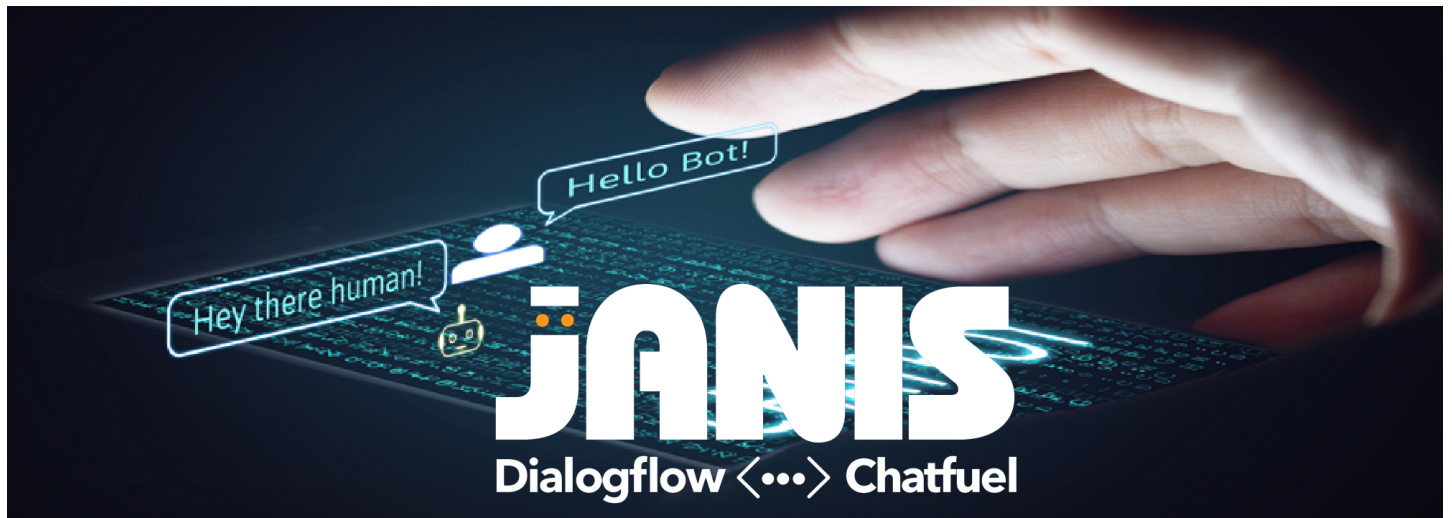




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Mar 4 · 7 min read

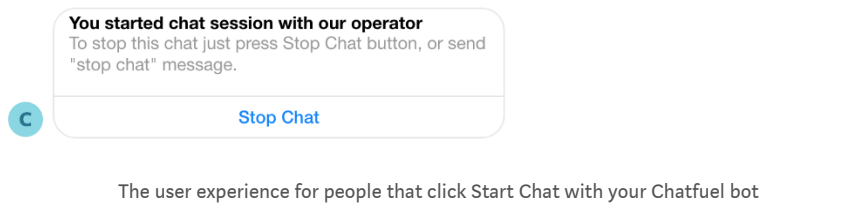


How to use Dialogflow to supercharge your live chat capabilities with Chatfuel

Learn how to pause Dialogflow AI responses and chat live to retain your users

Chatfuel makes it easy to create and then deploy a bot to Facebook in a single click. Many businesses though tend to focus on what Chatbots can't do, rather than their capabilities. We're far from being able to put 100% faith in technology to serve messaging users. After all, bots can't empathize like humans and understanding human intent through a messaging interface can be challenging, even for companies like Google and Facebook. The goal for Chatfuel users should be to find the right mix of automated and human-powered messaging in order to ensure delightful conversational experiences.

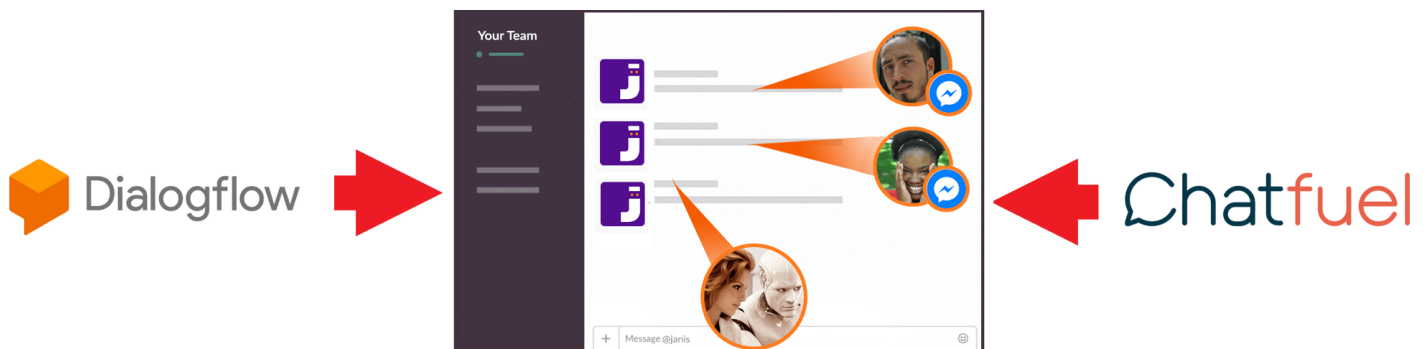
What separates Chatfuel from other Chatbot platforms is its Plugin library. One of Chatfuel's more popular plugins is the **Live Chat** plugin. Here is how it works—You add the Live Chat plugin as a “Card” in your conversational flow. A user can then request a human in your conversational experience which will disable the bot and send their message. You'll get a message on Facebook that a user wants to chat with you instead of your bot and your bot will resume at a future time, or when the chat is explicitly terminated by either your user, or a Facebook page administrator.



As a Chatfuel user myself, I was eager to overcome some challenges:

1. The Live Chat plugin is limited to Facebook page administrators. I work with a team in Slack. I wanted others on my team who are not Facebook page administrators to be able to take over too.
2. I didn't want the user to turn off my bot when they requested a human. If they didn't get a response back quickly, I would risk losing the user. I wanted the user to continue to interact with my self-service experience until a human could jump into the conversation.
3. I didn't want to take over only when a user requested a human. I wanted to know when my bot was failing my users so I could take over and retain them before they abandoned my conversational experience.

I see Chatfuel as a platform for creating messaging apps, Dialogflow (AI from Google) as a brain, providing intelligent response capabilities to free form messages, and when your Chatfuel and Dialogflow can't serve your users, humans should respond. Janis lets you connect Chatfuel, Dialogflow, and a team of humans, so all three can work together to ensure a more reliable conversational experience.

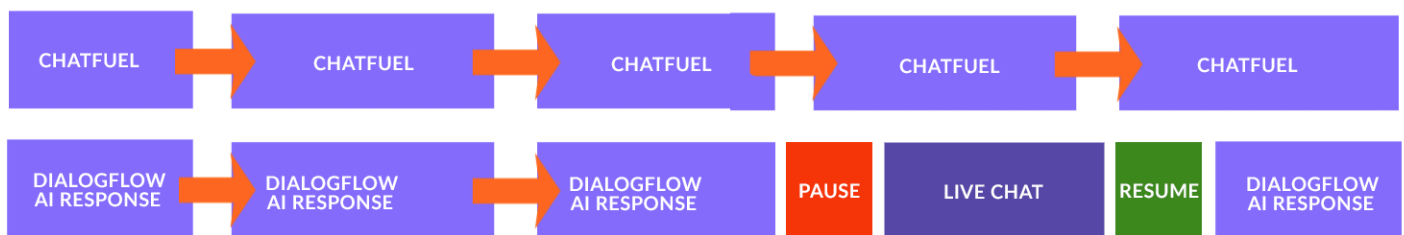


To connect all three, you'll need to add Janis to Slack. Once you've done that, you can chat with Janis in Slack to

1. Connect Dialogflow to Janis so you can train your AI.
2. Connect Chatfuel to Janis pass data from Chatfuel to Dialogflow, monitor your bot, take over and fix problems fast!

With this configuration, you'll use Chatfuel for your rule-based flows, blocks, sequences and broadcasts. You'll want to use Dialogflow for all of your AI so you can better respond to users who send you messages, and/or fallback to Dialogflow when your Chatfuel app can't respond to your users. When both Chatfuel and Dialogflow can't serve your users, you'll want to fallback to humans, who can act immediately to take over live without leaving Slack. Here is a visual explanation of this configuration:

DIALOGFLOW + CHATFUEL + HUMAN CONVERSATIONAL EXPERIENCE





If you take over, Janis won't pause your Chatfuel bot, but Janis will pause your Dialogflow AI responses. You might think that when you chat live, you're going to compete with your Chatfuel bot. The truth is that any AI you might setup in Chatfuel, you can already setup in Dialogflow and much more. Your users can progress through your blocks, sequences and message flows as you set up on Chatfuel while all of your AI responses can be sent and received by Dialogflow.


Alerts are key

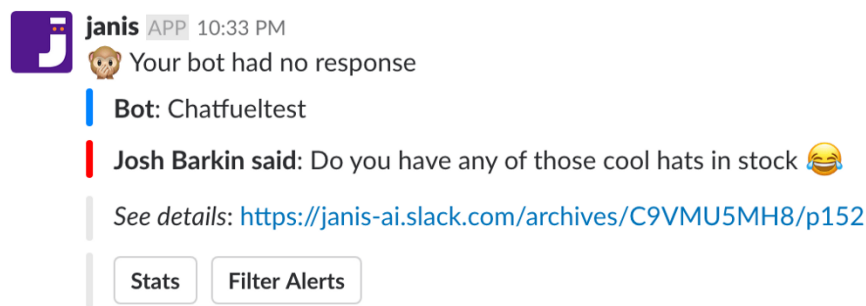
Janis sends alerts to Slack along with emoji so you can identify problems quickly and act immediately.

🔔 Your bot had no response: You'll get these alerts if you have not created a response to a user's message. It's your *Default Message* on Chatfuel and *Fallback Message* in Dialogflow. Every time you don't have a trained response for a user, Janis will alert you. You can also disable these alerts if they get annoying.

 **Your user is angry, or frustrated:** If people message your brand on Facebook, often it's because they have an issue with your product, or service. Janis can detect negative sentiment and alert you immediately in Slack.

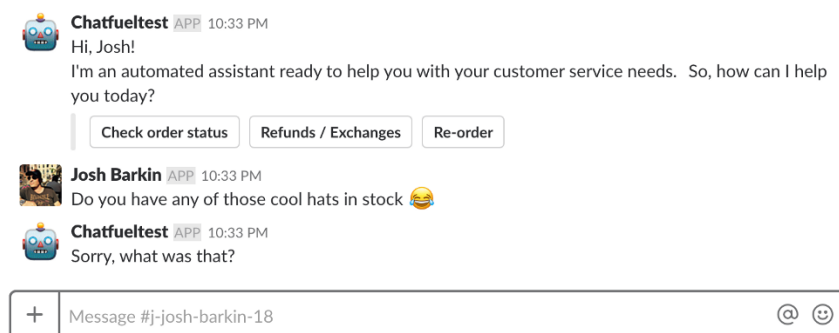
 **Keyword triggers:** Janis listens for words including *help*, *human*, *agent*, *start chat*, *operator*, and *assistance*, and alerts you in Slack. You can add any of these keywords into your Chatfuel app, or just wait for your user to include them in their free form messages and Janis will alert you.

 **Custom Alerts:** You can add create alerts for any Dialogflow intent, and Janis will alert you when a user messages you and it matches an intent you want to track and act on.



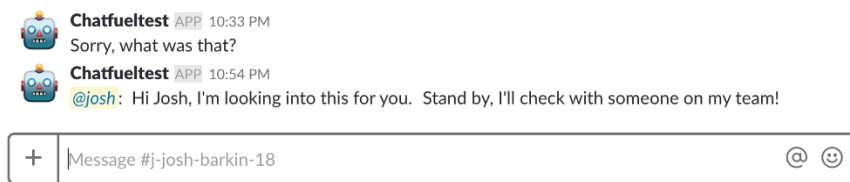
Example alert for your Default Answer you'll get in Slack!

When you get an alert in Slack, click the link in the alert and Janis will open a channel in Slack with your Facebook Messenger conversation fully transcribed, including text, buttons, and even the Facebook user name and avatar of your Messenger user

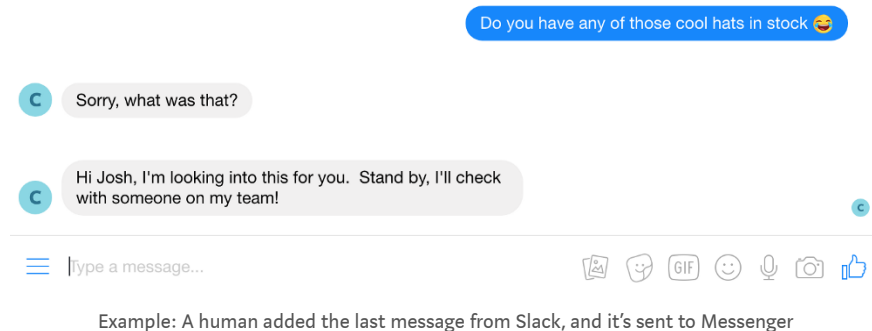


Your experience on Messenger transcribed in Slack

Just start chatting from Slack. Janis will pause your Dialogflow AI responses as soon as you send a message



Your message is delivered immediately to Facebook in real-time and added to the chat transcript!



If you want to resume your Dialogflow AI responses, simply type **/resume** in Slack and Janis will resume your AI. Of course, you're probably busy and you might forget to resume your AI when you're done chatting, so Janis will alert you if you stop chatting and then automatically resume your AI after 10 minutes of live chat inactivity. You can extend that time too if you type **/pause X**, where X is the number of minutes you want to keep a live chat session open.



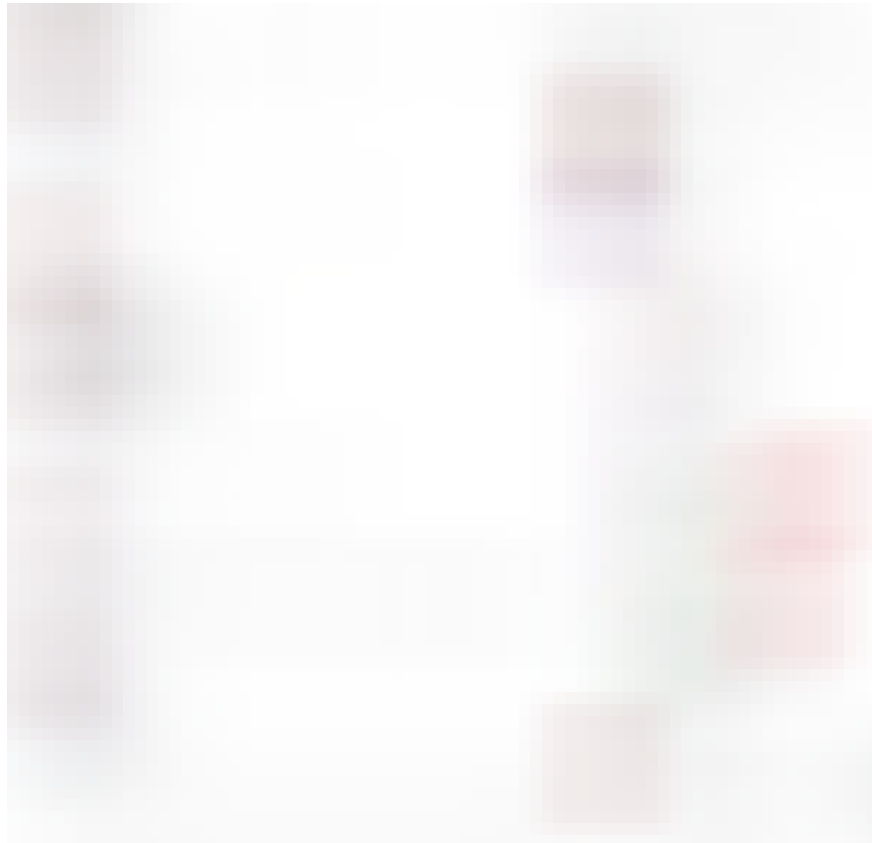
Janis maintains a full transcript of your conversation, combining your Chatfuel, Dialogflow and human messages.

Co-pilot mode

Co-pilot mode empowers humans to manually push AI-powered responses saved in Dialogflow while they chat live with their users.

Lets say for example that you get an alert from Janis that your attention is needed and you jump into the conversation to chat live. Janis will pause your Dialogflow responses. Now, for every user message you receive, click to view Janis' reply.

If it matches an intent, you'll see suggested responses on the right side of your screen. Just click the green **Send To User** button for a response, and Janis will push your AI response to your user, eliminating the need to type out a response each time.

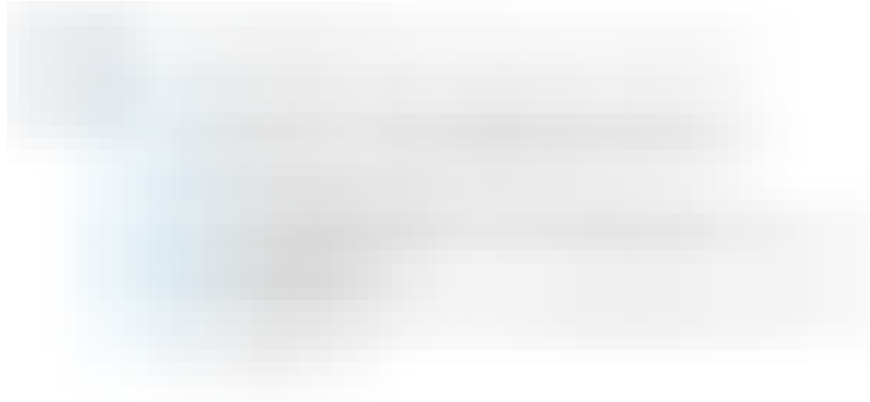


Use Cases for Co-Pilot Mode

For sales and customer service, much of your user input will be a frequently asked question and you can train Dialogflow to respond to these questions. While you're chatting live, you will likely still get FAQs, and Janis lets you reply live, using answers you already have saved in Dialogflow. With Co-pilot mode you can provide human assistance, while trained responses are only a click away, which can be a huge productivity booster. If you don't have a response saved in Dialogflow, just type out your response Janis will send your response to your user AND save your response in Dialogflow.

Why limit human assistance to Facebook page administrators?

While Chatfuel's *Live Chat Plugin* is limited to Facebook page administrators working from the Facebook *Page Inbox*, Janis opens up new live chat capabilities for Chatfuel users. You may need someone with specialized knowledge on your team to assist. Just mention someone on your team while chatting with your user from Slack. When you mention someone **and include** your message, these message are **NOT** sent to Facebook Messenger, so you can have *side conversations* with team members in Slack.



Two team members working from Slack to solve a customer's problem on Facebook

If you want someone else on your team to take over for you, they just type freely in the channel without mentioning someone on the team, and their messages will reach your user on Messenger.

Getting Started

1. A [Dialogflow](#) account (Free conversational AI from Google)
2. A [Chatfuel Bot](#) (connected to a Facebook page)
3. [Janis](#) (An AI assistant that helps you connect and train Dialogflow)

Help and Support

- Join our [Facebook User Group](#) and get support from the Janis team and other Janis users
- To learn more about Dialogflow, join the [Dialogflow User Group on Facebook](#).

Before you go...

1. Want more super powers for your Chatfuel bot? Just [subscribe to our blog](#)
2. *Applaud, recommend, and share* this article with other Chatfuel users if you found it useful.

