

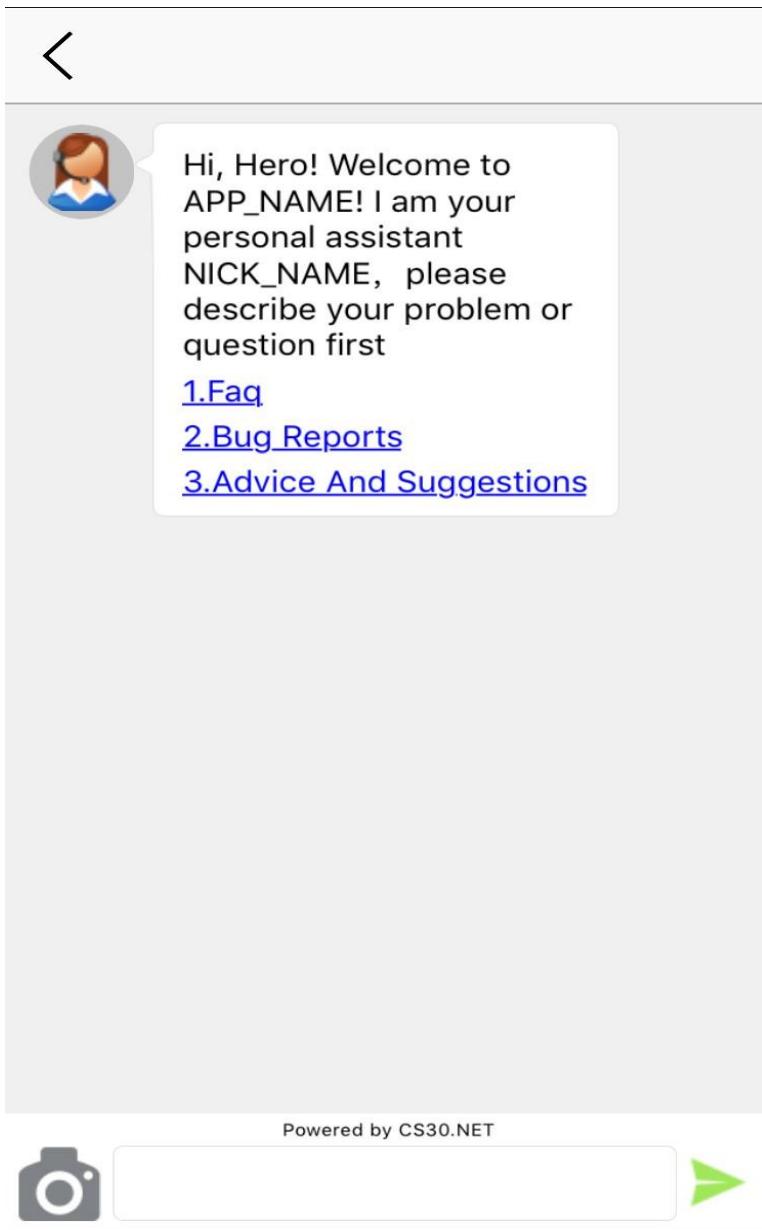
How to use AI Robot rapidly?

- 1.The use of Story Line and Form
- 2.The edit of FAQs

The use of Story Line and Form

- 1.Added of Multilanguage support
- 2.Promote the Display effect of Client-side
- 3. Design and the use of Form

1.Add more language support



A screenshot of a mobile application interface. At the top left is a back arrow icon. Below it is a circular profile picture of a woman with brown hair. To the right of the profile picture is a white rectangular box containing text and links. The text reads: "Hi, Hero! Welcome to APP_NAME! I am your personal assistant NICK_NAME, please describe your problem or question first". Below this text are three blue underlined links: "1.Faq", "2.Bug Reports", and "3.Advice And Suggestions". At the bottom of the screen, there is a footer bar with a camera icon on the left, the text "Powered by CS30.NET" in the center, and a green arrow icon on the right.

Hi, Hero! Welcome to APP_NAME! I am your personal assistant NICK_NAME, please describe your problem or question first

[1.Faq](#)
[2.Bug Reports](#)
[3.Advice And Suggestions](#)

Powered by CS30.NET

Q:The languages of both my mobile and game are Chinese, why does the interface displayed in English?

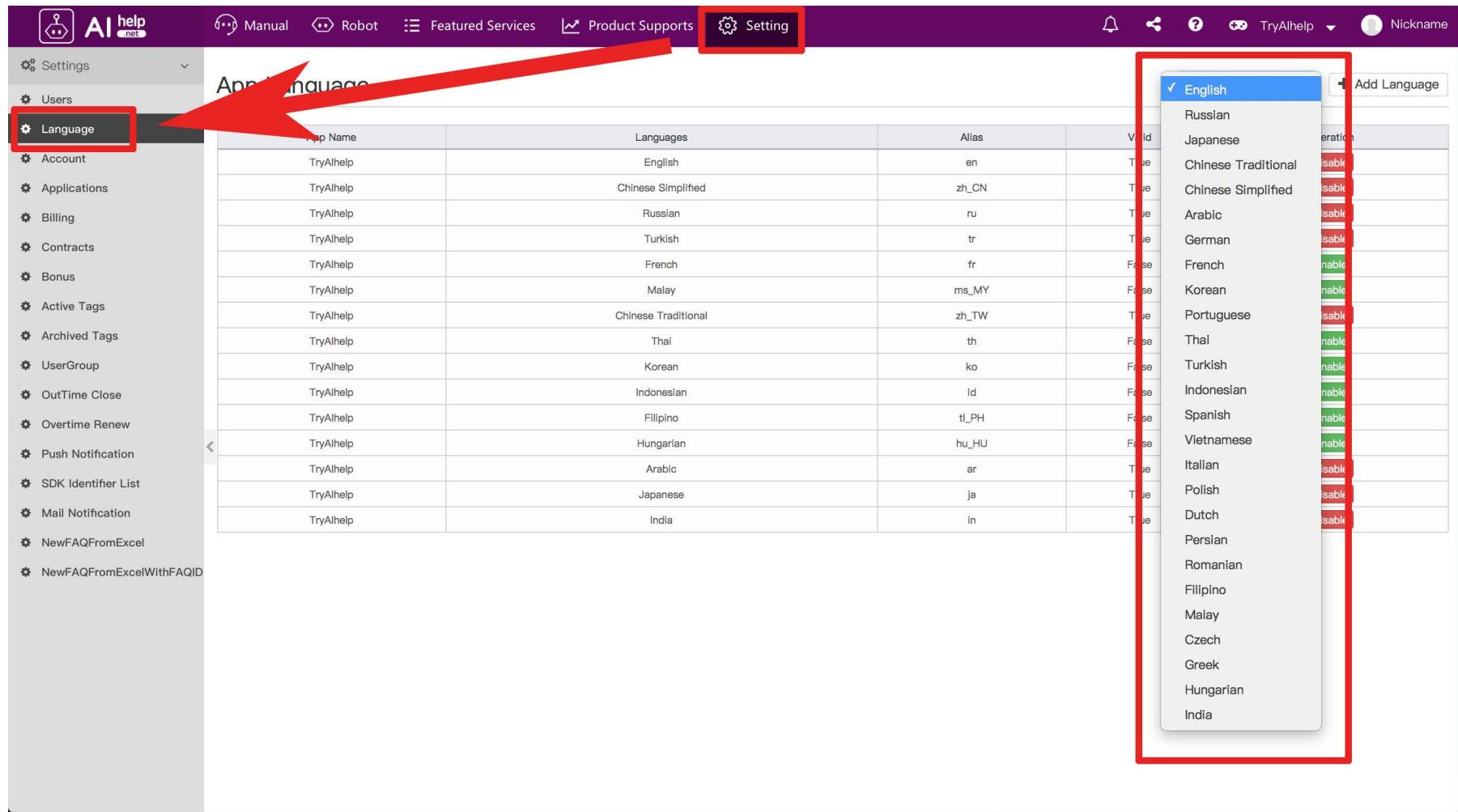
A:The default language display is English for new registered account, you need to add with more languages at the system background.

How to add with new languages?

Step 1

Elva's Background -> Setting -> Language

Select the language you want, then click “Add Language” to add



The screenshot shows the 'Language' settings page. The sidebar on the left has a 'Language' link, which is highlighted with a red box and has a red arrow pointing to it from the text above. The main table lists various languages. A dropdown menu is open over the 'Add Language' button, also highlighted with a red box. The dropdown menu lists many languages, with 'English' currently selected. Other languages listed include Russian, Japanese, Chinese Traditional, Chinese Simplified, Arabic, German, French, Korean, Portuguese, Thai, Turkish, Indonesian, Spanish, Vietnamese, Italian, Polish, Dutch, Persian, Romanian, Filipino, Malay, Czech, Greek, Hungarian, and India.

App Name	Languages	Alias	Valid
TryAlhelp	English	en	True
TryAlhelp	Chinese Simplified	zh_CN	True
TryAlhelp	Russian	ru	True
TryAlhelp	Turkish	tr	True
TryAlhelp	French	fr	False
TryAlhelp	Malay	ms_MY	False
TryAlhelp	Chinese Traditional	zh_TW	True
TryAlhelp	Thai	th	False
TryAlhelp	Korean	ko	False
TryAlhelp	Indonesian	id	False
TryAlhelp	Filipino	tl_PH	False
TryAlhelp	Hungarian	hu_HU	False
TryAlhelp	Arabic	ar	True
TryAlhelp	Japanese	ja	True
TryAlhelp	India	in	True

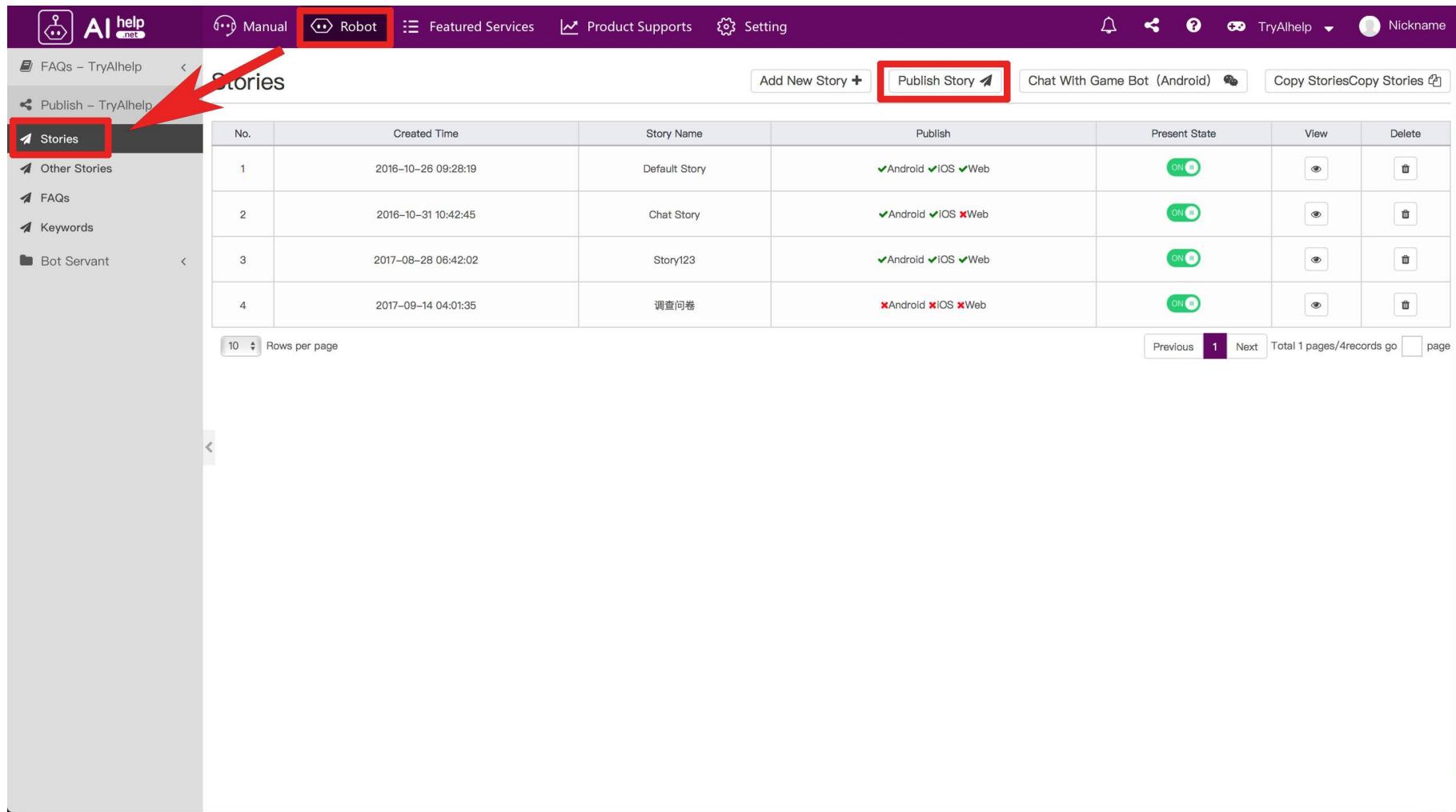
✓ English

Russian
Japanese
Chinese Traditional
Chinese Simplified
Arabic
German
French
Korean
Portuguese
Thai
Turkish
Indonesian
Spanish
Vietnamese
Italian
Polish
Dutch
Persian
Romanian
Filipino
Malay
Czech
Greek
Hungarian
India

Add Language

Step 2

Robot -> Publish -> Stories, click “publish story” to publish online.



The screenshot shows the AI help.net interface with the 'Robot' tab selected. The left sidebar has a 'Stories' link, which is highlighted with a red box and an arrow. The main content area shows a table of stories with columns for No., Created Time, Story Name, Publish (status and platforms), Present State, View, and Delete. The 'Publish Story' button in the top right is also highlighted with a red box and an arrow. The table data is as follows:

No.	Created Time	Story Name	Publish	Present State	View	Delete
1	2016-10-26 09:28:19	Default Story	✓Android ✓iOS ✓Web	ON	<input type="button" value="View"/>	<input type="button" value="Delete"/>
2	2016-10-31 10:42:45	Chat Story	✓Android ✓iOS ✗Web	ON	<input type="button" value="View"/>	<input type="button" value="Delete"/>
3	2017-08-28 06:42:02	Story123	✓Android ✓iOS ✓Web	ON	<input type="button" value="View"/>	<input type="button" value="Delete"/>
4	2017-09-14 04:01:35	调查问卷	✗Android ✗iOS ✗Web	ON	<input type="button" value="View"/>	<input type="button" value="Delete"/>

Below the table are buttons for 'Rows per page' (10), 'Previous', '1' (highlighted in purple), 'Next', 'Total 1 pages/4 records', and 'page'.

FAQs – TryAlhelp

Publish – TryAlhelp

Stories

Other Stories

FAQs

Keywords

Bot Servant

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	✓Android ✓iOS ✓Web	ON 🌟		
2	2016-10-31 10:42:45	Chat Story	✓Android ✓iOS ✗Web	ON 🌟		
3	2017-08-28 06:42:02	Story123	✓Android ✓iOS ✓Web	ON 🌟		
4	2017-09-14 04:01:35	调查问卷	✗Android ✗iOS ✗Web	ON 🌟		

10 Rows per page

Previous 1 Next

Total 1 pages/4records go page



Manual

Robot

Featured Services

Product Supports

Setting



TryAlhelp

Nickname

FAQs – TryAlhelp

Publish – TryAlhelp

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	✓Android ✓iOS ✓Web	ON		
2	2016-10-31 10:42:45	Chat Story	✓Android ✓iOS ✗Web	ON		
3	2017-08-28 06:42:02	Story123	✓Android ✓iOS ✓Web	ON		
4	2017-09-14 04:01:35		✗Android ✗iOS ✗Web	ON		

10 Rows per page

Previous 1 Next Total 1 pages/4records go page



Hi, Hero! Welcome to APP_NAME! I am your personal assistant NICK_NAME, please describe your problem or question first

- 1: [FAQ](#)
- 2: [Bug reports](#)
- 3: [Advice and Suggestions](#)

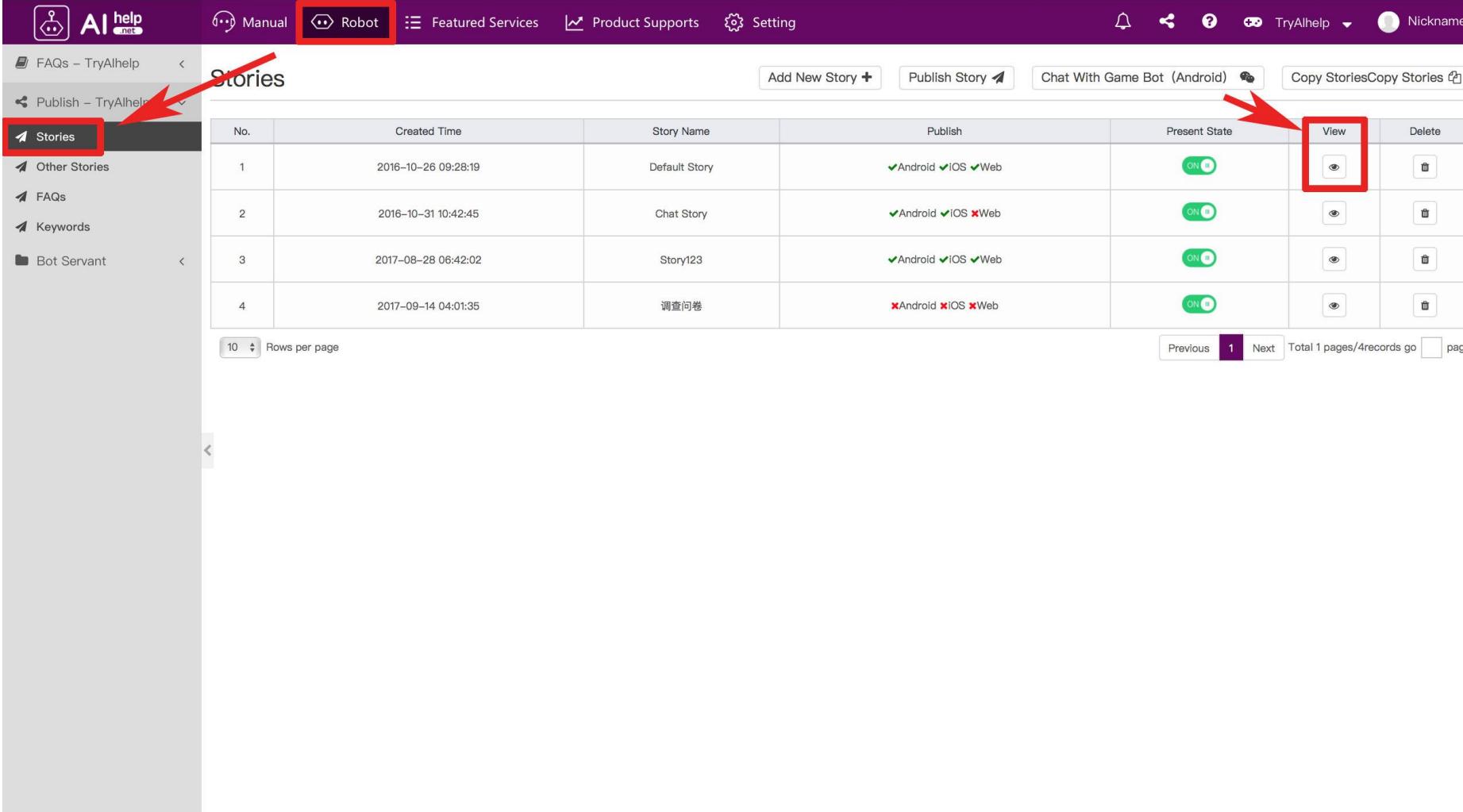
You can check the contents in simplified Chinese at client after successfully published

How to edit the contents showed in this client page?



2. Edit Storyline to change the display effect of client

First Step: Robot -> Publish ->Stories, click “View” button.



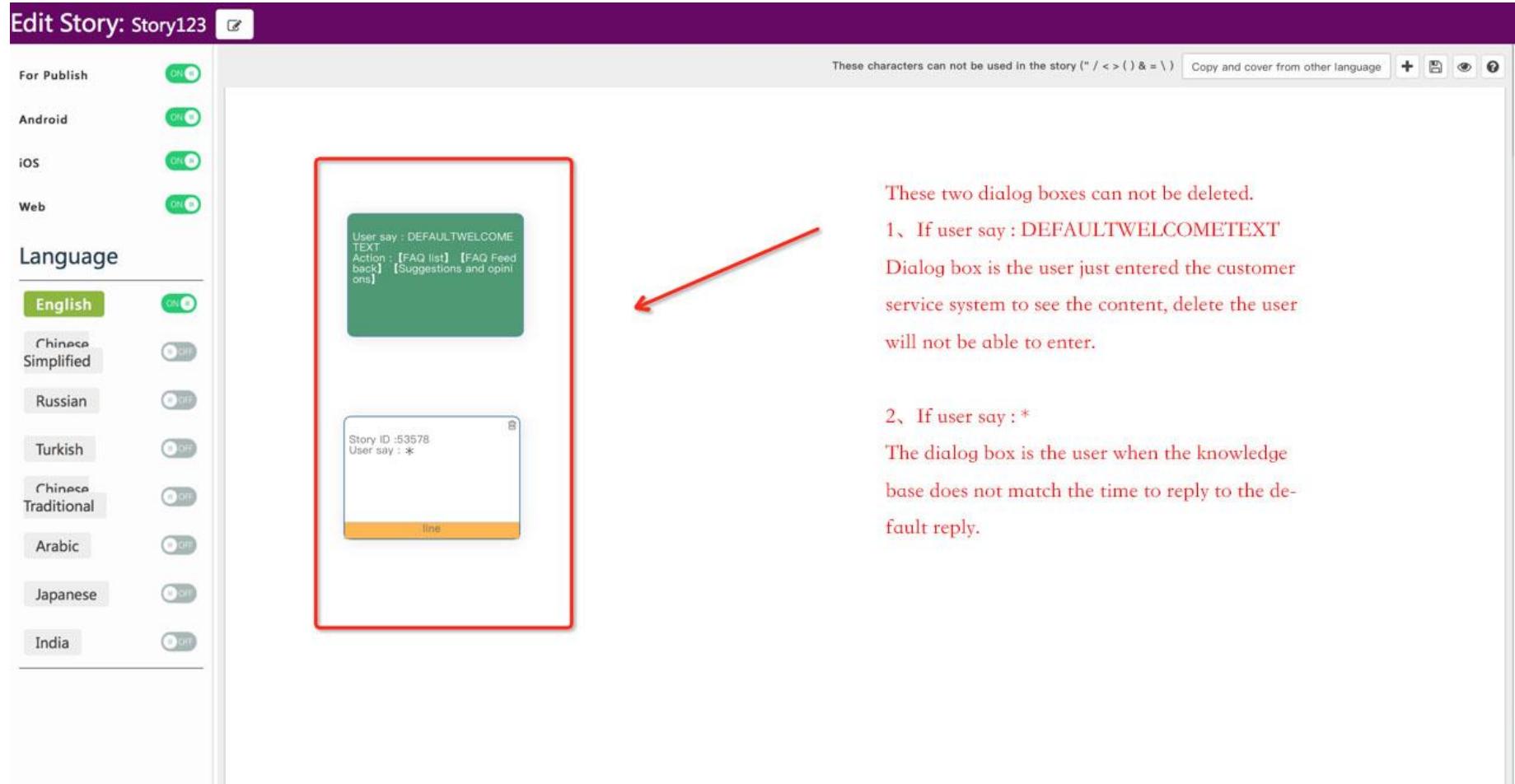
The screenshot shows the AI help.net interface with the following details:

- Header:** AI help.net, Manual, Robot (highlighted with a red box), Featured Services, Product Supports, Setting, and a Nickname dropdown.
- Left Sidebar:** FAQs – TryAIhelp, Publish – TryAIhelp, Stories (highlighted with a red box), Other Stories, FAQs, Keywords, and Bot Servant.
- Main Content:** A table titled "Stories" with the following data:

No.	Created Time	Story Name	Publish	Present State	View	Delete
1	2016-10-26 09:28:19	Default Story	✓Android ✓iOS ✓Web	ON		
2	2016-10-31 10:42:45	Chat Story	✓Android ✓iOS ✗Web	ON		
3	2017-08-28 06:42:02	Story123	✓Android ✓iOS ✓Web	ON		
4	2017-09-14 04:01:35	调查问卷	✗Android ✗iOS ✗Web	ON		

Red arrows point to the "Stories" button in the sidebar and the "View" button in the table header. Red boxes highlight the "Robot" button in the header and the "View" button in the table header.

Step 2: Choose Simplified Chinese in Language, and double click dialog box showed as below.



Edit Story: Story123

For Publish

Android

iOS

Web

Language

English (ON)

Chinese Simplified (OFF)

Russian (OFF)

Turkish (OFF)

Chinese Traditional (OFF)

Arabic (OFF)

Japanese (OFF)

India (OFF)

User say : DEFAULTWELCOME
TEXT
Action : [FAQ list] [FAQ Feed back] [Suggestions and opinions]

Story ID :53578
User say : *

These characters can not be used in the story (" / < () & = \)

Copy and cover from other language

These two dialog boxes can not be deleted.

1、 If user say : DEFAULTWELCOMETEXT
Dialog box is the user just entered the customer service system to see the content, delete the user will not be able to enter.

2、 If user say : *
The dialog box is the user when the knowledge base does not match the time to reply to the default reply.

Story ID : 53544

When bot said

User Say

'__' stands for OR, '*' stands for arbitrary character

Save "User say" as a variable:

Type a variable name here, letters and digits only.

Bot Reply

Hello.welcome you to visit~

Action

FAQ list

Problem feedback

Suggestionsandopinion

Url title

Url link

Form name

Form reply

English

--Form Service--

Tags

OK

×

<

botchatone



Hi, Hero! Welcome to
APP_NAME! I am your personal
assistant NICK_NAME, please
describe your problem or
question first

- 1: FAQ
- 2: Bug reports
- 3: Advice and Suggestions

Powered by Alhelp.NET



your question



1. "DEFAULTWELCOMETEXT" guarantee users to get access to Customer Service System
2. "Bot Reply" control replies of the robot
3. "Action" generate the 3 options showed on the right, click to move to the next step

Step 3: Edit the contents of dialog box

We edit “User Say” as the “DEFAULTWELCOMETEXT” for contents in dialog box, click “OK” to exit.

Edit Story: Story123

For Publish: ON

Android: ON

iOS: ON

Web: ON

Language: English (OFF), Chinese Simplified (ON), Russian (OFF), Turkish (OFF), Chinese Traditional (OFF), Arabic (OFF), Japanese (OFF), India (OFF)

Story ID : 53548

When bot said:

User Say: DEFAULTWELCOMETEXT

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

Bot Reply: Dear users, I am your smart customer service aihelp, welcome your arrival .
You can directly enter your question, you can also choose the following types of services, or click on the upper right corner contact artificial customer service.

Action:

Announcement	Account	Recharge
Bug	Suggest	Report

Url title:

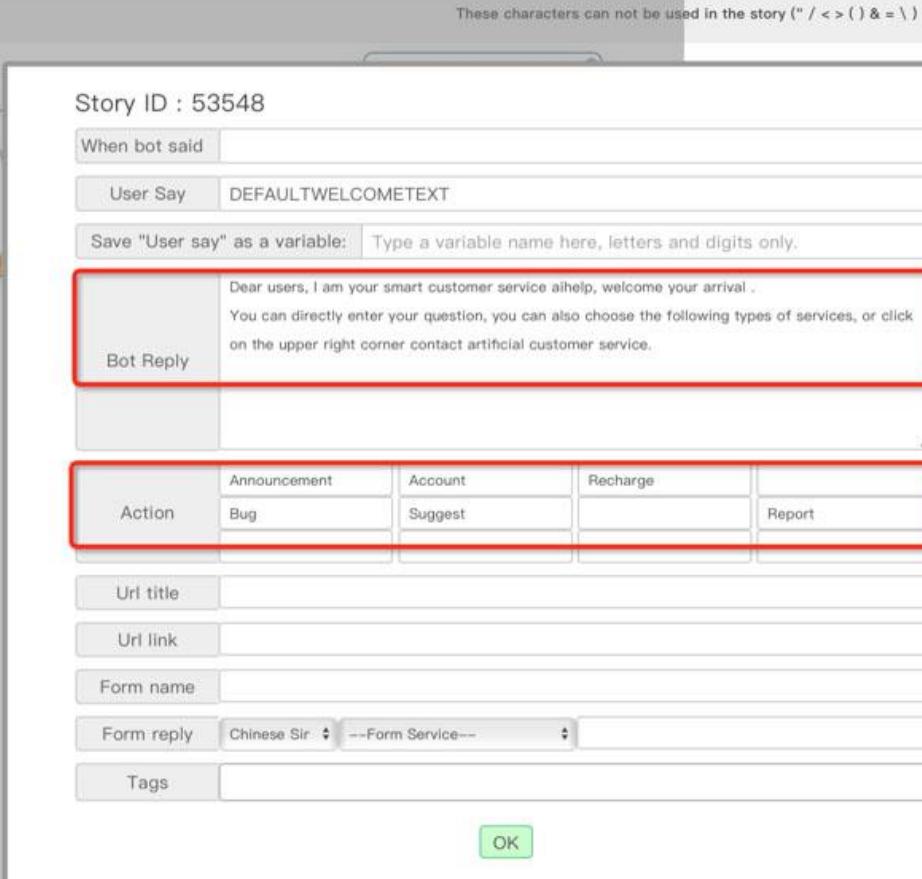
Url link:

Form name:

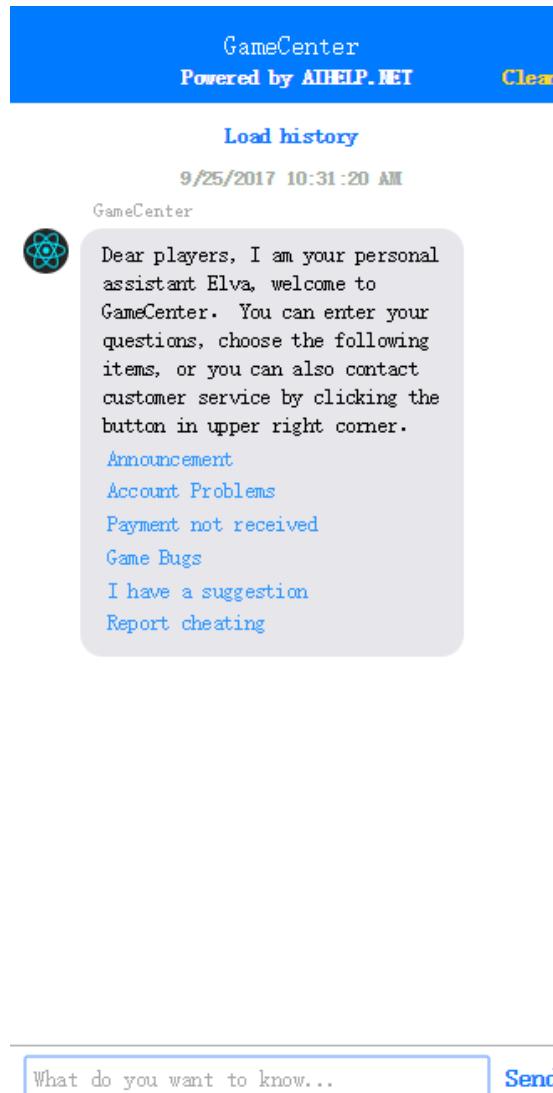
Form reply: Chinese Sir

Tags:

OK



Click the “Try it (eye icon)” at the top right corner to preview the display effect



GameCenter
Powered by AIHELP.NET Clean

Load history
9/25/2017 10:31:20 AM

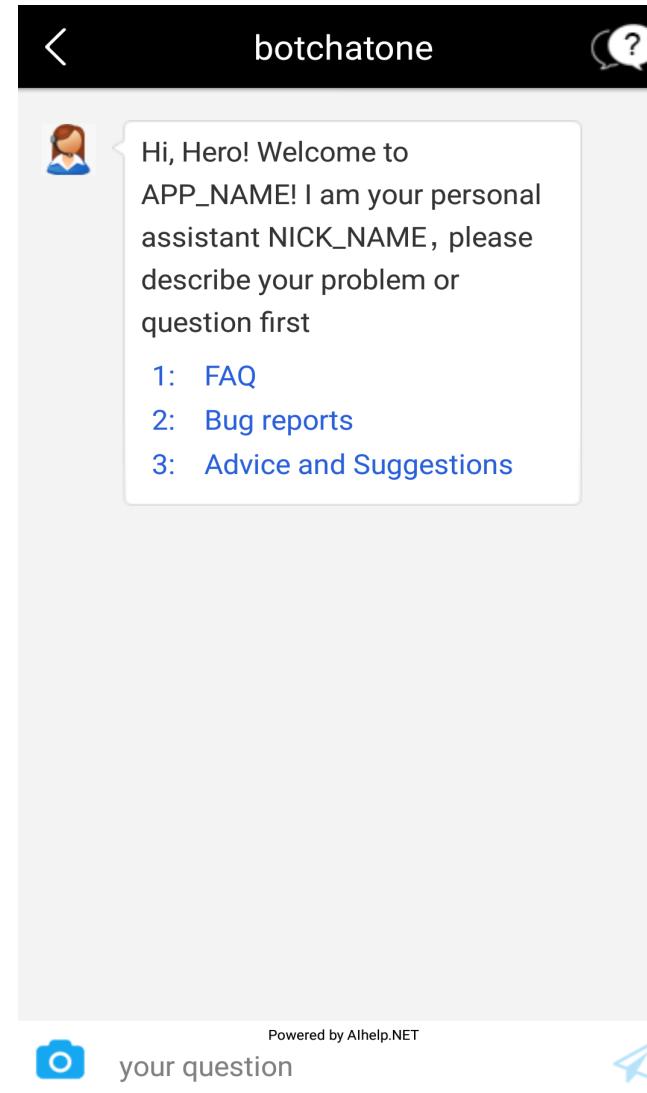
GameCenter

Dear players, I am your personal assistant Elva, welcome to GameCenter. You can enter your questions, choose the following items, or you can also contact customer service by clicking the button in upper right corner.

Announcement
Account Problems
Payment not received
Game Bugs
I have a suggestion
Report cheating

What do you want to know...

Send 



botchatone 

Hi, Hero! Welcome to APP_NAME! I am your personal assistant NICK_NAME, please describe your problem or question first

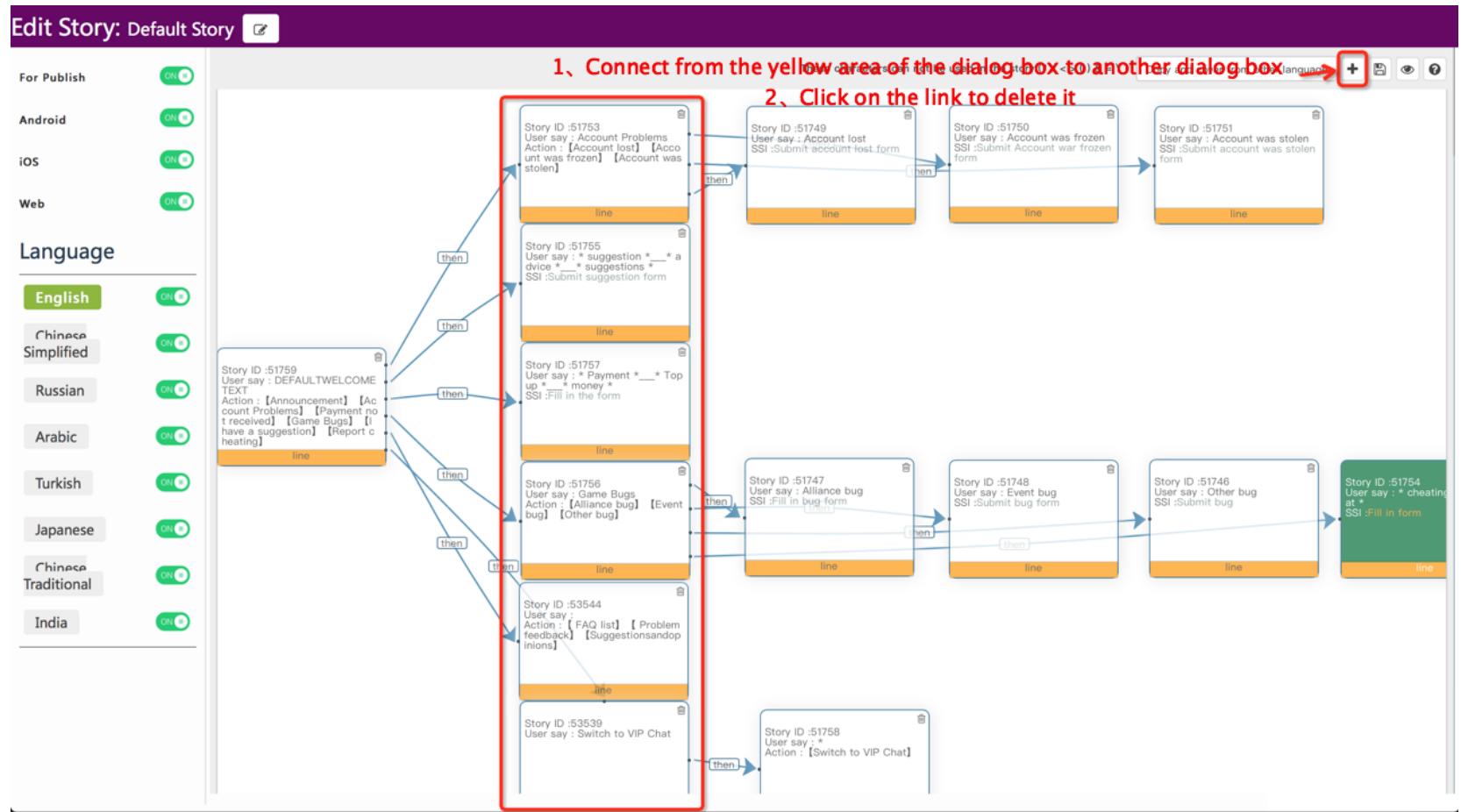
1: [FAQ](#)
2: [Bug reports](#)
3: [Advice and Suggestions](#)

Powered by Alhelp.NET  your question 

We can see the differences compared with the contents before

Replies configuration for “payment not received” or “account issue”

There are 6 options (actions) showed in the first pic of previous page, press the “plus sign” at upper right in “edit story” page to create 6 new dialog boxes.



Respectively import the 6 “Action” into “User say” of new created dialog boxes, and configure the contents for “Bot reply” (take “payment not received” as an example)

Edit Story: Story123

For Publish

Android

iOS

Web

Language

English

Chinese Simplified

Russian

Turkish

Chinese Traditional

Arabic

Japanese

India

User say :

Story ID : 53578

When bot said

User Say payment not received

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

Bot Reply

Action

Url title

Url link

Form name

Form reply English

Tags

OK

These characters can not be used in the story (" / < > () & = \)

Copy and cover from other language

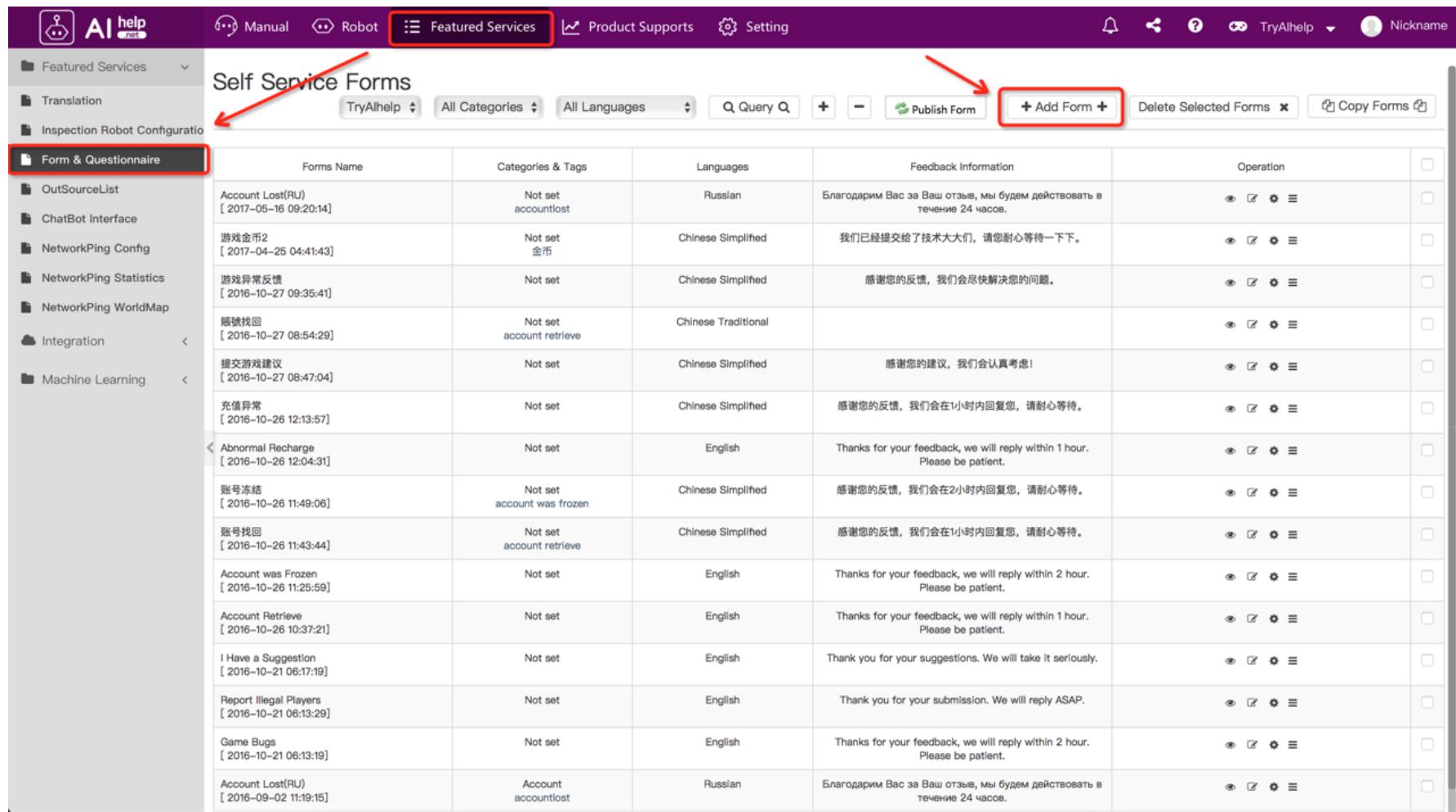
Click “try it” at the right top to preview the display effect

The screenshot shows a web-based AI help system interface. At the top, there is a blue header bar with the text "TryAIhelp", "Powered by AIHELP.NET", and a "Clean" button. Below the header, there is a "Load history" button and a timestamp "9/27/2017 2:18:29 AM". The main content area is titled "TryAIhelp" and features a user icon (a circular logo with a gear and a person). The AI's message is: "Dear players, I am your personal assistant Elva, welcome to **GameCenter**. You can enter your questions, choose the following items, or you can also contact customer service by clicking the button in upper right corner." Below this message are several blue links: "Announcement", "Account Problems", "Payment not received", "Game Bugs", "I have a suggestion", and "Report cheating". A blue button labeled "Payment not received" is visible. Another timestamp "9/27/2017 2:18:31 AM" is shown, followed by another message from "TryAIhelp": "Hi, dear players, please click the following link to solve your problem." A red box highlights the word "following". Below this message is a link "Fill in the form". At the bottom of the interface, there is a text input field "What do you want to know..." and a "Send" button.

The reply contents showed as above, what is the “Form” mentioned in the pic?

3. Design and Invoking Form

Select “Featured Services” -> “Form & Questionnaires”, click “Add Form” at the top right to create a new form.



The screenshot shows the AI help center interface with the following details:

- Header:** AI help center, Manual, Robot, **Featured Services** (highlighted with a red box and arrow), Product Supports, Setting, TryAIhelp, Nickname.
- Left Sidebar:** Featured Services, Translation, Inspection Robot Configuration, **Form & Questionnaire** (highlighted with a red box and arrow), OutSourceList, ChatBot Interface, NetworkPing Config, NetworkPing Statistics, NetworkPing WorldMap, Integration, Machine Learning.
- Top Bar Buttons:** TryAIhelp, All Categories, All Languages, Query, Publish Form, **Add Form** (highlighted with a red box and arrow), Delete Selected Forms, Copy Forms.
- Table:** Self Service Forms, showing a list of forms with columns: Forms Name, Categories & Tags, Languages, Feedback Information, Operation.
- Form Data:** The table lists 15 forms, each with a timestamp and a brief description. For example:
 - Account Lost(RU) [2017-05-16 09:20:14] - Categories: Not set; Tags: accountlost; Languages: Russian; Feedback: Благодарим Вас за Ваш отзыв, мы будем действовать в течение 24 часов.
 - 游戏金币2 [2017-04-25 04:41:43] - Categories: Not set; Tags: 金币; Languages: Chinese Simplified; Feedback: 我们已经提交给了技术大大们, 请您耐心等待一下下.
 - 游戏异常反馈 [2016-10-27 09:35:41] - Categories: Not set; Languages: Chinese Simplified; Feedback: 感谢您的反馈, 我们会尽快解决您的问题.
 - 账号找回 [2016-10-27 08:54:29] - Categories: Not set; Tags: account retrieve; Languages: Chinese Traditional; Feedback: 感谢您的反馈.
 - 提交游戏建议 [2016-10-27 08:47:04] - Categories: Not set; Languages: Chinese Simplified; Feedback: 感谢您的建议, 我们会认真考虑!
 - 充值异常 [2016-10-26 12:13:57] - Categories: Not set; Languages: Chinese Simplified; Feedback: 感谢您的反馈, 我们会在1小时内回复您, 请耐心等待.
 - Abnormal Recharge [2016-10-26 12:04:31] - Categories: Not set; Languages: English; Feedback: Thanks for your feedback, we will reply within 1 hour. Please be patient.
 - 账号冻结 [2016-10-26 11:49:06] - Categories: Not set; Tags: account was frozen; Languages: Chinese Simplified; Feedback: 感谢您的反馈, 我们会在2小时内回复您, 请耐心等待.
 - 账号找回 [2016-10-26 11:43:44] - Categories: Not set; Tags: account retrieve; Languages: Chinese Simplified; Feedback: 感谢您的反馈, 我们会在1小时内回复您, 请耐心等待.
 - Account was Frozen [2016-10-26 11:25:59] - Categories: Not set; Languages: English; Feedback: Thanks for your feedback, we will reply within 2 hour. Please be patient.
 - Account Retrieve [2016-10-26 10:37:21] - Categories: Not set; Languages: English; Feedback: Thanks for your feedback, we will reply within 1 hour. Please be patient.
 - I Have a Suggestion [2016-10-21 06:17:19] - Categories: Not set; Languages: English; Feedback: Thank you for your suggestions. We will take it seriously.
 - Report Illegal Players [2016-10-21 06:13:29] - Categories: Not set; Languages: English; Feedback: Thank you for your submission. We will reply ASAP.
 - Game Bugs [2016-10-21 06:13:19] - Categories: Not set; Languages: English; Feedback: Thanks for your feedback, we will reply within 2 hour. Please be patient.
 - Account Lost(RU) [2016-09-02 11:19:15] - Categories: Account; Tags: accountlost; Languages: Russian; Feedback: Благодарим Вас за Ваш отзыв, мы будем действовать в течение 24 часов.

Then click the second button “Design the Form”

Screenshot of the AI help.net platform showing the 'Self Service Forms' section. The interface includes a top navigation bar with links for Manual, Robot, Featured Services, Product Supports, Setting, and user authentication. The main content area displays a list of forms with columns for Name, Categories & Tags, Languages, Feedback Information, and an 'Operation' column with a red arrow pointing to it. A sidebar on the left lists various service categories.

Forms Name	Categories & Tags	Languages	Feedback Information	Operation
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.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
游戏金币2 [2017-04-25 04:41:43]	Not set 金币	Chinese Simplified	我们已经提交给了技术大大们, 请您耐心等待一下下。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
账号找回 [2016-10-27 08:54:29]	Not set account retrieve	Chinese Traditional		<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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!	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Abnormal Recharge [2016-10-26 12:04:31]	Not set	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
账号冻结 [2016-10-26 11:49:06]	Not set account was frozen	Chinese Simplified	感谢您的反馈, 我们会在2小时内回复您, 请耐心等待。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
账号找回 [2016-10-26 11:43:44]	Not set account retrieve	Chinese Simplified	感谢您的反馈, 我们会在1小时内回复您, 请耐心等待。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Account was Frozen [2016-10-26 11:25:59]	Not set	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Account Retrieve [2016-10-26 10:37:21]	Not set	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
I Have a Suggestion [2016-10-21 06:17:19]	Not set	English	Thank you for your suggestions. We will take it seriously.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Report Illegal Players [2016-10-21 06:13:29]	Not set	English	Thank you for your submission. We will reply ASAP.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Game Bugs [2016-10-21 06:13:19]	Not set	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Account Lost(RU) [2016-09-02 11:19:15]	Account accountlost	Russian	Благодарим Вас за Ваш отзыв, мы будем действовать в течение 24 часов.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Start designing the form in the edit page

Elva | Dashboard-Elva | cs30.net/Elva/Forms/EditForm.aspx?id=f42434ac95714770ae1e4d6da3056ce9 | 用户2 | X

cs30.net/Elva/Forms/EditForm.aspx?id=f42434ac95714770ae1e4d6da3056ce9

FormElva

Your form is empty!
Drag a field from the right to begin →

The screenshot shows the FormElva interface in a web browser. The main area is a large red-bordered box containing a dashed-line placeholder for a form. Inside this box, the text "Your form is empty!" is displayed, followed by the instruction "Drag a field from the right to begin →". To the right of this main area is a sidebar containing six yellow cards arranged in a 3x2 grid. The top row contains two text input field icons. The middle row contains two radio button field icons. The bottom row contains two field icons: the left one is a text input field with a dropdown arrow, and the right one is a file upload icon with a camera and plus sign. The browser's address bar shows the URL "cs30.net/Elva/Forms/EditForm.aspx?id=f42434ac95714770ae1e4d6da3056ce9". The top navigation bar includes tabs for "Elva | Dashboard-Elva", "cs30.net/Elva/Forms/EditForm.aspx", and "cs30.net/Elva/Story/Mc". The top right corner of the browser window shows "用户2" (User 2) and standard window control buttons.

You can choose from the 6 patterns on the right (Input Field, textarea field, radio list, checkbox list, select dropdown and image upload) to design your form, click “save” button when you finish designing.

Payment abnormal

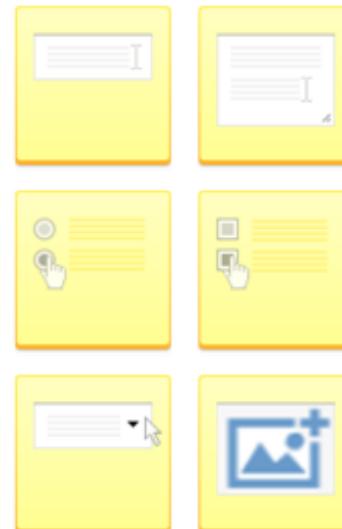
① Payment time

② Pack name, unit price , Purchase quantity

③ Detail the problem

④ Please upload a complete order screen shot

 SAVE



Click the third button “edit this form”

AI help.net

Manual Robot Featured Services Product Supports Setting

TryAlhelp All Categories All Languages Query Publish Form Add Form Delete Selected Forms Copy Forms

Self Service Forms

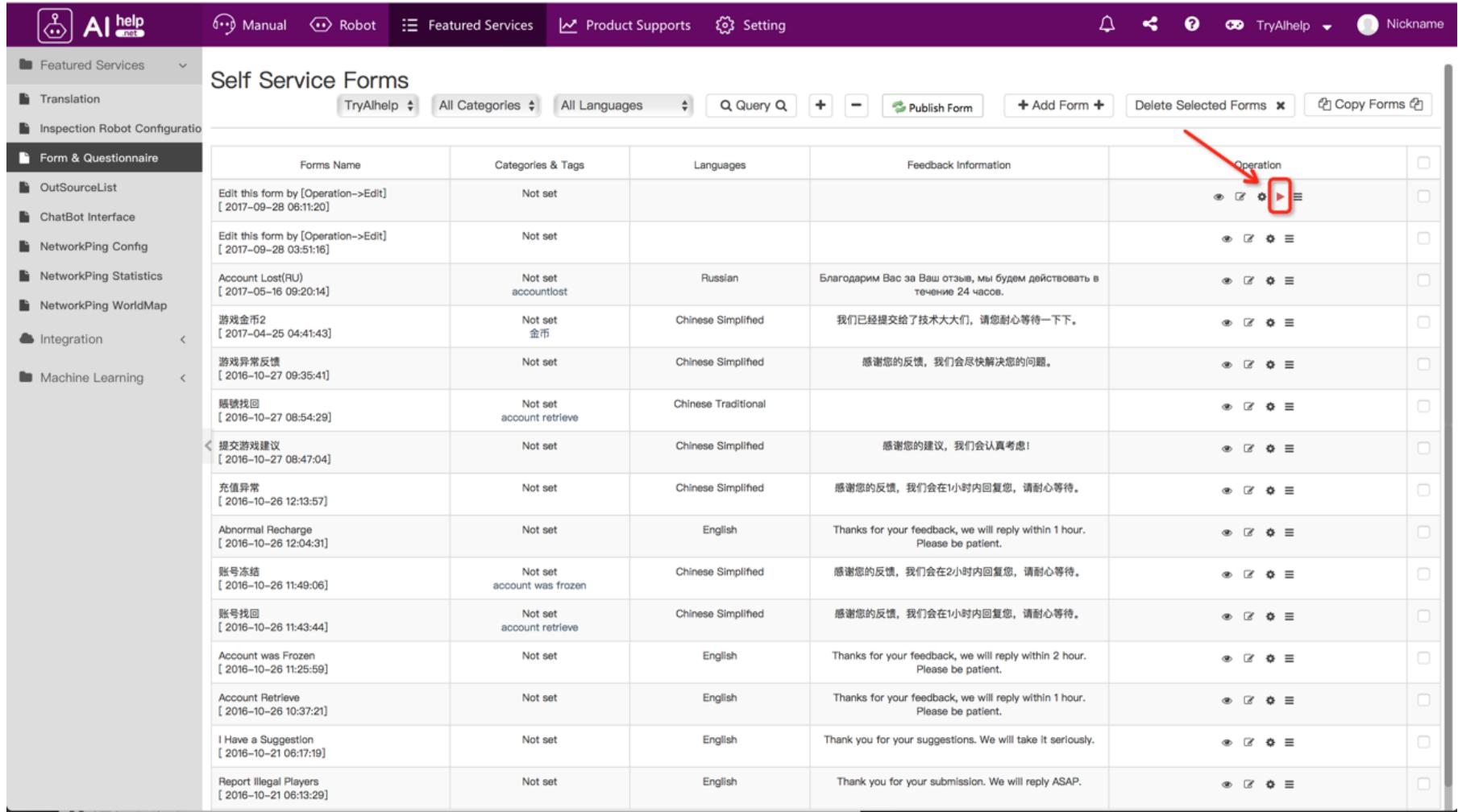
Forms Name	Categories & Tags	Languages	Feedback Information	Operation
Edit this form by [Operation->Edit] [2017-09-28 03:51:16]	Not set			<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Account Lost(RU) [2017-05-16 09:20:14]	Not set accountlost	Russian	Благодарим Вас за Ваш отзыв, мы будем действовать в течение 24 часов.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
游戏金币2 [2017-04-25 04:41:43]	Not set 金币	Chinese Simplified	我们已经提交给了技术大大们, 请您耐心等待一下下。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
账号找回 [2016-10-27 08:54:29]	Not set account retrieve	Chinese Traditional		<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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!	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
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。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Abnormal Recharge [2016-10-26 12:04:31]	Not set	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
账号冻结 [2016-10-26 11:49:06]	Not set account was frozen	Chinese Simplified	感谢您的反馈, 我们会在2小时内回复您, 请耐心等待。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
账号找回 [2016-10-26 11:43:44]	Not set account retrieve	Chinese Simplified	感谢您的反馈, 我们会在1小时内回复您, 请耐心等待。	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Account was Frozen [2016-10-26 11:25:59]	Not set	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Account Retrieve [2016-10-26 10:37:21]	Not set	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
I Have a Suggestion [2016-10-21 06:17:19]	Not set	English	Thank you for your suggestions. We will take it seriously.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Report Illegal Players [2016-10-21 06:13:29]	Not set	English	Thank you for your submission. We will reply ASAP.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Game Bugs [2016-10-21 06:13:19]	Not set	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Enter the form edit page, fill in the name, language, etc. Click “Save form” when you finish editing.

The screenshot shows the 'Self Service Forms' interface. On the left, a sidebar lists various form categories. The main area displays a list of existing forms with their names and creation dates. A modal window is open, allowing the creation of a new form. The 'Form' field is populated with 'Payment exception', 'Language' is set to 'English', and the 'Feedback' field contains the message 'Thanks for your feedback. We will reply to you as soon as possible.' The 'Information' section of the modal is collapsed. The right side of the screen shows a table of form details, including their names, languages, and feedback messages.

Form	Language	Feedback	Information
Payment exception	English	Thanks for your feedback. We will reply to you as soon as possible.	Thanks for your feedback, we will reply within 2 hour. Please be patient.
Account Lost(RU)	English		Thanks for your feedback, we will reply within 1 hour. Please be patient.
Account Retrieve	English		Thank you for your suggestions. We will take it seriously.
I Have a Suggestion	English		Thank you for your submission. We will reply ASAP.
Report Illegal Players	English		Thanks for your feedback, we will reply within 2 hour. Please be patient.
Game Bugs	English		

After clicking the fourth button “Start using form”, the form is taking effect and can be invoked.



The screenshot shows the 'Self Service Forms' section of a software interface. The top navigation bar includes 'Manual', 'Robot', 'Featured Services', 'Product Supports', 'Setting', and various user icons. The left sidebar lists categories like 'Featured Services', 'Translation', 'Inspection Robot Configuration', 'Form & Questionnaire' (which is selected), 'OutSourceList', 'ChatBot Interface', 'NetworkPing Config', 'NetworkPing Statistics', 'NetworkPing WorldMap', 'Integration', and 'Machine Learning'. The main table lists 15 forms with columns for 'Forms Name', 'Categories & Tags', 'Languages', 'Feedback Information', and 'Operation'. A red arrow points to the play button icon in the 'Operation' column of the first form, which is titled 'Edit this form by [Operation->Edit] [2017-09-28 08:11:20]'. The play button is located in a row of icons next to a delete icon.

Forms Name	Categories & Tags	Languages	Feedback Information	Operation
Edit this form by [Operation->Edit] [2017-09-28 08:11:20]	Not set			   
Edit this form by [Operation->Edit] [2017-09-28 03:51:16]	Not set			  
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.	  
游戏金币2 [2017-04-25 04:41:43]	Not set 金币	Chinese Simplified	我们已经提交给了技术大大们, 请您耐心等待一下下。	  
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。	  
账号找回 [2016-10-27 08:54:29]	Not set account retrieve	Chinese Traditional		  
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!	  
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。	  
Abnormal Recharge [2016-10-26 12:04:31]	Not set	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	  
账号冻结 [2016-10-26 11:49:06]	Not set account was frozen	Chinese Simplified	感谢您的反馈, 我们会在2小时内回复您, 请耐心等待。	  
账号找回 [2016-10-26 11:43:44]	Not set account retrieve	Chinese Simplified	感谢您的反馈, 我们会在1小时内回复您, 请耐心等待。	  
Account was Frozen [2016-10-26 11:25:59]	Not set	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	  
Account Retrieve [2016-10-26 10:37:21]	Not set	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	  
I Have a Suggestion [2016-10-21 06:17:19]	Not set	English	Thank you for your suggestions. We will take it seriously.	  
Report Illegal Players [2016-10-21 06:13:29]	Not set	English	Thank you for your submission. We will reply ASAP.	  

Back to the “edit story” page, select “Abnormal payment form” in “Form reply” and fill in the form name

Edit Story: Story123

For Publish: ON

Android: ON

iOS: ON

Web: ON

Language: English (ON), Chinese Simplified (OFF), Russian (OFF), Turkish (OFF), Chinese Traditional (OFF), Arabic (OFF), Japanese (OFF), India (OFF)

Story ID : 53578

When bot said: (empty)

User Say: Payment exception

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

Bot Reply: Dear users, please click on the form below to solve your problem.

Action: (empty)

Url title: (empty)

Url link: (empty)

Form name: Fill out the payment exception form

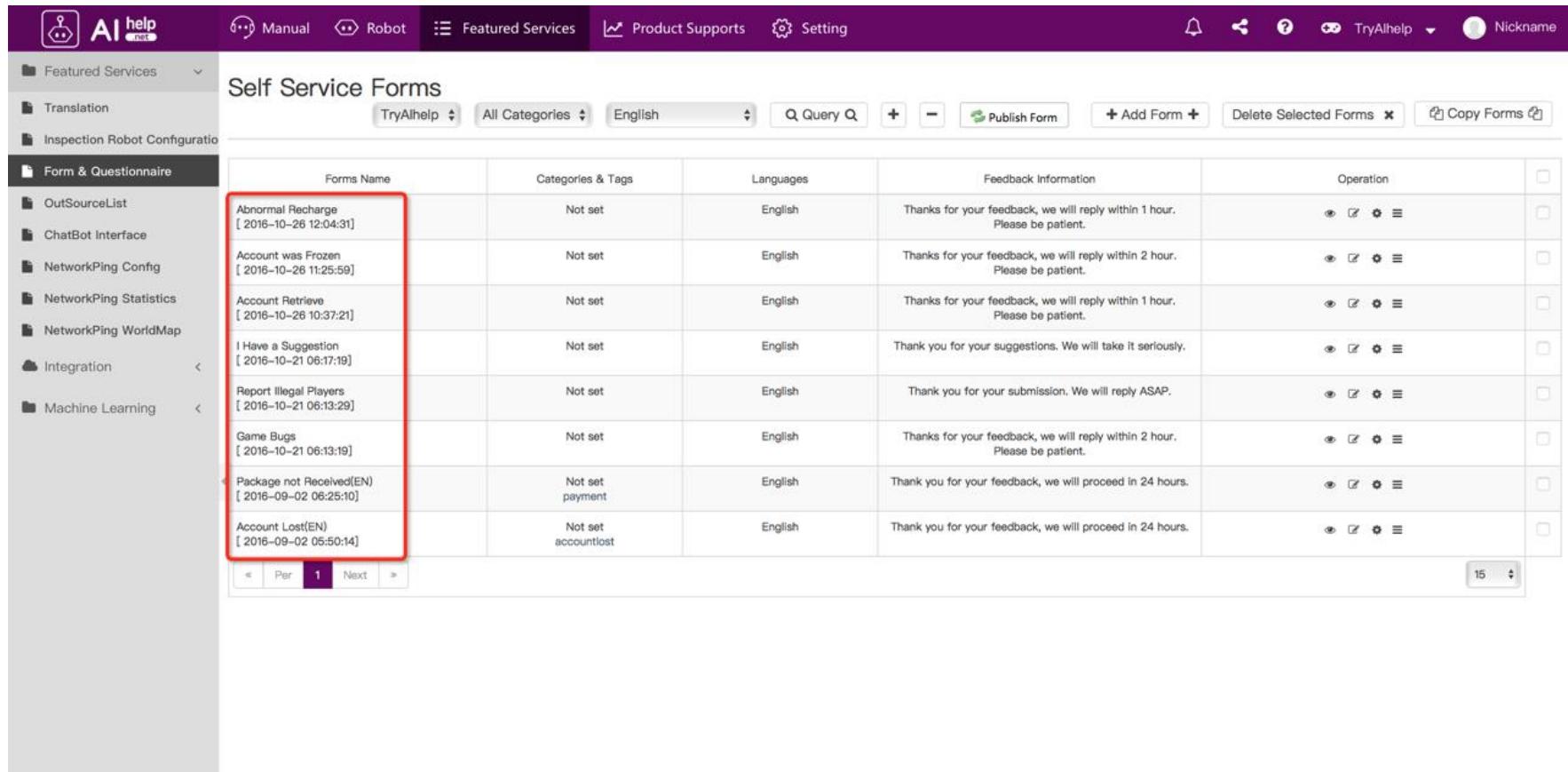
Form reply: English

Tags: (empty)

Form reply dropdown menu (highlighted with a red box):

- ✓ --Form Service--
- Account was Frozen
- Account Retrieve
- Game Bugs
- Account Lost(EN)
- Package not Received(EN)
- Report Illegal Players
- Abnormal Recharge
- I Have a Suggestion

You can also follow the same directions to design other forms, such as “account issue”, “bug feedback” or “suggestion submit”, etc.



The screenshot shows the 'Self Service Forms' section of the AI help interface. The left sidebar contains navigation links for 'Featured Services', 'Translation', 'Inspection Robot Configuration', 'Form & Questionnaire' (which is currently selected), 'OutSourceList', 'ChatBot Interface', 'NetworkPing Config', 'NetworkPing Statistics', 'NetworkPing WorldMap', 'Integration', and 'Machine Learning'. The main content area is titled 'Self Service Forms' and displays a table of forms. The table has columns for 'Forms Name', 'Categories & Tags', 'Languages', 'Feedback Information', and 'Operation'. The first row, which is highlighted with a red box, represents a form for 'Abnormal Recharge' (last modified 2016-10-26 12:04:31). The 'Feedback Information' for this form is: 'Thanks for your feedback, we will reply within 1 hour. Please be patient.' The 'Operation' column for this row contains icons for edit, delete, and more. The table also includes rows for 'Account was Frozen', 'Account Retrieve', 'I Have a Suggestion', 'Report Illegal Players', 'Game Bugs', 'Package not Received(EN)', and 'Account Lost(EN)'. The bottom of the table shows navigation buttons for 'Per', '1', 'Next', and '15'.

Forms Name	Categories & Tags	Languages	Feedback Information	Operation
Abnormal Recharge [2016-10-26 12:04:31]	Not set	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	
Account was Frozen [2016-10-26 11:25:59]	Not set	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	
Account Retrieve [2016-10-26 10:37:21]	Not set	English	Thanks for your feedback, we will reply within 1 hour. Please be patient.	
I Have a Suggestion [2016-10-21 06:17:19]	Not set	English	Thank you for your suggestions. We will take it seriously.	
Report Illegal Players [2016-10-21 06:13:29]	Not set	English	Thank you for your submission. We will reply ASAP.	
Game Bugs [2016-10-21 06:13:19]	Not set	English	Thanks for your feedback, we will reply within 2 hour. Please be patient.	
Package not Received(EN) [2016-09-02 06:25:10]	Not set payment	English	Thank you for your feedback, we will proceed in 24 hours.	
Account Lost(EN) [2016-09-02 05:50:14]	Not set accountlost	English	Thank you for your feedback, we will proceed in 24 hours.	

Use the same directions as the “payment not received”, to invoke other forms.

Click “try it” at the top right to preview the display effect.

TryAIhelp
Powered by AIHELP.NET [Clean](#)

[Load history](#)

9/27/2017 2:20:21 AM

TryAIhelp

 Dear players, I am your personal assistant Elva, welcome to **GameCenter**. You can enter your questions, choose the following items, or you can also contact customer service by clicking the button in upper right corner.

[Announcement](#)
[Account Problems](#)
[Payment not received](#)
[Game Bugs](#)
[I have a suggestion](#)
[Report cheating](#)

[Game Bugs](#)

9/27/2017 2:20:27 AM

TryAIhelp

 Please choose the type of your bug:
[Alliance bug](#)
[Event bug](#)
[Other bug](#)

[I have a suggestion](#)

9/27/2017 2:20:29 AM

[Send](#)

最后，到机器人—>发布—>故事线页面点击“发布故事线”按钮发布成功后，就可以在线上生效了。

Lastly, select Robot -> Publish -> Stories, to click “publish Story”, then the stories would take effect online.

The screenshot shows the Elva Dashboard interface. The left sidebar has sections for Bot Servant, FAQs, Publish (with Stories highlighted), Keywords, and Integration. The main navigation bar includes Manual, Robot (highlighted with a red box), Form, Insight, Setting, Invite, Help, and two user accounts. The central area displays a table of stories with columns: No., Created Time, Story Name, Publish (checkboxes for iOS, Android, Web), Present State, View, and Delete. One story is listed: No. 1, Created Time 2016-10-26 10:35:26, Story Name Default Story, Publish checked for all platforms, Present State On, View and Delete buttons. Below the table are buttons for Add New Story, Publish Story, Chat With Game Bot (Android), and Copy Stories. A modal dialog box in the center says "Publish Successfully!" with a checkmark icon and a "确定" (Confirm) button.

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

The Configuration and usage of FAQ

1. The creation and edit of [Section]
2. The creation and modification of FAQ
3. The publish of FAQ

1. The creation and edit of [Section]

Robot -> FAQs -> [Section] page

Click “Add section” to create a new category

Click “Edit Section” to modify the current sections

FAQs – TryAlhelp

Robot

Section

Add Parent Section

Add Section +

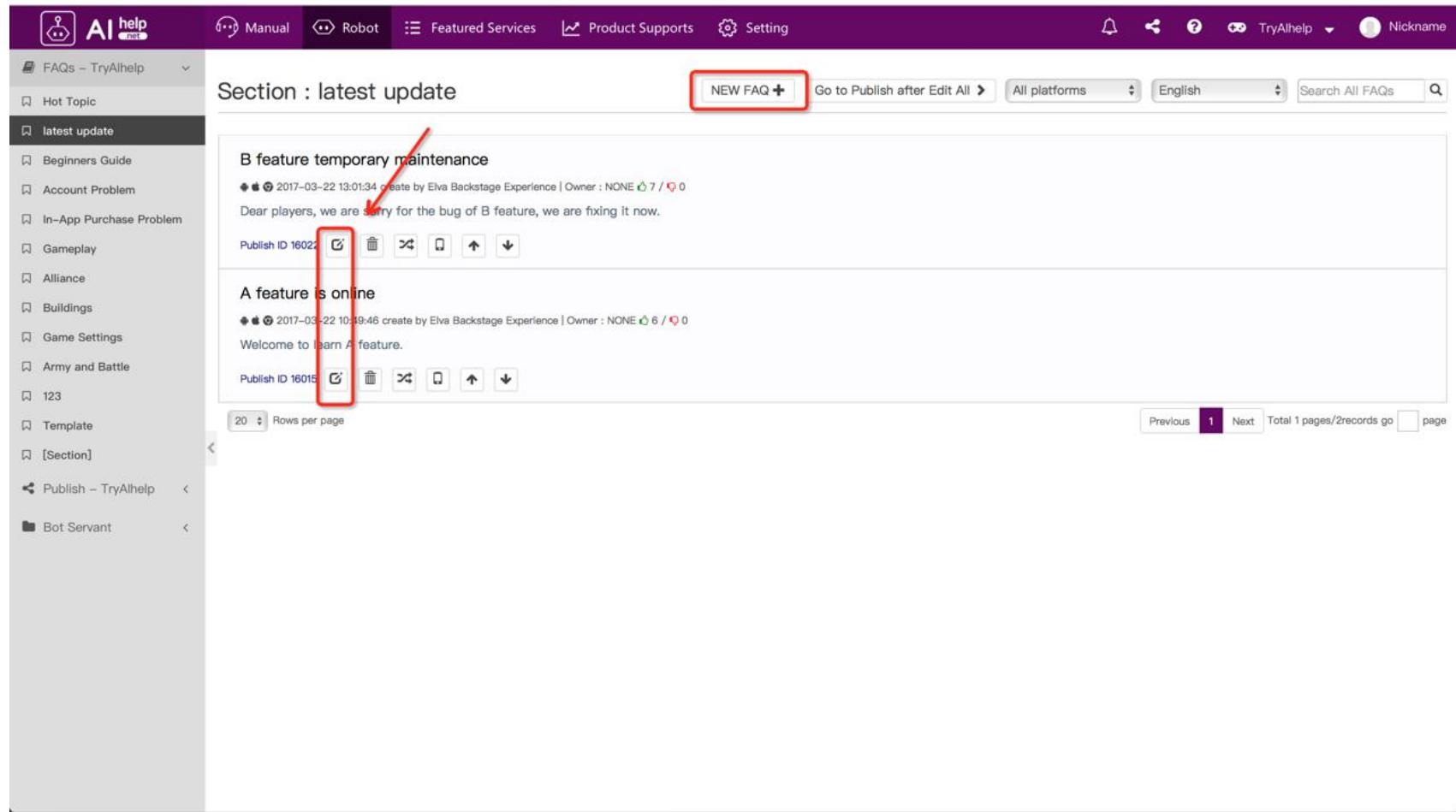
App Name	Section Name	PublishID		OrderNo	IsPublish	Operation	Parent SectionID
TryAlhelp	Hot Topic	2312	English,Chinese Simplified,India	1	Publish		3
TryAlhelp	latest update	2322	English,Chinese Simplified,Russian,Chinese Traditional	10	Publish		3
TryAlhelp	Beginners Guide	2313	English,Chinese Simplified	20	Publish		4
TryAlhelp	Account Problem	2314	English,Chinese Simplified,Russian	30	Publish		0
TryAlhelp	In-App Purchase Problem	2315	English,Chinese Simplified	40	Publish		0
TryAlhelp	Gameplay	2316	English,Chinese Simplified	50	Publish		0
TryAlhelp	Alliance	2317	English,Chinese Simplified	60	Publish		0
TryAlhelp	Buildings	2318	Chinese Simplified,English	70	Publish		0
TryAlhelp	Game Settings	2319	English,Chinese Simplified	80	Publish		0
TryAlhelp	Army and Battle	2320	English,Chinese Simplified	90	Publish		0

Parent Section	Parent Section Name	Parent SectionID	Setting Language	Operation
	Hot Topic	3	Chinese Traditional,Arabic,Japanese,India,English,Chinese Simplified,Russian,Turkish	
	latest update	4	English,Chinese Simplified,Russian,Turkish,Chinese Traditional,Arabic,Japanese,India	
	Beginners Guide	5	Chinese Traditional,Arabic,Japanese,India,English,Chinese Simplified,Russian,Turkish	
	Account Problem	7	English,Chinese Simplified,Russian,Turkish,Chinese Traditional,Arabic,Japanese,India	
	Purchase Problem	8	Chinese Traditional,Arabic,Japanese,India,English,Chinese Simplified,Russian,Turkish	
	Gameplay	9	English,Chinese Simplified,Russian,Turkish,Chinese Traditional,Arabic,Japanese,India	
	Alliance	10	Chinese Traditional,Arabic,Japanese,India,English,Chinese Simplified,Russian,Turkish	
	Buildings	11	English,Chinese Simplified,Russian,Turkish,Chinese Traditional,Arabic,Japanese,India	
	Game Settings	12	Chinese Traditional,Arabic,Japanese,India,English,Chinese Simplified,Russian,Turkish	
	Army and Battle	13	English,Chinese Simplified,Russian,Turkish,Chinese Traditional,Arabic,Japanese,India	

2. The creation and modification of FAQ

Click “New FAQ” in any section to create new FAQ

Click “Edit this FAQ” of existed FAQ to modify the contents.



AI help net

Manual Robot Featured Services Product Supports Setting

FAQs – TryAlhelp Hot Topic latest update

FAQs – TryAlhelp

Hot Topic

latest update

Beginners Guide

Account Problem

In-App Purchase Problem

Gameplay

Alliance

Buildings

Game Settings

Army and Battle

123

Template

[Section]

Publish – TryAlhelp

Bot Servant

Section : latest update

NEW FAQ + Go to Publish after Edit All > All platforms English Search All FAQs

B feature temporary maintenance

2017-03-22 13:01:34 create by Elva Backstage Experience | Owner : NONE 7 / 0

Dear players, we are sorry for the bug of B feature, we are fixing it now.

Publish ID 16022

A feature is online

2017-03-22 10:49:46 create by Elva Backstage Experience | Owner : NONE 6 / 0

Welcome to learn A feature.

Publish ID 16015

Rows per page: 20

Previous 1 Next Total 1 pages/2records go page

Use “New FAQ” as an example

Question: Title of FAQ Answer: Reply of FAQ

Summary: In order to insure the answer display and user experience at mobile client side, you can fill the “answer” into the summary box, to solve the issues efficiently.

Keywords: by adding keywords, FAQ will be displayed when users’ contents can match with the keywords.

Section : latest update

NEW FAQ +

B feature temporary maintenance

Dear players, we are sorry for the bug of B feature, we are fixing it now.

A feature is online

Welcome to learn A feature.

Rows per page: 20

Previous 1 Next Total 1 pages/2records go page

FAQs – TryAlhelp

Hot Topic

latest update

Beginners Guide

Account Problem

In-App Purchase Problem

Gameplay

Alliance

Buildings

Game Settings

Army and Battle

123

Template

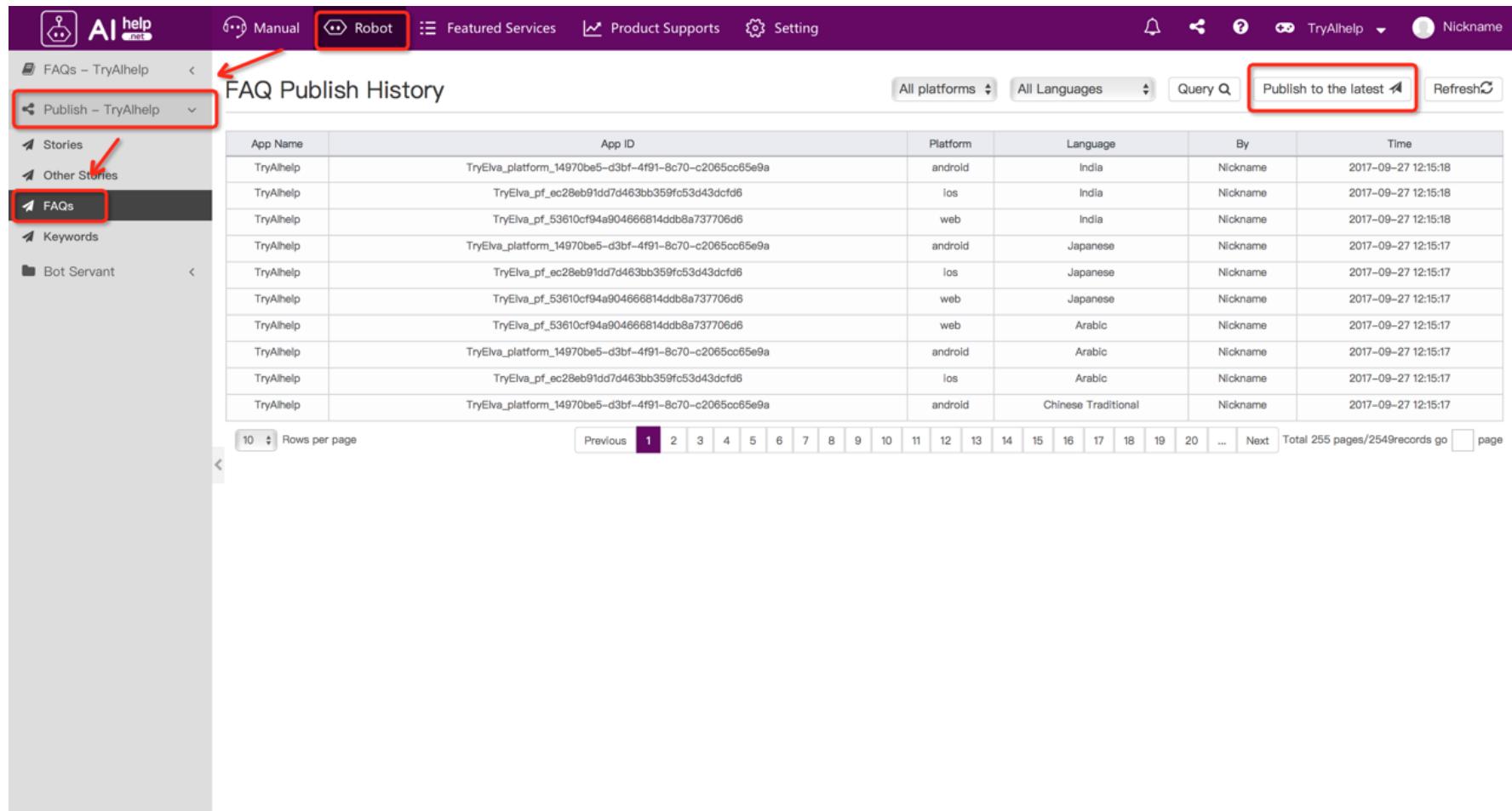
[Section]

Publish – TryAlhelp

Bot Servant

3. The publish of FAQ

Robot -> Publish -> FAQs, select “platform” and “language”, then click “publish to the latest”



FAQ Publish History

App Name	App ID	Platform	Language	By	Time
TryAlhelp	TryElva_platform_14970be5-d3bf-4f91-8c70-c2065cc65e9a	android	India	Nickname	2017-09-27 12:15:18
TryAlhelp	TryElva_pf_ec28eb91dd7d463bb359fc53d43dcfd6	ios	India	Nickname	2017-09-27 12:15:18
TryAlhelp	TryElva_pf_53610cf94a904666814ddb8a737706d6	web	India	Nickname	2017-09-27 12:15:18
TryAlhelp	TryElva_platform_14970be5-d3bf-4f91-8c70-c2065cc65e9a	android	Japanese	Nickname	2017-09-27 12:15:17
TryAlhelp	TryElva_pf_ec28eb91dd7d463bb359fc53d43dcfd6	ios	Japanese	Nickname	2017-09-27 12:15:17
TryAlhelp	TryElva_pf_53610cf94a904666814ddb8a737706d6	web	Japanese	Nickname	2017-09-27 12:15:17
TryAlhelp	TryElva_pf_53610cf94a904666814ddb8a737706d6	web	Arabic	Nickname	2017-09-27 12:15:17
TryAlhelp	TryElva_platform_14970be5-d3bf-4f91-8c70-c2065cc65e9a	android	Arabic	Nickname	2017-09-27 12:15:17
TryAlhelp	TryElva_pf_ec28eb91dd7d463bb359fc53d43dcfd6	ios	Arabic	Nickname	2017-09-27 12:15:17
TryAlhelp	TryElva_platform_14970be5-d3bf-4f91-8c70-c2065cc65e9a	android	Chinese Traditional	Nickname	2017-09-27 12:15:17

You can now start using AIHELP at your client side

Later, you can use the various tools provided by AIHELP to keep optimizing the intelligent Robot, therefore to improve users' satisfaction for your customer service work.

Thank you !