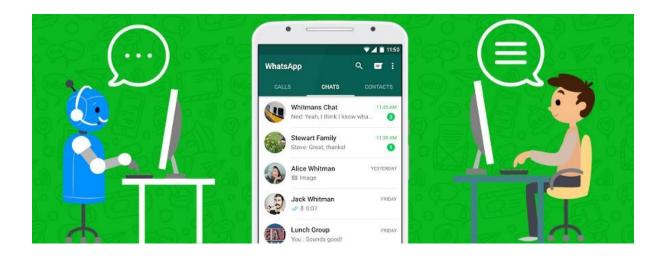# Whatsapp Bot

Abstract :

WhatsApp chatbot is a software program which runs on the WhatsApp platform and can send automated messages. WhatsApp users can communicate with a chatbot instead of directly interacting with the Humans.

Features :

- It basically saves time for the client by sending the response quickly.
- Capable of providing Simple and even complex solutions to the problem of the Customer when integrated with AI/ML.
- The Bot becomes more human if more data is feeded.

Implementation:

There are two common used methods to implement the Chatbot in Whatsapp UI. They are,

- By using, Whatsapp Business API – which takes a long time for the Whatsapp to verify the Business account.
- By using Third party Cloud communication Platforms approved by Whatsapp. (Example : Twilio Sandbox)

Whatsapp Bot

Implementation using Twilio Sandbox : (Machine as Server)

- Setting up Twilio sandbox.
- Setting up Virtual environment in Local Machine. (Runs as Server)
- Integrating Twilio sandbox with the Virtual Environment.
- Create the Bot logic using Flask (Web framework in Python)
- Generating Payload URL by using Ngork.
- Integrating generated URL with Twilio Sandbox.
- Implementation and Testing

Challenges faced while using Twilio :

- Automated messages can be send only to the registered users in Twilio sandbox.
- The Users have to join for every 8 hours in the Twilio sandbox for maintaining the Connection with the bot.
- The number of Clients handled by the Bot at the same time is limited.

Conclusion:

- Chat bot is basically a software program capable of sending automated messages and can provide customer service without human help being needed.
- As Whatsapp is a widely used social media platform , it helps the user to easily get the customer support.
- AI/ML bot evolves over time while interacting with humans and capable of providing best and instant Customer support.

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