



Creating a Chatbot Using BotPress Framework

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What is AI chatbot?

An AI chatbot is a software application that uses artificial intelligence (AI) to simulate human conversation. It interacts with users via text or voice, providing responses that are designed to be natural and engaging.

AI chatbots are capable of understanding and processing natural language, allowing them to interpret and respond to user inputs in a meaningful way.

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Applications of AI Chatbots

1. Customer Support

- **FAQ Handling:** AI chatbots can answer frequently asked questions instantly, providing quick solutions to common queries.
- **Technical Support:** They can assist with troubleshooting technical issues, guiding users through step-by-step solutions.
- **Order Tracking:** Chatbots can provide real-time updates on order status, shipping, and delivery times.

2. E-Commerce

- **Product Recommendations:** Chatbots can suggest products based on user preferences, browsing history, and previous purchases.
- **Order Assistance:** They can help users place orders, manage shopping carts, and process payments.
- **Promotions and Discounts:** Chatbots can inform customers about current sales, promotions, and special discounts.

3. Healthcare

- **Appointment Scheduling:** They can help patients schedule, reschedule, or cancel appointments with healthcare providers.
- **Medication Reminders:** Chatbots can send reminders to patients to take their medications as prescribed.

4. Banking and Finance

- **Account Management:** Chatbots can assist users with checking account balances, reviewing transactions, and managing finances.
- **Financial Advice:** They can provide personalized financial advice on savings, investments, and budgeting.
- **Transaction Assistance:** Chatbots can help users with money transfers, bill payments, and other financial transactions.

5. Education

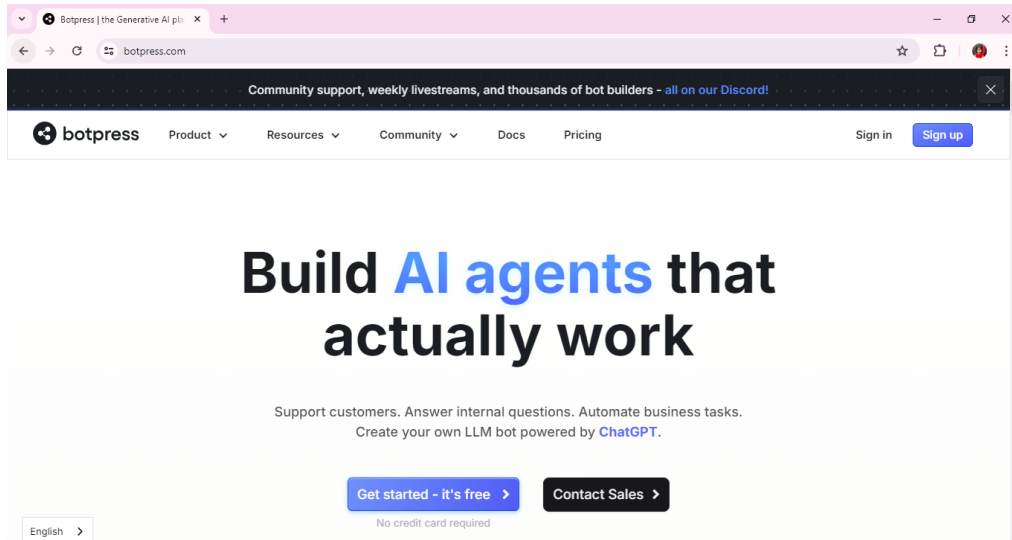
- **Tutoring Support:** Chatbots can provide educational assistance, answer questions about course content, and offer learning resources.
- **Administrative Assistance:** They can help students with enrollment processes, schedule management, and access to academic records.
- **Language Learning:** Chatbots can engage users in language practice and provide feedback on their progress.

Overview of Botpress

Botpress is an open-source platform designed for creating, managing, and deploying AI chatbots. It is known for its modular architecture and flexibility, making it a popular choice among developers and organizations looking to implement sophisticated chatbot solutions. Botpress combines powerful natural language understanding (NLU) capabilities with an intuitive graphical interface, allowing users to design complex conversation flows with ease.

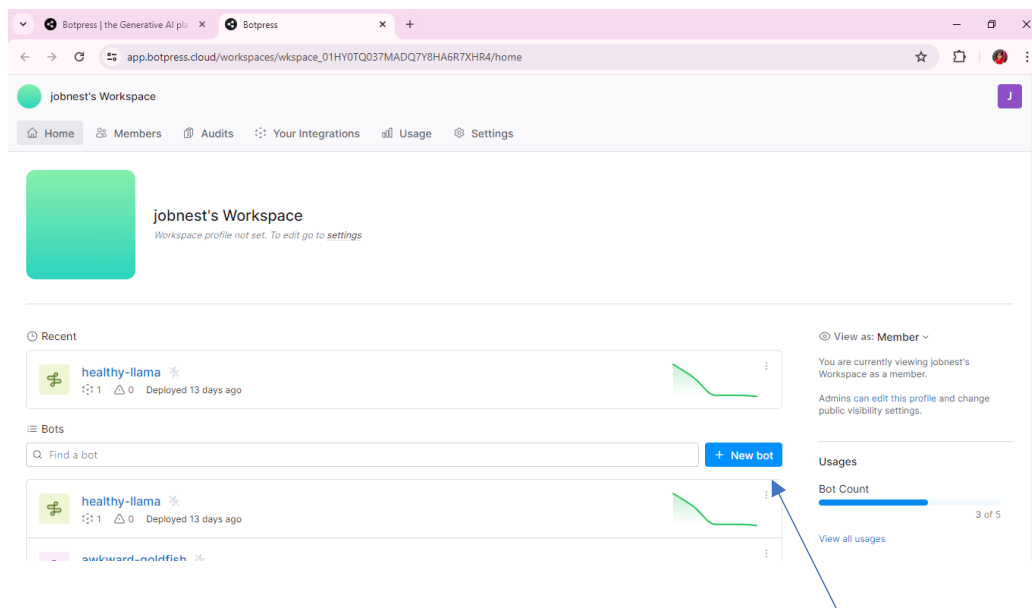
Steps 01: Setting Up Botpress

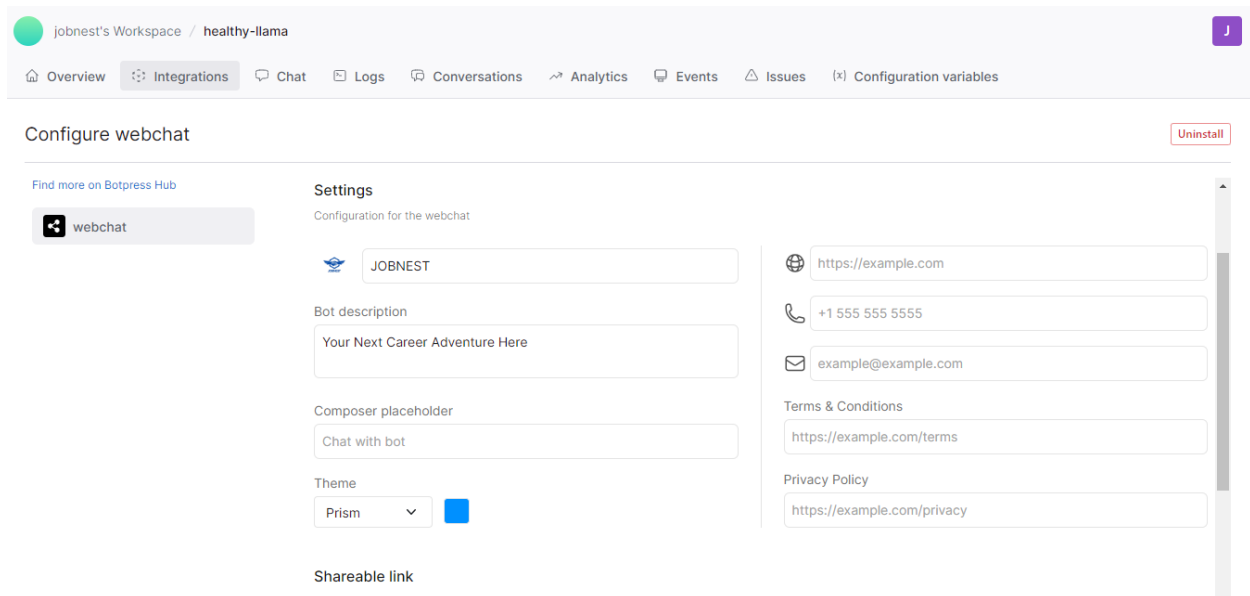
Run the executable file to launch the BotPress server. Navigate to `http://localhost:3000` in your web browser to access the BotPress interface.



Step 02: Creating a Newbot

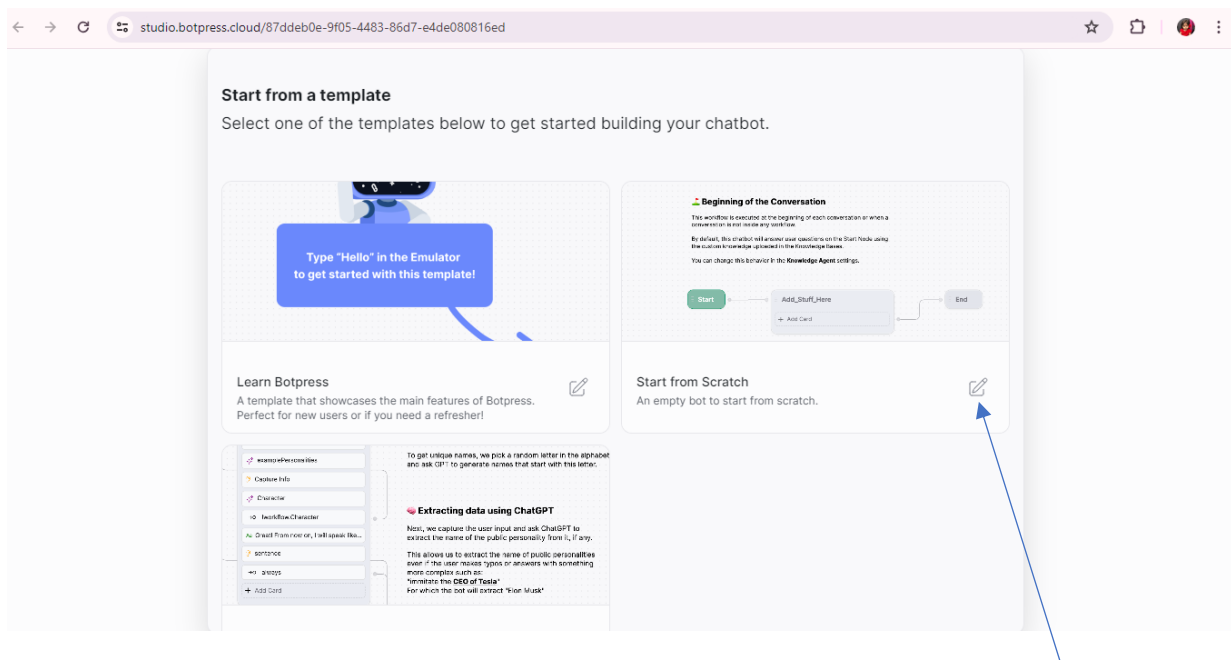
Click the "Create a new bot" button on the BotPress interface to start a new bot. Give your bot a name, along with a brief description.



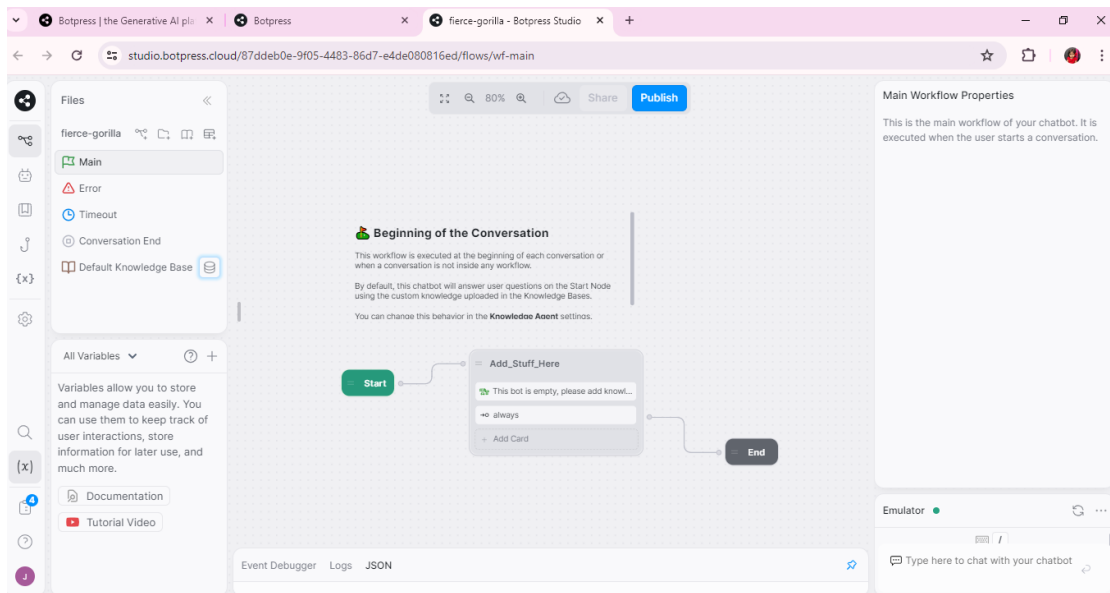


Step 03: Start from a Template

From the start from a template page select Strat from Scratch



Step 04: View Basic Structure of Botpress



Step 05: Design Conversation Flow

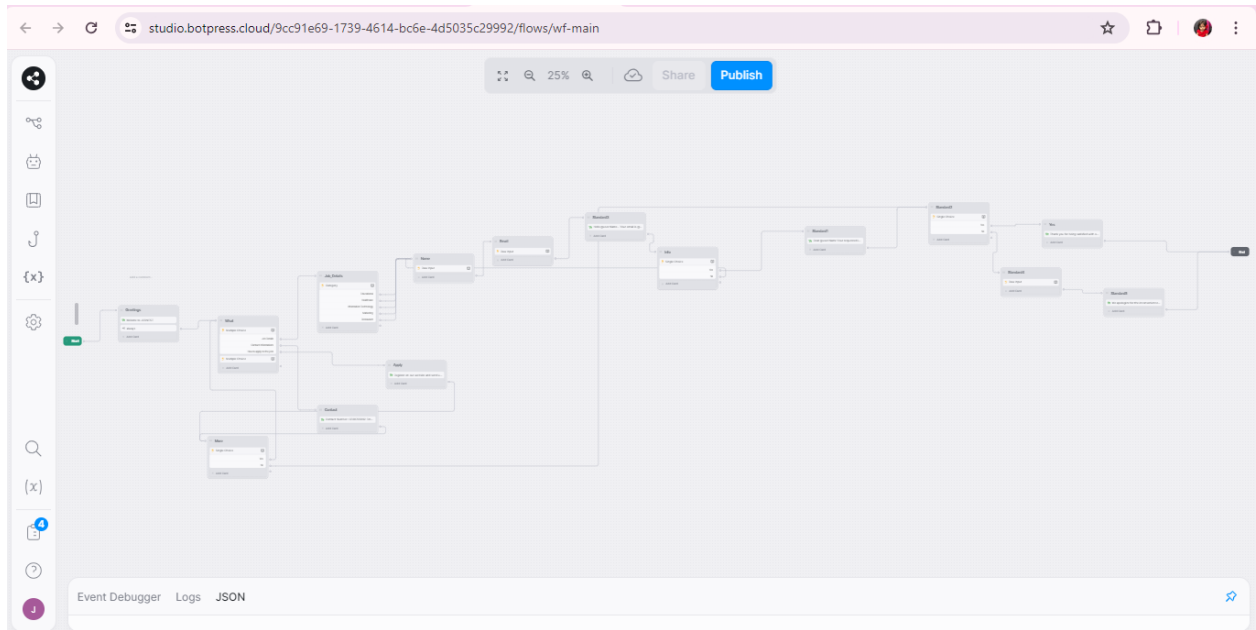
- Use the flow editor within Botpress Studio to create the conversation flows.
- Add nodes to represent different interaction points (e.g., messages, questions, responses).
- Define transitions between nodes based on user inputs or other conditions.
- This defines how the chatbot will respond to users and guide them through the conversation.

Step 07: Set Up NLU (Natural Language Understanding)

- Define intents: These are the user goals or purposes of their messages.
- Define entities: These are key pieces of information within user messages (e.g., dates, names).
- Botpress supports different NLU engines, allowing you to configure and integrate them as needed.

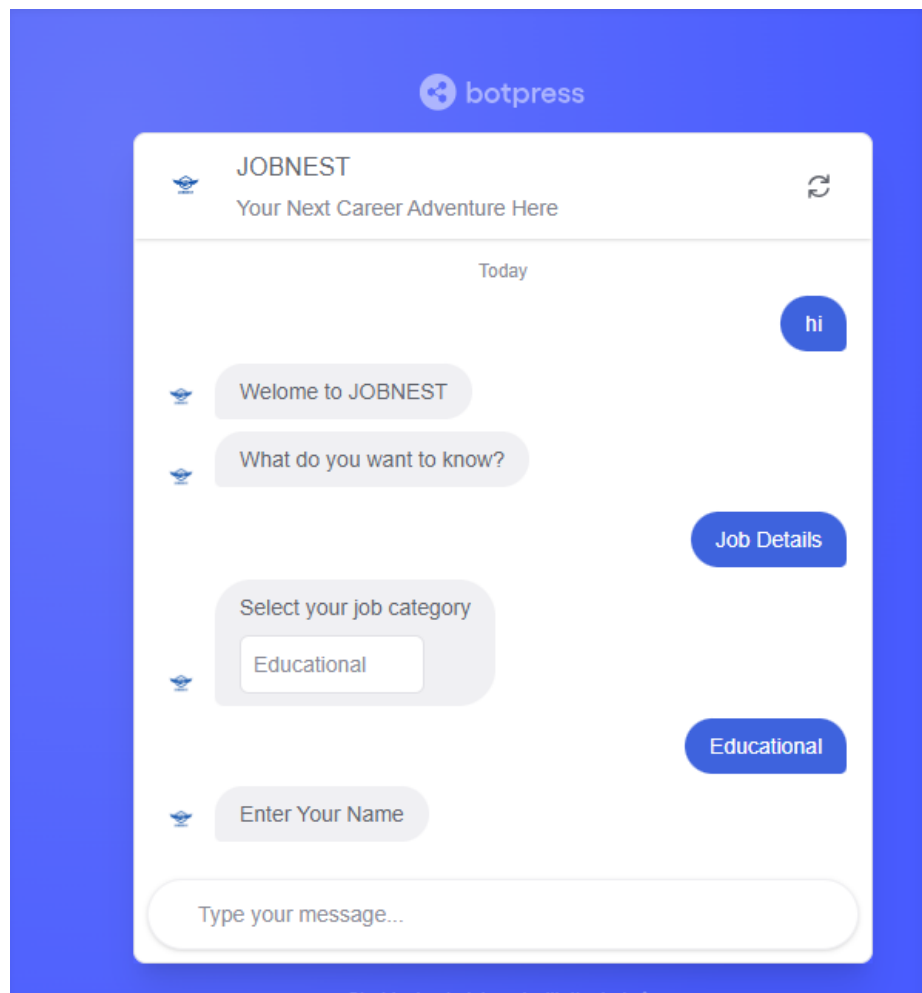
Step 08: Add Actions

- Use the code editor in Botpress Studio to create actions.
- Actions are tasks or operations that the chatbot can perform, such as calling APIs, processing data, or interacting with other systems.
- These actions are triggered based on the conversation flow and user inputs.



Step 09: Test the Bot

- Use the built-in emulator in Botpress Studio to test your chatbot.
- Test various scenarios to ensure the chatbot behaves as expected and responds appropriately.
- Debug any issues and refine the conversation flow and actions as necessary.



Step 10: Deploy the Bot

- Configure the deployment settings within Botpress Studio.
- Deploy your chatbot to your preferred platform, such as a website, messaging app, or other channels.
- Botpress supports various deployment options, allowing you to integrate the chatbot into different environments.

Configure webchat

Prism

https://example.com/privacy

Find more on Botpress Hub

webchat

Shareable link

Share the following link with people that would like to quickly test your chatbot. [View](#)

https://cdn.botpress.cloud/webchat/v2/shareable.html?botId=9cc91e69-1739...

Embed code

Copy and paste this code on your webpage. [Documentation](#)

```
<script src="https://cdn.botpress.cloud/webchat/v2/inject.js"></script>
<script src="https://mediafiles.botpress.cloud/9cc91e69-1739-4614-bc6e-4d..."></script>
```

[Show Advanced Settings](#)

[Show instructions](#)

Save configuration