

How to have the chatbot chat with multiple people at once

First of all, I am not completely sure if this is something we need to be looking at, or if this is something that will concern the future company hosting the chatbot. Nonetheless, this is what I could find about this topic. I also think this is something we can only implement once we actually host the chatbot on a server.

- Someone posted in a forum: "I believe you should give a try to build local array of objects (WebSockets) for each new conversation from Bot side. Once you'll have such array, in case of new transfer req , you initiate new Chat Session and assign results to dedicated WebSocket from an array. That should give you possibility to handle multiple async messages from different WebSockets / conversations.
The same rules goes for outbound messages (from Customer to PureCloud Agent), you've got saved in master array all conversation details (ChatId , AgentId, conversationId) so you should know where to send messages." - <https://developer.mypurecloud.com/forum/t/how-to-make-chatbot-handle-multiple-conversations-transfer/5987/2>
- We should have something that initiates a new chat session every time someone initiates a conversation with the chatbot. This should probably be done on the server side.
- Another way to do this is through sessionId and/or userID which should be kept for every new started session and user.
See <https://stackoverflow.com/questions/36648795/how-to-build-a-slack-bot-to-have-multiple-conversations> for some (rough) example code.

I looked for a while on articles / forums related to this, but it seems there is not a lot of information out there about this topic.