AI Chatbot implementation for Gym! Latvia

Date 12/02/2025

Introduction

AI chatbot is an embedded solution for websites that provides human-being responses for customers.
The main benefits of chatbot are:

- Instantly answer common routine customer questions (e.g., membership plans, class schedules, personal training options).
- Reduce the workload of your support team by handling frequent inquiries.
- Provide 24/7 automated assistance to potential and existing gym members.

Work Expectations

Chatbot will be located at the bottom of the page in the right corner. The popup will be opened once the user clicks a chatbot. The AI chatbot is expected to display already predefined questions. By predefined questions, we mean all routine questions that are frequently asked to support the team. Chatbot will not answer general-based questions, it will use limited - Gym! Latvia data. If the question is not relevant the chatbot is going to answer *Apologies, I am answering only Gym! Latvia 💪 related topics.*

Configuration & Implementation

Squarespace allows the creation of a separate Code Block within its templates.
This Code Block supports HTML, CSS, and JavaScript, enabling full customization of the chatbot interface.

HTML: Used for structuring the chatbot's interface.
CSS: Handles styling to match the website's design.
JavaScript: Sends user messages to an external API (our backend service) and displays responses.

The chatbot's backend service will integrate with AI. It can be built using any modern backend framework: .NET, Spring Boot, Node.js, Django, or Golang. Several APIs for AI integration exist, but we assume that OpenAI is the most reliable and supported, with rich documentation and resources.

Backend service will be provided with logging and monitoring.

Backend service will be covered with unit and integration testing.

Considerations and concerns

We are concerned about the scalability of the Gym! Latvia website. We want to build a backend with flexibility in mind. Whether you have 10 users or 100,000 users. The high growths of traffic can lead to further expenses and additions for technical stack: caching, deployment to cloud, or on-premises.

Predefined questions will be displayed in the selected website language. With the change in website language, the language of predefined questions will change accordingly.

The challenge of keeping the chatbot up-to-date can arise. However, several solutions exist to address this issue. The first approach is manual, where administrators initiate the data update process whenever the website undergoes an update. The second approach involves implementing a method with a timer that periodically retrieves the latest information(from website sources, databases, etc.), ensuring the chatbot's resources are regularly updated based on a set schedule.

Demo
Follow this template to see the created prototype of the chatbot at the bottom right. To open a chatbot click on the icon with the left mouse button.
Password to enter: 12345

Estimated expenses and costs.
https://openai.com/api/pricing/

A brief overview of team members:
Mykyta Medvediev - Full Stack/Salesforce developer.
Oleksii Pecheniuk -Skilled in back-end development, had valuable experience with front-end
Ruslan Dzhubuev - Fullstack Developer, AI Developer
Mariana Mechyk - DevTechOps/Cloud engineer, database management
Ayomide Akintola - Python Developer, Penetration testing.
Agboola Peter - Front end Developer.

What is needed from the Gym! Latvia, open for discussions:

- Routine (frequently asked) questions for the support team.
- Use cases of a chatbot (additional user stories expectations, if such exists).
- Areas for testing and development (e.g. sandbox, mock data (if required)).
- Have a communication channel - Teams, Discord (anything works).
- Knowledge website base.
- Metrics or KPIs about the usual traffic of users (for defining website scalability).