

Bot development

(Chatbots: Concepts, Development Methods and Tools)
Part 2 – Visual Based Tools

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Visual Based Environments (UI Level Composition)

- Quick bootstrapping
- No coding (Design the conversation using cards/buttons/etc)
- Fast and accurate (IF...Then...)
- Could be smart enough if bot builder considers many possible situations
- Communicates in a structured manner (controlled natural language)
- For simple use cases (e.g. order pizza, flight booking)

Visual Based Environments (Components)

Hi there. I'm Manny, a CrossFit chatbot. Check out my menu or ask me a specific question.

+ Add button



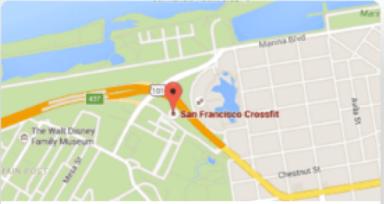
CrossFit Workouts: 3 Killer workouts of the day.

Love it or hate it, CrossFit has found its place in the fitness world. Not sure what you think about it?

cross.fit

[Show Schedule](#) cordm

+ Add button



Contact Information

Subtitle or description

URL

+ Add button

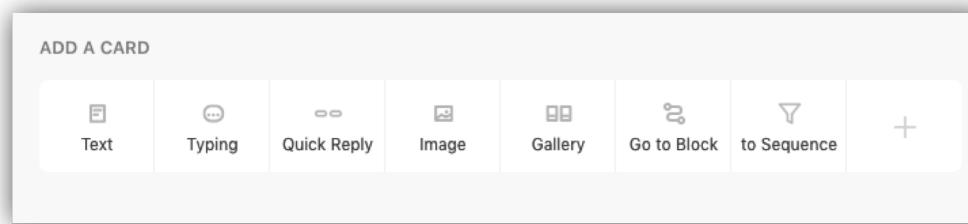
Add a card:

- Gallery
- Text card
- Image
- Plugins

<https://chatfuel.com>

Visual Based Environments (Components)

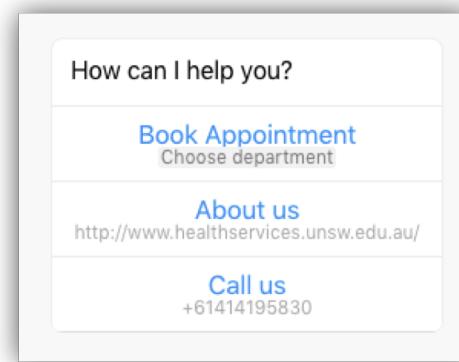
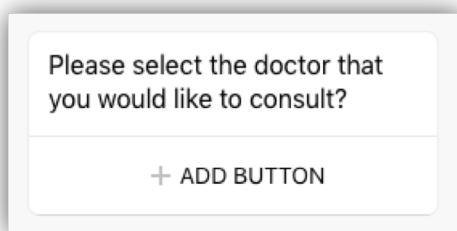
- **Card:** It is the most basic building component of a bot. It can contain anything from a simple text message, carousel, quick replies, image and other plugins.



<https://chatfuel.com>

Visual Based Environments (Components - Cards)

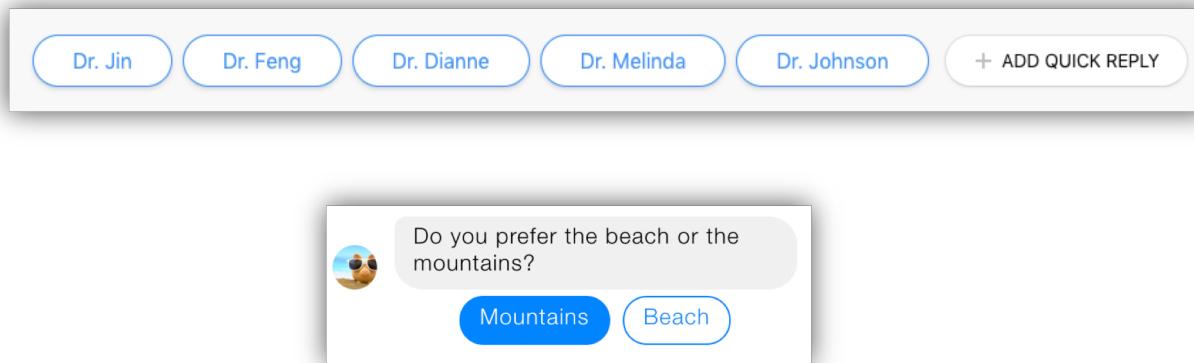
- **Text:** A text card can only contain text and a maximum of three buttons.



<https://chatfuel.com>

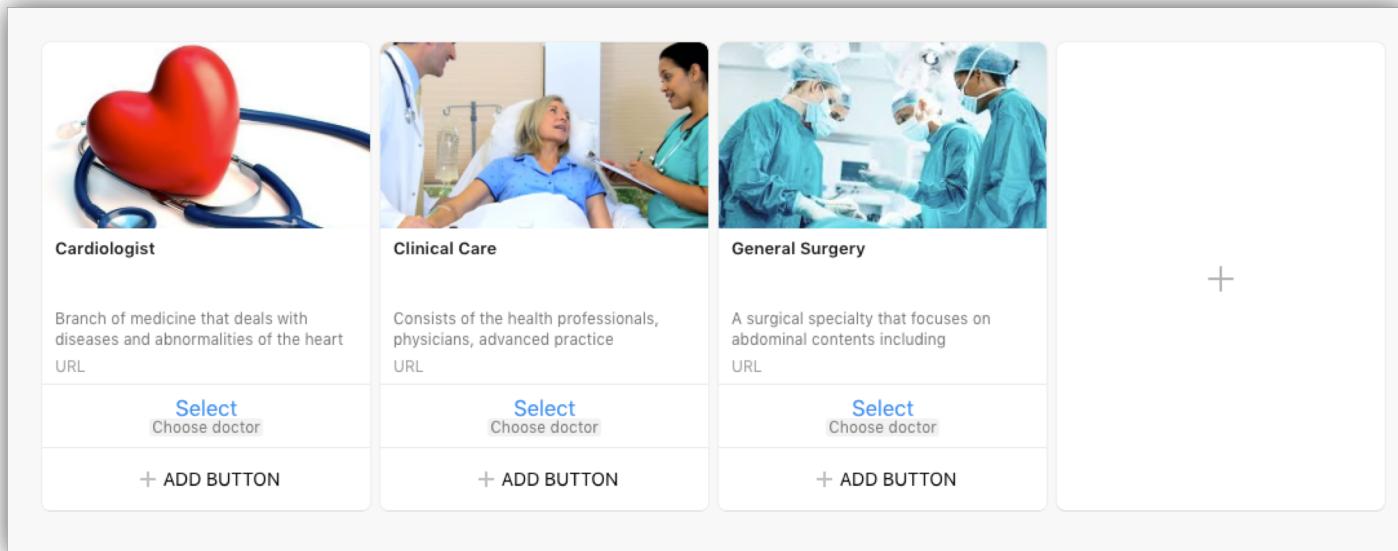
Visual Based Environments (Components - Cards)

- **Quick Reply:** Allow you to get message recipient input by sending buttons in a message.



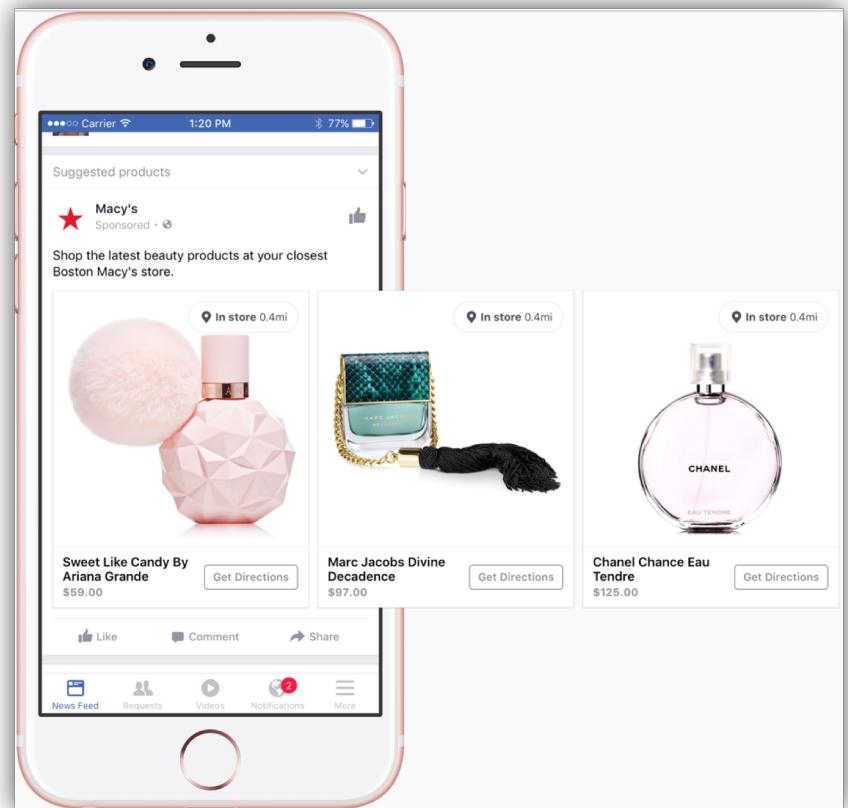
Visual Based Environments (Components - Cards)

- **Gallery/Carousel:** It allows you to send multiple images, titles and multiple links for each element.



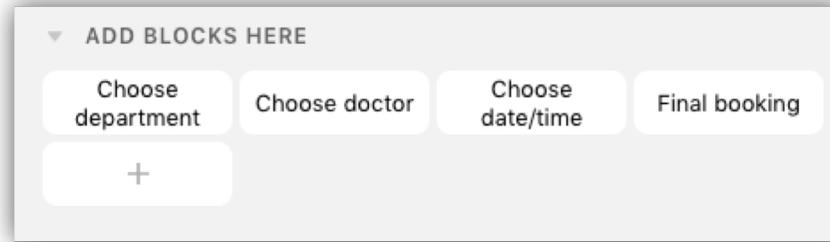
Visual Based Environments (Components - Cards)

- **Gallery/Carousel:** It allows you to send multiple images, titles and multiple links for each element.



Visual Based Environments (Components)

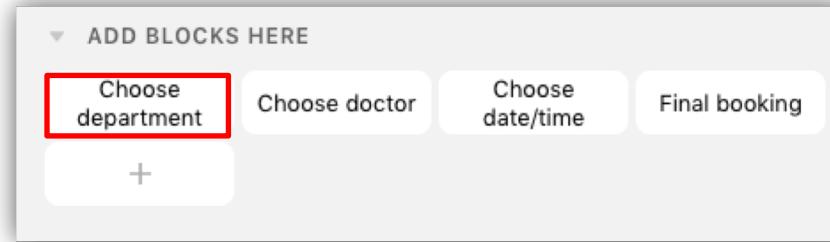
- **Block:** It consists of one or more message cards that are sent together to a bot user. You can link blocks with each other using buttons in text cards or in gallery cards.



<https://chatfuel.com>

Visual Based Environments (Components)

- **Block:** It consists of one or more message cards that are sent together to a bot user. You can link blocks with each other using buttons in text cards or in gallery cards.



<https://chatfuel.com>

Visual Based Environments (Components - Block)

Choose department

Sure, please select the department of your appointment

+ ADD BUTTON



Cardiologist

Branch of medicine that deals with diseases and abnormalities of the heart

URL

Select
Choose doctor

+ ADD BUTTON



Clinical Care

Consists of the health professionals, physicians, advanced practice

URL

Select
Choose doctor

+ ADD BUTTON



General Surgery

A surgical specialty that focuses on abdominal contents including

URL

Select
Choose doctor

+ ADD BUTTON

+ ADD A CARD

Text Typing Quick Reply Image Gallery Go to Block to Sequence +

Visual Based Environments (Components - Block)

Choose department

Sure, please select the department of your appointment

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Cardiologist

Branch of medicine that deals with diseases and abnormalities of the heart

URL

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General Surgery

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Text Typing Quick Reply Image Gallery Go to Block to Sequence +

Visual Based Environments (Components - Block)

Choose doctor

LINK

Show "typing..." for at least
1.9 sec 20 sec

Please select the doctor that you would like to consult?

+ ADD BUTTON

Dr. Jin Dr. Feng Dr. Dianne Dr. Melinda Dr. Johnson + ADD QUICK REPLY Save to: {{doctor}} Text replies processed

Visual Based - Platform Example 1 (Manychat)

The screenshot shows the Manychat Flow Builder interface. On the left, a sidebar lists various bot components: Spice Shop, board, ence, Chat (with 19 messages), th Tools, fcasting, nation, ent, ings, and Tutorials. The main area is titled "Content > Bot content > Flow Builder Demo - Pork... > PorkBot Optin Message > Edit". A progress bar at the top right indicates "Saving..." and "Preview".

The flow editor displays a "Send Message #1" step with the text "Enter your text...". Below it is a "Starting Step" labeled "Send Message" with the message "Hey {{first_name}} - do you eat pork?". Two buttons are available: "I. LOVE. PORK." and "Definitely not 🤢".

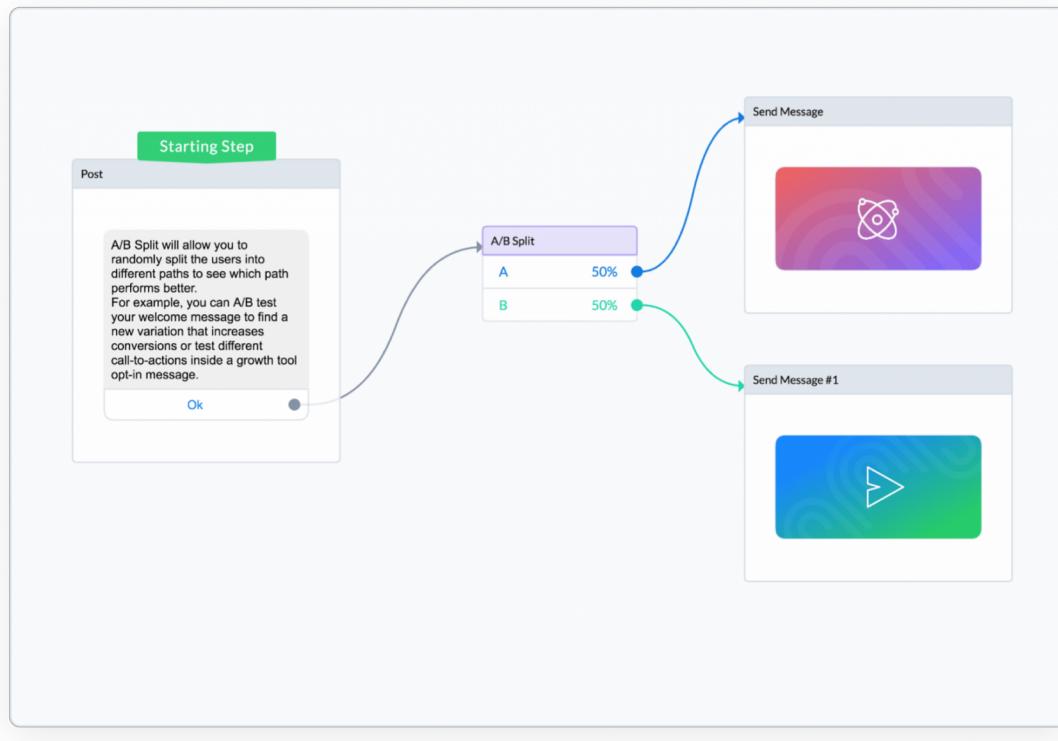
From the "I. LOVE. PORK." button, an arrow points to a "Yes Pork" step containing the message "Ok great, we can still be friends :)".

From the "Definitely not 🤢" button, an arrow points to an "Action Group" step, which contains the action "Add Tag no_pork".

A tooltip at the top right says "Hold 'shift' and click to select multiple steps".

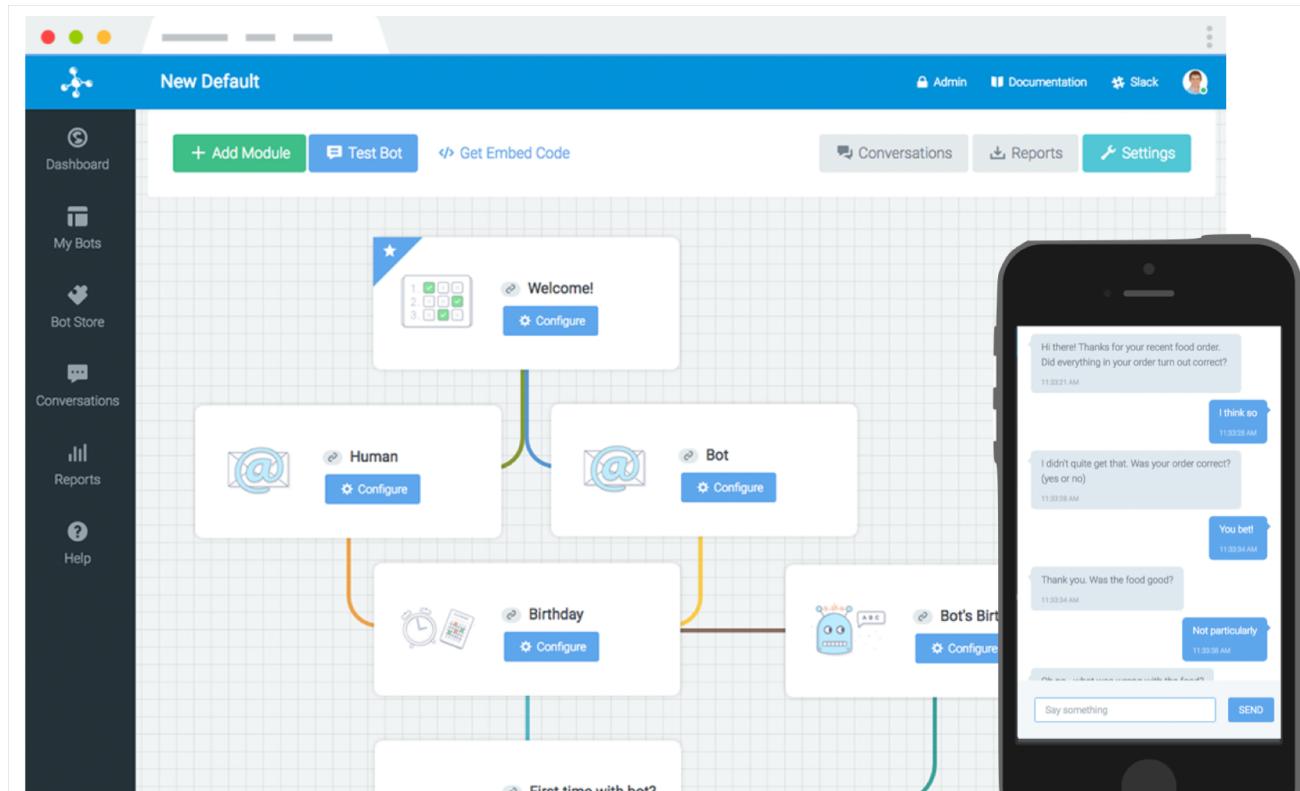
<https://www.manychat.com>

Visual Based - Platform Example 2 (Manychat)



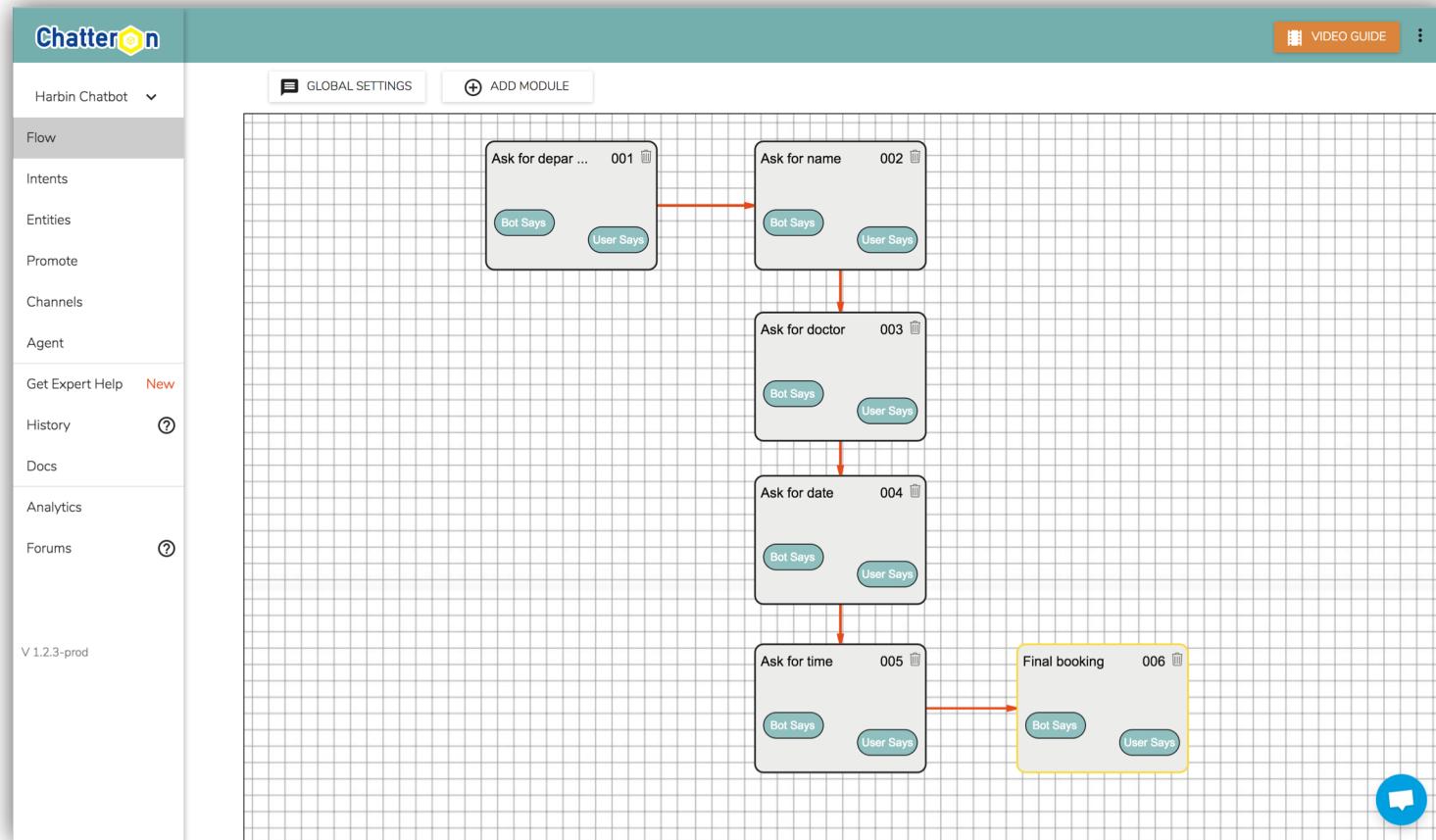
<https://www.manychat.com>

Visual Based - Platform Example 3 (Motion.ai)



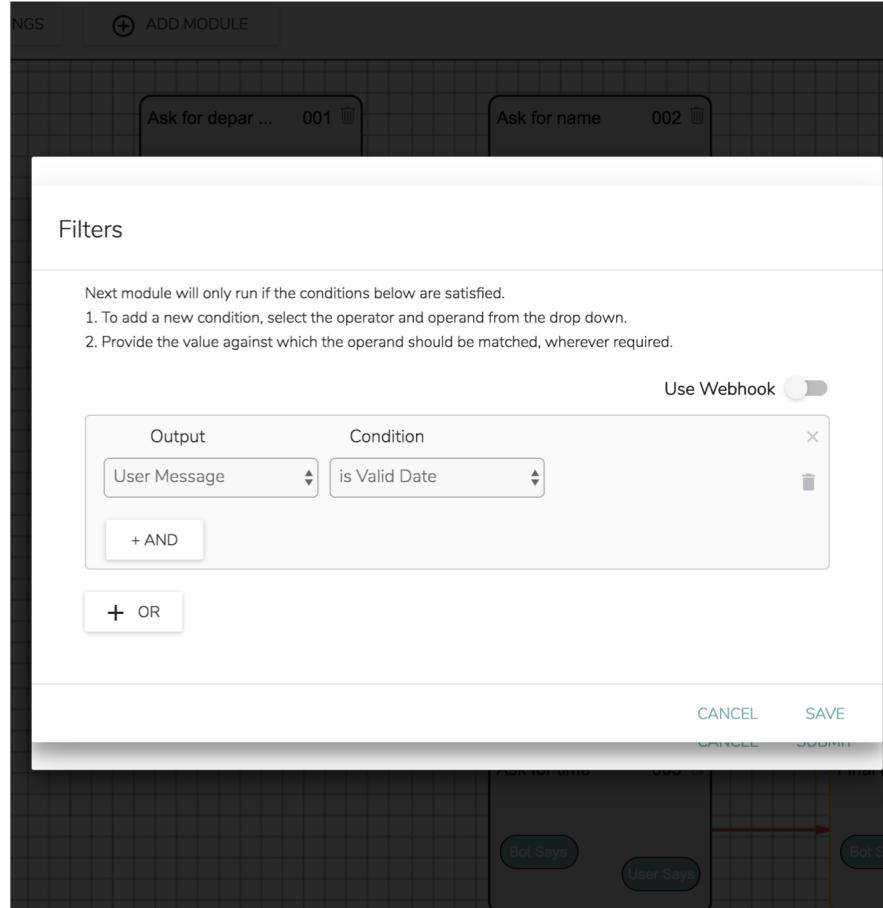
<https://www.motion.ai>

Visual Based - Platform Example 4 (Chatteron)

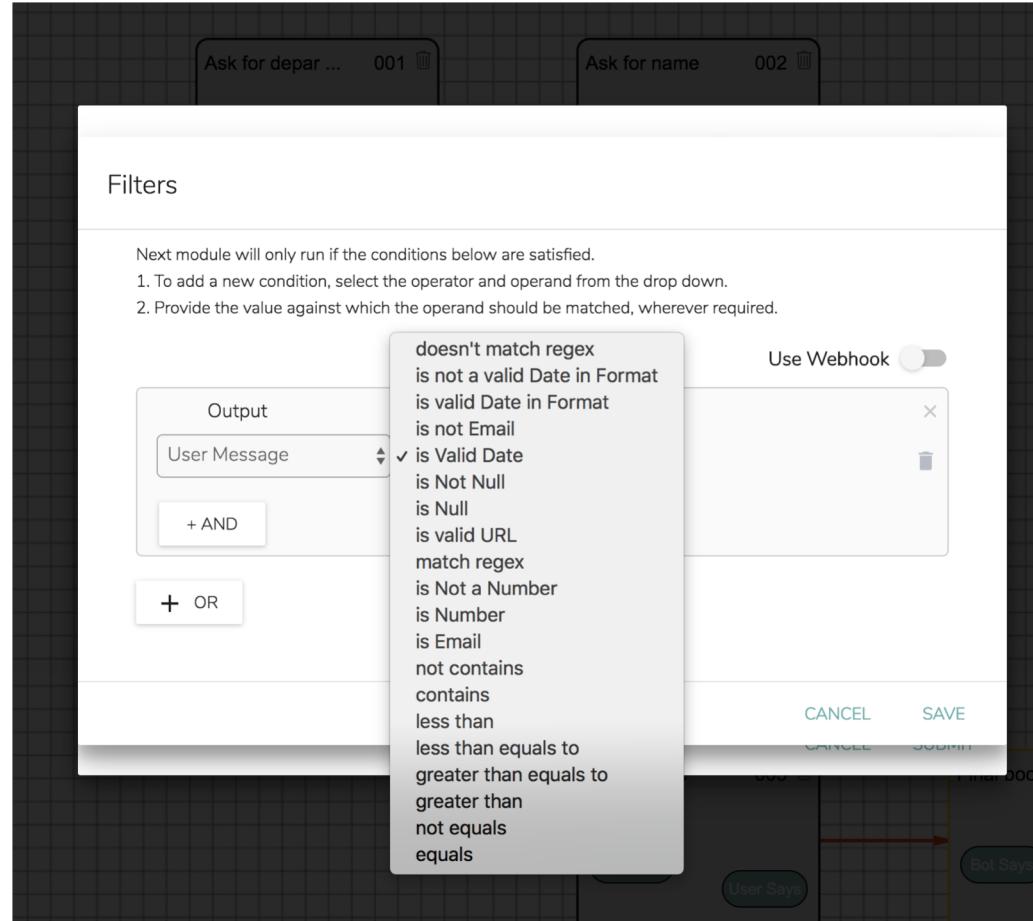


<https://www.chatteron.io>

Visual Based - Platform Example 4 (Chatteron)



Visual Based - Platform Example 4 (Chatteron)



Flow-Based Bots - Examples (Demos)

- Coursera bot - <https://youtu.be/n3j20UvZNec>
- Student Loan bot - <https://youtu.be/JRbefrnNCro>
- The Ellen Show bot - https://youtu.be/wvrCKaVF_7o
- PokemonGo bot - https://youtu.be/0zQs4pm_W2c
- BMW bot - <https://youtu.be/zu4modAhVpA>
- Mancity bot - <https://youtu.be/0kmpv-Yx7WY>
- Insurance bot - <https://youtu.be/lNk6HUhFrdc>

DEMO

Activity 2: Visual-Based Bot

- 1) Goto <https://www.facebook.com/pages/creation/> and create a Facebook Page (**Page Name** and **Category** are up to you) - **Note**: You must first convert your Facebook account to a *Developer Account*, you can do this at developers.facebook.com.
- 2) Goto <https://chatfuel.com/>, login with your Facebook account
- 3) Create a Blank bot
- 4) Add “Book appointment”, “About us”, “Contact us” options into the **Welcome message** block.
- 5) Add more elements (text, cards, buttons, etc) to complete the flow of conversation (fill each of the options in step 4)
- 6) Connect your bot to the Facebook Page you have created in step 1.
- 7) Go to your Facebook account (or Facebook Messenger app in your mobile phone) and search the name of created Facebook Page and choose it.
- 8) Press on **Get Started** button, your bot should show the options you added in **Welcome message**. Choose one option and check if the bot works properly.
- 9) **NOT MARKED (To challenge yourself)** - Connect your chatbot to a backend to return a random reservation ID to user. (HINT: Use JSON API Plugin in Chatfuel)

Visual-Based - Platform Examples



~~ BotEngine



BETA



howdy.



rebotify

SEQUEL

flow.ai