# Fresh Desk Bot

Purpose: Internal employees at Spur will have access to a chat bot that will be able to talk against the Fresh Desk articles.

Site can be found here: <https://freshdesk-chatbot.azurewebsites.net/> (behind Spur Reply SSO)

## ArchitectureA diagram of a chat bot Description automatically generated

Data is stored in blob storage as PDFs.

Reference article I followed: <https://blazorhelpwebsite.com/ViewBlogPost/8067>

## Azure Details

Tenant: Spur Reply LLC (since we are dealing with Spur data, it must live in this tenant)

Resource Group: [freshdesk-bot](https://portal.azure.com/#@thespurgroup.com/resource/subscriptions/f803b912-74c6-4b1a-be5e-4e729ffbc492/resourceGroups/freshdesk-bot/overview)

Web App: [freshdesk-chatbot](https://portal.azure.com/#@thespurgroup.com/resource/subscriptions/f803b912-74c6-4b1a-be5e-4e729ffbc492/resourceGroups/freshdesk-bot/providers/Microsoft.Web/sites/freshdesk-chatbot/appServices)

Environmental variables are configured ([direct link](https://portal.azure.com/#@thespurgroup.com/resource/subscriptions/f803b912-74c6-4b1a-be5e-4e729ffbc492/resourceGroups/freshdesk-bot/providers/Microsoft.Web/sites/freshdesk-chatbot/environmentVariablesAppSettings)):

A screenshot of a chatbot

Description automatically generated

Search service: [freshdesk-search](https://portal.azure.com/#@thespurgroup.com/resource/subscriptions/f803b912-74c6-4b1a-be5e-4e729ffbc492/resourceGroups/freshdesk-bot/providers/Microsoft.Search/searchServices/freshdesk-search/overview)

2 indexes:

A screenshot of a computer

Description automatically generated

2 indexers (ran daily at 12:15 am pacific):

A screenshot of a computer

Description automatically generated

Data source for the indexer/indexes:

* Blob storage: [freshdeskpdfs](https://portal.azure.com/#@thespurgroup.com/resource/subscriptions/f803b912-74c6-4b1a-be5e-4e729ffbc492/resourceGroups/freshdesk-bot/providers/Microsoft.Storage/storageAccounts/freshdeskpdfs/overview)
* Container: [freshdeskpdfs](https://portal.azure.com/#@thespurgroup.com/resource/subscriptions/f803b912-74c6-4b1a-be5e-4e729ffbc492/resourceGroups/freshdesk-bot/providers/Microsoft.Storage/storageAccounts/freshdeskpdfs/storagebrowser)

Azure OpenAI: [freshdesk-gpt](https://portal.azure.com/#@thespurgroup.com/resource/subscriptions/f803b912-74c6-4b1a-be5e-4e729ffbc492/resourceGroups/freshdesk-bot/providers/Microsoft.CognitiveServices/accounts/freshdesk-gpt/overview)

Function app: [freshdesk-scraper](https://portal.azure.com/#@thespurgroup.com/resource/subscriptions/f803b912-74c6-4b1a-be5e-4e729ffbc492/resourceGroups/freshdesk-bot/providers/Microsoft.Web/sites/freshdesk-scraper/appServices) (ran daily at 12:00 am pacific)

Code deployed to function app: <https://github.com/Spur-Works/web-scraper>

## Archive

## Current process

1. Scrape Freshdesk data
   1. <https://github.com/Spur-Works/web-scraper>
   2. Instructions in Readme
   3. Create individual PDFs with this code
2. Upload individual PDFs to blob storage container
3. Run indexers