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.

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

basechat

Helpline 102 118

Parent, girl
- New message
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

Tester
Sleeping
Started
4 hours ago

Conversation 1
Edit | Transfer | End Chat

Hi 😊
Wed, 22 Jan, 19.26

Robot

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

Alice Smith

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

Send ➤

Alice Smith   Available | Occupied   Admin | Log out

Guide | Case | Survey | Group

+ Conversation intro   + Conversation end   ✕ Frequent user
+ Friendship   + Family dynamics   + Referrals

Frequent user

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.

Initial:

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

What was it that you didn't get to talk about right before/ when you last contacted us?

During:

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)