Conversational Scripts

••• Script 1:

First contact with Wix and Pain point

Milo: Welcome! I'm Milo, the editor assistant here at Wix and I am here to help (:
Let's start by choosing your website category

Blog / CV / Shop / More

User: Selects Blog

Milo: And which theme suits your blog better?

lifestyle // travel // diary // art // more

User: selects Art

Milo: Perfect :) please type in the title of your blog

User: Types Blog title

Milo: Now you can select the template you like the most

Blog   1, 2, 3, more

User: Selects Blog 2

Milo: Done! One last thing, Would you like to add any of these features to your page?

Mailing //   Contact Us   // Chatbot

User: Adds Contact us

Milo: That's great, you're nearly set! Now you just have to edit your page. If you have any other questions, don't hesitate to ask :)

User: change the menu header

Milo: Sorry, would you like to change the design of your menu? Yes / No

User: No

Milo: Ok, so would you like to rename the items in the menu? Yes/No

••• Script 1:

First contact with Wix

User: Yes

Milo: Great! here's how you can do that
sends article showing how to edit menu headers

Milo: Did you get that?
Yes/ No

User: selects yes

Milo: Brilliant, if you need me again, just ask (:

••• Script 2:

Mid edit, specific question

Milo: Hi! Milo here (: How can I help?

User: add store to my page

Milo: What do you want to sell?
Restaurant orders
Perishable food items
Flowers
or
store orders (eg: clothes, beauty products, arts and crafts)
Non-perishable (sealed)

User: clicks on store orders

Milo: Got it! You can add a store to your page here
button add store

Milo: Now that your store is ready, would you like to see some store features?
Yes/No

User: clicks Yes

Milo: Great (: Let me show you around
In this section you can find many features for your store, including the new promo video, an engaging feature for special products!

Promo video? Show me! // explore all store features

User: clicks explore all store features

Milo: Here is an article about all of our store features, feel free to choose as many as you like

article link

Milo: Was that what you needed?
Yes / No

User: Clicks Yes

Milo: Great! I'm always here to help :)

••• Script 3:

More experient user, very specific question

User: Milo, can I make my blog bilingual?

Milo: Hi </username>, yes you can! The Multilingual tool helps you to manage your content in 2 languages or more
Let me show you how

Get started button // not right now

User: user clicks get started

Milo: Please tell me your main language

User: writes English

Milo: Now a secondary one (you can add other ones later)

User: Selects a Brazilian Flag on a drop menu

Milo: We're set on the languages! Now you can start working on your translation :)

Ok, let 's go! // maybe later

User: selects Ok, let 's go!

Milo: I just switched to the secondary language you've selected, Now, would you like to translate your content manually or automatically?

manual // automatic

User: selects automatic

Milo: Our automatic translation uses google translator, is that ok?
Yes / No

User: selects No

Milo: Ok! so you will have to add the content manually, do you need help with that?
Yes / No

User: Selects yes

Milo: Sure, no problem! You can add your translated content the same way you did with your original one, one section at a time.
Did we cover everything?
Yes / No

User: selects yes

Milo: Great! have fun with your translation and if you need me, I'm always here! :)