

## 5.2 Screen Specifications.

### 5.2.1 Create bot.

#### a) Page Title and Description.

- Create Bot
- Subtitle: Build and manage your AI-powered chatbots

#### b) Main Action Button: Create New Bot (primary call-to-action, located at the top-right of the content area).

#### c) Bot List (Bot Cards Grid).

Each chatbot is presented as an individual card containing:

Element	Description
Bot icon	A small robot icon
Status badge	Active (green badge)
Bot name	e.g., Customer Support Bot, Sales Assistant
Model	e.g., GPT-4, Claude 3, gpt4
Created date	e.g., <i>Created 2024-01-15</i>
Edit button	Pencil icon
View button	“View” button
Delete button	Trash icon

Cards are displayed in a 3-column responsive grid.

#### d) Event Handling.

<b>Event</b>	<b>System Behavior</b>
Click “Create New Bot”	Redirects to “Create new bot” screen.
Click the View button	Opens “Edit bot” page for modifying bot name, model, settings, etc.
Click the Delete icon	Delete the bot containing this button
Hover over buttons	Visual highlight effect to improve focus and recognition.
Left page buttons	Move to other pages

### 5.2.2 Group.

a) Title and Description.

- Groups
- Subtitle: Manage team groups and share bots with members

b) Primary Action Button: New Group (Top-right corner) - This button allows users to create a new team group.

c) Group Cards Grid.

Each group is displayed as a card containing:

<b>Element</b>	<b>Description</b>
Group icon	A small group/people icon
Member count badge	e.g., “2 members”, “3 members”
Group name	e.g., Sales Team, Support Team
Members list	Email addresses of team members

Created date	e.g., Created 2024-01-20
Edit button	Pencil icon ("Edit" label)
Delete button	Trash icon

d) Event Handling.

Event	System Behavior
Click “New Group”	Opens the “Create new group” screen where the user enters group name, members, permissions, etc.
Click the Edit button	Redirects to the “Edit group” screen, allowing modification of member list
Click the Delete icon	Delete the group containing this button
Hover over buttons	Highlights the buttons to indicate interactivity.
Left page buttons	Move to other pages

### 5.2.3 Helpdesk.

The Helpdesk dashboard is divided into two tabs:

- Tickets
- Statistics

a) Metrics Overview Cards.

Displayed horizontally at the top:

Metric	Description
Open Tickets (2)	Shows the total number of currently open tickets.
Resolved Tickets (1)	Displays the number of tickets resolved by the support team.
Avg Resolution Time (2.5h)	Displays the average time required to resolve previous tickets.

Each card includes a small icon and uses a clean numerical emphasis.

#### b) Ticket List Panel (Left Section).

A list titled All Tickets, showing individual ticket summaries.

Each ticket item includes:

Element	Example from UI
Title	Bot not responding to greeting
Status badge	open / resolved
Priority badge	high / low
Additional spacing and background highlight	indicates click ability

Badges use color-coded labels:

- open → yellow
- resolved → green
- high → red

- low → blue

This enhances scannability of ticket state and urgency.

#### c) Ticket Detail Panel (Right Section)

When a ticket is selected, this panel will display its details:

- Full description
- Conversation history
- Reply box
- Status update actions (resolve / reopen)

#### d) Event Handling.

Event	System Behavior
Click "Tickets" tab	Displays the ticket management dashboard (current view)
Click "Statistics" tab	Go to the "Statistics" page
Select a ticket in the list	Loads ticket details into the right panel for viewing and replying.
Hover over buttons	Button highlights to show interactivity.
Left page buttons	Move to other pages

#### 5.2.4 Chat.

##### a) Bot List Panel (Left Side).

Displayed under the header Bots, this panel contains:

- A list of bots available for conversation
- Each bot row includes:
  - Bot name (e.g., Customer Support Bot, Sales Assistant)
  - Status indicator: green dot with label online
  - Highlighted selection state (blue outline) when active
- “+ New Chat” button located at the bottom, allowing users to start a new conversation session with the selected bot.

b) Chat Window Panel (Right Side).

The chat panel displays:

Chat Header

- Bot name: Customer Support Bot
- Subtitle: Chat with your bot

Message Area

- Conversation messages displayed chronologically

Messages are contained within rounded chat bubbles (light gray for bot messages).

Message Input Bar

Located at the bottom of the chat window:

- Text input field labeled “Type your message...”
- Send button (paper-plane icon)

This allows users to input messages and send them to the bot.

c) Event Handling.

Event	System Behavior
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Select a bot from the bot list	Loads the bot's conversation history into the chat window and highlights the selected bot.
Click "New Chat"	Initiates a new conversation session with the currently selected bot; clears the chat window.
User types a message	Input is captured in the message textbox.
Click Send button or press Enter	Sends the message to the bot, appends it to the chat window, and triggers a response from the backend.
Bot sends a response	The message appears as a bot bubble with timestamp.
Scroll in chat area	Allows reviewing older messages.
Left page buttons	Move to other pages

### 5.2.5 Embedded.

#### 1. Select Bot Panel (Left Side).

A list of bots that can be embedded into external websites. Each bot is displayed as a selectable card containing:

Element	Description
Bot name	e.g., <i>Customer Support Bot, Sales Assistant</i>
Status badge	Active (indicates bot availability)

Selection indicator	Radio/checkbox UI for selecting the bot to embed
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b) Embed Code Panel (Right Side).

This section displays:

- A black code box representing the embed script (HTML/JS snippet)
- A Copy Code button with copy icon

Pressing the button copies the script to the user's clipboard.

c) Installation Instructions Section (Bottom Panel).

A highlighted instructional box provides step-by-step installation steps:

1. Copy the embed code above
2. Paste it into your website's HTML, usually before the closing </body> tag
3. The bot widget will automatically appear on your website

This aims to ensure non-technical users can integrate the bot with minimal difficulty.

d) Event Handling.

Event	System Behavior
Select a bot card	Highlights the chosen bot and updates the embed code field to reflect that bot's unique widget script.
Click "Copy Code"	Copies the embed script to the clipboard; may trigger a confirmation toast such as "Code copied!".
Hover over buttons	Applies a soft shadow or outline to

	indicate clickability.
Left page buttons	Move to other pages

### 5.2.6 Subscription.

#### a) Current Plan Panel.

A highlighted box shows the user's active subscription:

- Plan name: Business – 500,000 VND/Month + 100 VND/Token
- Next billing date: March 22, 2024
- Cancel Subscription link (top-right corner)

This panel provides a summary of the user's current plan and billing cycle.

#### b) Available Plans Section.

This section displays subscription tiers the user can choose from:

##### - Individual Plan Card:

- Price: 200,000 VND/month
- Description: Perfect for personal projects
- Features:
- Upgrade to Individual button

##### - Business Plan Card (Selected):

Visually highlighted with a blue border.

- Price: 500,000 VND/month + 100 VND/token
- Description: For growing businesses and teams
- Features:
- Button displays Current Plan (disabled)

This layout allows quick comparison between subscription tiers.

c) Billing History Section.

- A table listing previous invoices.
- This provides financial transparency and easy access to past invoices.

d) Event Handling.

<b>Event</b>	<b>System Behavior</b>
Click “Cancel Subscription”	Cancel current subscription
Click “Upgrade to Individual”	Switches the user’s active plan to Individual; updates billing and plan features.
Click “Current Plan”	No action (button disabled).
Click “Download” in Billing History	Downloads the corresponding invoice PDF file.
Hover over buttons	Applies a soft shadow or outline to indicate clickability.
Left page buttons	Move to other pages