

# AI Chatbot Troubleshooting — Facebook & Instagram Bot Issues

Our AI chatbot handles initial responses on Facebook Messenger and Instagram DMs. When it sends wrong, incomplete, or off-topic responses, follow this guide to report and handle it.

## Common Issues

---

- **Wrong response** — Bot sends an answer that does not match the question asked
- **Incomplete response** — Bot starts answering correctly but cuts off or misses key info
- **Off-topic response** — Bot responds to something the lead did not ask about
- **No response** — Bot does not reply at all (check if it is running)
- **Repeated responses** — Bot sends the same message multiple times

## What to Do (Team Members)

---

1. **Screenshot the conversation** — capture the lead question and the bot response
2. **Take over the conversation manually** — respond to the lead correctly so they are not left hanging
3. **Report in #improvement-requests** with:
  - Screenshot of the wrong bot response
  - What the lead actually asked
  - What the correct response should have been
  - Platform (Facebook Messenger or Instagram)
4. **Tag @Sam or @Peter** — bot prompt/logic adjustments require admin access

⚠ **Important:** Do NOT ignore a bad bot response. If a lead gets a wrong answer and nobody corrects it, we lose that lead. Always jump in and respond correctly, then report the issue.

## For Admins

---

- Bot prompt and logic are managed in GHL → Conversations AI or the external bot configuration
- When a wrong response is reported, review the conversation log to understand what triggered the bad reply
- Update the bot prompt or FAQ knowledge base to handle the scenario correctly
- After changes, test with sample messages before re-enabling

# Escalation Script — When a Lead Got a Bad Bot Response

---

```
"Hey [Name]! Sorry about that earlier message – our system hiccuped. I am [Your Name] from Crowned Credit and I am here to help you personally. [Answer their actual question]. Let me know if you have any other questions!"
```

**Page created:** April 17, 2026 — triggered by repeated reports in #improvement-requests (HeyBlu: AI bot wrong/incomplete responses on Facebook, Apr 6 & Apr 15)

## Known Recurring Incidents

- **Apr 27, 2026 — Repeated replies:** HeyBlu reported the bot was sending the same reply multiple times to the same lead. Cause: prompt loop when the lead message contained ambiguous intent. Fix: prompt-side dedupe rule added — bot now suppresses identical sends within a 60-second window per contact.
- **Apr 25, 2026 — Bot sent the literal word "test":** A test prompt accidentally went to a live lead during a prompt-tuning session. Process fix: prompt edits now go through the staging bot in #ai-bots first, never directly on the live config.
- **Apr 5, 2026 — Repetitive opener phrasing:** Bot used the same "Late night goals mode" opener twice in a single batch (contacts 967/968/973/974). Prompt strengthened with tone-matching rules.
- **Apr 5, 2026 — Existing client misclassification:** Frederick Cooper (already an active client) received a sales-angle opener before the bot self-corrected. Prompt updated: existing clients must be identified in message 1, zero sales pitch.

*If the same incident type recurs after a fix, escalate immediately to Peter — the bot prompt may have regressed.*

---

Revision #2

Created 2026-04-17 04:37:06 UTC by Admin

Updated 2026-04-29 22:34:26 UTC by Admin