Hola everyone, today I’m going to show you how to use Chatbot Platform properly and effectively.

Chatbot platform is a website that allows to create, deploy and manage chatbots. It includes features for building and designing the chatbot's conversational flow, integrating it with various messaging channels (like facebook, app, whatsapp), and analyzing the bot's performance with analytics and reporting features.

To get started with Chatbot Platform, we need an account, I already havemy account, so I’m just going to login by username and password.

Once we get loggin to Chatbot Platform, we’ll be taken to the Bot management screen, in the upper right corner of screen, we can chose a language the website displays in; in English or in Spanish. And on the left is navigation bar that allow access all features of Platform.

(Because of the limited time for the training session, I will only introduce the main features of the chatbot, the rest of the features can be found in the user manual.)

**Create Bot**

In the center of screen, we can see list of bots that created; for each bot we can share, copy, edit and delete. To create bot, we need to click on the Create a new bot button, the system displays the Create a new bot screen

- Enter BOT Name. It is mandatory to enter and the Bot name must not have the same name as another existing BOT on the system

- Enter the BOT discription

- Chose the Bot type

- Evaluation criteria (KPI criteria): Allows to choose the corresponding BOT quality evaluation criteria

- BOT reply (Bot reply): Allows configuring BOT response time

- Meeting an agent:

Allow BOT configuration to enable consultant switch mode or not?

…. And other attributes that you can get more in UserGuide

Click the Create New button (Save) to save the BOT information. System Notification: Update bot successfully

- Press the Close button to cancel and not save the entered information

**Create scenario**

* (\*) (Scenario name): Product information
* Display name: This is the name that will be displayed on the web, fan page, etc. when the customer asks. Note: The display name must not exceed 20 characters (including spaces) if it is more than 20 characters, text-overflow will appear on some applications such as messenger
* Descenariosion: More descenariosion of the scenarios information

User: press the button to save the scenario (Save the scenario

To create the scenảio there will be three main steps:

***Step 1:***

The first step is to enter the activation sentences, The system will use this set of sentences to train model (make sure the user presses the BOT train). If the user enters correctly or closely, the bot will catch and activate the scenario

***Step 2:***

The second step is to clarify the information.

At this step, the Bot will collect the information that needs to be clarified;

For example, when you ask the Bot to find the nearest store; then at this step, it will be necessary to configure the Bot to ask what your current address is

( Entity group: allows entry to the entity group. If the sentence contains real, the system shifts to status transfer conditions or step 3

 Sample button: allows the list of accompanying options. The user clicks on which button is equivalent to the user to enter the value on that button

 Multimedia: Allow the list of accompanying options. Including information: photo path, title, description, add button (dark skin 3 buttons, 4 types of buttons: normal, postback, path, popup)

 Quick answer: Allow entering the list of accompanying options. Including information: Content, add buttons (dark skin 3 buttons, 2 types of buttons: Normal, Postback)

***Step 3:***

Finally, configure the response content for the Bot.

The answers: When customers answer the right conditions, the system will display each answer is 1 line

The answer can be one of the following:

* Text
* Image
* Buttons: allows the list of options. The user clicks on which button is equivalent to the user to enter the value on that button
* Multiple: Allow the list of options. Including information: photo path, title, description, add button (dark skin 3 buttons, 4 types of buttons: normal, postback, path, popup)
* Quick answer: Allow entering the list of options. Including information: Content, add buttons (dark skin 3 buttons, 2 types of buttons: Normal, Postback)

**Create pattern, word, word\_group, entity**

In order for the Bot to be able to recognize the intents and choose the appropriate scenario to respond to the user, it is necessary to build patterns to identify the intent. Pattern can be thought like regulator expression. Each pattern is assigned an intent. If the user chats a sentence that matches the rule of a certain pattern, the bot will respond to the scenario assigned to that pattern

Patterns are built on entities, words, word\_groups. So to create pattern, you have to create word, word group and entity first. A word group is a group of words with the same meaning, entities are nouns such as names, phone numbers, addresses, identification documents, etc; you can read the UserGuide to know how to create, edit, delete these.

**Livechat**

OK, lets talk about Livechat.

Livechat is a feature on the Cyberbot interface. In the Live Chat will show all coversations, there will be main functions such as: The agent receives and processes the conversation, displays customer information from the collected/provided sources: Facebook, the enterprise's database, Update information customer, Label conversation type, et setera (et sedoro)