Setting up a chatbot

Creating one, putting it on your website, and the difference between Draft, Active and Disabled.

Chatbots live under **Websites**. Press **New Chatbot**, then work through the three tabs — **Settings**, **Tribes** and **Knowledge Sources**.

A **tribe** is one location, branch or business unit inside your organisation — the word Gorilla Dash uses on every screen.

The settings that matter

Field	What it does
Chatbot Name	What visitors see, unless you set separate header text.
Status	Draft, Active or Disabled. Only Active serves.
Attached Websites	Which of your sites it belongs to. When the chatbot answers from your website pages, it uses only the pages of the websites it is attached to, so attach every site it appears on. If it is attached to none, it can use the pages of all your websites.
Enquiry Form	Which form captured enquiries are submitted to.
Greeting Message	The first thing a visitor sees.
Rules	Guidance on tone, what to promote, what to avoid.

Rules are the most underused setting. "Always mention our free design consultation" or "never quote a price, offer a callback instead" shapes every reply.

Putting it on your site

The settings screen gives you a snippet to paste into your website, and a **shareable link** — a public page that opens straight into the chatbot, handy for testing or for an email campaign.

> **THE SHAREABLE LINK IS PUBLIC AND NOT COVERED BY YOUR DOMAIN LIST**
> Anybody who has that address can chat to your bot, whatever domains you have allowed. That is what makes it useful for testing, and it means the link should be treated as public.

Appearance

Set the widget position, whether it opens minimised or expanded, its colour and its header text. The chat window's own wording appears in your business's language — but the assistant replies in whatever language the visitor writes in.

When you choose **Expanded**, a **Delay before opening** field appears next to it. That is how many seconds the chat window waits after the page has loaded before it opens itself. Leave it at **0** and the window is already open when the visitor arrives; set it to something like 15 or 30 and they get a moment to read the page first. You can enter a whole number from **0 to 600** seconds.

> **AFTER A VISITOR CLOSES THE CHAT**
> If a visitor closes the chat window, it stays closed for the rest of their visit in the same browser tab — however many of your pages they go on to read. They can always reopen it themselves from the chat button in the corner. The shareable chatbot page opens immediately, because the visitor has chosen to open the chat directly.

Allowed domains

Your attached websites are always allowed. Add extra domains if the widget needs to run somewhere else — a landing page host, for instance. Listing a domain also covers its subdomains.

Testing it

The test console lets you talk to it as a visitor and choose which tribe to test as, including testing with no tribe so you can see how it asks.

> **THE TEST CONSOLE CAN CREATE A REAL ENQUIRY**
> There is a checkbox to submit enquiries, and it does exactly that — a real enquiry, with real notification emails to the tribe. Leave it off unless you are deliberately testing that path.

Turning it off

Set the status to **Disabled**. Do not try to switch it off by unticking every tribe — the form will not let you save that, because a chatbot attached to no tribes would be invisible with no explanation.