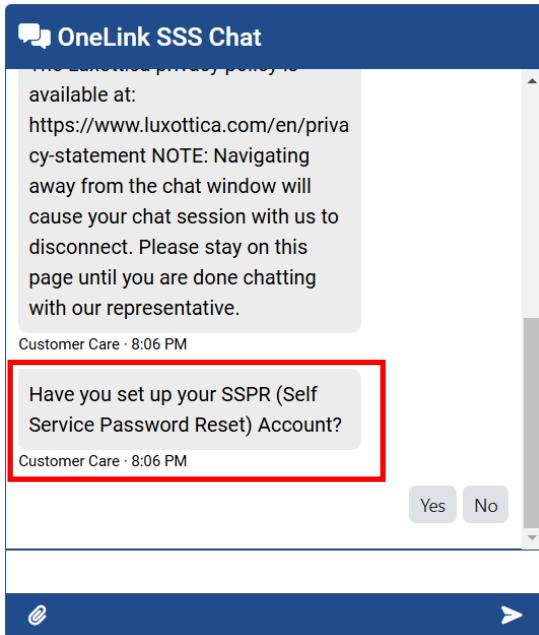
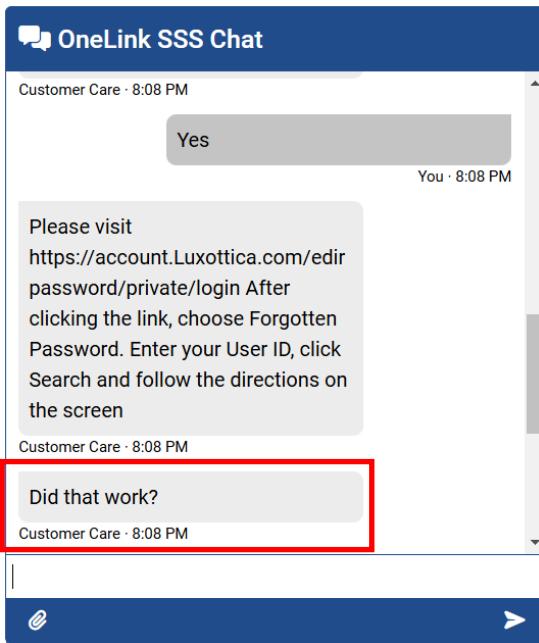


AI Chat Bot for Password Issues

One of the first questions they are asked when starting a chat is “**Have you set up your SSPR (Self Service Password Reset) Account?**”

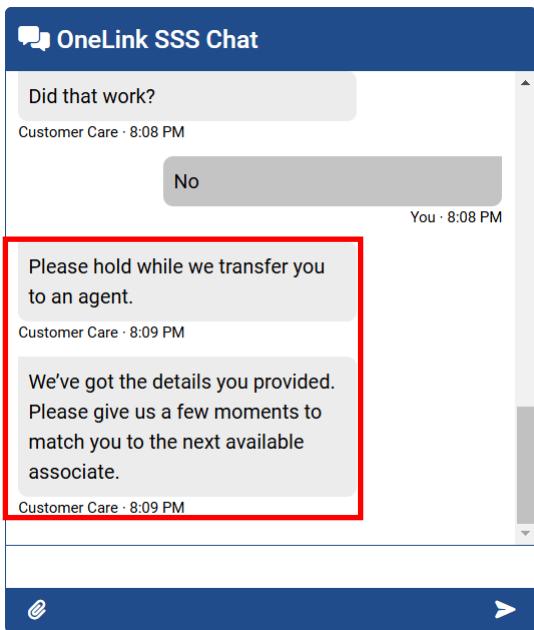


When selecting the “**Yes**” option, the chat will refer the store associate to try the SSPR account by providing them with a link along with instructions as well. As you can see it will also follow up with “**Did that work?**”



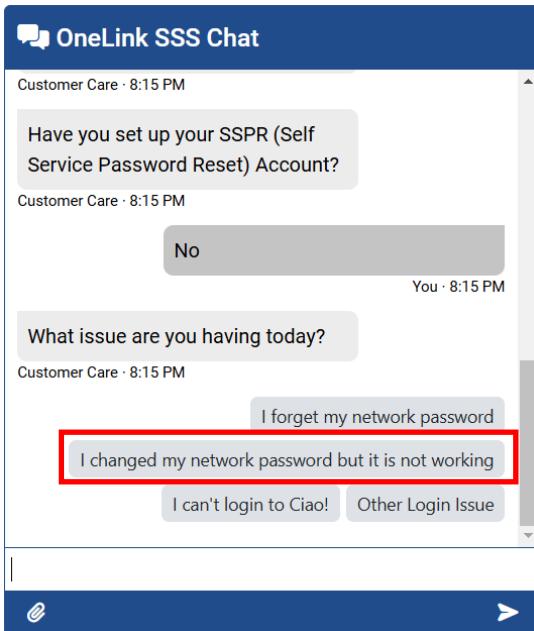
If this does in fact fix their issue, then the chat is ended as their issue is resolved. However, if it did **not** work, then the store will be redirected to the agent for further assistance.

AI Chat Bot for Password Issues



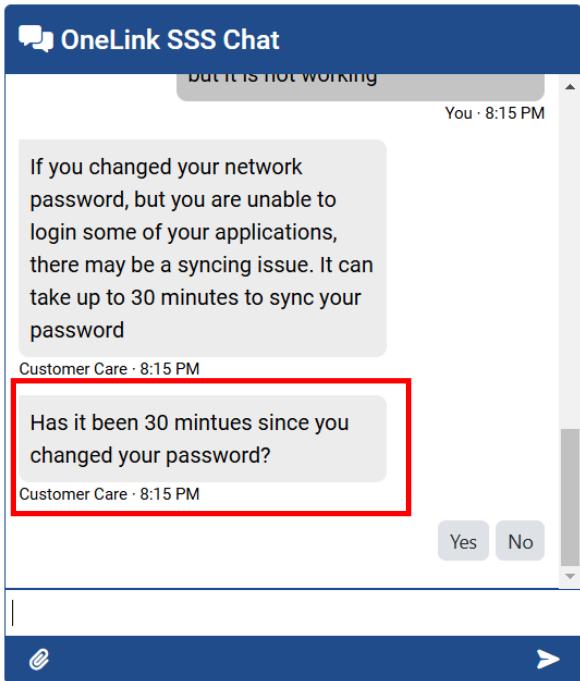
Another option can be seen below:

The same question will be asked such as "**Have you set up your SSPR (Self Service Password Reset) Account?**" If the store says **No**, they will be redirect to additional questions to see what type of support is needed.



In this example, we are going to explore the "**I changed my network password but it is not working**." This is where the AI Bot will then ask, "**Has it been 30 minutes since you changed your password?**". If the answer is no, then the AI Bot will redirect the store associate to wait for the allotted time for the password to properly sync as there isn't anything the store associate can do at this point.

AI Chat Bot for Password Issues



In the event the store associate says **Yes**, they will then be redirect to an agent for further support.

