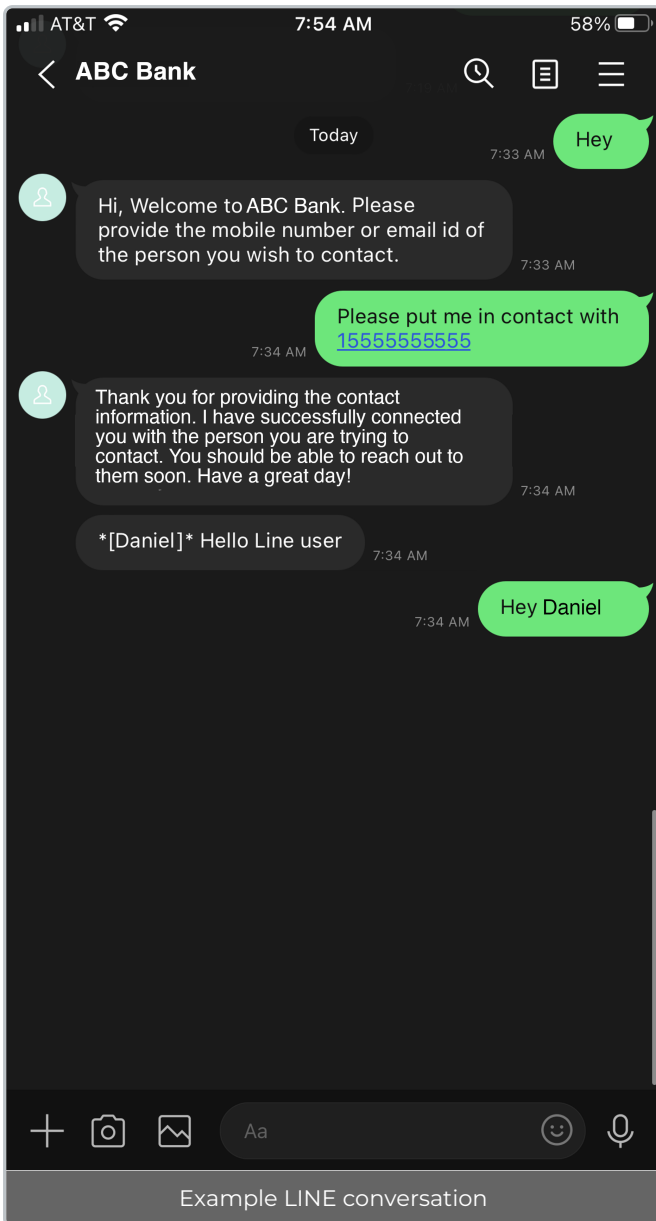
## Before You Start

- This feature must be configured for your organization by Movius support for it to be available to you.

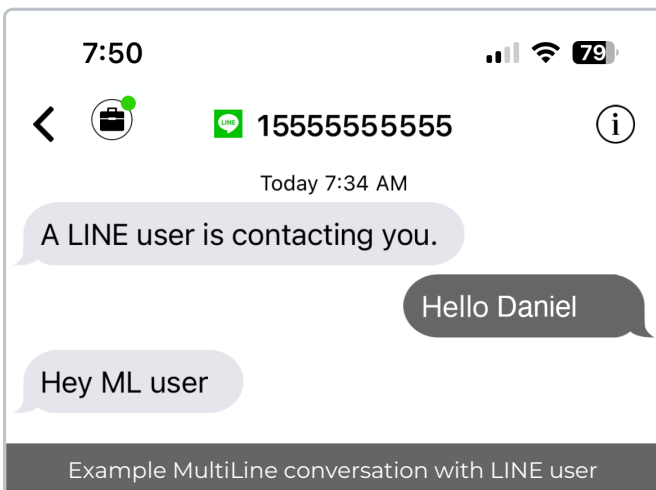
## Feature Overview

The AI-enabled incoming message routing feature allows LINE users to message the Enterprise and be routed to a desired employee contact at the business. The Enterprise can provide a phone number, account email address, and notification email address to use as the MultiLine user's contact information.

When a LINE user sends a message, a chatbot using Movius AI technology engages in a conversation with the user. It asks the users questions to determine the desired employee contact.



Once identified, the bot transfers control to the platform which initiates the necessary opt-in messages, transfers, and sets up the conversation with the MultiLine user. The bot leaves the conversation once the parties are connected.





If the bot fails to identify the desired contact, it will try to guide the user to provide the correct information with additional prompts.

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