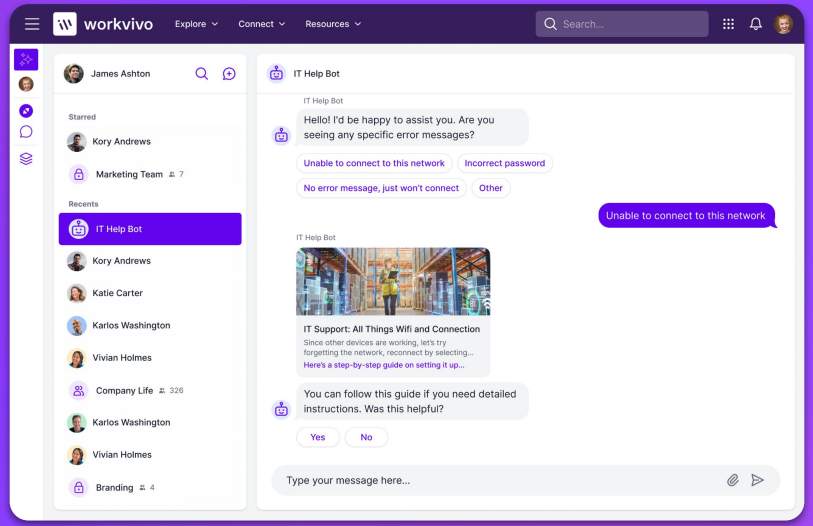
Workvivo Chatbot



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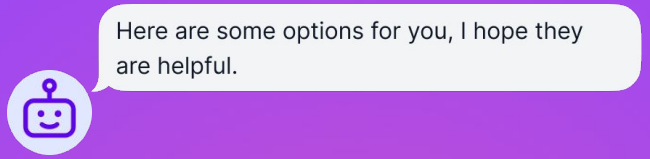
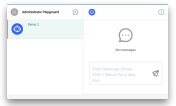
workvivo
by zoom



Overview

User Web Infrastructure

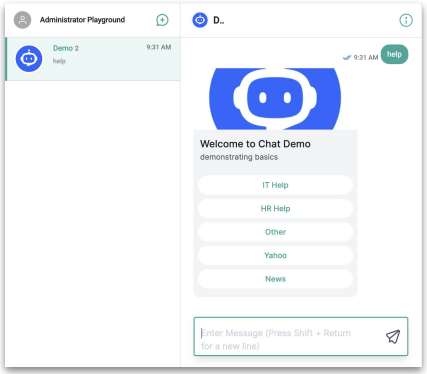
Workvivo



User Interaction

User sends “text”

The “text” is forward using webhook notification



API can be used to instruct the reply

Results will be shown on users UI

Create Chatbot channel and push messages without interaction

- To add the chatbot on behalf of the user.

Create a bot Channel
https://developer.workvivo.com/#0ea60798-37eb-4b2f-a8bf-22d8c9993e6f

Note) You will need to retrieve the "user_id" and "bot_userid" to send this request.
"user_id" is the id tied to each user within Workvivo.
"bot_userid" is the id for the Chatbot entry.

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- To send message programmatically.

Create a bot message
https://developer.workvivo.com/#6ae78d7c-7397-4722-a91f-4ce23957d395

Note) You will need "channel_url" which you can retrieve when creating the bot. (or retrieving all the exiting bots)

Also see:
https://github.com/Yosuke-workvivo/Workvivo-Chatbot/tree/main/Sample

Create a bot card (Regular)

label: title of the button

message: plain text to be sent

or

link: url (will open in another tab)

```
requestPayload = {
  bot_userid: webhook.bot.bot_userid,
  channel_url: webhook.channel.channel_url,
  type: 'card',
  cards: [{
    cardTitle: "Welcome to Chat Demo",
    cardDescription: "demonstrating basics",
    cardImage: `${process.env.IMAGEURL}chatbot.png`,
    buttons: [
      { label: "IT Help", message: "IT Help" },
      { label: "HR Help", message: "HR Help" },
      { label: "Other", message: "Other" },
      { label: Yahoo",link: "https://www.yahoo.co.jp/" },
    ]
  }]
};
```

Create a bot card (Carousel)

label: title of the button

message: plain text to be sent

or

link: url
(Will try to open within the same page if the target is within the workvivo domain)

```
requestPayload = {
    bot_userid: webhook.bot.bot_userid,
    channel_url: webhook.channel.channel_url,
    type: 'card',
    cards: [
    {
      cardTitle: "Welcome to Chat Demo 1",
      cardDescription: "demonstrating basics 1",
      cardImage: `${process.env.IMAGEURL}1.png`,
      buttons: []
    },
    {
      cardTitle: "Welcome to Chat Demo 2",
      cardDescription: "demonstrating basics 2",
      cardImage: `${process.env.IMAGEURL}2.png`,
      buttons: [{ label: "IT Help 2", link: "https://www.google.co.jp" }]
    },
    {
      cardTitle: "Welcome to Chat Demo 3",
      cardDescription: "demonstrating basics 3",
      cardImage: `${process.env.IMAGEURL}3.png`,
      buttons: [
        { label: "IT Help Button 3-1", message: "IT Help 3-1" },
        { label: "IT Help Button 3-2", message: "IT Help 3-2" },
        { label: "IT Help Button 3-3", message: "IT Help 3-3" },
      ]
    }
  ]
}
```

Create a bot quick reply

label: title of the button

message: plain text to be sent

Note) “link” cannot be used.

```
requestPayload = {
  bot_userid: webhook.bot.bot_userid,
  channel_url: webhook.channel.channel_url,
  type: 'quick_reply',
  "replies": [
    {
      "label": "Unable to connect to this network",
      "message": "Unable to connect to this network"
    },
    {
      "label": "Incorrect Password",
      "message": "Incorrect Password"
    },
    {
      "label": "No error message, just won’t connect",
      "message": "No error message, just won’t connect"
    },
    {
      "label": "Other",
      "message": "card"
    }
  ]
};
```

Chatbot Sample demo

https://github.com/Yosuke-wokrvivo/Workvivo-Chatbot

Workvivo Support Documents

Chat Bots (guide to configure your chatbot infrastructure)
https://support.workvivo.com/hc/en-gb/articles/23790354570013-Chat-Bots-Alpha-Release

Bots (guide includes the API method)
https://developer.workvivo.com/#6bde2e09-95dc-48ac-8686-b5c29dbe347c

API Authentication - Bearer Token (guide requirements to use API)
https://support.workvivo.com/hc/en-gb/articles/24560593493661-API-Authentication-Bearer-Token

Thank you!

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