



Vormats - Helpcenter Website

User Manual - admin panel



1. Content

Content	1
Introduction	2
Welcome	3
3.1 Login	3
3.2 Register	3
Menu	4
4.1 Livechat	4
4.2 Chatbot	5
4.3 Articles	7

2. Introduction

Hello and welcome to the Vormats Helpcenter user guide for the website!

The website is designed to help you easily edit the app content and provide a web interface for customer support. It serves among other things:

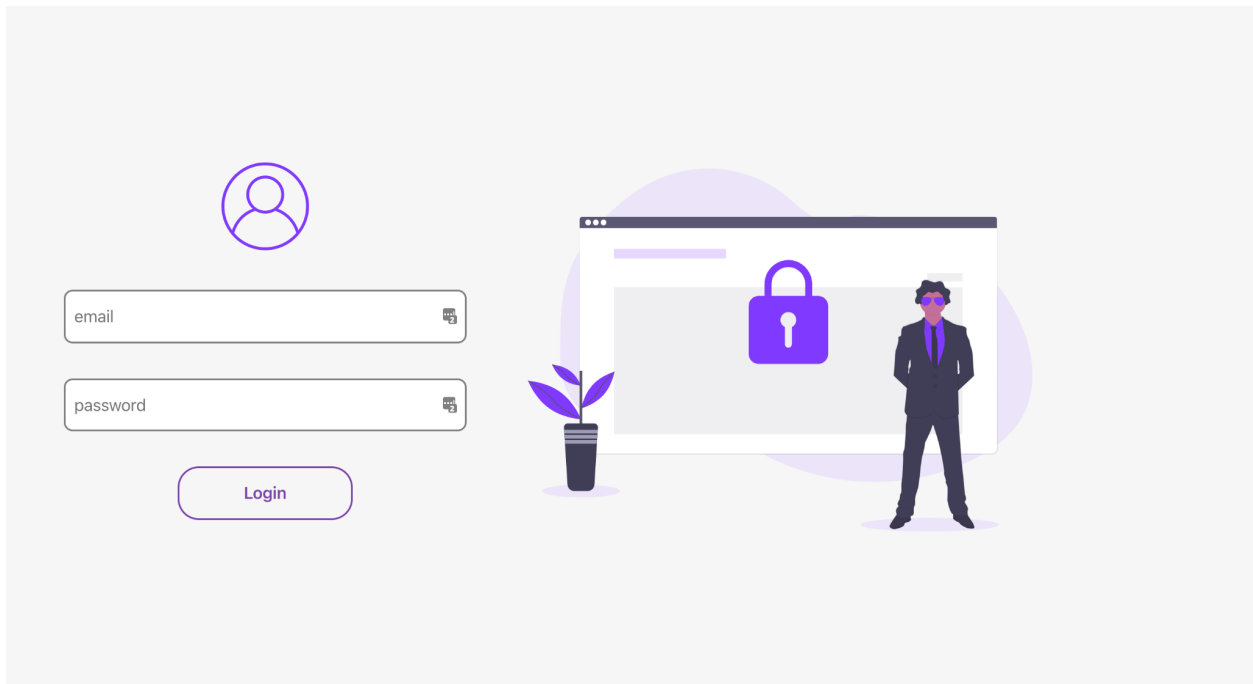
- to add and edit the different items easily and quickly
- to edit the responses of the chatbot
- and to operate the live chat for the customers

Having trouble navigating the website? This user guide will help you understand how the website works and how to navigate it.

3. Welcome

3.1 Login

On the login page you have to insert the email and the password to login. This should be self-explanatory.



3.2 Register

To register an account, simply insert an account to your database (which is mongoDB for now). This can also be done by a call to an endpoint of the server. Keep in mind that this endpoint is not available, because that would mean that also normal users could create an account.

4. Menu



The following pages can be reached in the menu.

Vormats-Logo → Live Chat-Page

- The Admin-Page for the Live Chat with all open Chats

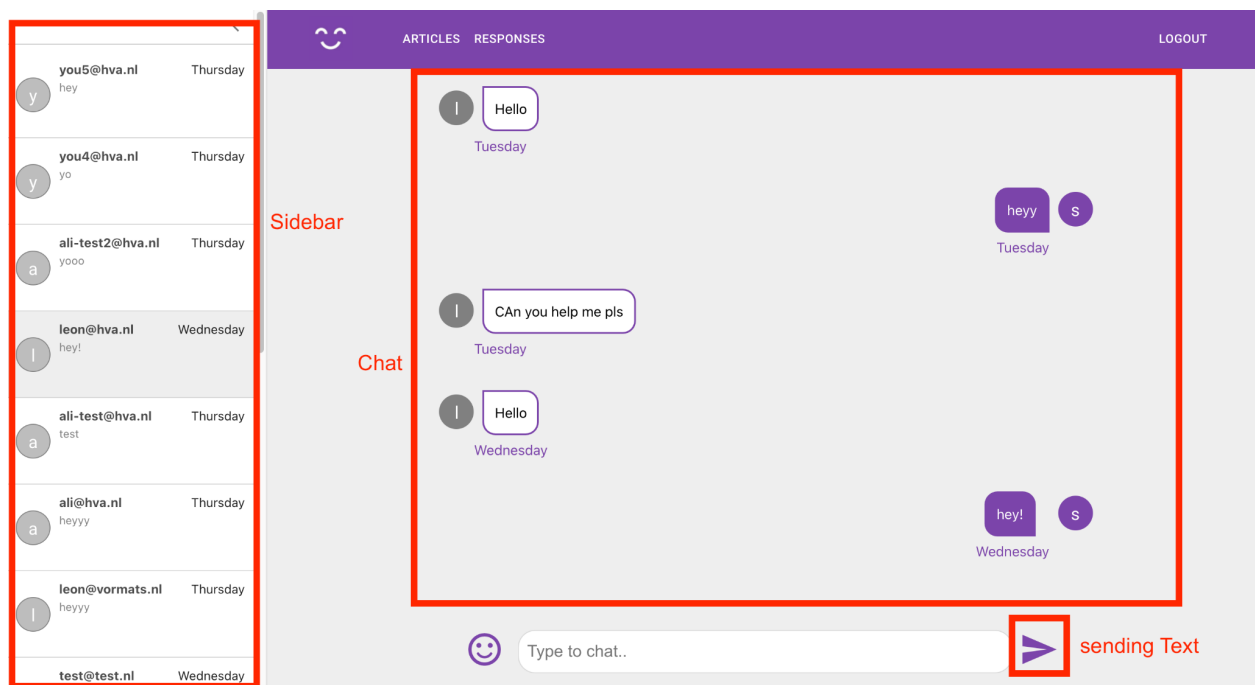
Articles → Articles-Page

- To Edit, Add and Delete Articles

Responses → Chatbot-Page

- To Edit, Add and Delete the Responses for the Chatbot

4.1 Livechat



After logging in, the first thing you do is go to the live chat page. There, all current live chats are clicked on in a sidebar. Once you have selected a chat, you can then chat with a

customer in the chat window and answer their questions. When you click on the icon, the message is sent.

4.2 Chatbot

Below you can see the design of the responses page. Here you have the ability to add a new response via the sidebar. After adding a new intent (or clicking on an old one), you can add, update or delete some messages that the chatbot should say.

Note: you should at least add one message before you can save the response.

The screenshot shows a web interface for configuring a chatbot. On the left is a sidebar with a list of items: '> Start', 'End', 'Restart', 'Contact', 'Vormats', and 'New Intent #6'. A red box highlights the sidebar, and a red label 'Sidebar' points to it. The main area is divided into three sections, each with a red box and a red label: 'Intent' (containing 'Start'), 'Messages' (containing 'Welkom', 'Ik ben Eva, de virtuele assistent van Vormats.', 'Waar kan ik je mee helpen?', and '???'), and 'Options' (containing two rows of text and next intent fields: 'Tot ziens!' to 'End' and 'Opnieuw beginnen' to 'Restart'). Each section has a plus icon to add new items. At the bottom are 'CANCEL' and 'OPSLAAN' buttons.

Editing is done by clicking on the edit icon. After you click on that, the input type below should appear. Here you can change to content. When you are done, click outside the input field for the next object.


Messages



Welkom

To add a new message or option, just click on the plus sign.

Option consists of two parts: text and next Intent.



Text is the part that the users will see. Next intent means the next response that the chatbot should say. If the next response is 'Restart', and the user clicks on this option. The chatbot shows the messages and the options of 'Restart'.

Note: the options should be named exactly the same as the intent. Otherwise the chatbot doesn't recognise it!

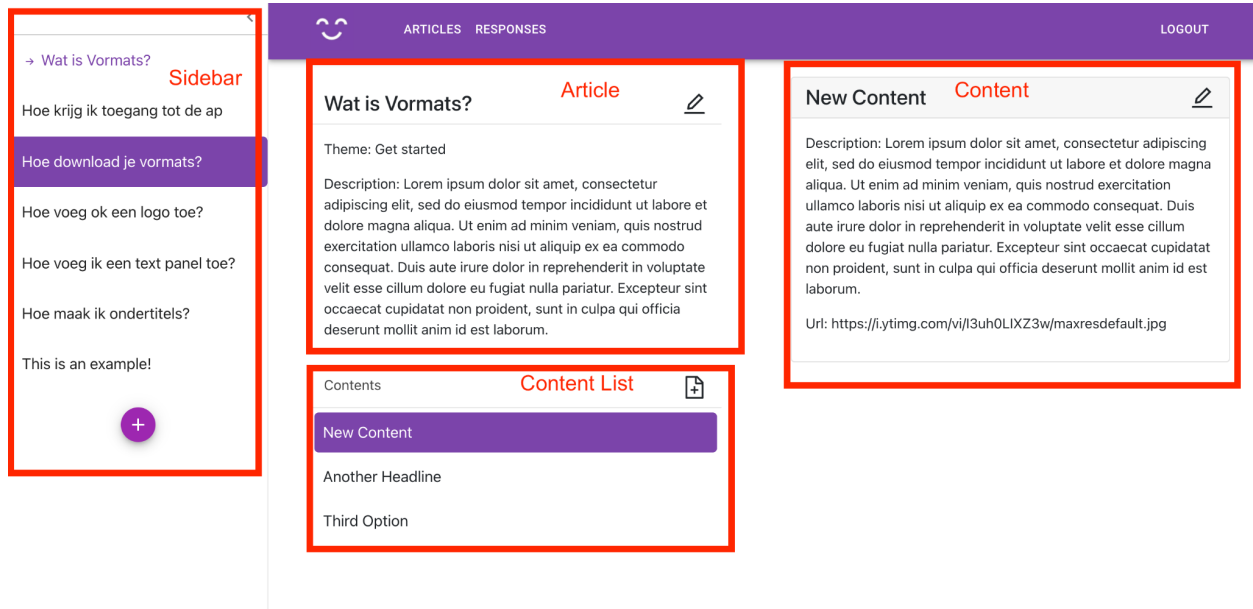
Note: If you put an option with an intent that doesn't exist, the chatbot wouldn't recognize this, which means that the user gets an error in the form of a Toast. So, if you add an option, make sure that you also create this intent and that it exists.

Deleting is done by clicking on the (red) delete icon. It shows an alert before deleting to make sure that you didn't click delete on accident.

When you are done you can click on 'opslaan'. This should save your work. However, if you don't want to update your work, you can always click cancel. This should revert your changes back to the previous state.

4.3 Articles

Clicking on the Articles menu item takes you to the Articles page. This page is structured by a sidebar with articles, the selected article, its contents and the selected content.



By clicking on the plus icon in the sidebar it is possible to add new articles. A dialogue opens in which the user can add a title, a theme and a description. By clicking on the icon next to the selection field of the theme, a new theme can also be added. Clicking on ADD saves the new article.





CANCEL ADD


In the article field is the active article with title, theme and description. By clicking the icon, the article can be edited, deleted and saved.

Title *

Wat is Vormats?


Get started


▼



Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco

 Delete

 Save

In the content list below the article is the list with all contents. There you can either add a new content or select a specific content. After a content has been selected, it is displayed in the content field. There it can be edited and deleted, just as before with the article.

New Content

Headline *

Description

Url

CANCEL

ADD

Headline *


New Content


Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex

Url

<https://i.ytimg.com/vi/I3uh0LIXZ3w/maxresdefault.jpg>

 Delete

 Save