

Counselor guide in Basechat

This document shows design samples of the counselor guide system in Basechat. These images are design samples, but the system is built and available.

The images demonstrate how counselors can use the guide during conversations.

The counselor guide enables the helpline to create articles that provide short, or detailed, guidance or instruction. Articles can also include canned responses displayed as clickable bubbles. Basic formatting, such as headers, bold, italic, lists, and links is supported.

Each article is labeled with one or more subjects. Sub-labels are also supported. Counselors can select one, or more, labels to view articles relevant to the current conversation. If an article contains canned responses, the responses can be inserted into the writing area by clicking it.

Please see design samples on the 3 next pages 😊

Please find more information, and screenshots with full functionality, in this PDF:

www.basechat.com/basechat_folder.pdf

Article with tips for conversation start, including ideas for initial texts as canned responses.

The screenshot displays a chat application interface. On the left is a sidebar with the 'basechat' logo and 'Helpline 102 118'. It lists three conversations: 'Parent, girl' (started 2 hours ago), 'Conversation 1' (started now), and 'Boy 14 years old - school' (ended by agent on 22 January 2025, duration 3 days). Below these is a 'Tester' section with a 'Sleeping' status (started 4 hours ago).

The main chat window shows 'Conversation 1' with a header containing 'Edit', 'Transfer', and 'End Chat' options. The chat history includes a user message 'Hi 😊' (Wed, 22 Jan, 19:26), a robot response: 'Robot: Thank you for contacting us. If this is an emergency, please dial 911. If at any point you wish to end the conversation, simply text 'STOP'. A volunteer will connect with you shortly.' (Delivered, Wed, 22 Jan, 19:26), and an agent response: 'Thank you for texting. What would you like to chat about today? And if you want, then please let me know your gender and age.' (Delivered, Wed, 22 Jan, 19:28). A text input field and a 'Send' button are at the bottom.

The right sidebar shows the user 'Alice Smith' with an 'Available' status and options for 'Admin' and 'Log out'. It features a navigation menu with 'Guide', 'Case', 'Survey', and 'Group'. Below the menu are buttons for 'Conversation intro', 'Conversation end', 'Frequent user', 'Friendship', 'Family dynamics', and 'Referrals'. The 'Conversation intro' section contains the following text: 'Invite the user to share key aspects of their day-to-day life (e.g. school, relationships, home environment) to help establish context.', 'Clarify what kind of support the user needs from you (sparring, concrete advice, or new perspectives) to set a clear focus for the conversation.', 'Explore what support the user might be receiving elsewhere and check if there are obstacles preventing them from accessing that help.', 'Establish mutual expectations for the session by briefly explaining any practicalities, like time constraints.', and 'Be curious and reflective. If you're unsure what to answer, take the time you need. It's more important to ask thoughtful questions rather than respond quickly.' Below this is an 'Introduction:' section with two example messages: 'What would you like us to talk about?' and 'Hi there. I'm here to listen. Do you want to tell me what's on your mind right now?'

Article about frequent users with a list of tips, then canned responses.

The screenshot displays a chat application interface. On the left is a sidebar with a 'basechat' logo and 'Helpline 102 118'. It lists several conversations: 'Parent, girl' (started 2 hours ago), 'Conversation 1' (started now), 'Boy 14 years old - school' (ended by agent on 22 January 2025, please register, duration 3 days), and 'Tester' (sleeping, started 4 hours ago). The main chat area shows 'Conversation 1' with a header containing 'Edit', 'Transfer', and 'End Chat' options. The chat history includes a user message 'Hi 😊' (Wed, 22 Jan, 19:26), a robot response: 'Robot: Thank you for contacting us. If this is an emergency, please dial 911. If at any point you wish to end the conversation, simply text 'STOP'. A volunteer will connect with you shortly.' (Delivered, Wed, 22 Jan, 19:26), and a human agent response: 'Thank you for texting. What would you like to chat about today? And if you want, then please let me know your gender and age.' (Delivered, Wed, 22 Jan, 19:28). A 'Send' button is at the bottom. On the right, a user profile for 'Alice Smith' is shown as 'Available'. Below are navigation buttons for 'Guide', 'Case', 'Survey', and 'Group'. A menu of topics includes 'Conversation intro', 'Conversation end', 'Frequent user' (selected), 'Friendship', 'Family dynamics', and 'Referrals'. The 'Frequent user' section contains a list of six tips: 1. Help the user prioritize a single issue to address, as it's not realistic to cover everything at once. 2. Reference past conversations if relevant, creating continuity and showing understanding. 3. Remind the user that any limits apply to time and resources, not their personal worth. 4. Encourage the user to identify what has worked for them on days they didn't feel the need to reach out. 5. Suggest concrete steps the user can take immediately after the session to maintain progress. 6. Explore what external support or resources the user might use to complement your guidance. Below the tips are two canned response boxes: one for 'Initial:' with the text 'I know you've received a lot of advice from us, and I also understand that we can't really help you further, even though we'd like to' and another for 'During:' with the text 'What was it that you didn't get to talk about right before/ when you last contacted us?'.

Article with referrals. Referrals appear as canned responses, making them easy to share with users. In this image the subject for frequent user is also selected (In the content articles about frequent users would be shown further down)

The screenshot displays a chat interface for 'basechat' with a helpline number '102 118'. The left sidebar lists several conversations: 'Parent, girl' (started 2 hours ago), 'Conversation 1' (started now), 'Boy 14 years old - school' (ended by agent on 22 January 2025), and 'Tester' (started 4 hours ago). The main chat area shows a conversation with 'Alice Smith' where a robot message reads: 'Robot: Thank you for contacting us. If this is an emergency, please dial 911. If at any point you wish to end the conversation, simply text 'STOP'. A volunteer will connect with you shortly.' Alice Smith's response is: 'Thank you for texting. What would you like to chat about today? And if you want, then please let me know your gender and age.' The right sidebar shows the user 'Alice Smith' is available, with options for 'Guide', 'Case', 'Survey', and 'Group'. Below these are buttons for '+ Conversation intro', '+ Conversation end', 'X Frequent user', '+ Friendship', '+ Family dynamics', and 'X Referrals'. The 'Referrals' section lists: 'MindEase Network - Counseling on various anxiety disorders (e.g. panic disorder, social anxiety, obsessive thoughts) for both users and their families. www.mindeasenetwork.dk', 'PsychFoundation - Free and anonymous counseling. www.psychfoundation.it', 'YouthMind - A free online program offering information, techniques, and short videos to help young people manage anxiety. www.youthmind.no', and 'ALCOHOL AlkoLine - Provides anonymous and free counseling for individuals aged 15 and older, as well as support for families (users under 15)'. A 'Send' button is at the bottom of the chat area.