

ISP WhatsApp Chatbot Summary

September 24, 2025

Questions You Can Ask

The chatbot supports the following intents with example inputs:

- **Greet:** hello, hi, hey, sasa, mambo, good morning, what's up, hola, salaam, jambo
- **Check Bill:** check my bill, my bill, show my bill, what's my balance, bill details, how much is my bill, niko na deni gani, check balance, invoice status, payment due
- **Report Outage:** my internet is down, I am not connected, no internet, connection issue, report outage, net iko down, internet haifanyi kazi, no network, signal problem, service outage
- **Signup:** sign me up, signup, create account, register, join now, njiunge, open an account, new account, get started, subscribe
- **Goodbye:** goodbye, bye, see you, thanks, kwaheri, baadaye, later, take care, adios, exit
- **Fallback:** Any unrecognized input (e.g., random stuff)

Possible Responses

The chatbot responds as follows:

- **Greet:** Hello! Welcome to ISP Chatbot. How can I assist you today? □ Try saying 'check my bill', 'report outage', 'signup', or 'goodbye'.
- **Check Bill:** Please provide your phone number or account ID to check your bill.
- **Report Outage:** Sorry to hear you're having issues! Please describe the problem or share your location.
- **Signup:** Great! Please provide your phone number and full name to sign up.
- **Goodbye:** Thanks for chatting! Have a great day! □
- **Fallback:** Sorry, I didn't understand. Try saying 'check my bill', 'report outage', 'signup', or 'goodbye'. □

Next Steps for Your Project

1. **WhatsApp Integration:** Configure Twilio sandbox and ngrok for webhook at <https://your-ngrok-url/>
2. **Rasa Custom Actions:** Implement actions.py to query MySQL for dynamic responses (e.g., bill details).
3. **Frontend:** Build a React frontend with Tailwind CSS, connecting to /chat endpoint.
4. **Testing:** Test WhatsApp flow and add NLU examples for edge cases.
5. **Deployment:** Deploy FastAPI on Render with remote MySQL access.