

CHAT BOT DEPLOYMENT WITH IBM CLOUD WATSON ASSISTANT

CAD_Phase 4

TEAM MEMBERS

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Install the pyMessenger library:

pip install pyMessenger

from pyMessenger import Bot

from pyMessenger.elements.buttons import Button

Initialize the Facebook Messenger Bot

page_access_token = 'YOUR_PAGE_ACCESS_TOKEN'

bot = Bot(page_access_token)

Define a function to handle incoming messages

def handle_message(event):

sender_id = event.sender_id

recipient_id = event.recipient_id

message_text = event.message_text

if "hello" in message_text.lower():

Send a greeting message

response = "Hello! How can I assist you today?"

bot.send_text_message(sender_id, response)

elif "options" in message_text.lower():

Send quick reply options

response = "Here are some options:"

quick_replies = [

```
        Button(title="Option 1", payload="OPTION_1"),
        Button(title="Option 2", payload="OPTION_2"),
    ]

    bot.send_quick_replies(sender_id, response,
quick_replies)
else:

    # Handle other messages or commands

    response = "I'm not sure how to respond to that. You
can choose from the available options."

    bot.send_text_message(sender_id, response)

# Define a function to handle quick reply selections
def handle_quick_reply(event):

    sender_id = event.sender_id
    recipient_id = event.recipient_id
    payload = event.quick_reply_payload

    if payload == "OPTION_1":

        response = "You selected Option 1."
    elif payload == "OPTION_2":

        response = "You selected Option 2."
    else:

        response = "I'm not sure how to respond to that quick
reply selection."
```

```
bot.send_text_message(sender_id, response)
```

```
# Main loop for handling incoming messages
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```
def main():
```

```
    bot.add_greeting_text("Welcome to the chatbot!")
```

```
    bot.add_get_started_button("GET_STARTED")
```

```
    bot.on_message(handle_message)
```

```
    bot.on_quick_reply(handle_quick_reply)
```

```
    bot.listen()
```

```
if __name__ == '__main__':
```

```
    main()
```

1. Homepage:

- The homepage is the first page visitors see when they land on your website. It should provide a warm welcome, introduce your company, and give an overview of your products or services. Engaging visuals, such as images or videos, can also be featured.

2. About Us:

- The "About Us" page offers visitors insight into your company's history, mission, and values. It often includes a brief background of when and why the company was founded, its core principles, and the team behind its success.

3. Services:

- On the "Services" page, you should detail the range of services your company offers. Provide descriptions of each service, highlighting their benefits and how they can address customer needs.

4. Products:

- The "Products" page is where you showcase your product catalog. Include detailed descriptions, images, pricing, and any unique features that make your products stand out in the market.

5. Contact Us:

- This page is all about connecting with your audience. It should display your contact information, including phone numbers, email addresses, and a contact form for inquiries. You may also list your office locations and hours of operation.

6. Blog:

- The "Blog" page is where you share informative and engaging content. Regularly update it with articles, news, and insights related to your industry. Your blog should be a valuable resource for your audience.

7. Testimonials:

- Use the "Testimonials" page to build trust and credibility. Include feedback from satisfied customers and clients. Real-life success stories and reviews can help potential customers gain confidence in your products or services.

8. FAQ (Frequently Asked Questions):

- In the "FAQ" section, answer common questions that your customers might have. This can help reduce support inquiries and provide helpful information in a structured format.

9. Pricing:

- The "Pricing" page should present transparent information about the cost of your products or services. Include pricing packages, subscription details, and any discounts or offers you may have.

10. Privacy Policy:

- The "Privacy Policy" page is where you outline how you handle user data and ensure their privacy. It's important to convey your commitment to data security and compliance with data privacy regulations.

1. Homepage:

- Welcome to [Your Company Name]

- **Discover our products and services.**
- **Explore our commitment to excellence.**

2. About Us:

- **Learn about our company's history.**
- **Meet our team of experts.**
- **Understand our mission and values.**

3. Services:

- **Explore our wide range of services.**
- **Find solutions tailored to your needs.**
- **How our services can benefit you.**

4. Products:

- **Check out our product catalog.**
- **Detailed descriptions and pricing.**
- **See what sets our products apart.**

5. Contact Us:

- **Get in touch with our team.**
- **Find our office locations.**
- **Contact form for inquiries.**

6. Blog:

- **Stay updated with industry news.**
- **Read insightful articles by our experts.**
- **Engaging content on various topics.**

7. Testimonials:

- **See what our customers are saying.**
- **Real stories of success and satisfaction.**
- **Trust in our products and services.**

8. FAQ (Frequently Asked Questions):

- **Answers to common customer queries.**
- **Help users find the information they need.**
- **Reduce support inquiries.**

9. Pricing:

- **Transparent pricing information.**
- **Packages and subscription details.**
- **Choose the right plan for your needs.**

10. Privacy Policy:

- **Understand how we protect your data.**
- **Our commitment to data security.**
- **Compliance with data privacy regulations.**

Integrating a chatbot with messaging platforms like Facebook Messenger and Slack typically involves using their respective APIs. Here's a high-level overview of the steps to integrate the chatbot with these platforms:

Facebook Messenger Integration:

1. *Create a Facebook Page*: If you don't have one already, create a Facebook Page for your chatbot.

2. *Set up a Facebook App*: Create a new Facebook App on the Facebook Developer platform.

3. *Set Up Webhooks*: In your Facebook App, configure webhooks to listen for incoming messages. You'll need a public HTTPS URL where Facebook can send messages.

4. *Receive Messages*: Handle incoming messages from Facebook Messenger using the Messenger API. This is where you'll integrate your chatbot logic.

5. *Send Messages*: Use the Messenger API to send responses back to users.

6. *Test the Integration*: Make sure your chatbot works within the Facebook Messenger platform.

Slack Integration:

1. *Create a Slack App*: Go to the Slack API website and create a new Slack App.

2. *Install the App*: Install the app into your Slack workspace where you want to use the chatbot.

3. *Set Up Event Subscriptions*: Configure event subscriptions to listen for messages in Slack channels.

4. *Receive Messages*: Handle incoming messages from Slack by listening to events from the Slack API.

5. *Send Messages*: Use the Slack API to send responses back to users in Slack channels.

6. *Test the Integration*: Ensure your chatbot works within the Slack platform.

Remember to secure your API credentials and handle user authentication properly. You'll need to code the logic of your chatbot to understand and respond to messages appropriately.

As for refining responses, you can continuously improve your chatbot by training it with more data, optimizing its natural language processing, and refining its decision-making algorithms to provide better and more

contextually relevant responses. User feedback is valuable for making these improvements.