

WeChat: AI-enabled Incoming Message Routing

Last Modified on 10/29/2024 2:19 pm EDT

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

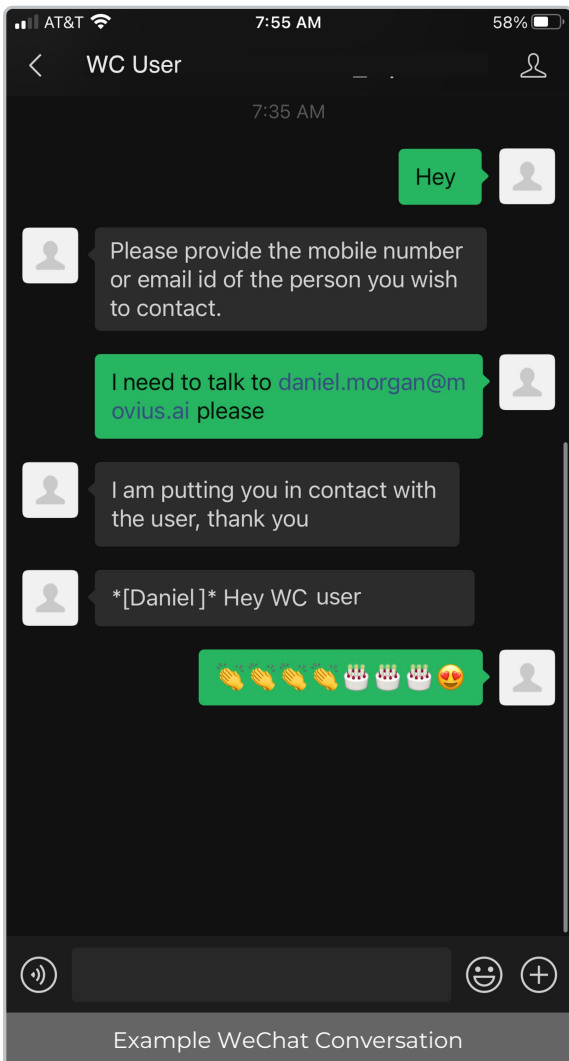
Before you start

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





The bot leaves the conversation once the parties are connected. The MultiLine user and WeChat users receive auto-messages as configured by the business and the MultiLine user and guest can begin messaging each other.
