**Chatbot System Instruction Guide**

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**1. Introduction**

The Chatbot System is designed to provide an interactive and intelligent chat experience, allowing users to communicate in real-time while securely accessing personalized services. This guide will walk you through how to effectively use the chatbot system, from basic interactions to advanced features.

**2. Accessing the Chatbot System**

**2.1 Web Application**

* **Step 1**: Open your web browser and navigate to the web application where the chatbot is embedded.
* **Step 2**: Look for the chatbot icon, typically located at the bottom right of the screen. Click on it to open the chatbot widget.

**2.2 Mobile Application**

* **Step 1**: Open the mobile application that includes the chatbot.
* **Step 2**: Tap on the chatbot icon to start interacting with the bot.

**3. Interacting with the Chatbot**

**3.1 Sending a Message**

* **Step 1**: Type your message into the input box at the bottom of the chatbot widget.
* **Step 2**: Press "Enter" or click the "Send" button to submit your message.
* **Step 3**: Wait for the chatbot to process your message and respond.

**3.2 Receiving Responses**

* The chatbot will analyze your input and provide a relevant response within the widget. Responses appear as chat bubbles above the input box.

**3.3 Using Predefined Commands**

* You can also use predefined commands, such as /help or /status, to quickly access specific features or information.

**4. Using Authentication Methods**

**4.1 API Keys**

* **Usage**: Primarily for developers who need to interact with the chatbot system programmatically.
* **Step 1**: Open the chatbot widget and select "Developer Mode."
* **Step 2**: Enter your API key when prompted.
* **Step 3**: Once authenticated, you can make API requests directly through the chatbot.

**4.2 OAuth Tokens**

* **Usage**: For secure user authentication via third-party services (e.g., Google).
* **Step 1**: On the chatbot login screen, select “OAuth Login.”
* **Step 2**: You will be redirected to the service provider’s login page.
* **Step 3**: Log in and authorize the chatbot system. The OAuth token will be applied automatically.

**4.3 Username/Password Authentication**

* **Usage**: Standard users can log in with a username and password.
* **Step 1**: Enter your username and password in the login fields.
* **Step 2**: Click "Login" to authenticate. Once logged in, you can start interacting with the chatbot.

**5. Real-time Communication Features**

**5.1 Using the WebSocket Connection**

* **Function**: The WebSocket connection allows the chatbot to communicate with you in real-time without refreshing the page.
* **Step 1**: Open the chatbot widget. The WebSocket connection is automatically established.
* **Step 2**: Start typing your message, and the bot will respond in real time.

**5.2 Managing Real-time Updates with Faye.js**

* **Function**: Faye.js manages real-time updates, ensuring that messages and data are synced across users.
* **Step 1**: When you interact with the bot, Faye.js ensures that any changes or updates are reflected immediately.
* **Step 2**: No additional setup is required; Faye.js works in the background to maintain real-time communication.

**6. Accessing and Managing Conversation History**

**6.1 Viewing Past Conversations**

* **Step 1**: Click on the "Conversation History" button in the chatbot widget.
* **Step 2**: A list of your past conversations will appear, organized by date and time.
* **Step 3**: Select a conversation to review the messages.

**6.2 Continuing Previous Conversations**

* The chatbot automatically loads your previous conversation when you log in, allowing you to pick up where you left off.

**6.3 Deleting Conversation History**

* **Step 1**: To delete a conversation, go to the "Conversation History" section.
* **Step 2**: Select the conversation you wish to delete and click the "Delete" button.

**7. Advanced Usage**

**7.1 Customizing the Chatbot Experience**

* **Function**: You can personalize your chatbot interactions by setting preferences.
* **Step 1**: Open the settings menu in the chatbot widget.
* **Step 2**: Adjust preferences such as language, response tone, and notification settings.
* **Step 3**: Save your settings to customize your experience.

**7.2 Integrating External APIs**

* **Function**: The chatbot can interact with external APIs to provide additional information or perform tasks.
* **Step 1**: Use API keys or OAuth tokens to authenticate with external services.
* **Step 2**: Request data or perform actions by typing commands or messages that trigger API calls.

**8. Troubleshooting and Support**

**8.1 Common Issues and Solutions**

* **Issue**: Unable to authenticate.
  + **Solution**: Double-check your credentials or API key. Ensure you’re using the correct login method (API Key, OAuth, or Username/Password).
* **Issue**: No response from the chatbot.
  + **Solution**: Ensure you have a stable internet connection. If the issue persists, try refreshing the page or restarting the chatbot widget.
* **Issue**: Conversation history is not loading.
  + **Solution**: Verify your login session. Ensure that MongoDB is running and that your data is correctly stored.

**8.2 Contacting Support**

* **Step 1**: If you encounter issues that aren’t resolved by the above steps, contact our support team.
* **Step 2**: Provide details of the issue, including any error messages, steps to reproduce, and your environment (browser, OS).
* **Step 3**: Our support team will assist you in resolving the issue.

**End of Instruction Guide**

This guide helps users understand the functionalities and usage of the chatbot system, providing clear instructions for basic and advanced interactions while offering troubleshooting tips and support information.