**Introduction**

This guide will help users navigate and use the chatbot application. The application provides a platform for users to interact with a chatbot, which can handle various queries and offer the option to start a live session for more detailed assistance. The application supports multiple languages and includes speech-to-text functionality.

**Features**

1. Chatbot Interaction: Users can type their queries and receive responses from the chatbot.
2. Multiple Language Support: Users can interact with the chatbot in different languages.
3. Speech-to-Text: Users can use their voice to input queries.
4. Live Session Prompt: After three interactions with the chatbot, a link will prompt users to start a live session if they want to continue with a human representative.
5. Live Session: Users can start a live session with a human representative for more in-depth assistance.
6. Feedback Option: Users can provide feedback after the live session.

**How to Use**

Interacting with the Chatbot:

1. Type your query in the textbox at the bottom of the screen.
2. Press 'Enter' or click the send button to submit your query.
3. Wait for the chatbot to respond.
4. After three responses from the chatbot, a prompt will appear asking if you want to start a live session. Click the link if you wish to continue with a live session.

Speech-to-Text:

1. Click on the microphone icon to start recording your query.
2. Speak clearly into your device's microphone.
3. The chatbot will transcribe your speech into text and respond accordingly.

Starting Live Session

1. Click on the 'Start Live Session' link that appears after three interactions.
2. You will be redirected to a live session page.
3. On this page, a pop-up message icon will appear, prompting you to start the live session.
4. Click the message icon to begin the live session.
5. There will be an option to submit your question while the live agent connects with you.
6. Provide your question in the text box and wait for the live agent to join the session.

Providing Feedback:

1. After the live session, you will have the option to provide feedback.
2. Fill in the feedback form to help improve the service.

**Admin Interface User Manual**

Introduction

The admin interface of the chatbot system allows administrators to manage various aspects of the chatbot, including monitoring performance, managing FAQs, handling user queries, and adjusting system settings.

1. Introduction

The admin interface provides tools to monitor and manage the chatbot system efficiently. This includes viewing key metrics, managing FAQs, reviewing unanswered queries, handling live chat feedback, and adjusting settings.

2. Accessing the Admin Interface

URL: Navigate to the admin interface URL provided by your system administrator.

* Login: Enter your admin credentials to log in.
* Username: Your admin username.
* Password: Your admin password.

3. Dashboard

The dashboard provides an overview of key metrics and recent activities.

* Metrics: View performance metrics such as the number of queries handled, success rate, and user satisfaction scores.
* Activities: Monitor recent activities, including recent queries, user feedback, and system alerts.

4. Analytics

The analytics section offers detailed insights into the chatbot's performance.

* Reports: Generate and view detailed performance reports.
* Date Range: Select the date range for the report.
* Metrics: Choose specific metrics to include in the report (e.g., response time, resolution rate).
* Graphs and Charts: Visual representations of performance data for easier analysis.

5. FAQ Database

Manage the Frequently Asked Questions (FAQs) used by the chatbot.

View FAQs: List all existing FAQs.

Add FAQ:

* Question: Enter the FAQ question.
* Answer: Provide a detailed answer.
* Category: Assign a category for better organization.
* Save: Click "Save" to add the FAQ to the database.

Edit FAQ:

* Select FAQ: Choose an FAQ from the list.
* Modify: Update the question, answer, or category.
* Save Changes: Click "Save Changes" to update the FAQ.

Delete FAQ:

* Select FAQ: Choose an FAQ to delete.
* Delete: Click "Delete" and confirm the deletion.

6. Unanswered Queries

Review and address queries that were not adequately answered by the chatbot.

* List Unanswered Queries: View a list of all unanswered queries.

7. Live Chat Feedback

* Manage feedback from live chat sessions.
* View Feedback: List all feedback entries from users.

Delete Feedback:

* Select Feedback: Choose a feedback entry.
* Delete: Click "Delete" to remove the feedback from the system.

8. Settings

Adjust system settings and manage admin accounts.

User Management:

* Add Admin:
  + Username: Enter the new admin's username.
  + Password: Set a password for the new admin.
  + Save: Click "Save" to add the new admin.
* Change Password:
  + Current Password: Enter your current password.
  + New Password: Enter a new password.
  + Confirm New Password: Re-enter the new password.
  + Save: Click "Save" to update the password.