

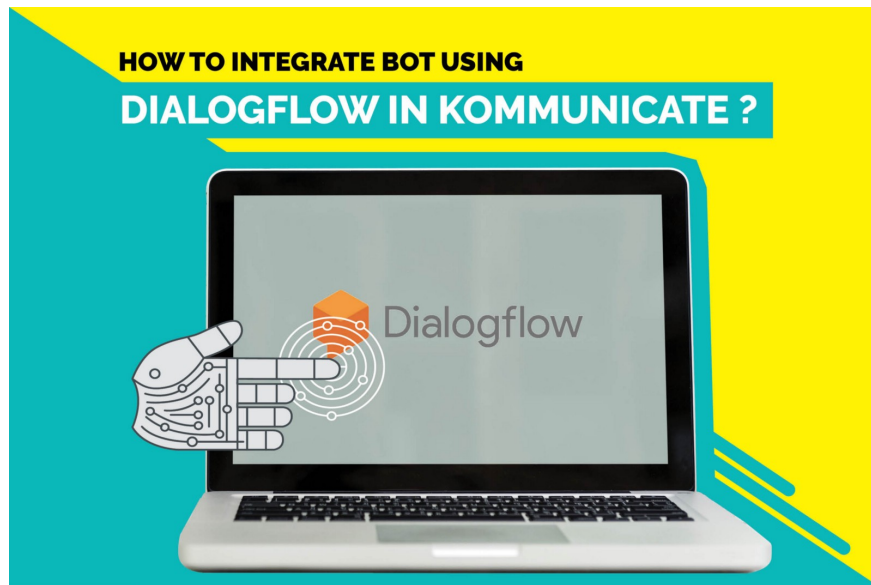


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Product, Marketing and Startups. I read a lot, write a lot.

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Integrate Dialogflow (Api.ai) Bot into Website



Chatbots have been effectively used in customer support and lead generation. Every customer support, marketing and sales tool has started exploring chatbots to reduce human efforts.

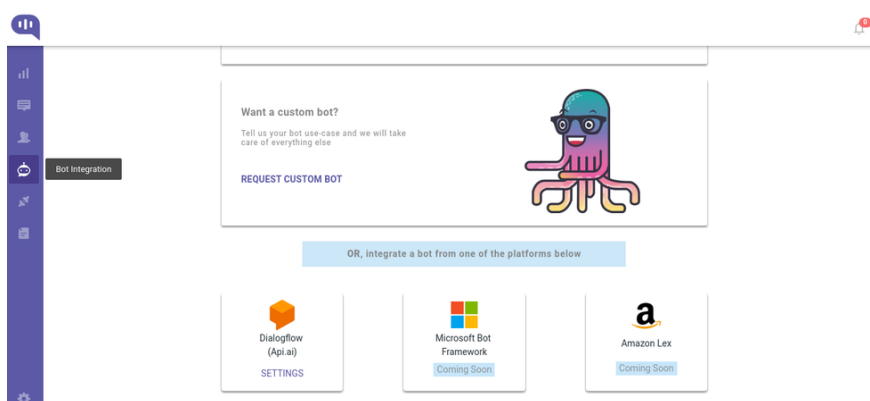
In past few months, we have released a lot of helpful bots to help you accelerate your customer support efforts. In this piece, I am going to walk you through steps to integrate Dialogflow (api.ai) bot into your website.

We will be using Kommunicate powered chat plugin for adding to website which integrates well with Dialogflow.



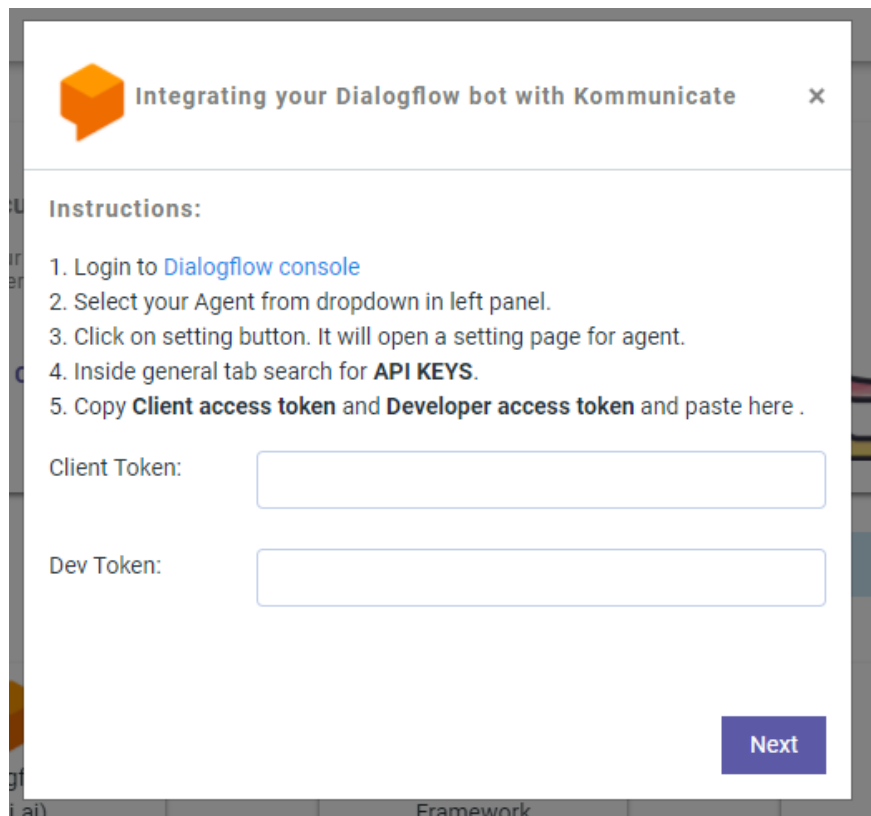
Step 1: Setup chat widget with Dialogflow

Login to your Kommunicate dashboard and navigate to the **Bot** section. If you do not have an account, you can create one here. Locate the Dialogflow section and click on **Settings**.



Step 2: Get your Dialogflow tokens

After clicking on the setting one popup box will open. You will be asked for Client and Developer access tokens.



Integrating your Dialogflow bot with Kommunicate ✕

Instructions:

1. Login to [Dialogflow console](#)
2. Select your Agent from dropdown in left panel.
3. Click on setting button. It will open a setting page for agent.
4. Inside general tab search for **API KEYS**.
5. Copy **Client access token** and **Developer access token** and paste here .

Client Token:

Dev Token:

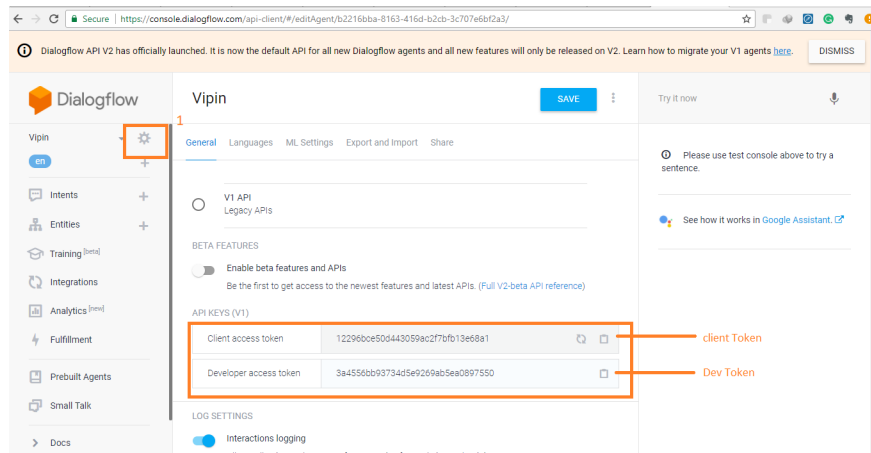
Next

You can get these tokens by logging into your **Dialogflow console**.

Hot UX Articles:

1. *Chatbot Design Canvas*
2. *How to Quickly Improve your Chatbot's Retention & Engagement*
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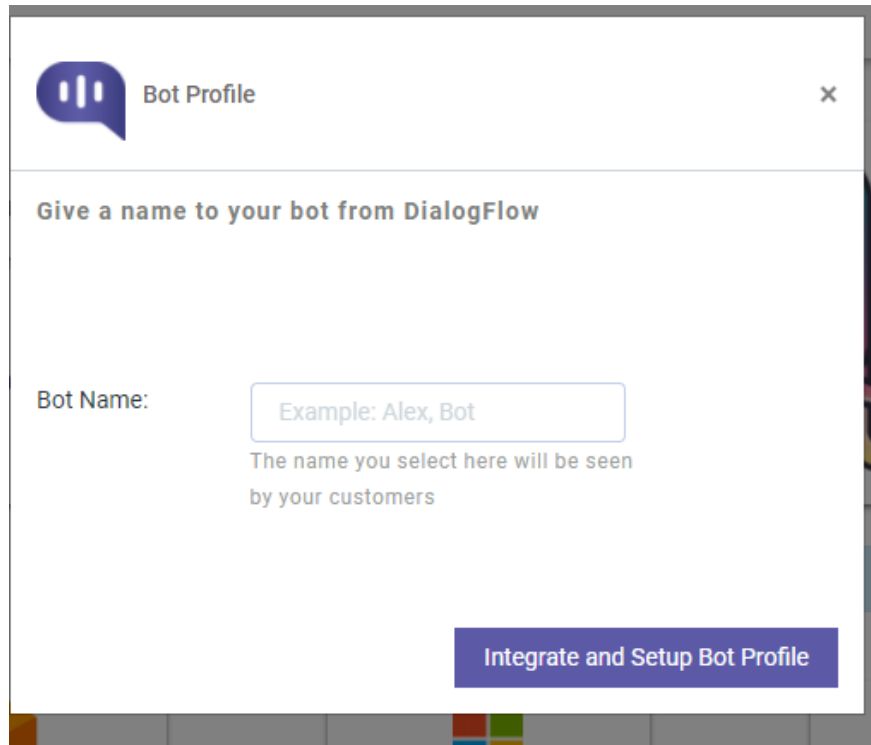
Click on the **Settings Icon** and scroll down to locate Client access token and Developer access token.



Copy and paste these tokens into the Dialogflow popup box in Kommunicate dashboard and click Next.

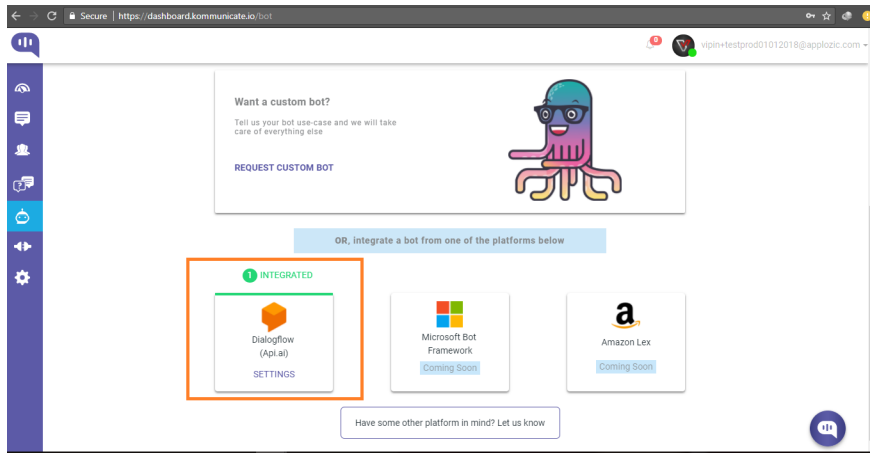
Step 3: Integrate Dialogflow (api.ai) Bot into Kommunicate

In the bot profile section, you will be able to give your bot a name. This name will be visible to your customer whenever the bot interacts with them.



To complete the setup, click on **Integrate and setup Bot Profile**. You can check your newly created bot in two places:

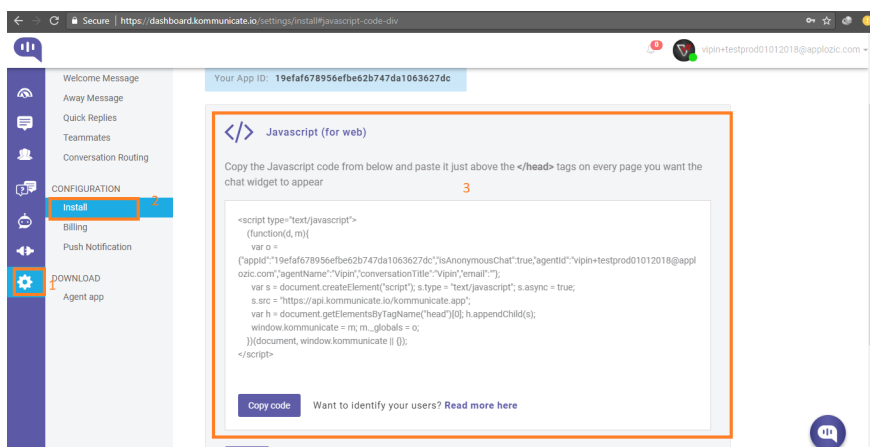
1. **Dashboard → Bot Integration → Integrated Bots:** You can check all your integrated bots here
2. **Dashboard → Bot Integration:** your Dialogflow icon should be green with the number of bots are you have successfully integrated.



Step 4: Integrate Dialogflow (api.ai) bot into website

Final step is to connect Dialogflow bot into your website. To use the bot in customer conversation, you need to pass additional parameter 'botIds' in your original Kommunicate plugin code.

Navigate to **Dashboard → Settings**. Click on **Install** under the **Configuration** section.



Copy the JavaScript code to be added in your website. Before pasting, you can add **botIds** parameter to integrate your bot in the chat plugin.

In this parameter, you can pass one or more **botIds** depending upon your requirement. See the example:

```
<script type="text/javascript">|
(function(d, m){
  var o =
    {"appId":"19efaf678956efbe62b747da1063627dc","isAnonymousChat":true,"agentId":"vipin+testprod01012018@applozic.com","
    agentName":"Vipin","conversationTitle":"Vipin","email":"","botIds":["Alarm","bot2"]};
  var s = document.createElement("script"); s.type = "text/javascript"; s.async = true;
  s.src = "https://api.kommunicate.io/kommunicate.app";
  var h = document.getElementsByTagName("head")[0]; h.appendChild(s);
  window.kommunicate = m; m._globals = o;
})(document, window.kommunicate || {});
</script>
```

More information on bot integration can be found [here](#).

In these few simple steps, you can integrate bot using Dialogflow and Kommunicate into your website and automate mundane tasks so that your team can concentrate on what only human can do.

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This post was originally published [here](#).

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