WhatsApp Chatbot Masterclass

Customize WhatsApp Responses

With Dialogflow

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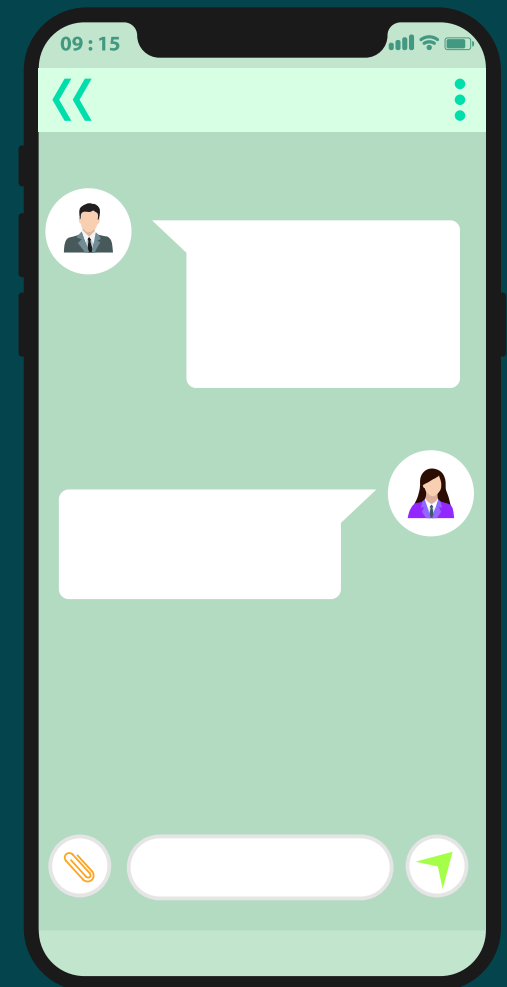
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1. Introduction to Dialogflow

- Dialogflow is Google's NLU (Natural Language Understanding) platform to create interactive conversational AI for various platforms .

- Dialogflow is being used to create WhatsApp Responses for Ai Sensy WhatsAppp Platform.

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2. Basic Text Response

- To Create a basic text response, we use Default Text Response from the Dialogflow.

- We can create variants for a simple text message in the Default Text Response.
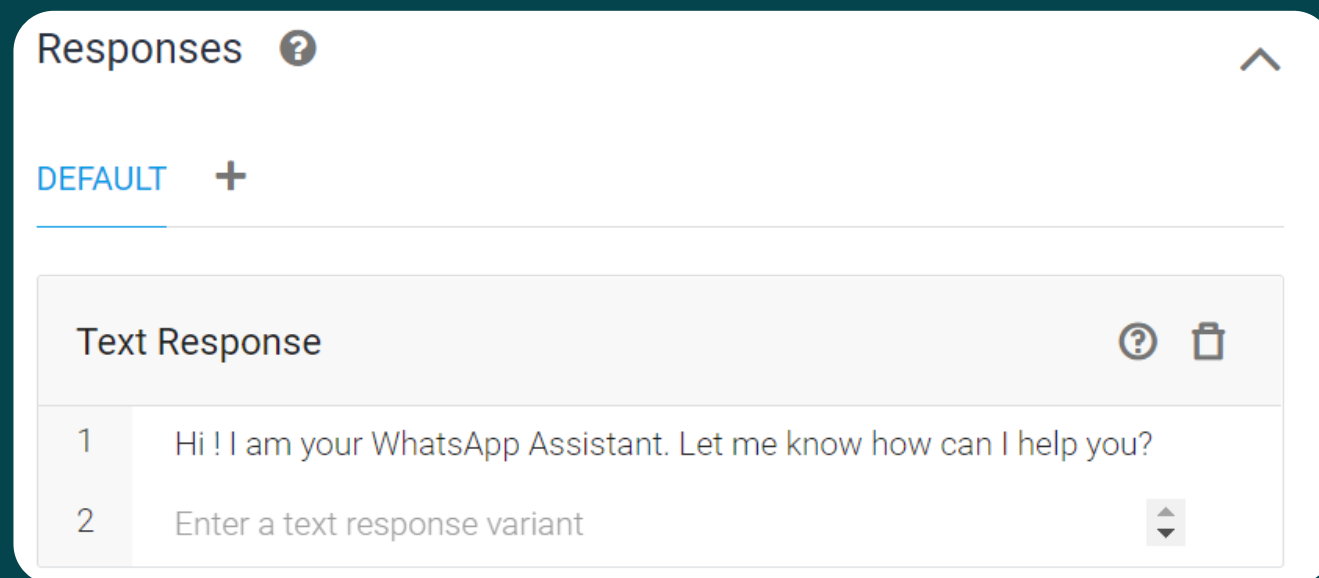
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Input

Text

Responses ❓ ⌄

DEFAULT **+**

Text Response	❓ 🗑
1 Hi ! I am your WhatsApp Assistant. Let me know how can I help you?	
2 Enter a text response variant	↕

Output

Text

1 UNREAD MESSAGE

Hi ! I am your WhatsApp Assistant. Let me know how can I help you? 12:21 PM

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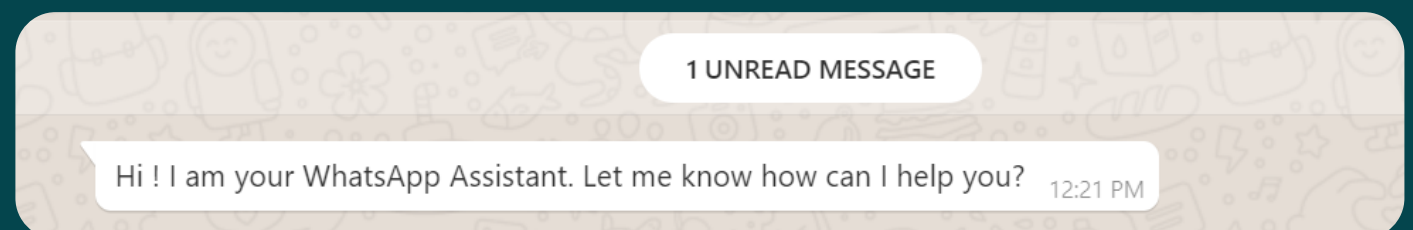
3. Add New Line In Response

- To Add a new line in a text response, we separate texts for two consecutive lines using 'Shift + Enter' Keys.

- Text written after 'Shift + Enter' Keys will be displayed in the next line of the same message in the WhatsApp Chat.

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Input

Text

Text Response   ⑦ 🗑

1   Hi I am your WhatsApp Assistant.
Let me know how can I help you?

2   Enter a text response variant

Output

Text

Hi ! I am your WhatsApp Assistant.
Let me know how can I help you?   12:32 PM

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4. New Text Message Response

- To Add a new message or bubble in text responses, we separate texts for two consecutive messages using two semicolons ';;' .

- Text written after ';;' will be displayed as a next message in the WhatsApp Chat.

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Input Text

Responses ❓

DEFAULT +

Text Response	❓ 🗑
1	Hi ! I am your WhatsApp Assistant. ;; Let me know how can I help you?
2	Enter a text response variant

Output Text

Hi ! I am your WhatsApp Assistant. 12:31 PM

Let me know how can I help you? 12:31 PM

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5. Bold Text Response

- To create a **text message bold**, we put that text inside two asterisk characters, eg. *BoldText* .

- Text written between two asterik characters **(do not give spaces between * and text)** will be bold in the WhatsApp response.

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Input Text

Responses ?

DEFAULT +

Text Response	?	🗑
1	Hi ! I am your *WhatsApp Assistant.* \n Let me know how can I help you?	
2	Enter a text response variant	⬍

Output Text

Hi ! I am your **WhatsApp Assistant.**
Let me know how can I help you? 12:45 PM

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6. Italic Text Response

- To create a **text message italic**, we put that text inside two underscore characters, eg. _ItalicText_ .

- Text written between two underscore characters **(do not give spaces between _ and text)** will be in Italic style in the WhatsApp response.

Input Text

Responses ?

DEFAULT +

Text Response	? 🗑
1 Hi ! I am your _WhatsApp Assistant._ ;; Let me know how can I help you?	
2 Enter a text response variant	

Output Text

Hi ! I am your *WhatsApp Assistant.* 12:47 PM

Let me know how can I help you? 12:47 PM

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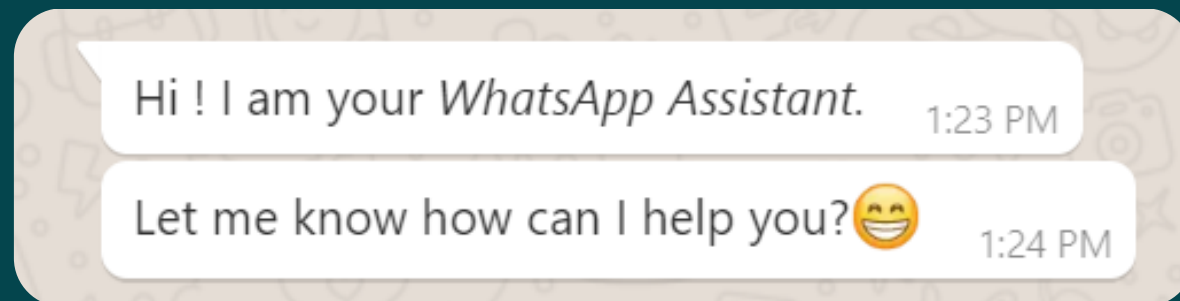
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7. Use Emoticons In Responses

- We can use emojis and emoticons by simple adding them to our text responses.

- To Access Emojis :
  In Winodws - Press '**Windows Key**' + '**Semicolon**'.
  In MacOS - Press '**Command**' + '**Control**' + '**Spacebar**' .

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Input Text

Output Text

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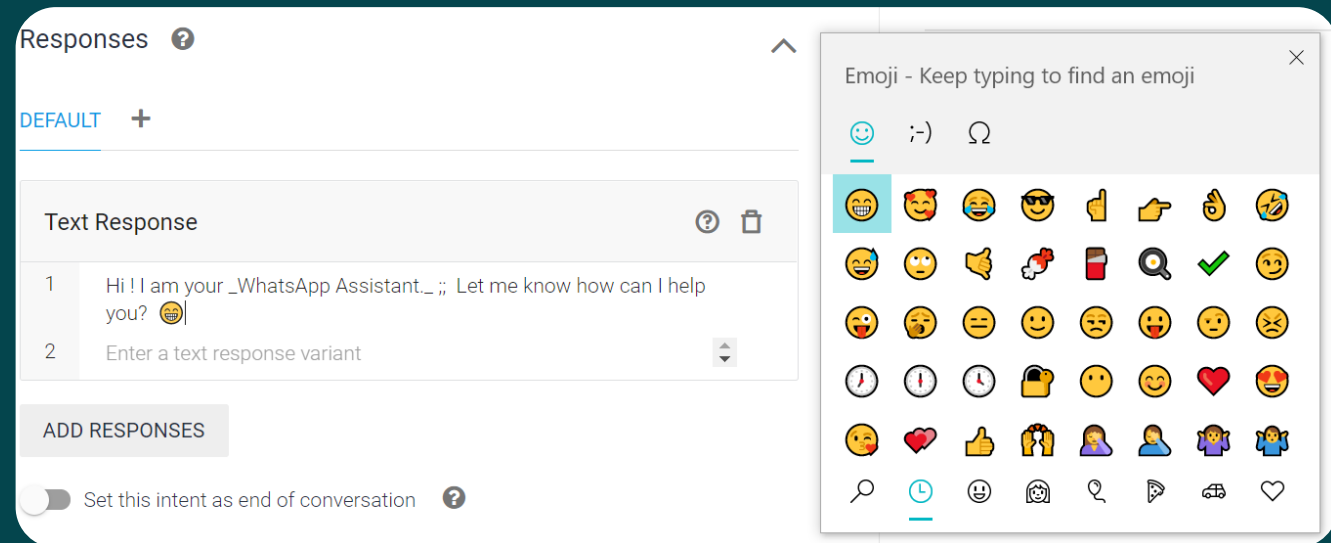
8. Create Media/Doc Response

- In order to send media like images, videos, Gifs or files like .docs, .pdf, we've to follow a certain format.

- We use Basic Card From Google Assistant Response to create a media/file response.

- Maximum file size allowed for all media (photos, videos or voice messages) to be sent or forwarded through WhatsApp is 16 MB on all platforms.

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- We primarily use file URL, alt text and a file type *(IMAGE for image, VIDEO for videos and FILE for documents).*

Basic Card ⦿ 🗑

Enter image URL...

Enter image accessibility text...

Enter title...

Enter subtitle...

Enter text...

Enter weblink title...

Enter weblink...

File URL* :
(Image, Video, Gif, Doc)

Alt Text*

File type* :
(Image - IMAGE
Video - VIDEO
Document - FILE)

Title Text

Description

*Required Field.

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8. Points To Remember

- We always use Default Response to create text responses.
- Basic Card from Google Assistant's Responses will be used to create media/doc responses.
- We can not use Custom Payloads or any other responses to create WhatsApp Messages.
- In order to send text responses through Webhook, we have to customise text responses as shown above.

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