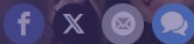


Getting Started with the Beta TicketSignup AI Chatbot

Relief Beerfest 11

Moorestown's ONLY Beer Festival

Nov 22, 2025



5:30pm - 9:30pm

 TicketSignup

Bud

Available



Hi! Can I help answer questions?

Can i buy tickets at the door?



Tickets are usually sold out prior to the event, so it is better to purchase them upfront. If you have further questions, feel free to [contact the organizers](#).

when do ticket sales close?



Ticket sales close on **November 23, 2025, at 4:59 AM (UTC)**. Make sure to purchase your tickets before this deadline! You can [register for the event here](#).

Ask me anything...





Agenda

- What it means for the TicketSignup AI Chatbot to be in Beta
- Requirements for enabling your own AI Chatbot
- Customizing your AI Chatbot
- Training and updating your AI Chatbot
- Live setup demo
- AI Chatbot stats and insights
- What's next for the RunSignup AI Chatbot
- Q&A

Can I buy tickets at the door?

What is your refund or cancellation p

Does everyone in my party need to a

If I am not drinking at the event do I n

Is free parking available?

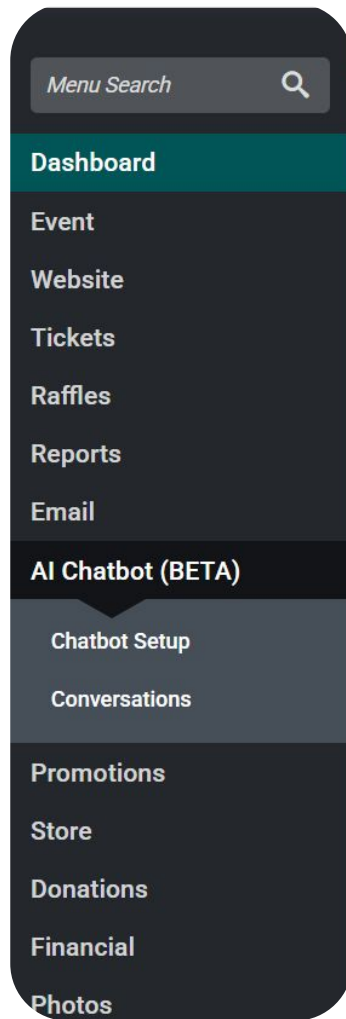
Is there food at the event?

more about the live entertain



What it means that the TicketSignup AI Chatbot is in Beta

- The AI Chatbot is now available to all simple and advanced ticket events in your TicketSignup Dashboard.
- We find the Chatbot performs extremely well but you may find the Chatbot still gives incorrect answers at times.
- We are keeping a close eye on all aspects of implementation.
- You can expect more features to be rolled out over the next year.
- If you run into any issues please reach out and let us know. We love feedback!





Requirements for Enabling Your Own AI Chatbot

AI Chatbot

Help ?



⚠ Your website has insufficient information

In order to enable the AI Chatbot, your website must have a FAQ component of at least 3 questions. This gives the AI Chatbot a basic set of information to answer questions. [Click here to add a FAQ component.](#)

Reduce Support Requests with Our Free AI Chatbot

Easily handle participant questions with our intelligent, no-cost AI Chatbot! It automatically understands the content of your website and provides helpful, friendly answers through a simple chat interface. It's completely free. Give it a try today!

Set up your AI Chatbot



Customizing Your AI Chatbot

- Name your Chatbot
- Create the message you want your AI Chatbot to use when greeting your attendees
- Add a contact email, if anything goes wrong with the chatbot, it will provide this email for users to reach out
- Add a custom logo that displays as the chat bubble icon
- The rest of the chatbot will be styled based on your website theme colors

Relief Beerfest 11

Add Chatbot

Save

Cancel



The AI Chatbot uses the content on your event website, and the FAQ component as its primary sources of information – so make sure your content is clear and up-to-date. You can add some additional fine-tuning to your chatbot below.

Chatbot Name *

We have given your chatbot a default name, but you can change it to what you want.

Limit 50 characters.

Greeting *

How would you like your Chatbot to greet participants? Examples might be "Hi, how can I help you?" or "I'm here to help, ask me anything!"

Limit 100 characters.

Contact Email

We will show this email to participants who encounter problems with the chatbot.

Chatbot Logo

You can upload a logo for your chatbot. This will be displayed in the bottom right bubble that opens the chatbot.

☐ Remove current logo





Choose your image
You can upload .png, .jpeg, .jpg, or .gif files.

For best results, upload a square image with dimensions of 128 x 128px.
Images will display in a circle shape, to avoid cropping please leave padding around the image.

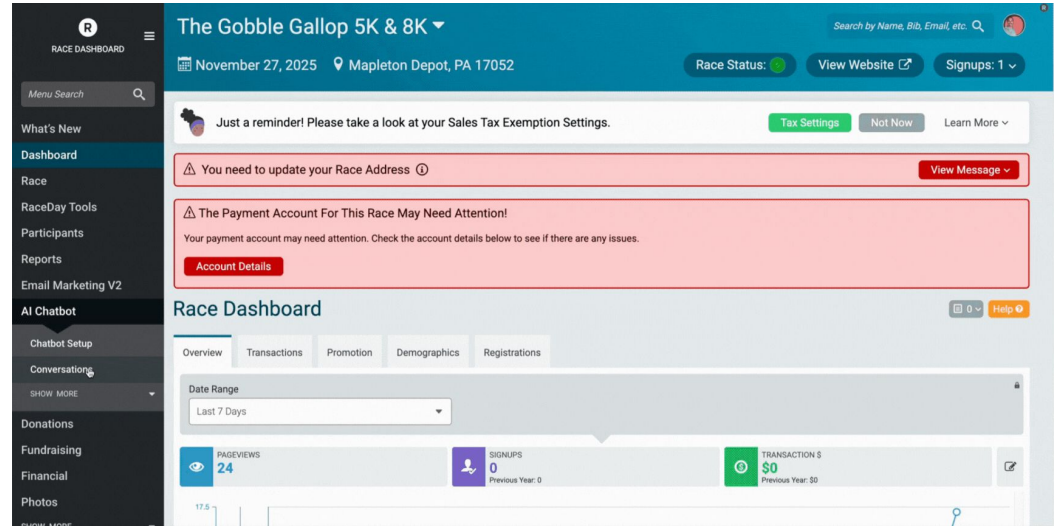
Chatbot Status: ☒ On

Save



Training and Updating Your AI Chatbot

- Create a robust FAQ
- Anytime you add or update content on your V2 website, the chatbot is re-trained on that information
- View conversations in your dashboard and improve the AI's responses
- Review conversations and add popular questions to your FAQ
- These are important steps in fully optimizing your AI Chatbot



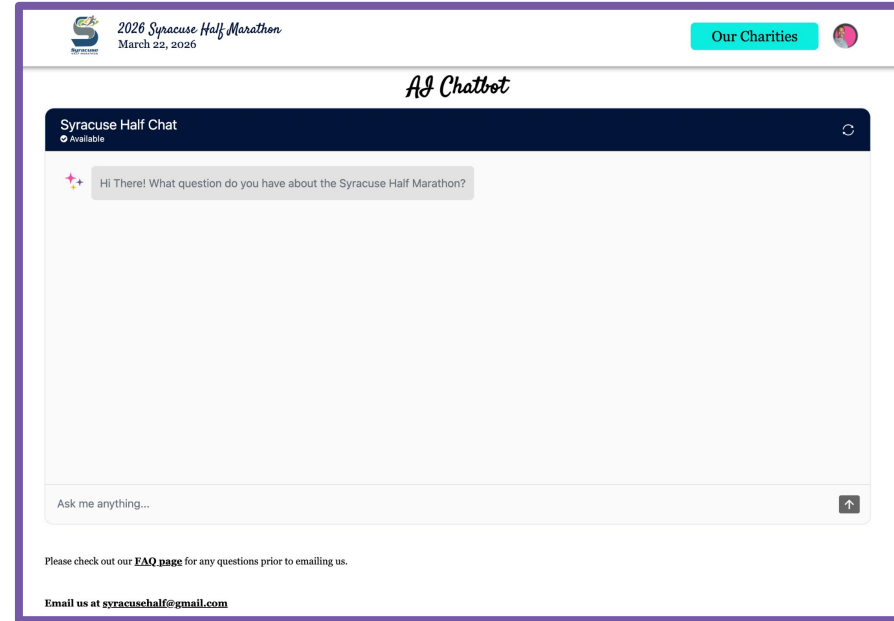


AI Chatbot Setup Demo



AI Chatbot Best Practices

- Create a robust FAQ page
- Review incoming questions and use the **Improve Response** feature
- Ensure your website is fully updated with no outdated links or content that could confuse the chatbot
- Create a **Contact Us** page that includes both the contact form and the AI Chatbot component, this allows people to self-serve while still offering access to real human help
- Promote your AI Chatbot page in your marketing materials, social posts, and race emails





AI Chatbot BETA Stats

Top Events

- **Baltimore Running Festival**
 - 759 Chats | 1,282 Messages
- **Suffolk County Marathon**
 - 223 Chats | 445 Messages
- **RACE TO WRIGLEY 5K CHARITY RUN**
 - 154 Chats | 259 Messages
- **5K@EASD Virtual Challenge**
 - 142 Chats | 325 Messages

RunSignup

AI Chatbot Statistics

3,710

TOTAL
CONVERSATIONS

6,460

TOTAL
MESSAGES

1.75

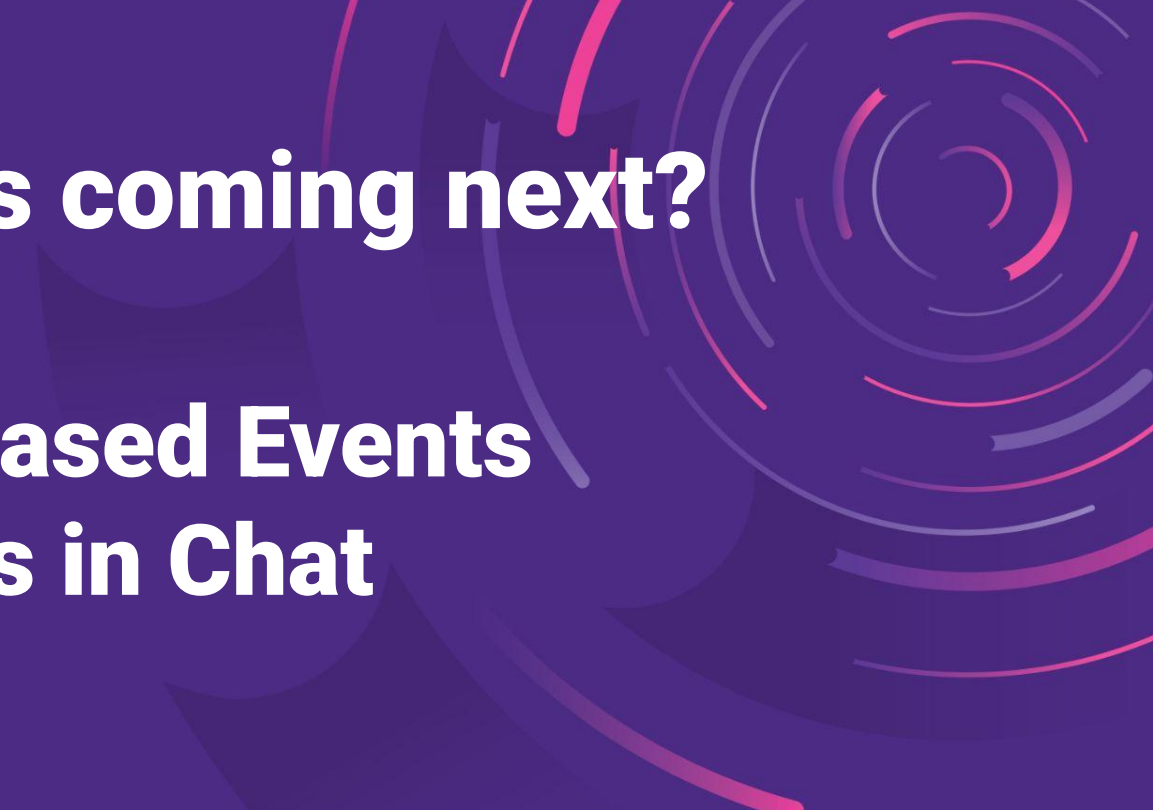
MESSAGES OR QUESTIONS PER
CHATBOT

137

LIVE CHATBOTS

14

NEW CHATBOTS
DAILY



AI Chat: What's coming next?

1. Calendar Based Events
2. Buy Tickets in Chat



AI Ticket Purchase



[Info](#) [Buy Tickets](#) [Ticket Look](#)

Holiday Driven Thru Light Show (Simple)

Wed December 25 - Tue December 31, 2030
Moorestown, NJ 08057 US

[f](#) [x](#) [o](#) [u](#)

Tickets

General Entry (1 Per Car)

\$43.40
incl. \$3.40 Fee ⓘ

Ticket sales end on Tuesday
December 31, 2030 at 11:59pm
EST.

- 0 +

Fast Pass (1 Per Car)

\$91.10
incl. \$6.10 Fee ⓘ

Ticket sales end on Tuesday
December 31, 2030 at 11:59pm
EST.

- 0 +

Event Assistant

Hello! I'm here to help you find and purchase tickets for Holiday Driven Thru Light Show (Simple).

I can help you with:

- Searching for subevents and ticket levels
- Adding tickets to your cart
- Collecting registration information
- Processing payment for your purchase

What would you like to do?

I would like to buy 1 of the cheapest ticket

I've added 1 General Entry ticket (1 Per Car) to your cart for \$43.40!

Would you like to proceed with registration or check out?

Actually let me buy 2

I've updated your cart to include 2 General Entry tickets (1 Per Car) for a total of \$86.80.

Are you ready to proceed with registration or check out?

yes

Before we can proceed with the payment, I need to collect a few registration details from you.

What is your first name?

Duy

Thanks, Duy! Now, can you please provide your last name?

My last name is Nguyen

Great! Now I just need your email address, please. What is

Ask me about tickets...





AI Ticket Purchase

localhost:8000/TicketEvent/HolidayLightShowSimple

Duy's Task BoardIssuesPR's(P) Change Contro...(L) Cache Manage...(L) RunSignup Des...(L) My Tickets(L) My Races(L) Admin2025 Q4 Dev Mee...MTE Architecture...Frontend Code Ch...Add PHPStan Files...Transparency Fees...Website Builder: T...All Bookmarks

InfoBuy TicketsTicket Look

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- 0 +

Event Assistant

duy@test.com

Your registration is complete! 🎉 Now let's get your payment processed.

Could you please provide your credit card details:

- Card Number
- Expiration Date (MM/YY)
- CVV (Security Code)

Feel free to share them whenever you're ready!

My credit card number is 4111-1111-1111-1111, exp 03/30, cvv 737

It looks like I need a couple more details to process your payment. Could you please provide your:

- ZIP Code
- Country

Once I have those, we can complete your payment!

My Zip code is 60605 and country is US

Here's the waiver you need to approve before we can process your payment:

****Waiver Information:****

This event follows the standard industry policy: All ticket purchases are non-refundable. We reserve the right to postpone or cancel the event due to circumstances beyond our control such as a natural disaster or emergency or as required to protect the safety of attendees and staff. No refunds will be issued under these circumstances. We reserve the right to change the details of the event without prior notice. I understand that my purchase is nonrefundable.

By completing this purchase, I acknowledge (or a parent or adult guardian for all children under 18 years) having read and agreed to the above release and waiver including the refund policy.

Ask me about tickets...





Q/A

