

Plugin on Wordpress: <https://wordpress.org/plugins/chatbot-chatgpt/>

Plugin Code on Github: <https://github.com/kognetiks/chatbot-chatgpt>

1. Introduction:

ChatGenie is a WordPress plugin designed to enhance customer support by integrating a chatbot powered by OpenAI's GPT-3.5 model. This chatbot is designed to be a seamless, responsive, and persistent widget that can be easily integrated into any WordPress theme. Users can initiate conversations with the chatbot to seek assistance and receive responses generated by the AI model.

2. Features:

2.1. Appearance & Integration:

- Widget should integrate into any theme without disrupting the layout or functionality.
- The widget must be fully responsive, ensuring that it adapts seamlessly to various screen sizes and devices, providing an optimal user experience on desktops, tablets, and mobile phones.
- The widget's appearance should be changed to a modern look and its colors can be customized to match the color scheme of the Theme being used. Users have the flexibility to choose from a range of color options to ensure the widget blends seamlessly with the website's design.
- The color customization options may include settings for the widget's background color, text color, button color, and other visual elements. These settings allow website owners to maintain a consistent and visually appealing user interface.

2.2. Persistence:

- Chat widget must persist on all current and new pages (to be created), ensuring users can access it from anywhere on the website.

2.3. Initialization and Setup Wizard:

- Upon installation, the plugin will prompt the user with a setup wizard to provide two API keys:
 - OpenAI API Key: Required for powering the chatbot with the GPT-3 model.
 - Plugin-specific API Key: Used for internal plugin operations (validated via API).
 - If any API Key is invalid, display an error to the user.

2.4. Knowledge Base Setup:

- After validating both API keys, the plugin will request the user to upload at least one PDF file to create a knowledge base for the chatbot.

2.5. ChatGPT Assistant Creation:

- Using the OpenAI API Key, the plugin will:
 - Create a new assistant (retrieval model) for the chatbot with a custom instruction “You are a helpful customer service assistant, answering all questions in clear and simple language. Be straightforward and to the point. Don’t answer anything outside the scope of your knowledge in the documents. Any offensive or irrelevant text should be responded to in a polite but assertive way.”
 - Add the uploaded PDF file(s) to the assistant's knowledge base.

2.6. Message Relay:

- The plugin will integrate the chatbot and relay user messages to the ChatGPT Assistant.
- It will display the responses received from the assistant in the chat widget in real-time.

2.7. Knowledge Base Management:

- Users can manage the knowledge base from the plugin settings.
- Add more PDF files to expand the knowledge base.
- Delete any unwanted files from the knowledge base.

3. User Flow:

3.1. Installation and Initialization:

- User installs the ChatGPT Support Bot plugin.
- Plugin prompts the user to provide OpenAI API Key and Plugin-specific API Key.
- Both keys are validated.

3.2. Knowledge Base Setup:

- User is prompted to upload at least one PDF file.
- Uploaded files are processed and added to the chatbot's knowledge base.

3.3. Chatbot Interaction:

- User can initiate conversations with the chatbot by sending messages via the chat widget.
- Messages are relayed to the ChatGPT Assistant, and responses are displayed in the chat widget.

3.4. Knowledge Base Management:

- Users can access plugin settings to add more files or delete existing files from the knowledge base.

4. Chat History and Administration:

4.1. Chat History Logging:

- The plugin should maintain a comprehensive log of all chat interactions between users and the chatbot.
- This chat history will include user messages, ChatGPT thread ID, chatbot responses (from ChatGPT Assistant), timestamps, and any relevant metadata (for example: IP address, device type, session duration, etc.).

4.2. View All Chats:

- On the admin page, users will have the ability to view a chronological list of all past chat sessions.

- Each chat session entry will provide access to the full conversation history, including user inquiries and the chatbot's responses.

4.3. Search and Filtering:

- The admin page will include search and filtering options, allowing administrators to search for specific chats by keywords, dates, or other relevant criteria.
- Filtering options may include sorting chats by date, user, or conversation topic.

4.4. Export and Download:

- Users will have the option to export chat history data for archival or analytical purposes. Exported data can be in a downloadable format such as CSV or PDF.