**ZoomInfo Chat Application Documentation**

Table of Contents

**Overview**2

**Features**2

**Technical Overview of Chatbot**2

**ChatBot Application Programming Interfaces** 2

**UI Validation**6

Overview

ZoomInfo Chat is a conversational marketing platform. ZoomInfo Chat allows customers to

segment, target and activate custom conversations for various audience segments on their

website and engage them in real-time.

Features

ZoomInfo Chat can be a Live chat application or a Chatbot or meeting scheduler.

A chatbot will have following features helping the customer in their routine conversation.

1. Users will be able to get their queries clarified by chatting with the bot
2. Users will be able to view the chat history.
3. Users can restart any conversation.
4. Users can see the files sent/attached.

Technical Overview of Chatbot

The chatbot has an user interface from where the end user will communicate by providing features to type a question/response, view attached files.

The chatbot interacts with the user using application programming interface by providing the response to the end user.

# ChatBot Application Programming Interfaces

The bot’s communication to the end user happens through an application programming interface (api). The following api are hit for providing response to the end user.

1. **ON LOAD**

On load the following api is consumed on load of the chatbot to show the icon in the UI

* + 1. **GET USER API URL**

<https://insentstaging1.widget.insent.ai/getuser?url=insent-staging10.firebaseapp.com%2Ffe-assignment>

**REQUEST TYPE** : GET

**Sample** **Response** :

{channelId: "private-Z0xQcy6K0Gc5sA5W416850870541431685087054357",…}

channelId: "private-Z0xQcy6K0Gc5sA5W416850870541431685087054357"

externalTriggers: {forms: [,…],…}

initiateSocketConnection: false

messageTimestamp: 1685163308123

popupMessage: {message: "Welcome to ZoomInfo Chat!<br />", stepUid: "6cd2a58b-a9fb-4bdf-88de-f368a1231b70",…}

session: {id: "64718d2ba24d17001d1a448d/64718d2ba24d17001d1a448e", updateInterval: 10}

settings: {widgetSound: true, showPoweredByInsentText: true,…}

subscriptionChannel: "presence-insentstaging1-widget-user-Z0xQcy6K0Gc5sA5W41685087054143"

trackCustomCookies: ["c\_utm\_campaign\_2"]

user: {id: "Z0xQcy6K0Gc5sA5W41685087054143"}

* + 1. **TIME SPENT API URL**

<https://insentstaging1.widget.insent.ai/user/pageVisit/spentTime/64718d2ba24d17001d1a448d/64718d2ba24d17001d1a448e>

**Description** : Provides information about the activity/time spent in the UI.This api is hits

Whenever there is any activity performed in the UI

**REQUEST TYPE** : POST

**Sample Payload**

1. {timeSpent: 2, events: [{eventType: "WIDGET\_SHOWN", timestamp: 1685163304265,…},…]}
   1. events: [{eventType: "WIDGET\_SHOWN", timestamp: 1685163304265,…},…]
      1. 0: {eventType: "WIDGET\_SHOWN", timestamp: 1685163304265,…}
         1. eventType: "WIDGET\_SHOWN"
         2. props: {channelId: "private-Z0xQcy6K0Gc5sA5W416850870541431685087054357"}
         3. timestamp: 1685163304265
         4. url: "insent-staging10.firebaseapp.com/fe-assignment"
      2. 1: {eventType: "GREETING\_MESSAGE\_SHOWN", timestamp: 1685163304390,…}
         1. eventType: "GREETING\_MESSAGE\_SHOWN"
         2. props: {channelId: "private-Z0xQcy6K0Gc5sA5W416850870541431685087054357",…}
         3. timestamp: 1685163304390
         4. url: "insent-staging10.firebaseapp.com/fe-assignment"
   2. timeSpent: 2

**2) ON CLICK OF CHATBOT**

**2.1 CHANNELS API URL**

<https://insentstaging1.widget.insent.ai/user/channels/private-Z0xQcy6K0Gc5sA5W416850870541431685087054357>

**Description** : Triggers on click of chatbot and provides the message to be initiated by the bot

**Request Type** : GET

**Response payload** :

{channelId: "private-Z0xQcy6K0Gc5sA5W416850870541431685087054357",…}

botActive: true

channelId: "private-Z0xQcy6K0Gc5sA5W416850870541431685087054357"

delivered: false

end: false

input: false

members: []

messageTimestamp: 1685163308068

messages: [{type: "text", text: "Please enter your email address to assist you further!<br />",…}]

0: {type: "text", text: "Please enter your email address to assist you further!<br />",…}

id: "1"

isEditorActive: false

pause: 1000

stepUid: "0770839b-7fd7-4f08-ae8a-a26fcbc1c6d9"

text: "Please enter your email address to assist you further!<br />"

type: "text"

prevMessages: [{provider: "bot", mentions: [], userId: "bot", newSession: true, time: 1685087199, lead: false,…},…]

sender: {id: "bot", name: "Test bot",…}

showTypingIndicator: true

unread: false

* 1. **READ API URL**

<https://insentstaging1.widget.insent.ai/user/channels/private-zjDPLoTtcmq3tNBPi16851707505191685170753031/read>

**Description** : Hits the api url as soon as the bot appears in UI

**Request Type** :POST

**2.3 VISITOR API URL** <https://insentstaging1.widget.insent.ai/pusher/presence/auth/visitor?userid=zjDPLoTtcmq3tNBPi1685170750519>

**Description** : Hits the api url as soon as the bot appears in UI, posts user channel information.

**Request Type** :POST

**Response**:

auth: "cace7e82a44adb737fef:ef781c9f006999942548f8703cc081182cd81e1a2e0ef83e2fb59d6b41527a01"

channel\_data: "{\"user\_id\":\"zjDPLoTtcmq3tNBPi1685170750519\",\"user\_info\":{\"userType\":\"visitor\"}}"

**2.4**. **DELIVERD API URL**

<https://insentstaging1.widget.insent.ai/user/channels/private-zjDPLoTtcmq3tNBPi16851707505191685170753031/delivered>

**Description** : Hits the api url as soon as the bot appears in UI, posts after the message is delivered to the user

**Request Type** :POST

**Note :** The DELIVERED, READ api and the time spend api is invoked when there is any change in the UI

**3)ATTACHMENT API URL**

On click of 3 dots in the top right corner following api is invoked

<https://insentstaging1.widget.insent.ai/user/attachments/50>

Request Type: GET

Response :

1. visitorAttachments: []
2. visitorAttachmentsCount: 0

# UI Validation

It provides required validation to the email ID, user name

On enter of email ID, the bot checks for valid business email addresses in the UI