



















Conversation Origin	Patient Origin	Scenario Trigger	Notification Type
On Demand, Custom Bot	On Demand Conversations 	Patient gets escalated to me	 
On Demand, Waiting Room Bot		Bot completes the workflow	 
Care Campaign + Visitors, Custom Bot	Care Campaign 	Patient opens conversation	 
	Text to Launch 	Patient gets escalated to me	 
Care Campaign + Visitors, Waiting Room Bot	QR Codes 	Patient opens conversation	 
	Web Hosted Chatbot 	Bot completes the workflow	 

 Except for “On Demand” conversations (+Chat) - Chime 1 always chimes to all agents available in the widgets.

 If you minimize a conversation assigned to you, a notification (Chime 2) will sound for each additional incoming message.