



# INTRODUCTION TO INTERACTION BUILDER

HOW TO GET STARTED

April 2022



# CONTENT

- 01** Introduction
- 02** Access Interaction Builder
- 03** Getting started
- 04** Building interaction
- 05** Previewing interaction
- 06** Publishing interaction
- 07** Reporting
- 08** Further resources

## 01

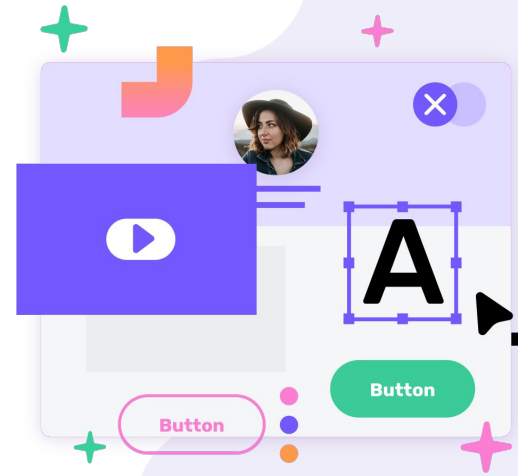
# Introduction

## Automate your lead generation and customer experience

Creating interactions that drive results is easy, effortless, and requires no coding skills when you use giosg Interaction Builder.

Customise your website interactions to meet your business goals, whether it's improving conversion rates or your customer experience.

Build your own FAQ bots, multi-step forms or lead generation bots - your imagination is the limit!

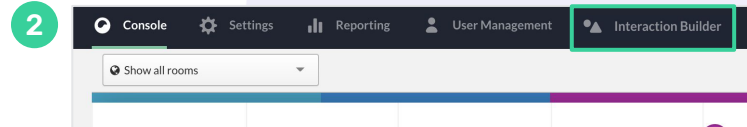
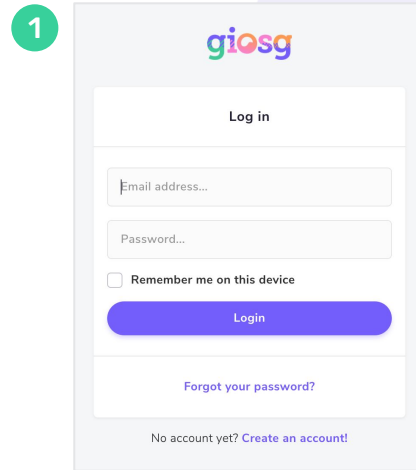


## 02

# Access Interaction Builder

## Logging in

1. Go to [Interaction Builder](#) and enter your email and the password you created after confirming your account.
2. Login from [giosg.com](#) to giosg console and click **Interaction Builder** in the top menu.



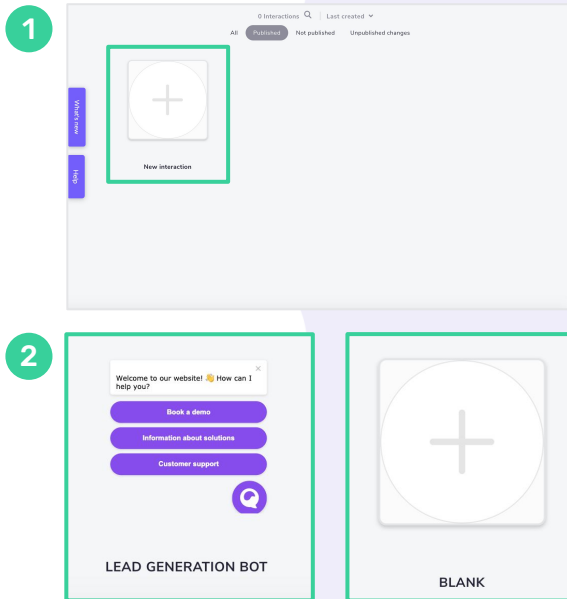
## 03

# Getting started

## Creating a new interaction

Create your first interaction from scratch, or use one of our existing templates to get started.

1. In the main view click **+New interaction** to create an interaction
2. Choose a template by clicking the one you want, or click **+Blank** to start from scratch



## 04

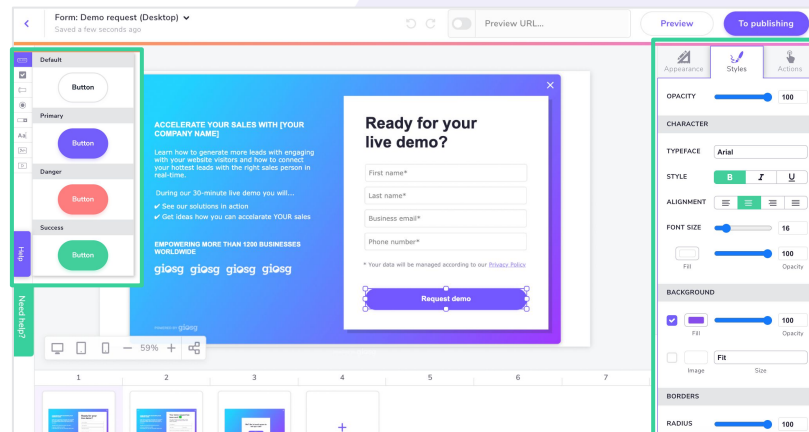
# Building interaction

## Design

Start by clicking an element to open the panel on the right side:

- In **Appearance** you can change your element names, positions, sizes and animations.
- Under **Styles** you can edit text stylings, background colors and other styles.
- With **Actions** you can define what will happen when visitors click your element.

To add more elements, choose an element from the toolbar on the left. You can also copy an element by right clicking it.



**Tip!** When you open the color box click "Import palette from your website" and you will automatically get your brand fonts and colors.

## 05

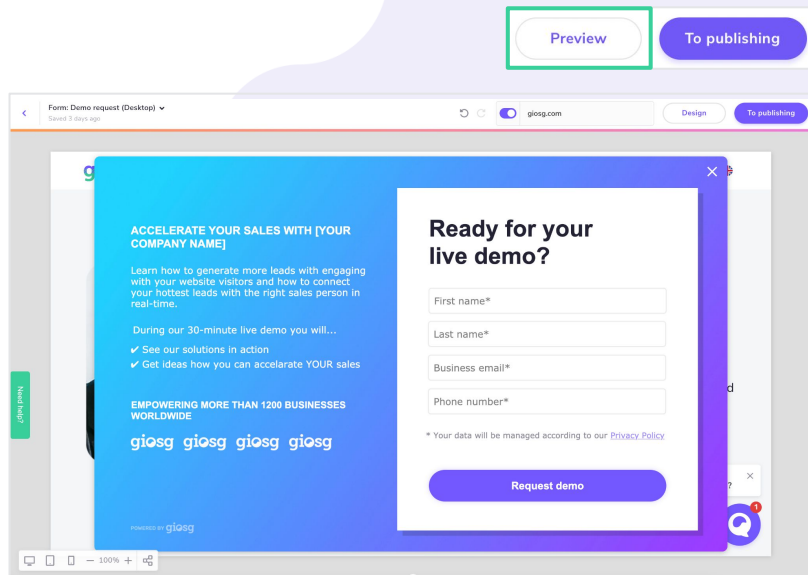
# Previewing interaction

## Preview

Once you are happy with your work, you can go ahead and test your interaction.

Click **Preview** to test your interaction. You can add a website to the background and see how the interaction would look on your website.

It's always good to test interactions in both mobile and desktop views to guarantee the best user experience possible.



## 06

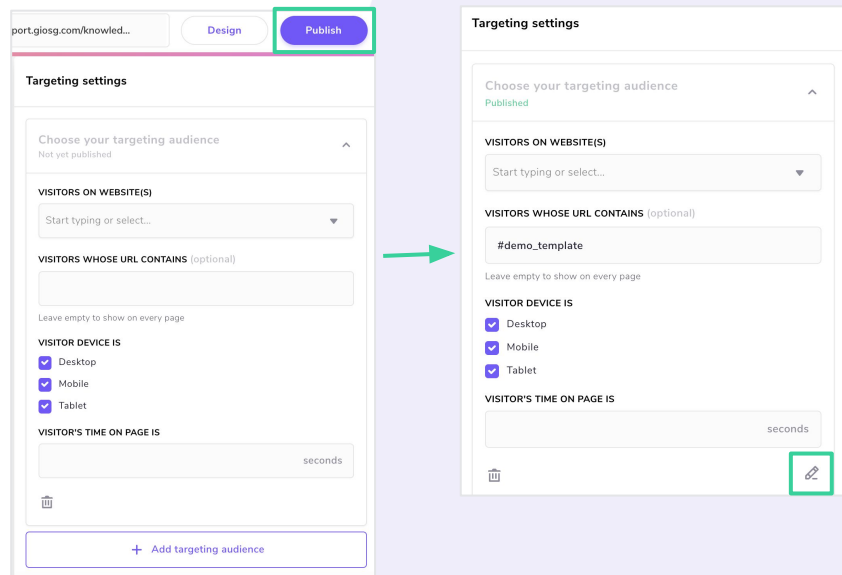
# Publishing interaction

## Publish

Publish your interaction by clicking the **Publish** button in the preview view.

You can choose the website, device and time delay to define where and when your interaction will pop up. After this click the **Publish** button.

Once the interaction has been published you can go back and edit the conditions you defined earlier. By clicking the **pen icon** in the **Publish interaction** view, you can access more conditions.



The image shows two screenshots of a web application interface. The left screenshot shows a top navigation bar with a 'Publish' button highlighted by a green box. A green arrow points from this button to a detailed 'Targeting settings' panel on the right. The 'Targeting settings' panel is titled 'Targeting settings' and contains several sections: 'Choose your targeting audience' (with a 'Published' status), 'VISITORS ON WEBSITE(S)' (with a search bar), 'VISITORS WHOSE URL CONTAINS (optional)' (with a text input field containing '#demo\_template'), 'VISITOR DEVICE IS' (with checkboxes for Desktop, Mobile, and Tablet, all of which are checked), and 'VISITOR'S TIME ON PAGE IS' (with a text input field and a 'seconds' label). At the bottom of the panel is a '+ Add targeting audience' button. A green box highlights a pen icon in the bottom right corner of the panel.



## 07

# Reporting

## Reports

Start from the [main page](#) and click once on the interaction.

A tool box will appear on the right side and in the lower right corner you can find the **Reporting** section. Click **Show** button.

In the reporting, you'll be able to see how many visitors have viewed your interaction and how many have interacted with it.

### Icons explained:



**INTERACTIONS SHOWN**  
Number of sessions which have seen this interaction or view.



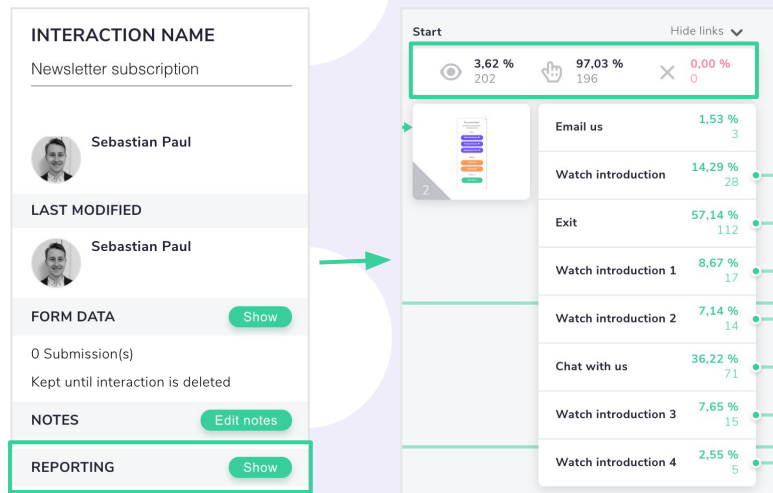
**INTERACTED**  
Number of sessions that have triggered at least one action of this interaction or view.



**GOAL REACHED**  
Number of sessions that have reached a goal within this interaction or view.



**CLOSED**  
Number of sessions which have closed this interaction or view.



## 08

## Further resources

If you need more help to get started, you can find our chat from the tool under **Need help?** button or email us [support@giosq.com](mailto:support@giosq.com) and we'll help you to get started. Here are more resources to help you:

[How to create and publish an interaction](#)

[How to create and publish a button bot](#)

[How to target your interactions](#)

[Interaction reporting](#)

Also check out our [Help center](#) for more Interaction Builder related articles!





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Giosg is a software company that combines data and artificial intelligence (AI) with feature-rich technology. We provide intuitive solutions that deliver the right online trigger, to the right person at the right time, allowing your organisation to operate smarter. The result? A faster, more streamlined process with more sales, happier customers and a significant boost to your return on marketing investment.

**[giosg.com](https://giosg.com)**