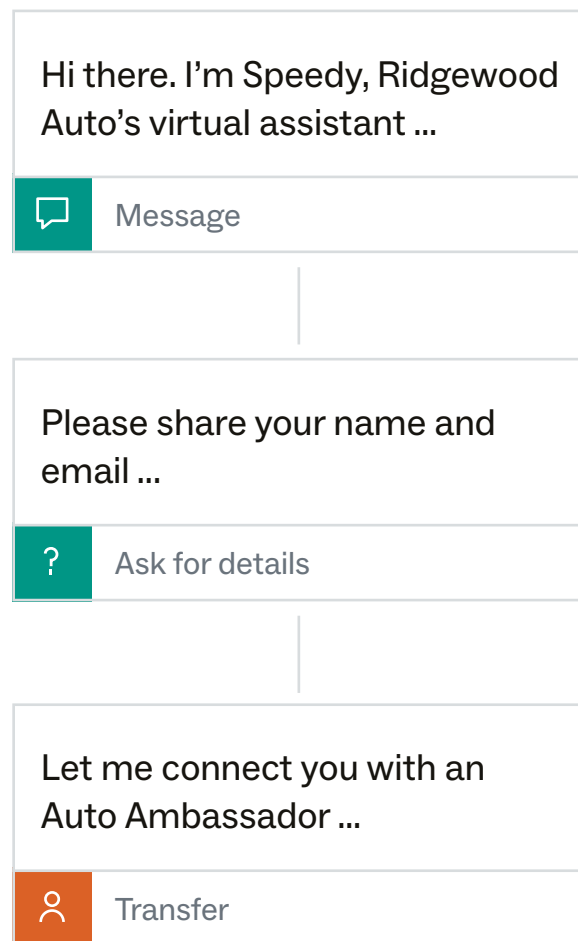


# Chatbot-to-live-agent transfer

## How to build it with Zendesk



## How the customer views it

### Ridgewood Auto

8:45 AM

Speedy

Hi there. I'm Speedy, Ridgewood Auto's virtual assistant. Have a question? I'm here to help. If you want to talk to an agent at any time, please type "Talk to a human."

Talk to a human

Speedy

Please share your name and email address.

**Name**  
Doug Jones

**Email**  
doug1738@email.com

Speedy

Let me connect you with an Auto Ambassador. One moment, please.

Just now

Type a message