



Get started with giosg Interaction Builder

Your resource to master the basics of Interaction Builder.

TAKE THE QUIZ

Which pricing plan suits you the most?

Answer some simple questions to find out which of our plans fits best to your needs!

Start now

Select a Day

November 2023

MON	TUE	WED	THU	FRI	SAT	SUN
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Time zone
© Eastern European Time (EET) ←



Are you an existing client?

Yes

Which model interests you?



Phone X



Phone 15



Phone S

Which colour?

Blue

Next

Show interior

Show exterior

Book a test drive

Powered by giosg

How did we do?

Choose an emoji as our service feedback for us to serve you better in the future.

Thanks for your support!

giosg

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Introduction

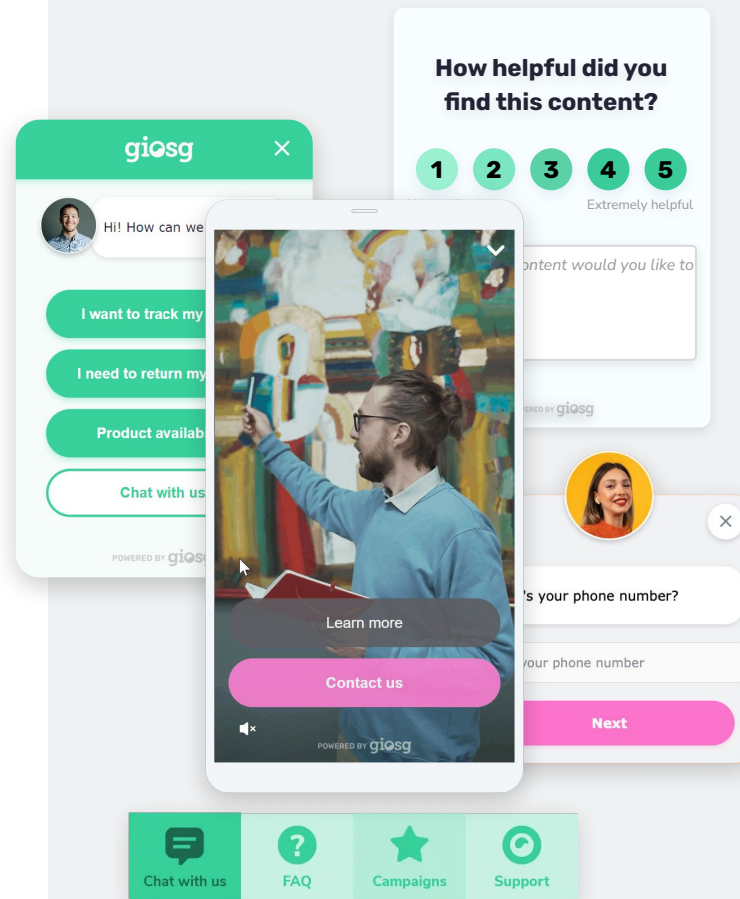
What is Interaction Builder?
How to access the tool?
Interaction Builder overview

1 Introduction

What is Interaction Builder

Interaction Builder is an interactive content platform for bringing your creative ideas to life without any coding. Entertain, support, and educate your customers, get more leads and feedback, and create personalised shopping experiences — all with one tool.

- Engage, entertain & support visitors
- Capture leads & feedback
- Guide visitors through the site
- Boost campaign visibility & sales



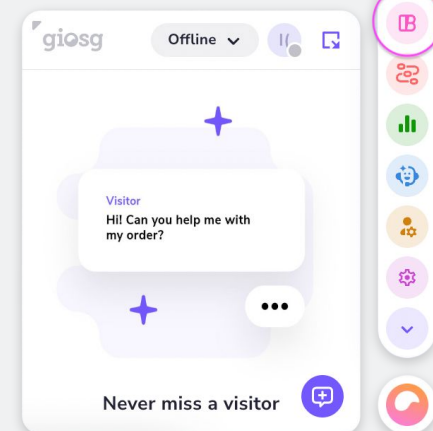
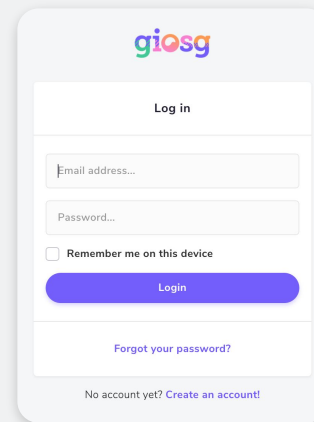
1 Introduction

How to access the tool

Logging in

- Go to interactionbuilder.giosg.com and enter your email and the password
- Login from giosg.com to the giosg platform and choose **Interaction Builder** in the navigation menu.

Interaction Builder is available to users that have been given permissions to it. Read more about permissions [in our Help center](#).

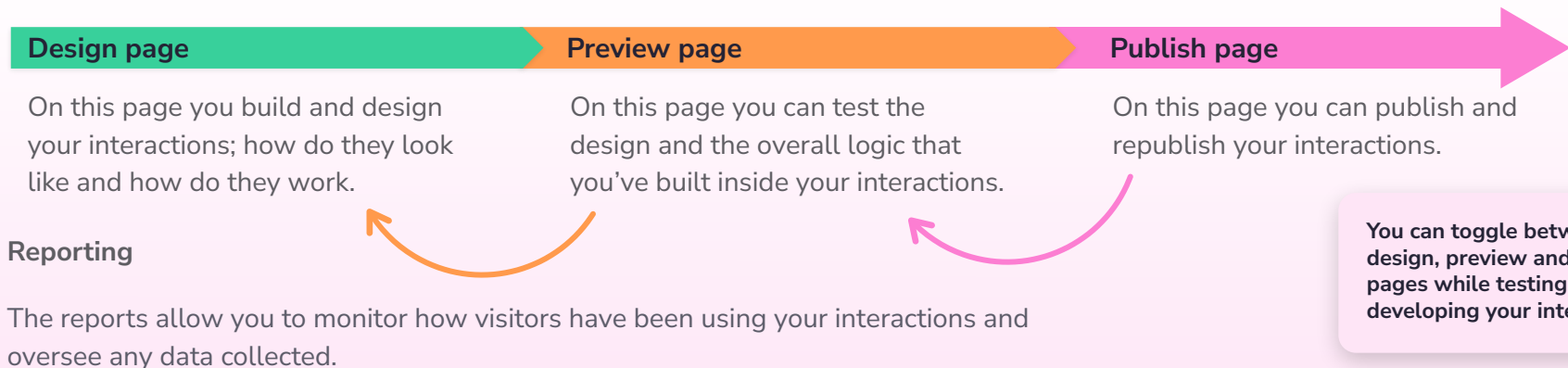


1 Introduction

Interaction Builder overview

Collection page

This first view after login shows the interactions you've already built and provides shortcuts to both creating new interactions and editing and monitoring existing ones.



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Building interactions

- Creating a new interaction
- Design page overview
- The interaction building blocks
- Click actions

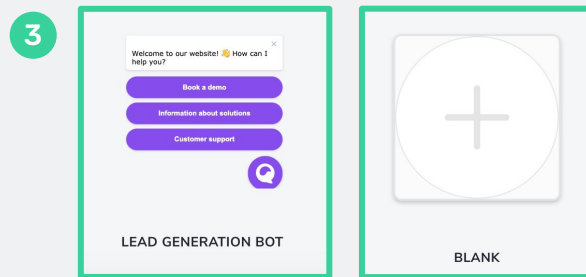
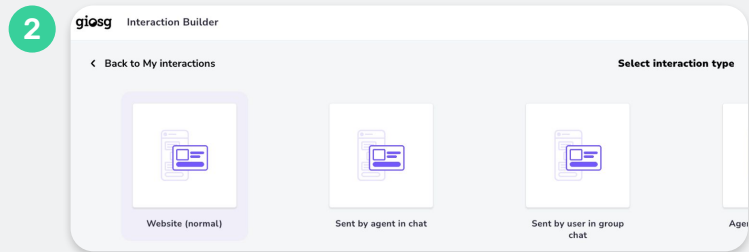
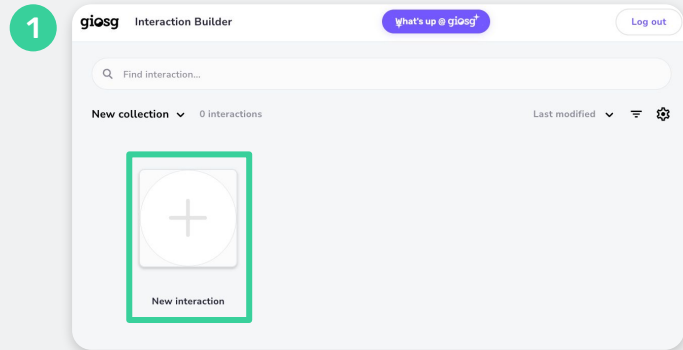
2 Building interactions

Creating a new interaction

Create your first interaction from scratch, or use one of our existing templates to get started.

1. On the main Collections page, click **+New interaction** to create an interaction
2. Choose an interaction type (most often “Website”)
3. Choose a template by clicking the one you want, or click **+Blank** to start from scratch. You can of course also copy interactions you’ve already created and create new interactions based on those.

We offer templates for popups and button bots, surveys and lead forms, videobots, quizzes... You name it!



2 Building interactions

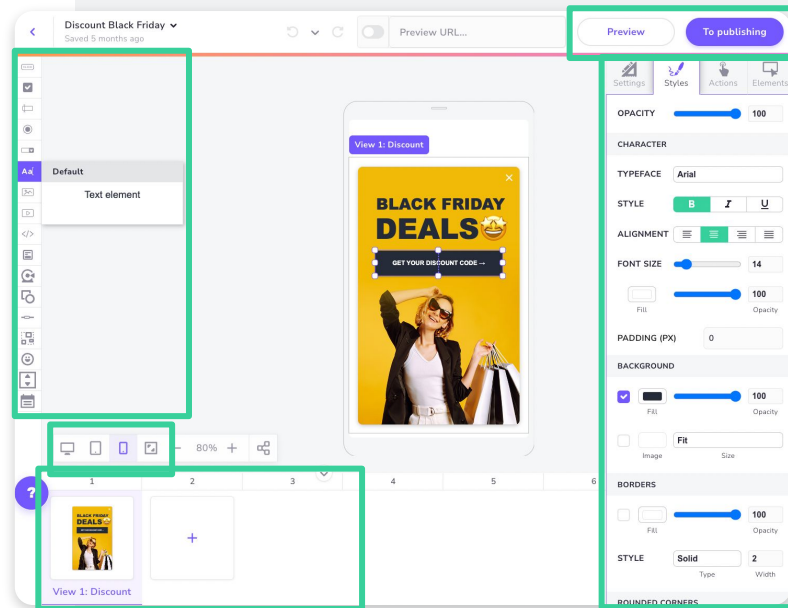
Design page overview

The Design page of Interaction Builder shows the design canvas in the center of the page. This is where you can see and build your content for different devices and move your elements around.

In addition, the page includes:

- Thumbnails of all views of the interaction at the bottom
- An element picker list on the left side
- Settings, Styles and Actions tabs on the right
- The device type selector above the view thumbnails

Once you're happy with your design, the **Preview** and **Publish** pages can be accessed from the top right corner of the page



2 Building interactions

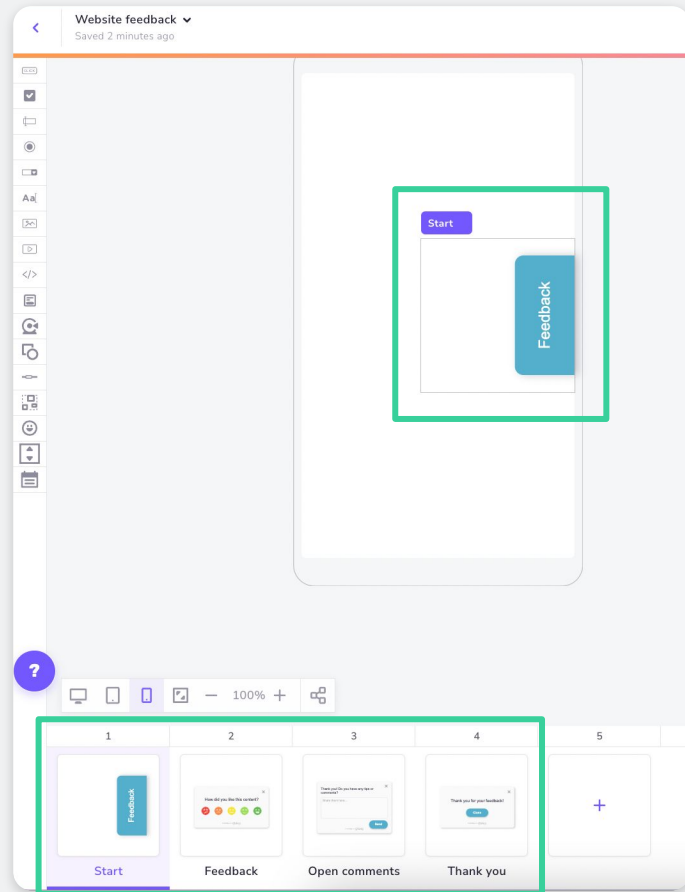
The interaction building blocks

Views

Views are like pages of the interaction, that your visitors go through while making selections inside the interactions.

Views are managed and created at the bottom of the page. The interactions always start with the first view from the left and the rest of the navigation between views is defined with “change view” actions attached to individual click elements.

Each view includes a “View element” that makes out the frame inside which all other elements are placed and positioned.



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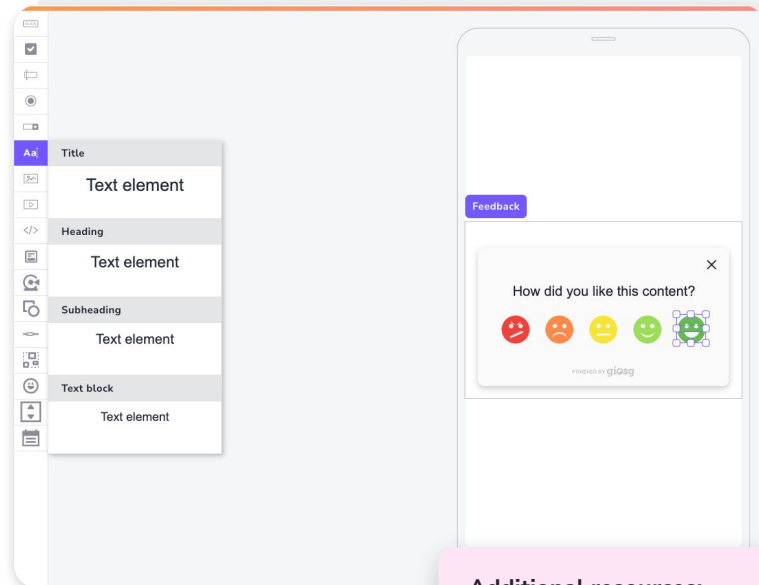
Building interactions

The interaction building blocks

Elements

The different buttons, texts, fields and images in your interaction are all individual elements that can be freely styled and positioned.

To add new elements, use the element picker on the left side of the Design page. Here you can find buttons, text, dropdown menus, input fields, image and video elements, and much more.



Additional resources:

[Elements article](#)

2 Building interactions

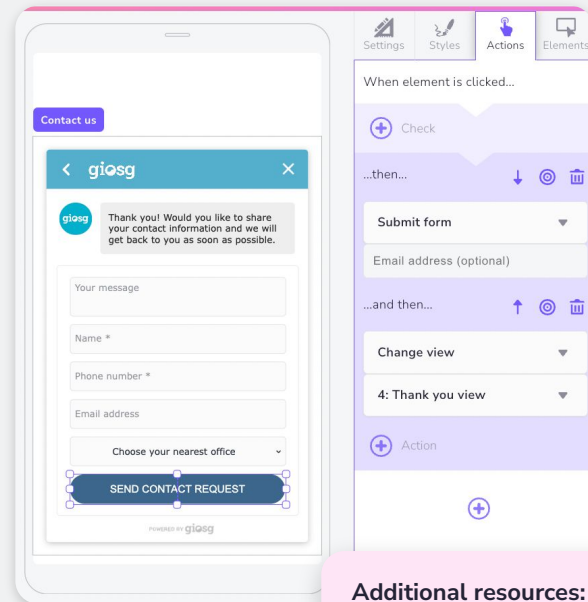
Click actions

For elements that are clickable (typically buttons) actions are used to define what happens when the element is clicked.

Some commonly used actions are:

- Change view: Defines which view in the interaction will next be displayed to the visitor.
- URL: Directs your visitor to a webpage.

An element can also have multiple actions.



Additional resources:

[Define Click actions](#)

[Tips on how to use different actions](#)

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Previewing and testing interactions

Preview page overview

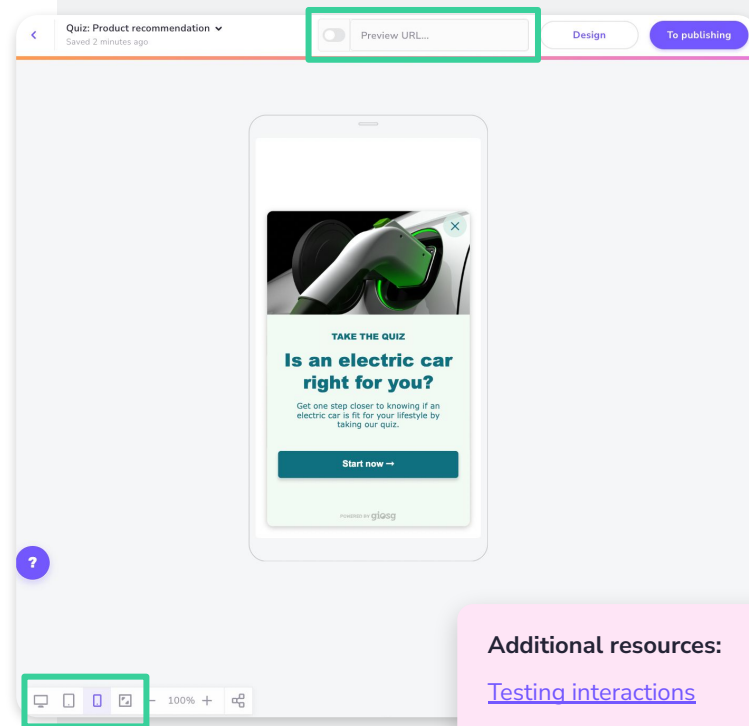
3 Previewing and testing interactions

Preview page overview

Once you are happy with your work, you can go ahead and test your interaction and the logic you've built into it.

Click **Preview** to test your interaction. You can add a website to the background and see how the interaction would look like on your website.

It's always good to test interactions in both mobile and desktop views to guarantee the best user experience possible. The device type can be selected from the bottom of the page.



Additional resources:

[Testing interactions](#)

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Publishing interactions

Publishing settings

4 Publishing interactions

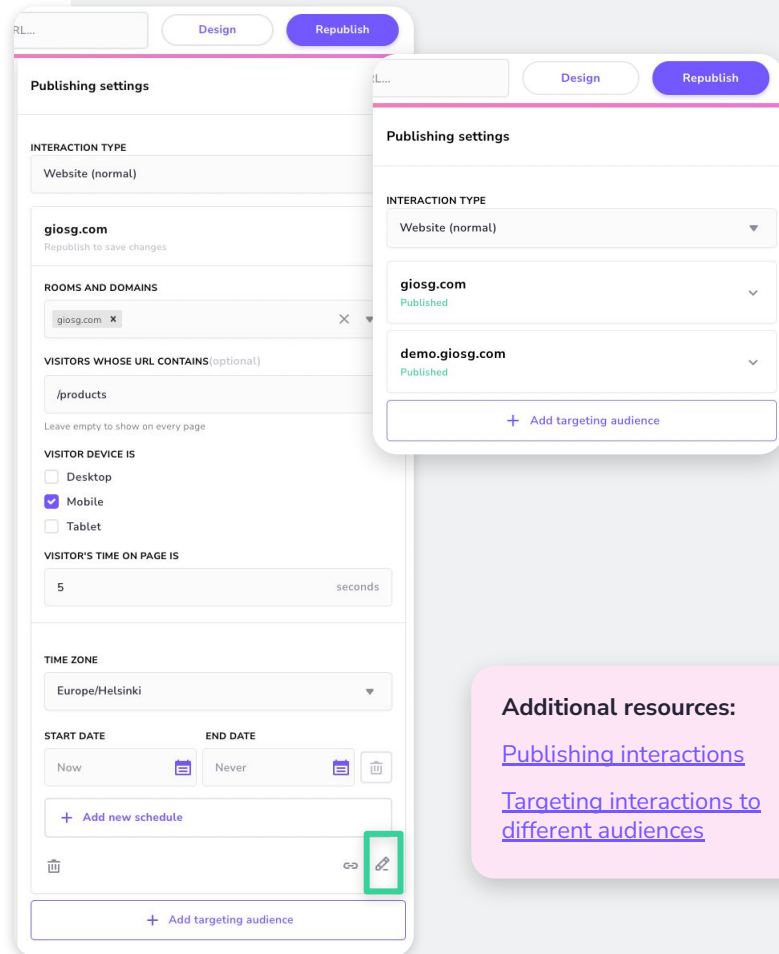
Publishing settings

Publish your interaction by clicking the **Publish** button.

You can choose the website, device, time and delay for where and when your interaction will pop up.

Once the interaction has been published you can go back and edit the conditions you defined earlier. By clicking the **pen icon** in the **Publish interaction** view, you can access more conditions.

The interaction can be published for more than one audience (different sets of conditions).



Additional resources:

[Publishing interactions](#)

[Targeting interactions to different audiences](#)

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Monitoring performance

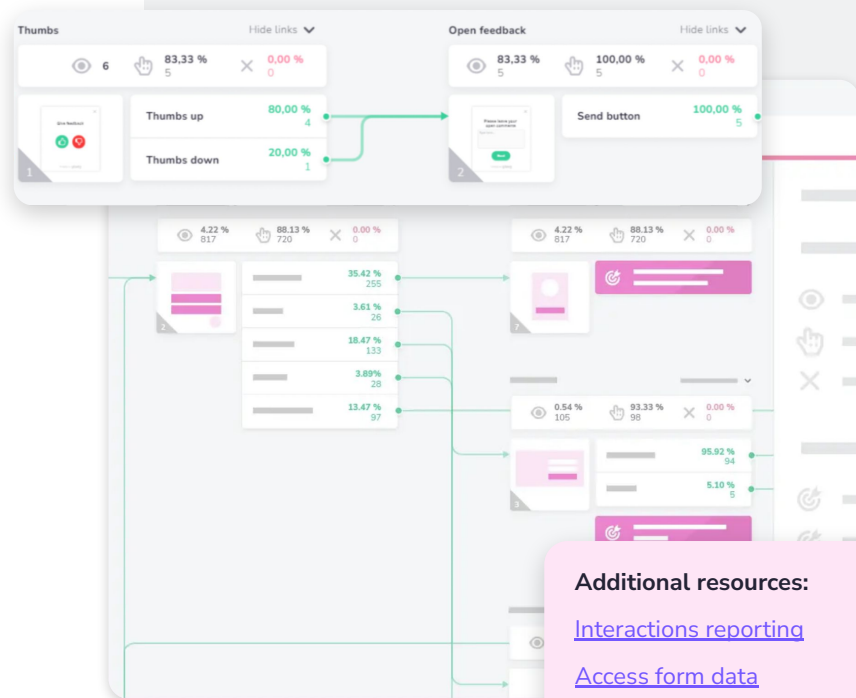
Reporting

5 Monitoring performance

Reporting

In the reporting, you'll be able to see how your interaction has been used; how many visitors have viewed it, interacted with it and how have people been navigating through it.

For forms such as surveys or contact forms, collected data can be viewed and exported from giosg platform.



Got questions?

Reach out to us in our chat or by emailing

support@giosg.com

For more guides and articles, please visit our Help center at support.giosg.com/knowledge