

# How to quickly use Alhelp

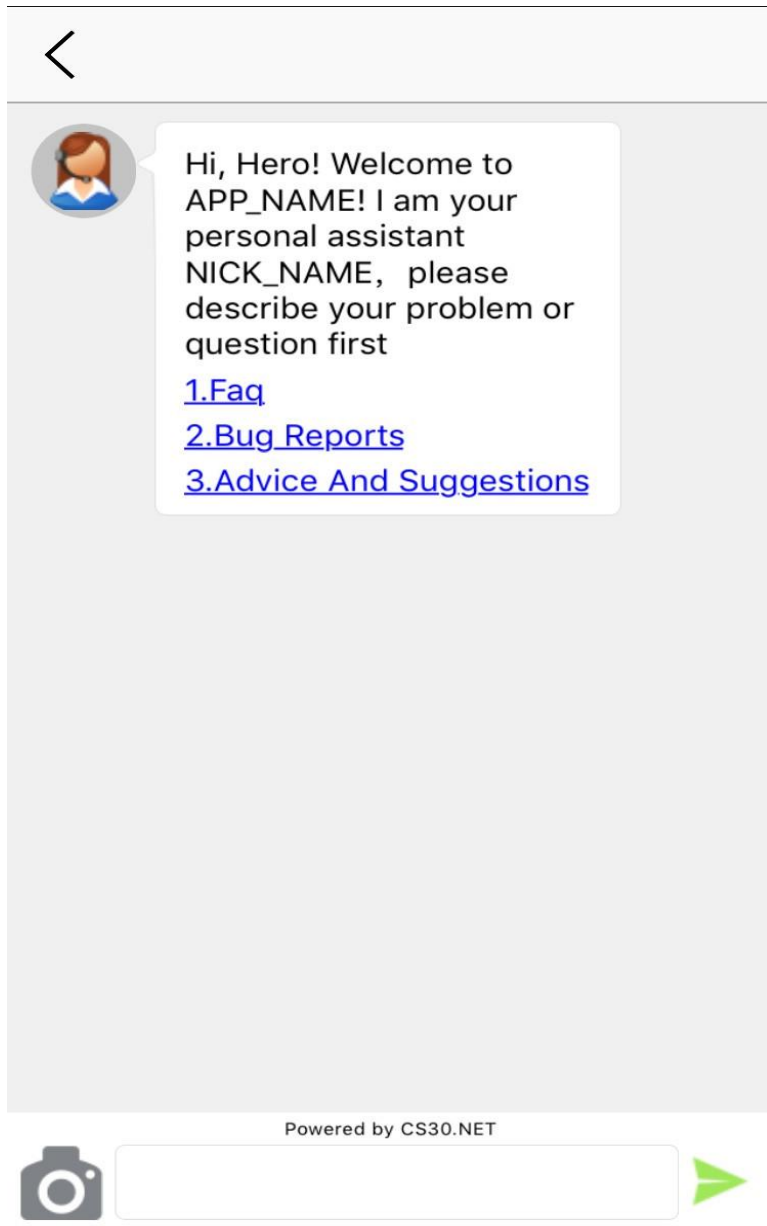
1. Story&Form

2. FAQs

# Story

- 1. Add more language
- 2. Learn how to changes Client content
- 3.About Form

## 1.Add more language

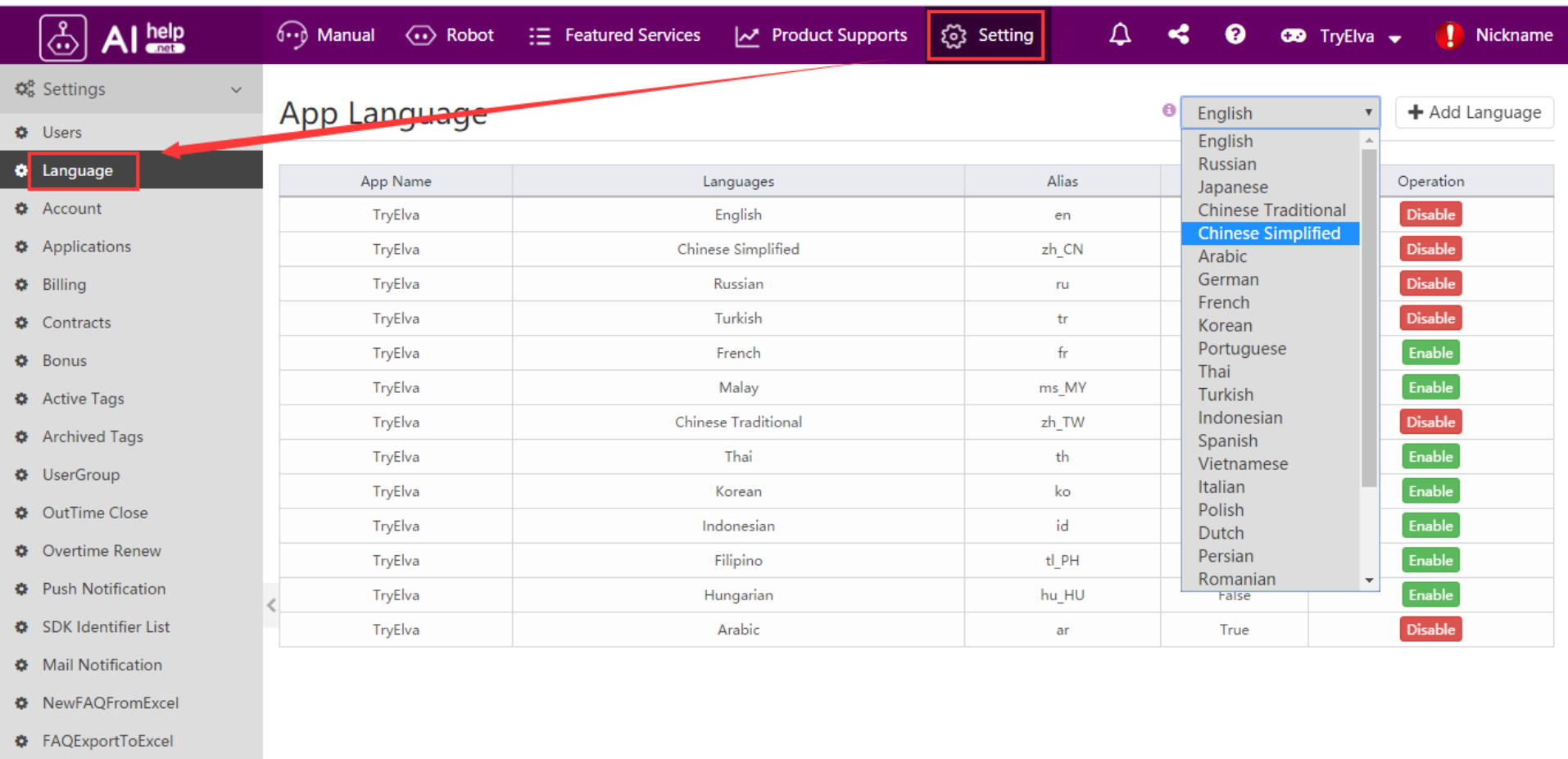


**Q:**My mobile phone and game language are Chinese, why show the English interface?

**A:**Default language is English, need to add the Chinese to the background of customer service.

**How to add the Chinese language?**

First:  
Select Chinese simplified on Settings—>language page, and then added it.



The screenshot shows the 'App Language' configuration page in the AI help net settings. The 'Setting' tab is selected in the top navigation bar, and the 'Language' option is highlighted in the left sidebar. The main content area displays a table of app languages with a dropdown menu open for the 'TryElva' app, showing 'Chinese Simplified' selected. The table includes columns for App Name, Languages, Alias, and Operation (Enable/Disable).

App Name	Languages	Alias	Operation
TryElva	English	en	Disable
TryElva	Chinese Simplified	zh_CN	Disable
TryElva	Russian	ru	Disable
TryElva	Turkish	tr	Disable
TryElva	French	fr	Enable
TryElva	Malay	ms_MY	Enable
TryElva	Chinese Traditional	zh_TW	Disable
TryElva	Thai	th	Enable
TryElva	Korean	ko	Enable
TryElva	Indonesian	id	Enable
TryElva	Filipino	tl_PH	Enable
TryElva	Hungarian	hu_HU	Enable
TryElva	Arabic	ar	Disable

Second:

On Robot—>Publish—>Stories page, Click “Publish Story” .

The screenshot shows the AI help net Robot interface. The top navigation bar includes the AI help net logo, Manual, Robot (highlighted), Featured Services, Product Supports, Setting, and a Nickname dropdown. The left sidebar contains a menu with 'FAQs - TryElva', 'Publish - TryElva' (highlighted), 'Stories' (highlighted), 'Other Stories', 'FAQs', 'Keywords', and 'Bot Servant'. The main content area is titled 'Stories' and features a table with 4 rows. The table columns are No., Created Time, Story Name, Publish, Present State, View, and Delete. The 'Publish' column for all rows shows 'IOS Android Web'. The 'Present State' column shows 'ON' with a toggle switch. The 'View' column shows an eye icon. The 'Delete' column shows a trash icon. Below the table, there is a '10 Rows per page' dropdown and a pagination bar with 'Previous', '1' (selected), 'Next', and 'Total 1 pages/4records go page'.

Stories

+ Add New Story +

Publish Story

Chat With Game Bot ( Android )

Copy Stories

No.	Created Time	Story Name	Publish	Present State	View	Delete
1	2016-10-26 09:28:19	Default Story	IOS Android Web	ON		
2	2016-10-31 10:42:45	Chat Story	IOS Android Web	ON		
3	2017-05-22 05:29:13	模擬測試	IOS Android Web	ON		
4	2017-08-08 03:22:03	账号问题	IOS Android Web	ON		

10 Rows per page

Previous 1 Next Total 1 pages/4records go page



AI help  
net

Manual

Robot

Featured Services

Product Supports

Setting



TryElva



Nickname

FAQs - TryElva

Publish - TryElva

Stories

Other Stories

FAQs

Keywords

Bot Servant

## Stories

☒ Android ☒ iOS ☒ Web



+ Add New Story +

Chat With Game Bot ( Android )

Copy Stories

No.	Created Time	Story Name	Publish	Present State	View	Delete
1	2016-10-26 09:28:19	Default Story	IOS Android Web	ON		
2	2016-10-31 10:42:45	Chat Story	IOS Android Web	ON		
3	2017-05-22 05:29:13	模擬測試	IOS Android Web	ON		
4	2017-08-08 03:22:03	账号问题	IOS Android Web	ON		

10 Rows per page

Previous 1 Next Total 1 pages/4records go page



AI help

Manual

Robot

Featured Services

Product Supports

Setting



TryElva



Nickname

FAQs - TryElva

Publish - TryElva

Stories

Other Stories

FAQs

Keywords

Bot Servant

## Stories

+ Add New Story +



Chat With Game Bot ( Android )

Copy Stories

No.	Created Time	Story Name	Publish	Present State	View	Delete
1	2016-10-26 09:28:19		IOS Android Web	ON		
2	2016-10-31 10:42:45		IOS Android Web	ON		
3	2017-05-22 05:29:13		IOS Android Web	ON		
4	2017-08-08 03:22:03	账号问题	IOS Android Web	ON		



Publish Successfully!

确定

10 Rows per page

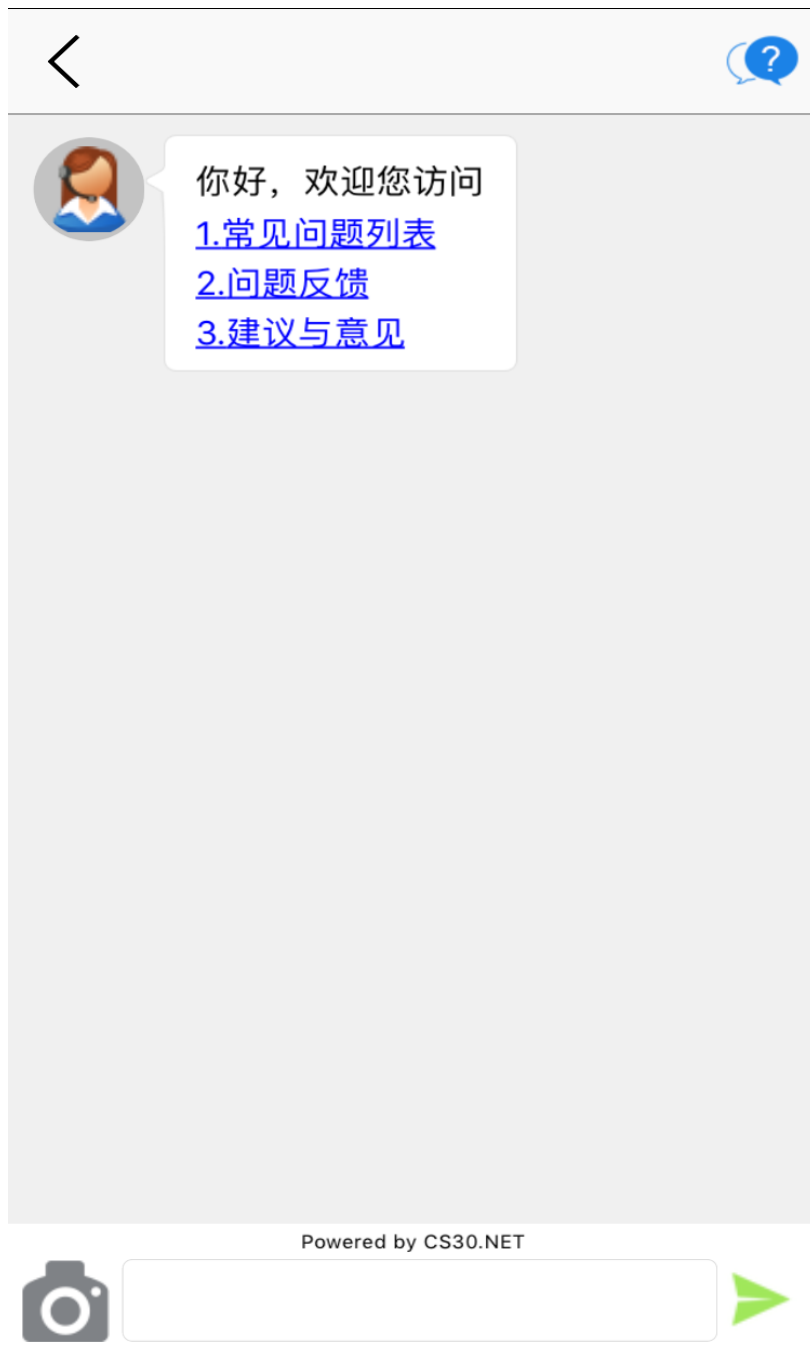
Previous

1

Next

Total 1 pages/4records go

page



Published, you could see the Chinese content on client.

Then, how to modify the content of client?



## 2.Modify Story

First: On Robot—Publish—Stories page, click “view” button

The screenshot displays the 'Stories' management interface. The top navigation bar includes 'Manual', 'Robot' (selected), 'Featured Services', 'Product Supports', 'Setting', and user options. The left sidebar lists 'FAQs - TryElva', 'Publish - TryElva', 'Stories' (selected), 'Other Stories', 'FAQs', 'Keywords', and 'Bot Servant'. The main content area shows a table of stories with columns: No., Created Time, Story Name, Publish, Present State, View, and Delete. The first row of the table has a red box around the 'View' button (eye icon), which is also pointed to by a red arrow from the 'Stories' sidebar item.

No.	Created Time	Story Name	Publish	Present State	View	Delete
1	2016-10-26 09:28:19	Default Story	IOS Android Web	ON		
2	2016-10-31 10:42:45	Chat Story	IOS Android Web	ON		
3	2017-05-22 05:29:13	模擬測試	IOS Android Web	ON		
4	2017-08-08 03:22:03	账号问题	IOS Android Web	ON		

10 Rows per page

Previous 1 Next Total 1 pages/4records go page

Second: Select Chinese Simplified, then double-click the dialog box in the following figure

编辑故事线 Default Story

从其他语言复制故事线 1. 从一个对话框的黄色区域连线到另一个对话框 2. 点击一条连线可以删除它

For Publish ON

ios ON

Android ON

语言

英语 ON

简体中文 ON

User say : DEFAULTWELCOMETEXT  
EXT  
Action : 【常见问题列表】 【问题反馈】 【建议与意见】  
line

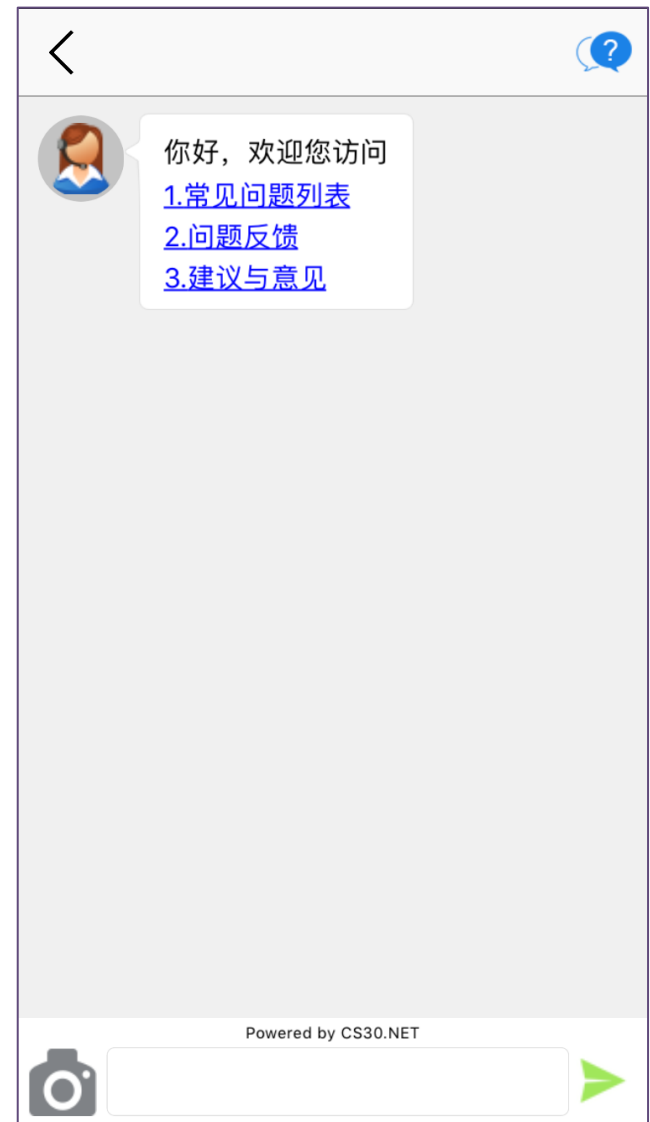
User say : \*  
line

这两个对话框都不能删除。  
1. Usersay为DEFAULTWELCOMETEXT的对话框是用户刚进入客服系统后看到的内容，删除后用户将无法进入。  
2. Usersay为\*的对话框是玩家问题知识库未匹配到的时候，给的默认回复。

✕

When bot said	
User Say	DEFAULTWELCOMETEXT
Save "User say" as a variable:	Type a variable name here, letters and digits only.
Bot Reply	你好，欢迎您访问
Action	<div>常见问题列表</div> <div>问题反馈</div> <div>建议与意见</div>
Url title	
Url link	
Form name	
Form reply	Chinese Simp ▾ --Form Service-- ▾
Tags	

OK



1.DEFAULTWELCOMETEXT to ensure that players can enter the CS system

2.Bot Reply contry the reply of robot

3.ActionIt generates the right three buttons, click to generate the next action

### Third: Modify the content of dialog

The following figure, we changed “User say” for “DEFAULTWELCOMETEXT” dialog box in the content, click OK to exit the page.

编辑故事线 Default Story

For Publish ☒

ios ☒

Android ☒

语言

英语 ☒

简体中文 ☒

俄罗斯语 ☒

泰语 ☒

朝鲜/韩语 ☒

繁体中文 ☒

User say : DEFAULTWELCOMETEXT  
Action : 【公告】 【账号问题不到账】 【游戏 Bug】 【建议】 【举报非法玩家】

line

When bot said

User Say

Save "User say" as a variable: Type a variable name here, letters and digits only.

Bot Reply

尊敬的领主，我是您的智能小客服Elva，欢迎来到GameCenter。  
您可以直接输入您的问题，也可以选择下列服务类型，或者点击右上角联系人工客服。

公告	账号问题	充值不到账	
游戏 Bug	我要提建议		举报非法玩家

Url title

Url link

Form name

Form reply

Tags

OK

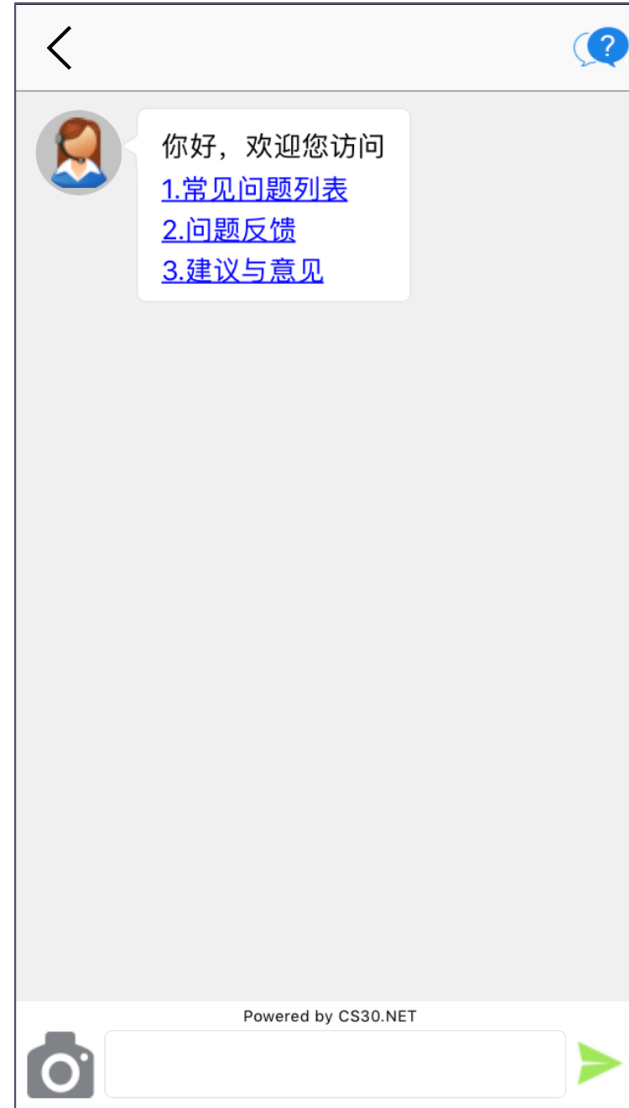
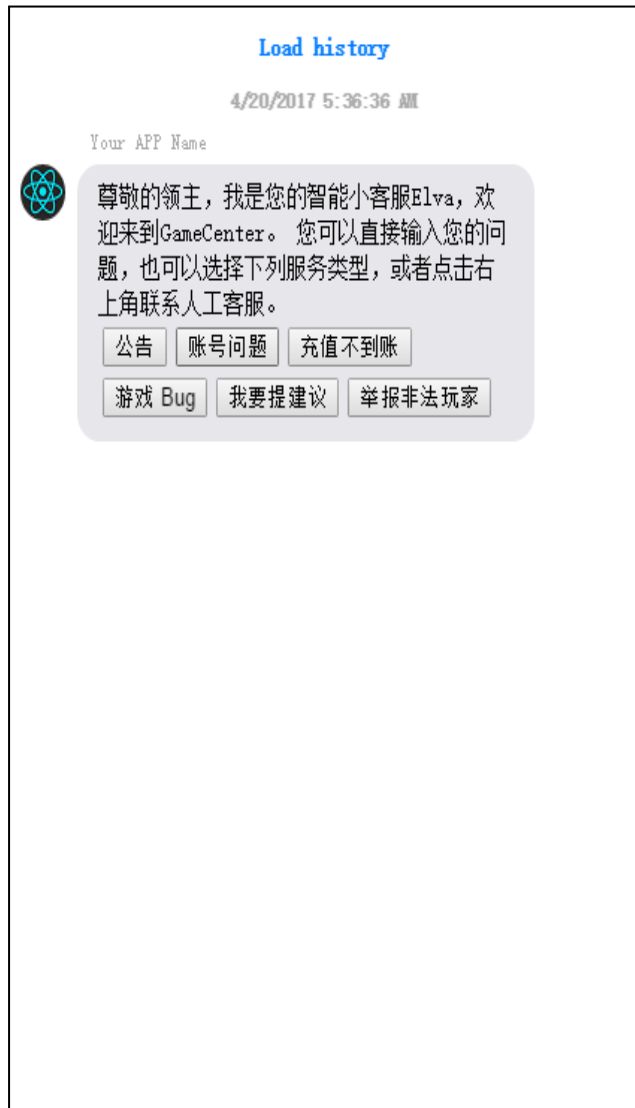
User say : 账号被冻结  
SSI : 提交账号被冻结表单

line

User say : 活动bug  
SSI : 提交活动bug表单

line

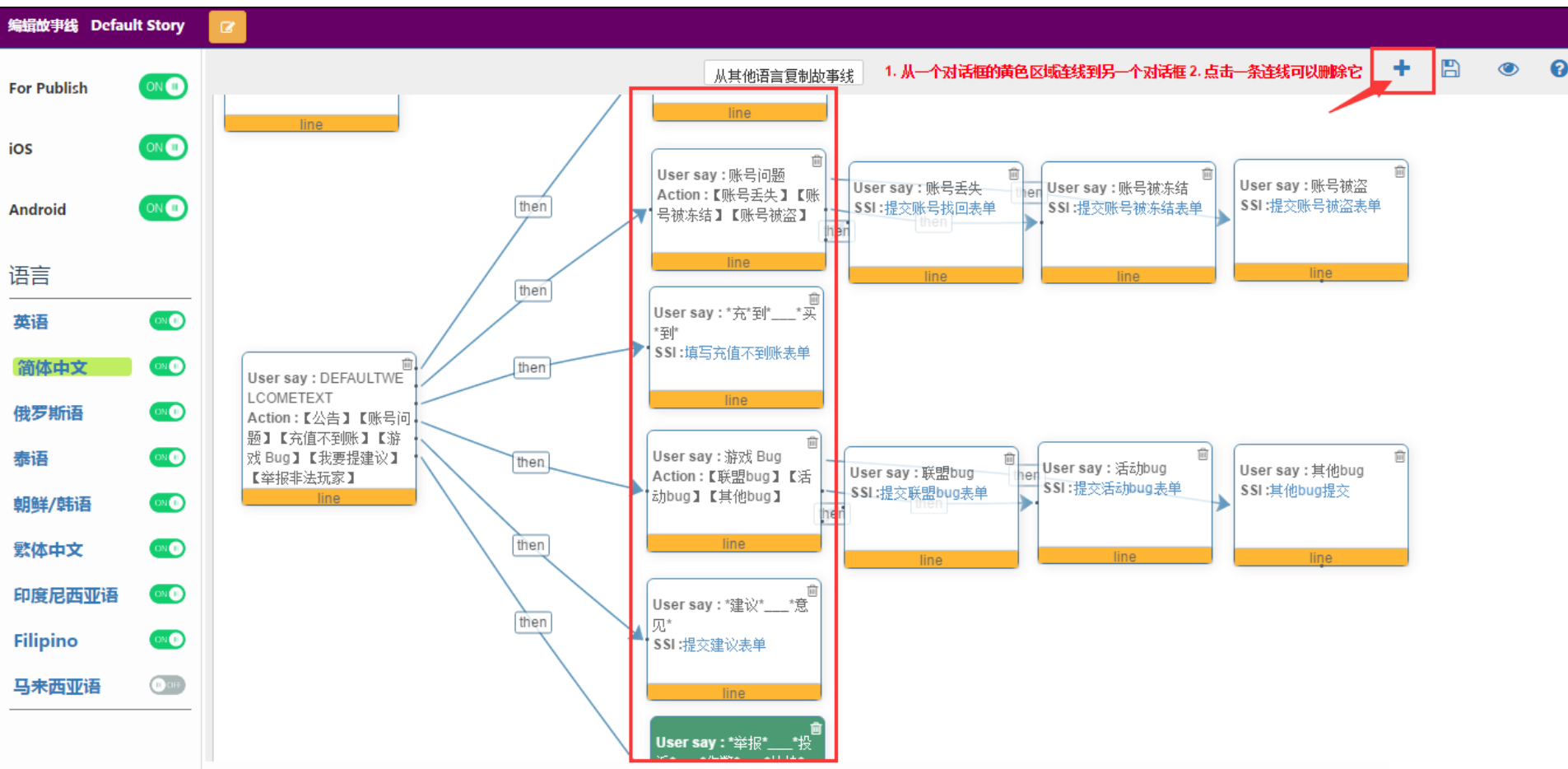
Click on the “Try it” button in the upper right corner of the page to preview the front show



We have seen the corresponding content compared with the previous has changed

# Now we introduce how to configure answer to the problem of “account lost” and “payment problems”.

Since the first page of the last page has six buttons (Action), then we click on the story line in the upper right corner of the plus sign to create six new dialog box.



And then fill the “User say” of created 6 dialogs with 6 Action, and edit the answer.  
(For example : Account lost problem)

编辑故事线 Default Story

For Publish ☒

ios ☒

Android ☒

语言

英语 ☒

简体中文 ☒

俄罗斯语 ☒

泰语 ☒

朝鲜/韩语 ☒

繁体中文 ☒

印度尼西亚语 ☒

Filipino ☒

从其他语言复制故事线 1. 从一个对话框的黄色区域连线到另一个对话框 2. 点击一条连线可以删除它

User say : \*

line

When bot said

User Say 充值不到账

Save "User say" as a variable: Type a variable name here, letters and digits only.

Bot Reply 尊敬的领主，请点击下面表单解决您的问题。

Action

Url title

Url link

Form name 填写充值不到账表单

Form reply Chinese Sim 充值异常 <http://cs30.net/Elva/Forms/Fill.aspx?id=c4b2f>

Tags

OK

User say : DEFAULTWELCO  
METEXT  
Action : 【公告】 【账号问题】  
【充值不到账】 【游戏 Bug】  
【我要提建议】 【举报非法玩  
家】

line

y : 账号被冻结  
交账号被冻结表单

User say : 账  
SSI : 提交账号

line

y : 活动bug  
活动bug表单

User say : 其  
SSI : 其他bug

Click the “try it” button in the upper right corner to view the display

The screenshot displays a chatbot interface with a dark purple header and a sidebar on the left. The sidebar contains a 'Default Story' tab, a 'For Publish' toggle, and a list of languages: English, Simplified Chinese (highlighted), Russian, Thai, Korean/Chinese, Traditional Chinese, Indonesian, and Filipino. The main chat area shows a conversation with 'Your APP Name' (powered by cs30.net). The chatbot's response includes a greeting, a list of service types (公告, 账号问题, 充值不到账, 游戏 Bug, 我要提建议, 举报非法玩家), and a blue button labeled '充值不到账'. The user's question is '尊敬的领主，我是您的智能小客服Elva，欢迎来到GameCenter。您可以直接输入您的问题，也可以选择下列服务类型，或者点击右上角联系人工客服。' The chatbot's answer is '尊敬的领主，请点击下面表单解决您的问题。填写充值不到账表单'.

编辑故事线 Default Story

For Publish ON

ios ON

Android ON

语言

英语 ON

简体中文 ON

俄罗斯语 ON

泰语 ON

朝鲜/韩语 ON

繁体中文 ON

印度尼西亚语 ON

Filipino ON

User say : \*

line

Load history

4/20/2017 6:14:57 AM

Your APP Name

尊敬的领主，我是您的智能小客服Elva，欢迎来到GameCenter。您可以直接输入您的问题，也可以选择下列服务类型，或者点击右上角联系人工客服。

公告 账号问题 充值不到账

游戏 Bug 我要提建议

举报非法玩家

充值不到账

4/20/2017 6:14:59 AM

Your APP Name

尊敬的领主，请点击下面表单解决您的问题。

填写充值不到账表单

User say : DEFAULTWELG  
METEXT  
Action : 【公告】 【账号问题】  
【充值不到账】 【游戏 Bug】  
【我要提建议】 【举报非法玩家】

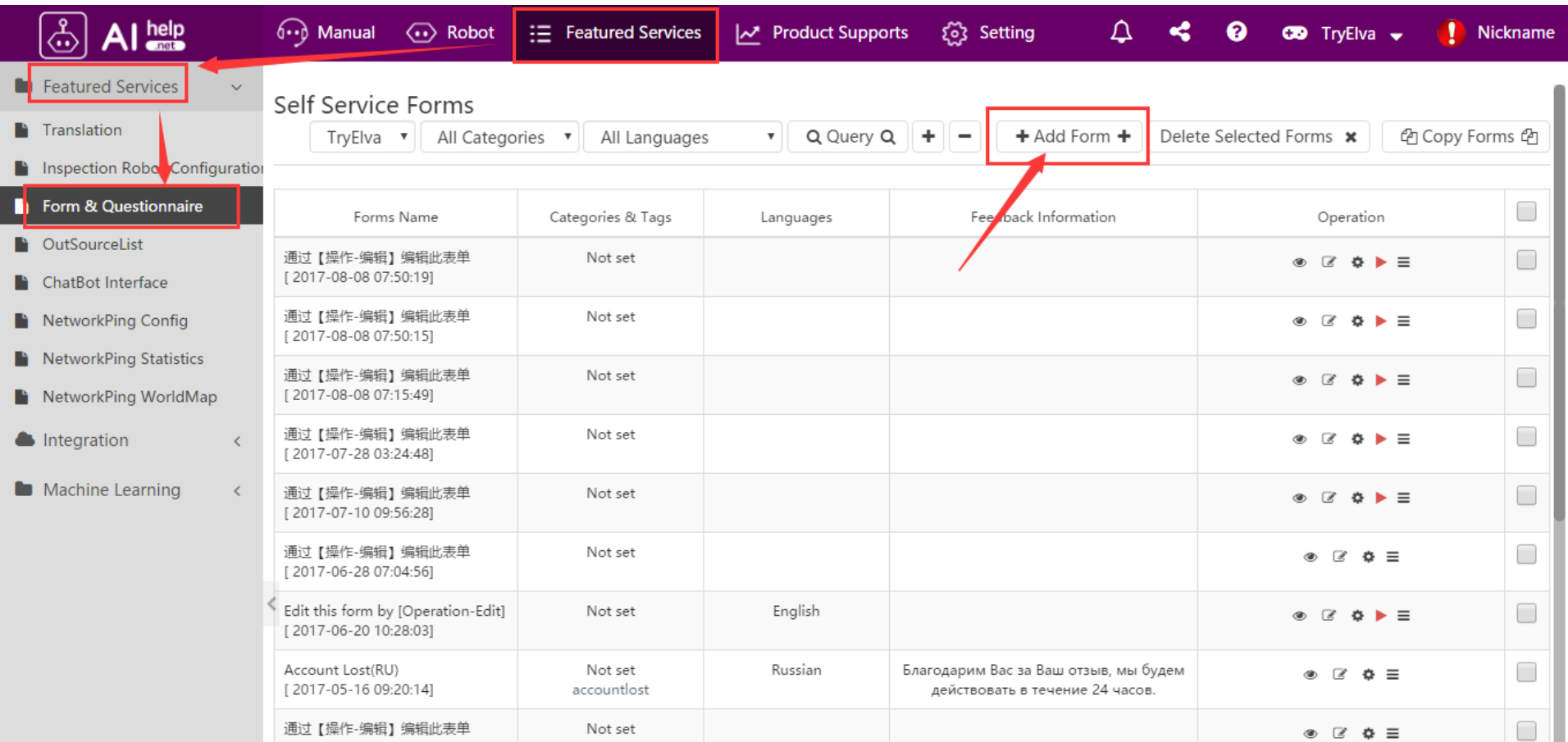
line

We’ve seen the answer, but what is the **Form** in the picture.



### 3.Design the Form

On the Featured Services->Form&Qustionnaire page, Click “Add Form”



The screenshot shows the AI help net interface. The top navigation bar includes links for Manual, Robot, Featured Services, Product Supports, Setting, and a Nickname. The left sidebar shows a list of services, with 'Form & Questionnaire' highlighted. The main content area displays the 'Self Service Forms' table, which lists various forms with their names, categories, languages, and feedback information. The '+ Add Form +' button is highlighted with a red box and an arrow.

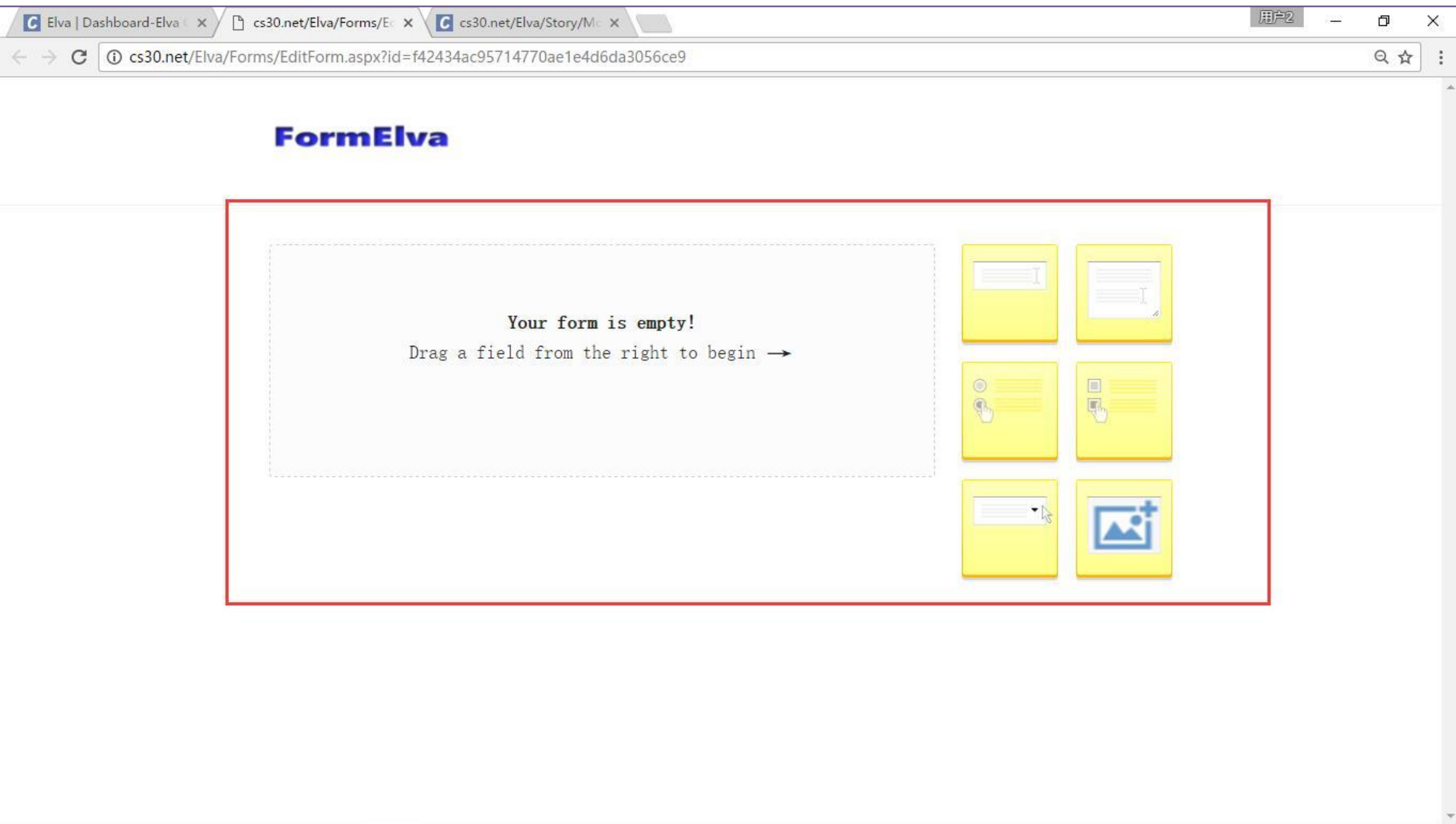
Forms Name	Categories & Tags	Languages	Feedback Information	Operation
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:50:19]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:50:15]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:15:49]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-07-28 03:24:48]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-07-10 09:56:28]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-06-28 07:04:56]	Not set			
Edit this form by [Operation-Edit] [ 2017-06-20 10:28:03]	Not set	English		
Account Lost(RU) [ 2017-05-16 09:20:14]	Not set accountlost	Russian	Благодарим Вас за Ваш отзыв, мы будем действовать в течение 24 часов.	
通过【操作-编辑】编辑此表单 [ 2017-05-16 09:20:14]	Not set			

And then click the second button “Design the Form”

The screenshot shows the AI help net interface. The top navigation bar includes links for Manual, Robot, Featured Services (highlighted with a red box), Product Supports, Setting, and a Nickname. The left sidebar lists various services, with 'Form & Questionnaire' highlighted by a red box. The main content area is titled 'Self Service Forms' and contains a table of forms. The table has columns for Forms Name, Categories & Tags, Languages, Feedback Information, and Operation. The first row of the table is highlighted, and a red arrow points to the 'Design the Form' button (pencil icon) in the Operation column. A red box also highlights the 'Operation' column header and the buttons in the first row.

Forms Name	Categories & Tags	Languages	Feedback Information	Operation
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:50:19]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:50:15]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:15:49]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-07-28 03:24:48]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-07-10 09:56:28]	Not set			
通过【操作-编辑】编辑此表单 [ 2017-06-28 07:04:56]	Not set			
Edit this form by [Operation-Edit] [ 2017-06-20 10:28:03]	Not set	English		
Account Lost(RU) [ 2017-05-16 09:20:14]	Not set accountlost	Russian	Благодарим Вас за Ваш отзыв, мы будем действовать в течение 24 часов.	
通过【操作-编辑】编辑此表单	Not set			

To enter the design page



Select the right side of the page 6 styles (single-line text, multi-line text, radio box, check box, drop-down menu and upload pictures) to design form, and click “SAVE” button

## FormElva

### 充值异常

SAVE

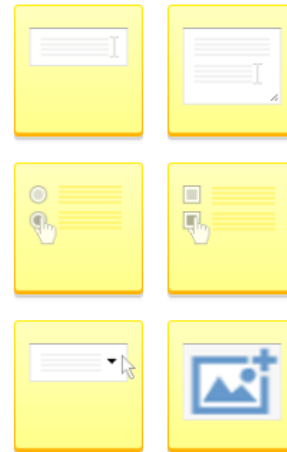
① 充值时间

② 礼包名称、单价、购买数量

③ 问题的详细描述（例如）

④ 请您上传订单完整截图（带有订单日期、订单号）

Browse...



To click the third button “edit the form”

CS30

Elva

人工

机器人

增值服务

运营支撑

设置

3

?

您的 APP 名称

您的昵称

增值服务

翻译

巡检机器人

表单&问卷

客服外包

聊天机器人接口

集成

机器学习

### 自助服务表单

应用 您的 APP 名称 分类 所有分类 语言 简体中文 查询 + - 新建表单 复制表单

表单名称	类别与标签	语言	反馈消息	操作
游戏金币 [2017-03-27 03:39:39]	Not set hello	Chinese Simplified	我们已经提交给了技术大大们，请您耐心等待一下。	<span>👁</span> <span>✎</span> <span>⚙</span> <span>☰</span>
游戏异常反馈 [2016-10-27 09:35:41]	Not set	Chinese Simplified	感谢您的反馈，我们会尽快解决您的问题。	<span>👁</span> <span>✎</span> <span>⚙</span> <span>☰</span>
提交游戏建议 [2016-10-27 08:47:04]	Not set	Chinese Simplified	感谢您的建议，我们会认真考虑！	<span>👁</span> <span>✎</span> <span>⚙</span> <span>☰</span>
充值异常 [2016-10-26 12:13:57]	Not set	Chinese Simplified	感谢您的反馈，我们会在1小时内回复您，请耐心等待。	<span>👁</span> <span>✎</span> <span>⚙</span> <span>☰</span>
账号冻结 [2016-10-26 11:49:06]	Not set	Chinese Simplified	感谢您的反馈，我们会在2小时内回复您，请耐心等待。	<span>👁</span> <span>✎</span> <span>⚙</span> <span>☰</span>
账号找回 [2016-10-26 11:43:44]	Not set	Chinese Simplified	感谢您的反馈，我们会在1小时内回复您，请耐心等待。	<span>👁</span> <span>✎</span> <span>⚙</span> <span>☰</span>
举报非法玩家 [2016-08-11 09:35:47]	Not set	Chinese Simplified	感谢您的反馈，我们会严肃处理，请耐心等待。	<span>👁</span> <span>✎</span> <span>⚙</span> <span>☰</span>

« Per 1 Next » 15

cs30.net/Elva/Integration/EditForm.aspx?formid=1082a424a0fd4f7ba5385efcbecc68f9

Fill in the form name, language and other information, edit the finished click on the "Save Form" button to save the editor

CS30 Elva 人工 机器人 增值服务 运营支撑 设置

Your APP Name Your Nickname

### 自助服务表单

应用 Your APP Name

表单名称 充值异常

语言 简体中文

分类 所有分类

标签

反馈信息 感谢您的反馈, 我们会在1小时内回复您, 请耐心等待。


链接 <http://cs30.net/Elva/Forms/Fill.aspx?id=c4b2fb2788024b82936326489f>

保存表单

表单名称	操作
游戏金币 [2017-03-27 03:39:30]	眼 笔 设置 菜单
游戏异常反馈 [2016-10-27 09:35:40]	眼 笔 设置 菜单
提交游戏建议 [2016-10-27 08:47:00]	眼 笔 设置 菜单
充值异常 [2016-10-26 12:13:50]	眼 笔 设置 菜单
账号冻结 [2016-10-26 11:49:00]	眼 笔 设置 菜单
账号找回 [2016-10-26 11:43:40]	眼 笔 设置 菜单
举报非法玩家 [2016-08-11 09:35:40]	眼 笔 设置 菜单

« Per 1 Next » 15 ▼

After clicking the fourth button “Start using form”, the form could be used.

 AI help net

ManualRobotFeatured ServicesProduct SupportsSetting

TryElvaNickname

Featured Services

Translation

Inspection Robot Configuration

Form & Questionnaire

OutSourceList

ChatBot Interface

NetworkPing Config

NetworkPing Statistics















































NetworkPing WorldMap

Integration

Machine Learning

### Self Service Forms

TryElvaAll CategoriesAll LanguagesQuery+-Add FormDelete Selected FormsCopy Forms

Forms Name	Categories & Tags	Languages	Feedback Information	Operation	
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:50:19]	Not set			    	
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:50:15]	Not set			    	
通过【操作-编辑】编辑此表单 [ 2017-08-08 07:15:49]	Not set			    	
通过【操作-编辑】编辑此表单 [ 2017-07-28 03:24:48]	Not set			    	
通过【操作-编辑】编辑此表单 [ 2017-07-10 09:56:28]	Not set			    	
通过【操作-编辑】编辑此表单 [ 2017-06-28 07:04:56]	Not set			   	
Edit this form by [Operation-Edit] [ 2017-06-20 10:28:03]	Not set	English		    	
Account Lost(RU) [ 2017-05-16 09:20:14]	Not set accountlost	Russian	Благодарим Вас за Ваш отзыв, мы будем действовать в течение 24 часов.	   	

And then return to the story line page, click the “Form reply” in the drop-down arrow to select the recharge exception form, and fill in the “Form name”

编辑故事线 Default Story

For Publish ☒ ON

ios ☒ ON

Android ☒ ON

语言

英语 ☒ ON

简体中文 ☒ ON

俄罗斯语 ☒ ON

泰语 ☒ ON

朝鲜/韩语 ☒ ON

繁体中文 ☒ ON

印度尼西亚语 ☒ ON

Filipino ☒ ON

从其他语言复制故事线 1. 从一个对话框的黄色区域连线到另一个对话框 2. 点击一条连线可以删除它

User say : \*

line

When bot said

User Say 充值不到账

Save "User say" as a variable: Type a variable name here, letters and digits only.

Bot Reply

尊敬的领主，请点击下面表单解决您的问题。

Action

Url title

Url link

Form name 填写充值不到账表单

Form reply Chinese Sim 充值异常 <http://cs30.net/Elva/Forms/Fill.aspx?id=c4b24>

Tags

User say : DEFAULTWELCO  
METEXT  
Action : 【公告】 【账号问题】  
【充值不到账】 【游戏 Bug】  
【我要提建议】 【举报非法玩  
家】

line

y : 账号被冻结  
交账号被冻结表单

line

User say : 账  
SSI:提交账号

y : 活动bug  
活动bug表单

User say : 其  
SSI:其他bug



Similarly, to design other forms.

Such as account problems, bug feedback and submit proposals and other forms.

The screenshot displays the 'Self Service Forms' management interface. The top navigation bar includes 'Manual', 'Robot', 'Featured Services', 'Product Supports', and 'Setting'. The left sidebar lists various services, with 'Form & Questionnaire' selected. The main area shows a table of forms with the following data:

Forms Name	Categories & Tags	Languages	Feedback Information	Operation
Abnormal Recharge [ 2016-10-26 12:04:31]	Recharge	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	
Account was Frozen [ 2016-10-26 11:25:59]	Account	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	
Account Retrieve [ 2016-10-26 10:37:21]	Account	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	
I Have a Suggestion [ 2016-10-21 06:17:19]	Suggestion	English	Thank you for your suggestions. We will take it seriously.	
Report Illegal Players [ 2016-10-21 06:13:29]	Cheat	English	Thank you for your submission. We will reply ASAP.	
Game Bugs [ 2016-10-21 06:13:19]	Bug	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	

The interface also includes filters for 'GameCenter', 'All Categories', and 'English', along with search and action buttons like '+ Add Form', 'Delete Selected Forms', and 'Copy Forms'. A pagination bar at the bottom shows 'Per 1' and 'Next' buttons, with a total of 15 items.

And then in the other corresponding dialog box, respectively, call these forms on it.

Click the “try it” button to view the client content.

The screenshot displays a chatbot interface with a sidebar on the left for language selection and a main chat area. The sidebar includes options for 'For Publish', 'iOS', 'Android', and a '语言' (Language) section with buttons for English, Simplified Chinese (selected), Russian, Thai, Korean/Chinese, Traditional Chinese, Indonesian, and Filipino. The main chat area shows a conversation with 'Your APP Name'.

**Message 1:** 4/20/2017 6:45:55 AM. The chatbot greets the user and provides options: 公告 (Announcement), 账号问题 (Account Issue), 充值不到账 (Recharge not credited), 游戏 Bug (Game Bug), 我要提建议 (I want to make a suggestion), and 举报非法玩家 (Report illegal player). The user selects '游戏 Bug'.

**Message 2:** 4/20/2017 6:45:56 AM. The chatbot asks the user to select a bug type: 联盟bug (Alliance bug), 活动bug (Activity bug), or 其他bug (Other bug). The user selects '充值不到账'.

**Message 3:** 4/20/2017 6:45:58 AM. The chatbot asks the user to click a form to solve their problem and fill out a '充值不到账表单' (Recharge not credited form). The user selects '我要提建议'.

**Message 4:** 4/20/2017 6:46:00 AM. The chatbot asks the user to provide suggestions or feedback and provides a '提交建议表单' (Submit suggestion form) button. The user enters 'What do you want to know...' and clicks 'Send'.

The background shows a flowchart with nodes for 'User say: 账号被冻结 SSI:提交账号被冻结表单' and 'User say: 活动bug SSI:提交活动bug表单'.

Last, on Robot—>Publish—>Story page, click “Publish story”, then you could see the display content on client.

The screenshot shows the Elva Dashboard interface. The top navigation bar includes links for Manual, Robot, Form, Insight, and Setting. The 'Robot' link is highlighted with a red box. The left sidebar contains links for Bot Servant, FAQs, Publish, Stories, Keywords, and Integration. The 'Stories' link is also highlighted with a red box. The main content area displays a table of stories with columns for No., Created Time, Story Name, Publish, Present State, View, and Delete. A 'Publish Story' button is visible above the table. A success message dialog box is shown in the center, indicating 'Publish Successfully!' with a green checkmark and a '确定' (Confirm) button.

Elva | Dashboard-Elva

cs30.net/Elva/Story/Mc

用户2

cs30.net/Elva/Main.aspx?ChannelID=ChannelB

Elva | Dashboard

Manual Robot Form Insight Setting

Invite Help testzhangyang2 testzhangyang

Bot Servant

FAQs

Publish

Stories

Keywords

Integration

+ Add New Story

Publish Story

Chat With Game Bot ( Android )

Copy Stories

No.	Created Time	Story Name	Publish	Present State	View	Delete
1	2016-10-26 10:35:26	Default Story	✓IOS ✓Android ✓Web	ON		

10 Rows per page

Previous 1 Next Total 1 pages/1records go page

✓ Publish Successfully!

确定

# FAQ

1. What is Section?
2. How to create and modify FAQs?
3. Publish FAQs

# 1. What is Section?

Robot→FAQs→[Section],

Click “Add Section” to create section,

Click “edit” button to modify the section.

The screenshot displays the AI help center interface. The top navigation bar includes 'Manual', 'Robot', 'Featured Services', 'Product Supports', and 'Setting'. The left sidebar shows a list of categories, with '[Section]' highlighted. The main content area is titled 'Section' and contains a table of sections. The table has columns for App Name, Section Name, PublishID, OrderNo, IsPublish, and Operation. The 'Operation' column contains edit and delete icons. A red box highlights the 'Add Section +' button in the top right corner. A red arrow points from the 'Robot' menu item to the 'FAQs - GameCenter' dropdown. Another red arrow points from the 'Add Section +' button to the 'Operation' column.

App Name	Section Name	PublishID	OrderNo	IsPublish	Operation
GameCenter	Hot Topics	1200	1	Publish	
GameCenter	Beginners Guide	1173	2	Publish	
GameCenter	Account Problem	1097	3	Publish	
GameCenter	In-App Purchase Problem	1098	4	Publish	
GameCenter	Gameplay	1170	5	Publish	
GameCenter	Alliance	1175	6	Publish	
GameCenter	Buildings	1174	7	Publish	
GameCenter	Game Settings	1178	8	Publish	
GameCenter	Army and Battle	1179	9	Publish	
GameCenter	Reply Template	2311	10	Unpublished	

10 Rows per page

Previous 1 Next Total 1 pages/10records go page

## 2. How to create and modify FAQs?

Click “NEW FAQ” button to create a FAQ

Click the edit button to modify the content of FAQ.

The screenshot displays the AI help.net interface. The top navigation bar is purple and contains the AI help.net logo, a 'Manual' button, a 'Robot' button (highlighted with a red box), and links for 'Featured Services', 'Product Supports', and 'Setting'. On the right side of the top bar are notification, share, help, and GameCenter icons. A left sidebar lists various categories: 'FAQs - GameCenter' (selected), 'Hot Topics', 'Beginners Guide' (highlighted with a red box), 'Account Problem', 'In-App Purchase Problem', 'Gameplay', 'Alliance', 'Buildings', 'Game Settings', 'Army and Battle', 'Reply Template', '[Section]', 'Publish - GameCenter', and 'Bot Servant'. The main content area is titled 'Section : Beginners Guide' and features a 'NEW FAQ +' button (highlighted with a red box). Below this, there are three FAQ entries, each with an edit icon (highlighted with a red box) and a 'Publish ID' field. The first entry is 'How to demolish buildings?' with a publish ID of 8580. The second entry is 'How to get free diamonds?' with a publish ID of 8576. The third entry is 'How to move building?' with a publish ID of 8570. Each entry includes a timestamp, creator information, and a brief description. At the bottom of the main content area, the word 'Traps' is visible.

AI help.net

Manual Robot Featured Services Product Supports Setting

FAQs - GameCenter

Hot Topics

Beginners Guide

Account Problem

In-App Purchase Problem

Gameplay

Alliance

Buildings

Game Settings

Army and Battle

Reply Template

[Section]

Publish - GameCenter

Bot Servant

Section : Beginners Guide

NEW FAQ +

Go to Publish after Edit All

All platforms

English

Search All FAQs

How to demolish buildings?

2016-02-25 13:07:50 create by cs@cs30.net | Owner : NONE 0 / 0

Click the building that you want to demolish, click the !, and then you will find the demolish button. Only the buildings outside the base can be demolished. Please click on the link below for more information.

Publish ID 8580

How to get free diamonds?

2016-02-25 12:58:40 create by cs@cs30.net | Owner : NONE 0 / 0

Complete some important tasks can win some diamonds. Joined the Alliance for the first time can get diamonds. You can collecting diamonds in the world map. Please click on the link below for more information. limited-time activities have a lot of diamonds awards. Earned the achievement can win a lot of diamonds.

Publish ID 8576

How to move building?

2016-02-25 12:45:19 create by cs@cs30.net | Owner : NONE 0 / 0

You can buy the item in Avatar-Items-Store-Others-Move Building.

Publish ID 8570

Traps

## For example: Create FAQ

Question: FAQ title      Answer: the answer of FAQ

Summary: For better display effect and customer experience of mobile terminal, robot will display the Answer's summary first .

Keywords: If customer's question contains the keywords, robot will show the FAQ.

The screenshot shows the 'EDIT FAQ in English' dialog box in the GameCenter AI help system. The dialog box is titled 'EDIT FAQ in English' and has 'Save FAQ' and 'Cancel' buttons. It contains the following fields:

- For Publish:** A list of platforms with toggle switches: For Publish (on), iOS (on), Android (on), and Web (off).
- LANGUAGE:** A list of languages with toggle switches: English (on) and Chinese Simplified (on).
- Question:** A text input field containing 'How to demolish buildings?' with 'Preview' and 'Comment' buttons.
- Answer:** A rich text editor with a toolbar and a text area containing the text: 'Click the building that you want to demolish, click the !, and then you will find the demolish button. Only the buildings outside the base can be demolished. For example, oil well, farm and so on.'
- Summary:** A text input field containing the text: 'Click the building that you want to demolish, click the !, and then you will find the demolish button. Only the buildings outside the base can be demolished.'
- Keywords:** A text input field containing the text: 'demolish '.

Below the keywords field, there is a note: 'Use comma "," to separate multiple strings( " is NOT included). Strings are not'.

### 3. Publish FAQs

On Robot->Publish->FAQs page, select platform, language to publish

The screenshot shows the AI help center interface. The top navigation bar includes a sidebar with 'Manual', 'Robot', 'Featured Services', 'Product Supports', and 'Setting'. The 'Robot' tab is selected. Below the navigation bar, the 'FAQs - GameCenter' section is active, and the 'Publish - GameCenter' sub-section is selected. The 'FAQs' link in the sidebar is also highlighted. The main content area displays the 'FAQ Publish History' table, which lists published FAQs with columns for App Name, App ID, Platform, Language, By, and Time. The table shows 137 records across 137 pages. The 'Publish to the latest' button is visible in the top right corner of the table area.

Manual Robot Featured Services Product Supports Setting

FAQs - GameCenter Publish - GameCenter Stories Other Stories FAQs Keywords Bot Servant

FAQ Publish History

All platforms All Languages Query Publish to the latest Refresh

App Name	App ID	Platform	Language	By	Time
GameCenter	GameCenter_pf_6ae74dceb63241cda9a284f331d322b3	ios	Chinese Simplified	GameCenter	2017-06-13 12:15:53
GameCenter	GameCenter_platform_58701feb-39d8-421d-82ba-84cb566ca8ae	android	Chinese Simplified	GameCenter	2017-06-13 12:15:29
GameCenter	GameCenter_pf_53ce2921b20c4237a90442da963927a2	web	Chinese Simplified	GameCenter	2017-06-13 12:15:21
GameCenter	GameCenter_pf_6ae74dceb63241cda9a284f331d322b3	ios	Chinese Simplified	GameCenter	2017-06-13 12:15:21
GameCenter	GameCenter_platform_58701feb-39d8-421d-82ba-84cb566ca8ae	android	Chinese Simplified	GameCenter	2017-06-13 12:15:21
GameCenter	GameCenter_pf_53ce2921b20c4237a90442da963927a2	web	English	GameCenter	2017-06-13 12:15:20
GameCenter	GameCenter_pf_6ae74dceb63241cda9a284f331d322b3	ios	English	GameCenter	2017-06-13 12:15:20
GameCenter	GameCenter_platform_58701feb-39d8-421d-82ba-84cb566ca8ae	android	English	GameCenter	2017-06-13 12:15:20
GameCenter	GameCenter_platform_58701feb-39d8-421d-82ba-84cb566ca8ae	android	Chinese Simplified	GameCenter	2017-06-06 07:11:23
GameCenter	GameCenter_pf_6ae74dceb63241cda9a284f331d322b3	ios	Chinese Simplified	GameCenter	2017-06-06 07:10:02

10 Rows per page Previous 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 ... Next Total 137 pages/1365records go page



At this point, you can go to the client to start using intelligent customer service.

After that, is the use of Elva intelligent customer service to provide a number of tools for intelligent robot rapid optimization, intelligent customer service has become more intelligent, so that players more satisfied with customer service.

Thank you!