



# ADOIT CUSTOMER SERVICE CHATBOT

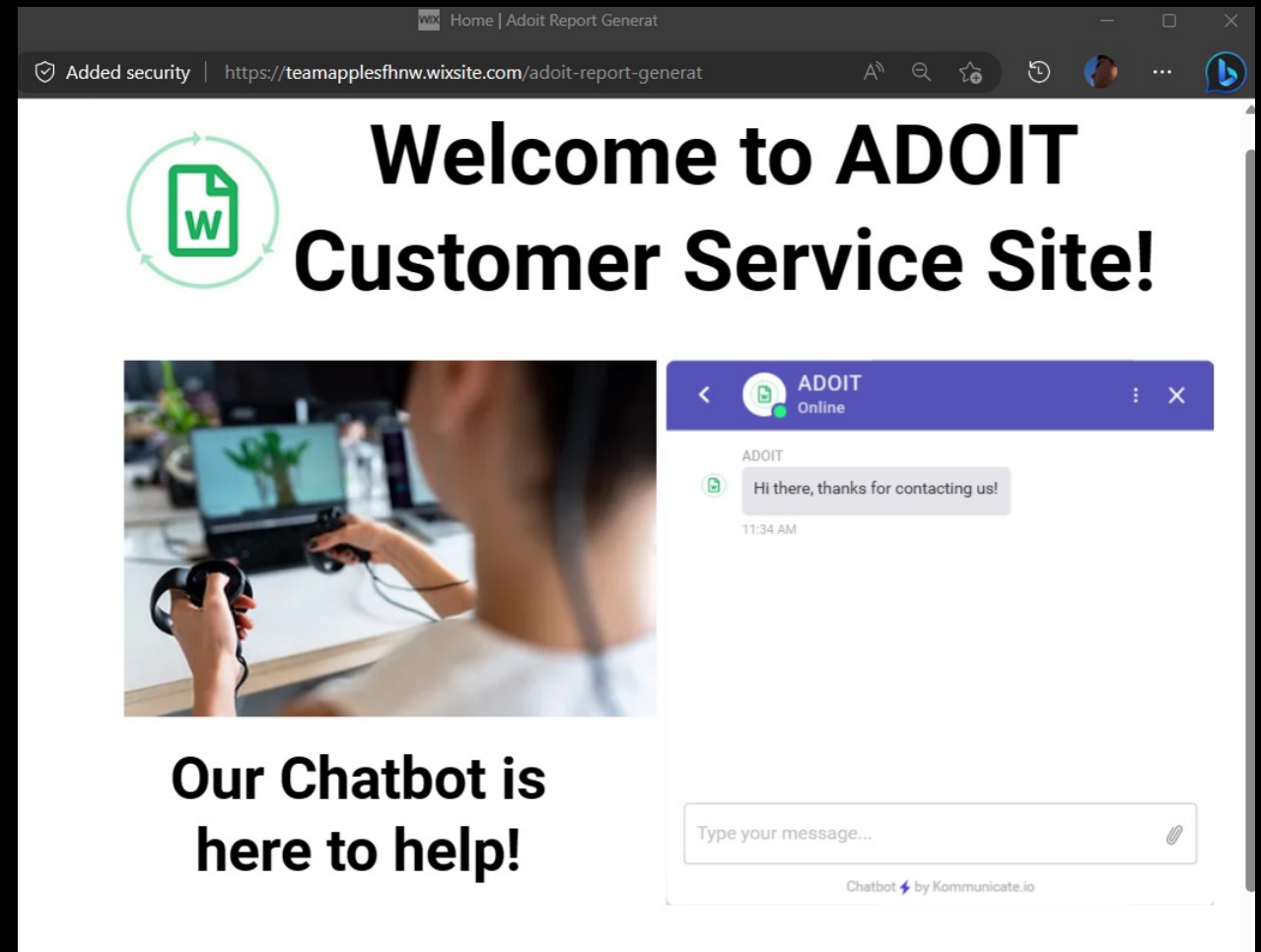
 **Team Apples**

 Team Members

- Juan Coutink
- Cédric Hügli
- Özlem Kösker
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# CUSTOMER SERVICE CHATBOT

The Chatbot helps to solve any potential problem the customers may face throughout the sales cycle using an interactive frontend website.



Demonstration video: <https://tinyurl.com/mryrn4n7>

# WHAT IS SOLVES

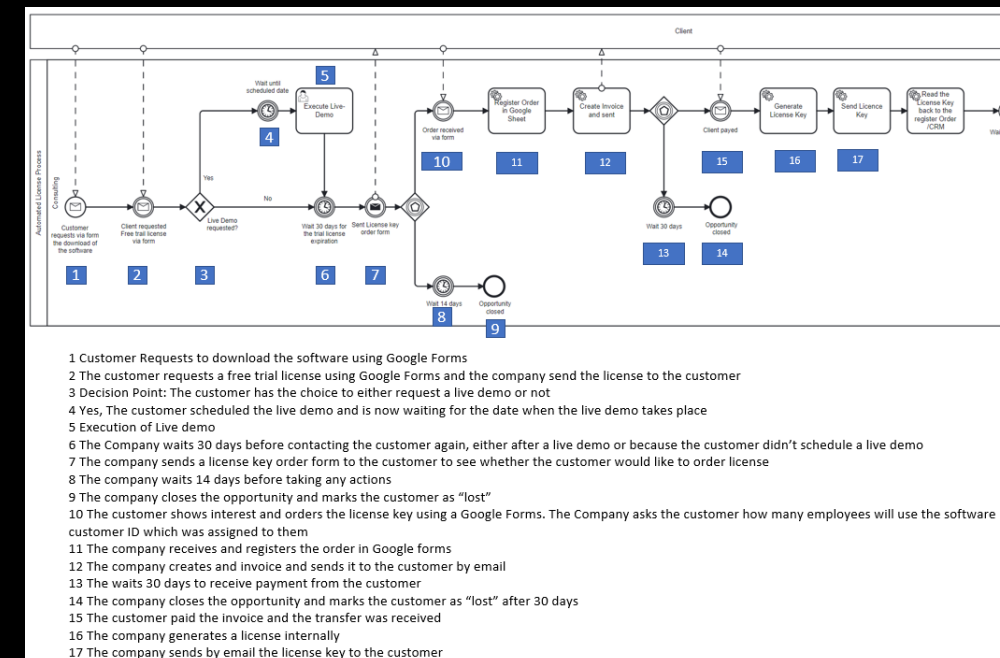
Issues such as:

- Accessing ordering forms for our software license: trial, purchase and renewal
- Difficulties to use the software
- Licenses were not sent to the customer/ didn't receive/lost them

- The customer needs to talk chat/video call with us
- The customer doesn't receive/understand our invoices

Solutions were mapped all along sales cycle to ensure the customer always gets an answer. More than 17 different type of problems were identified with at least 4 different inputs from the customer.

Potential Problem Scenario	Customer Training Phrases
1.1 Customer is unable to access the Google Form	"I can't seem to find the Google Form."
1.2 Google Form is not properly capturing customer data	"The Google Form isn't recording my information."
1.3 The customer has a slow internet connection	"My internet is too slow to load the form."
1.4 The Software isn't working as expected	"The software isn't functioning properly."
2.1 Customer doesn't know how to activate the license in the software	I am unsure about how to activate the license in the software.
2.2 Customer didn't receive the trial license	I have not yet received my trial license.
2.3 License sent doesn't work	The trial license provided is not working.
3.1 Customer isn't aware they can request a live demo	I'm not sure if I can request a live demo.
3.2 Customer requests live demo but doesn't get a confirmation	I requested a live demo but didn't receive any confirmation.
3.3 Customer changes mind about live demo	I changed my mind about the live demo.
3.4 Customer wants to change live demo time	I need to change the time of my live demo.
4.1 Customer misses the live demo	I was not able to attend the live demo I scheduled.
4.2 Demo is not running at scheduled time	The demo isn't running at its scheduled time.
4.3 The Google Meeting link for the live demo fails	The Google Meeting link for the live demo isn't working.
4.4 Customer cannot access the Teams platform for the live demo	I'm unable to access the Google Meeting platform for the live demo.
10.3 The order form is not working properly	I'm having trouble with the order form for the license key.
10.4 Customer makes a mistake when completing the form	I made a mistake while filling out the form for the license key.
12.3 The customer doesn't receive the invoice	I haven't received the invoice from your company.
12.4 The customer doesn't understand the invoice	I'm having difficulty understanding the invoice you sent.
13.3 The company fails to notice the payment	I made the payment, but it seems like your company hasn't noticed it.
13.4 The customer has issues with their payment method	I'm facing issues with my payment method.
17.1 The customer doesn't receive the license key	I haven't received the license key that was supposed to be sent by
17.2 The license key doesn't work	The license key I received isn't working.



# EXAMPLES:



ADOIT Online

ADOIT  
Hello! How can I help?  
11:52 AM

My trial license hasn't arrived in my inbox  
11:52 AM ✓

ADOIT  
Not a problem, could you please let me know your Company ID?  
11:52 AM

yes,  
my company ID is 2745837  
11:52 AM ✓

ADOIT  
Sure, here's your trial License:  
3c01ef88-413b-4648-a7a5-86cbdd434f8f  
Is there anything else I can help you with?  
11:52 AM

thanks  
11:52 AM ✓

Type your message...

Chatbot ⚡ by Kommunicate.io

ADOIT Online

The software isn't functioning properly, what can I do?  
11:50 AM ✓

ADOIT  
TinyURL.com - sho...  
TinyURL is the original URL shortener that shortens your unwieldy links into more manageable and useable URLs.  
I'm really sorry to hear about your experience. Here is a detailed guide on how to use it: <https://tinyurl.com/mpe7a7zd>. Could you let me know if it works?  
11:50 AM

It was working but now, it doesn't work!  
11:50 AM ✓

ADOIT  
I'm sorry for the inconvenience. Could you let me know your company ID number and your email address? We will contact you very soon  
11:50 AM

Type your message...

Chatbot ⚡ by Kommunicate.io

Team Apples Online

prefer to chat with a live agent, im getting frustrated  
11:51 AM ✓

ADOIT  
Team Apples - Ap...  
Team Apples - Appointments  
Would you like to schedule a live demo? It's a great way to see our product in action. Feel free to use the following link to schedule a live demo: <https://tinyurl.com/2p84625h>  
11:51 AM

I prefer to chat with a live agent  
11:51 AM ✓

ADOIT  
Not a problem, one of our Representatives will now join this chat session. Please give us some seconds.  
11:51 AM

Type your message...

Chatbot ⚡ by Kommunicate.io

# HOW WE DID IT



## Tools:

- Frontend using WIX.com website and HTML code to add Kommunicate.io as a widget
- Chatbot Interface using Kommunicate.io
- Webhooks using Make.com to Fill Google sheets, search rows and use Reponse fulfillment
- Chatbot natural language understanding platform using Google Dialogflow

## Automations:

- Provides user Manual to Customer - integrated link
- Records Company ID and email in Google Sheets for Customer Service get in contact with client
- In case the customer urgently needs assistance, it automatically handover the conversation to a live agent using Kommunicate.io.
- Provides customer's trial license in case they didnt get it, using search rows and response fulfillment
- Provides an appointment scheduler using Google Calendar in case customer needs to reschedule or missed the live demo - integrated link





# HOW WE DID IT: WIX.COM



**WIX** Site Settings Dev Mode Hire a Professional Help

Page: Home

adoit-report-generat.com is available. [Connect Your Domain](#)

Upgrade Save Preview Publish

100% Tools Search

**Page Code**

- Main Pages
  - Home
  - About
  - Book Online
  - Service Page
  - Booking Form
  - Booking Calendar
- masterPage.js

## Welcome to ADOIT Customer Service Site!

Quick Edit

**Our Chatbot is here to help!**

**Conversations Online**

ADOIT

Hi there, thanks for contacting us!

How can I help?

May 11, 6:19 PM

Rate your conversation

Have other queries? [Restart this conversation](#)

Chatbot by Kommunicate.io

**HTML Settings**

What do you want to add?

☐ Website address

☒ Code

Add your code here (HTTPS only):

```
1 <script type="text/javascript">
2   (function(d, m){
3     var kommunicateSettings =
4     {"appId":"2de30f2621e46f050ceb850fd5afc98bf","popupWidget":true,"automatic
5     hatOpenOnNavigation":true};
6     var s = document.createElement("script"); s.type =
7     "text/javascript"; s.async = true;
8     s.src = "https://widget.kommunicate.io/v2/kommunicate.app";
9     var h = document.getElementsByTagName("head")[0]; h.appendChild(s);
10    window.kommunicate = m; m._globals = kommunicateSettings;
11  })(document, window.kommunicate || {});
12  /* NOTE : Use web server to view HTML files as real-time update will not
13  work if you directly open the HTML file in the browser. */
```

Update

# HOW WE DID IT: KOMMUNICATE.IO



Search...

Assign To: Team Apples

Resolve

Assigned

All

Resolved

P

Poised Angelfish

ADOIT: Assigned to Tea...

11:51 AM

8

S

Sporty Angelfish

ADOIT: Assigned to Tea...

11:23 AM

4

S

Sporty Angelfish

Thanks, I downloaded the ...

11:19 AM

11:18 AM

S

Sporty Angelfish

I prefer to chat with a live agent

11:18 AM

ADOIT

Not a problem, one of our Representatives will now join this chat session. Please give us some seconds.

11:18 AM

Assigned to Team Apples

11:19 AM

S

Sporty Angelfish

Thanks, I downloaded the extension and I cannot seem to install it in MS Word

11:19 AM

Hi, my name is Lisa! I understand you're having problems to use our Software Adoit? Can you tell me more about this? We will solve this together.


11:19 AM

1 new messages

Reply


Forward to integrations

Type your message...

Manage Bots			
All new conversations are assigned to: ADOIT <a href="#">Conversation Rules</a>			
BOT NAME	BOT ID	BOT PLATFORM	
 ADOIT	adoit-vhjgy	Dialogflow	
			▶ Test this bot

# HOW WE DID IT: DIALOGFLOW



 Dialogflow Essentials

Global ▾

Apples\_Team ▾ ⚙️

en +

Intents +

Entities +

Knowledge [beta]

Fulfillment

Integrations

Training

Validation

History

Analytics

Prebuilt Agents

Small Talk

> Docs

Trial Free

Upgrade

Intents

CREATE INTENT

Search intents 🔍

2 OF 2

- 13.3\_The\_company\_fails\_to\_notice\_the\_payment
- 13.4\_The\_customer\_has\_issues\_with\_their\_payment\_method
- 17.1\_The\_customer\_doesn't\_receive\_the\_license\_key
- 17.2\_The\_license\_key\_doesn't\_work
- 2.1\_Customer\_doesn't\_know\_how\_to\_activate\_the\_license\_in\_the\_software
- 2.2\_Customer\_didn't\_receive\_the\_trial\_license
- ☐ 2.3\_License\_sent\_doesn't\_work Add follow-up intent
- 3.1\_Customer\_isn't\_aware\_they\_can\_request\_a\_live\_demo
- 3.2\_Customer\_requests\_live\_demo\_but\_doesn't\_get\_a\_confirmation
- 3.4\_Customer\_wants\_to\_change\_live\_demo\_time
- 4.1\_Customer\_misses\_the\_live\_demo
- 4.2\_Demo\_is\_not\_running\_at\_scheduled\_time
- 4.3\_The\_Teams\_link\_for\_the\_live\_demo\_fails
- 4.4\_Customer\_cannot\_access\_the\_Teams\_platform\_for\_the\_live\_demo

2 OF 2

Try it now 🎤

Agent

USER SAYS [COPY CURL](#)

yes, my company ID is 2745837

DEFAULT RESPONSE ▾

Sure, here's your trial License: 3c01ef88-413b-4648-a7a5-86cbdd434f8f Is there anything else I can help you with?

INTENT

0.0\_Company\_ID\_Email

ACTION

Not available

PARAMETER	VALUE
ClientID	["2745837"]
Email	

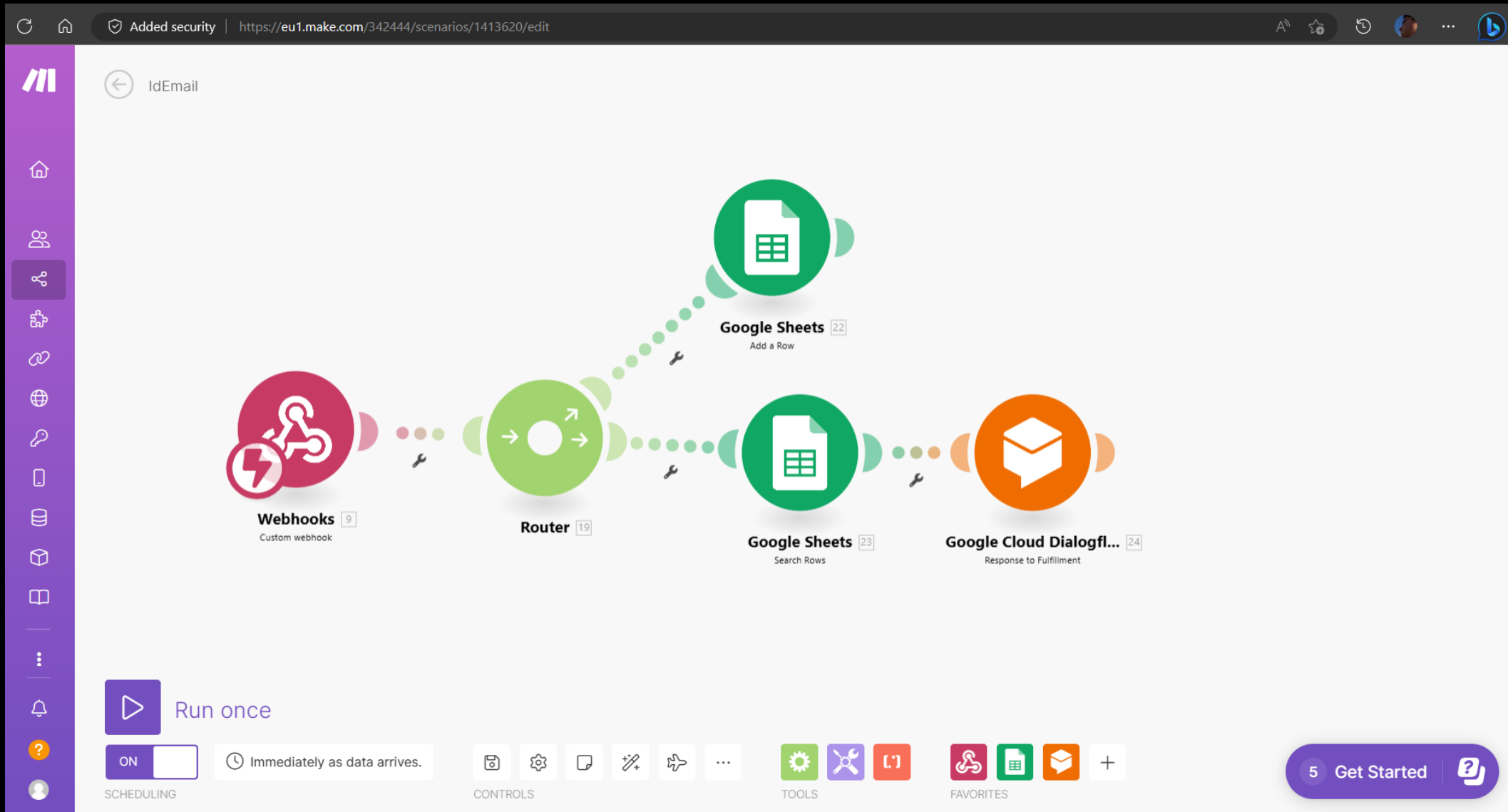
SENTIMENT

Query Score: 0.3

DIAGNOSTIC INFO



# HOW WE DID IT: MAKE.COM



# HOW WE DID IT: GOOGLE CALENDAR, FORMS, SHEETS



T

Team Apples

ADOIT Live Demo

60 min appointments

Google Meet video conference info added after booking

Thank you for Booking a Live Demo with ADOIT. See you Soon! ADOIT Team

Select an appointment time

(GMT+02:00) Central European Time - Zurich

May 2023

<

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TUE

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WED

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THU

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4:00pm

Added security | [https://docs.google.com/spreadsheets/d/1Gv05\\_Sn42jrLNln2BVe6gwSfQg](https://docs.google.com/spreadsheets/d/1Gv05_Sn42jrLNln2BVe6gwSfQg)

Customer\_Service\_Sheet ☆ 📁 Saved to Drive

File Edit View Insert Format Data Tools Extensions Help

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B88 ▾ | fx

	A	B	C	D	E
1	CompanyID	Email	Date		
2	2283293	Peter@gmail.com	21/05/2023		
3	2344843	juan@gmail.com	21/05/2023		
4	2745837	Robert@hotmail.com	21/05/2023		
5	2759237	Alicia@yahoo.com	21/05/2023		
6	4923837	Ferdinand@me.com	21/05/2023		
73					
74					

Recent forms

Owned by anyone ▾

Free Trial License Ordering

19 May 2023

License Renewal

Opened 19 May 2023

Order Receive Form

Opened 19 May 2023

Starting Form

Opened 19 May 2023



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