



# Choosing the Right Type of Chatbot Integration

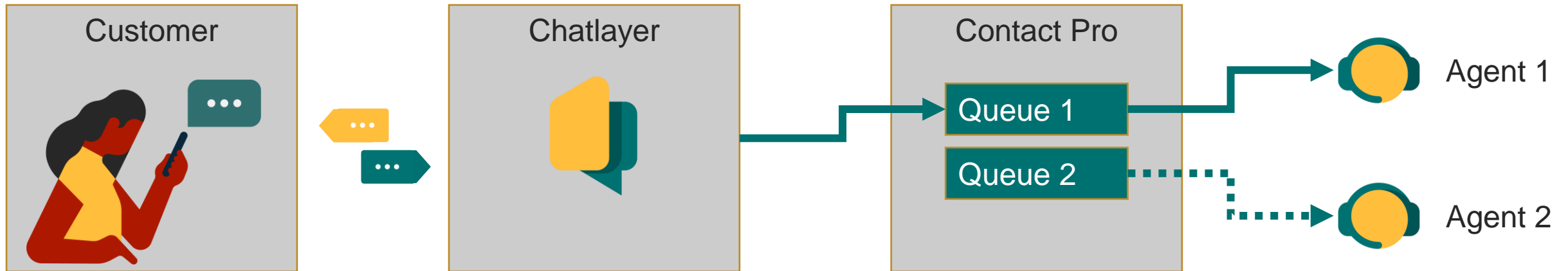


# Chatlayer as Visitor Bot

With transfer / offloading to Contact Pro



# Chatlayer in front of Contact Pro / Visitor Bot



Primarily bot handling the conversation

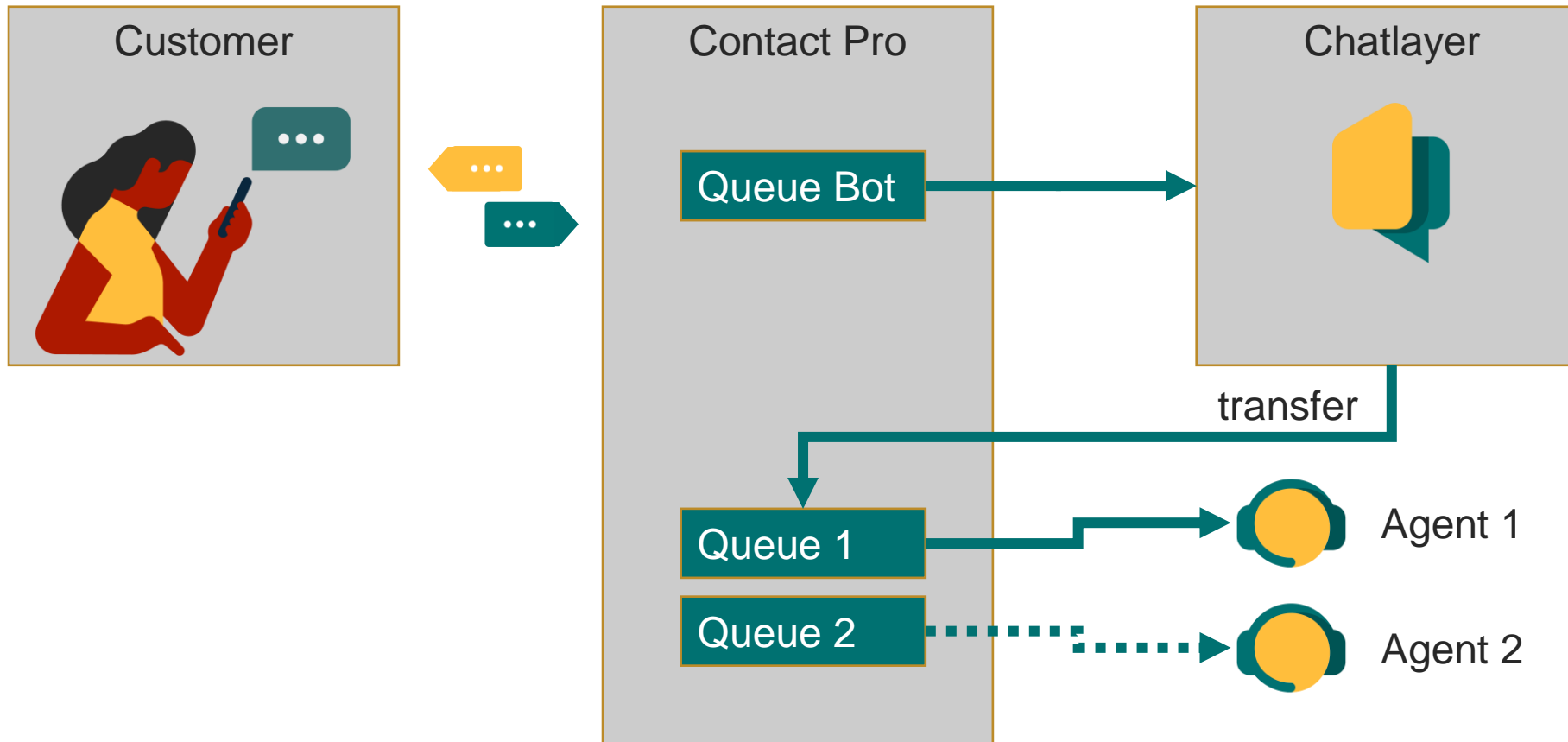
Transfer / offloading an exception

# Chatlayer as Agent Bot

Chatlayer as Contact Pro user, with ability to transfer conversations to other queue(s)

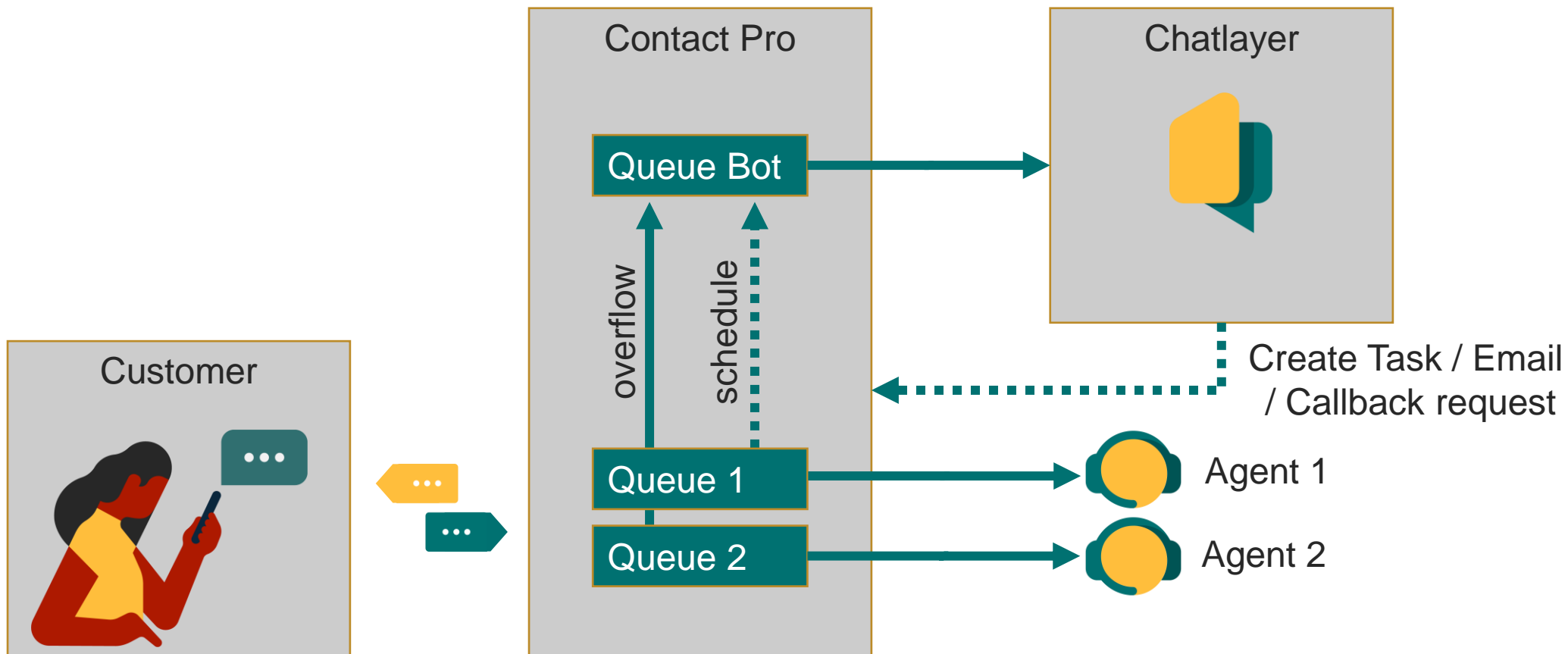
# Chatlayer as Agent in Contact Pro / Agent Bot

Use case 1: Bot as pre-routing and info collecting



# Chatlayer as Agent in Contact Pro / Agent Bot

Use case 2: Bot serving as overflow resource and outside service hours



# Chatlayer as Agent in Contact Pro / Agent Bot

Use case 3: Contact Pro as contact flow orchestrator

