**Chatbot System FAQ Guide**

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**1. General Information**

**1.1 What is the Chatbot System?**

The Chatbot System is an interactive tool designed to assist users with various tasks and provide information through natural language conversations. It uses advanced technologies like WebSocket, Faye.js, and Botkit to deliver real-time responses and support.

**1.2 What features does the chatbot offer?**

* Real-time communication via WebSocket and Faye.js
* Integration with external APIs
* Personalization and customization options
* Support for multiple authentication methods
* Ability to handle complex tasks and commands

**1.3 How can I contact support if I need help?**

If you need assistance, you can contact support through the chatbot interface or via email at support@example.com. Provide details about your issue for a quicker resolution.

**2. Access and Login**

**2.1 How do I access the chatbot system?**

* **Web Application**: Open your web browser and navigate to the website where the chatbot is embedded. Click on the chatbot icon to start.
* **Mobile Application**: Open the app and tap the chatbot icon.

**2.2 How do I log in to the chatbot system?**

* **Username/Password**: Enter your username and password in the login fields.
* **OAuth Tokens**: Select "OAuth Login" and authenticate using your third-party account.
* **API Keys**: Enter your API key in "Developer Mode" to interact programmatically.

**2.3 What should I do if I forget my password?**

Use the "Forgot Password" link on the login page to reset your password. Follow the instructions sent to your email to create a new password.

**3. Using the Chatbot**

**3.1 How do I start a conversation with the chatbot?**

Simply type a greeting such as "Hello" or "Hi," and the chatbot will respond, offering assistance or asking how it can help.

**3.2 Can I ask the chatbot to perform tasks?**

Yes, you can request various tasks such as setting reminders, checking order status, or retrieving information by typing your request into the chatbot.

**3.3 How can I switch topics during a conversation?**

You can change the subject by asking a new question or stating a new request. The chatbot will adapt to the new topic.

**4. Authentication and Security**

**4.1 What types of authentication does the chatbot support?**

* **API Keys**: Used for programmatic access.
* **OAuth Tokens**: For secure user authentication via third-party services.
* **Username/Password**: Standard login method for users.

**4.2 How do I manage my API keys?**

You can generate, view, and manage your API keys through the developer portal associated with the chatbot system.

**4.3 How is my data secured?**

Data security is ensured through encryption, secure authentication methods, and regular security updates. We follow best practices to protect your information.

**5. Technical Issues**

**5.1 What should I do if the chatbot is not responding?**

Ensure you have a stable internet connection. Try refreshing the page or restarting the chatbot widget. If the issue persists, contact support.

**5.2 How can I report a bug or technical issue?**

You can report bugs or technical issues by contacting support through the chatbot or emailing support@example.com with details about the problem.

**5.3 Why is the chatbot giving incorrect responses?**

The chatbot may provide incorrect responses if there is a misunderstanding or lack of context. Try rephrasing your question or providing additional details.

**6. Customization**

**6.1 Can I customize the chatbot's responses?**

Yes, you can adjust settings such as tone and style in the chatbot’s settings menu. Some advanced customizations may require administrative access.

**6.2 How do I change the chatbot's language or regional settings?**

Go to the settings menu and select your preferred language or regional settings. The chatbot will update to reflect your choices.

**6.3 Can I create custom commands for the chatbot?**

If supported, you can create custom commands for frequent tasks through the chatbot's command management interface.

**7. Account Management**

**7.1 How can I update my account information?**

You can update your account details by accessing the profile or account settings within the chatbot interface.

**7.2 How do I delete my account?**

To delete your account, contact support or use the account settings menu if this option is available.

**7.3 How do I manage notifications?**

Access the notification settings in the chatbot widget or app to configure your notification preferences.

**8. Support and Troubleshooting**

**8.1 Where can I find more help or documentation?**

For more help, refer to the chatbot’s help section or visit our online documentation and knowledge base.

**8.2 How do I provide feedback about the chatbot?**

You can provide feedback directly through the chatbot interface or by contacting support via email.

**8.3 What should I do if I encounter issues not covered in this FAQ?**

For any issues not addressed here, please contact our support team for further assistance. Provide as much detail as possible to expedite the resolution process.

**End of FAQ Guide**

This guide provides answers to common questions and issues related to the chatbot system, helping users navigate and troubleshoot effectively. If you need further assistance, feel free to reach out to support.