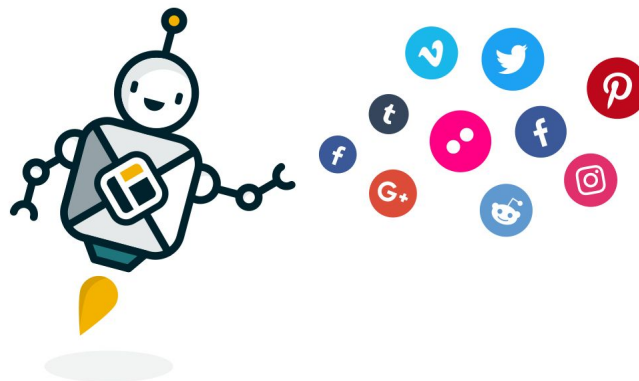


ChatBots on Social Networks

A chatbot is a messaging program that's meant to do human conversations with users. When a user offers questions and queries, the chatbot replies based on an AI program which provides the answers. Traditional chatbots can be standalone messengers, while social chatbots integrate with platforms such as Facebook Messenger, Telegram, etc. There are many benefits of using a chatbot on social networks, such as:

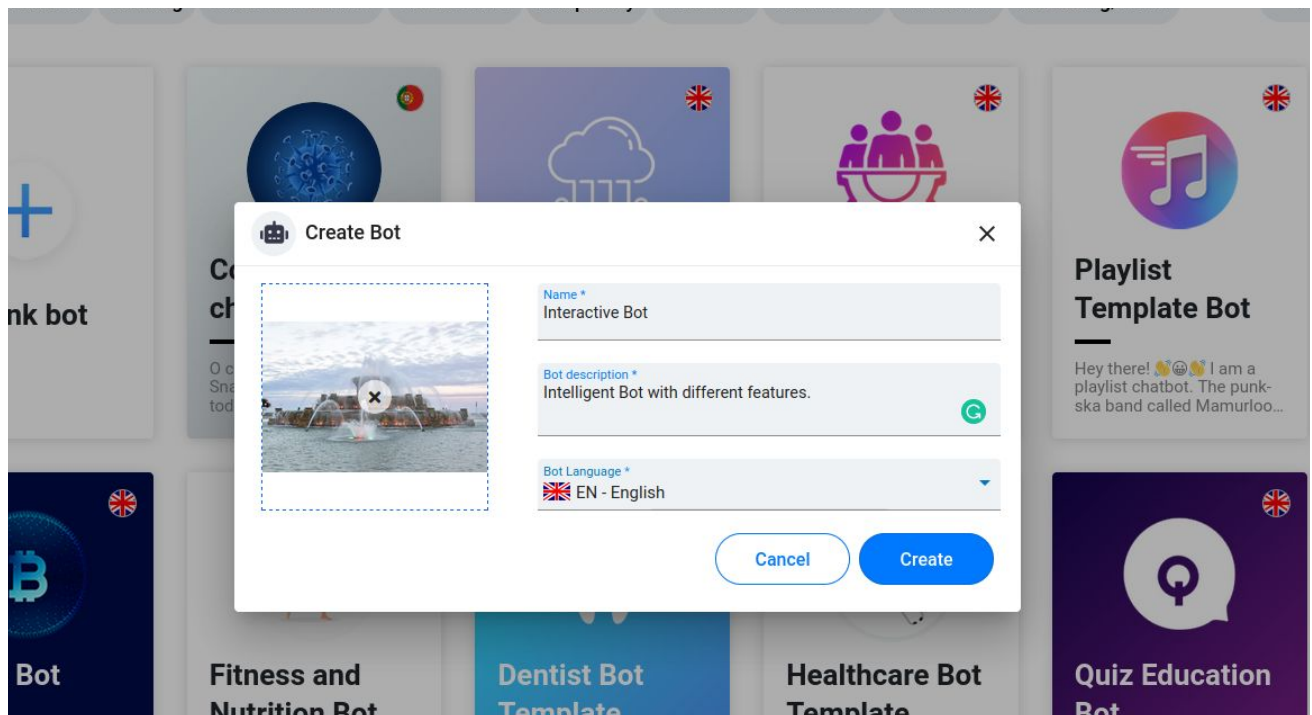
- Addressing customer concerns intelligently in less time 24x7.
- Product & services recommendations.
- Providing basic information or ideas of the product that the user is interested in.
- Creation or modification of account information in an interactive way.
- It offers consumers a quick, direct and uninterrupted line of communication.
- It saves the time, costs & resources of the company & their employees.

Examples ChatBots: CNN, H&M, Qantas, Paypal, Spotify, etc.



To create the ChatBot

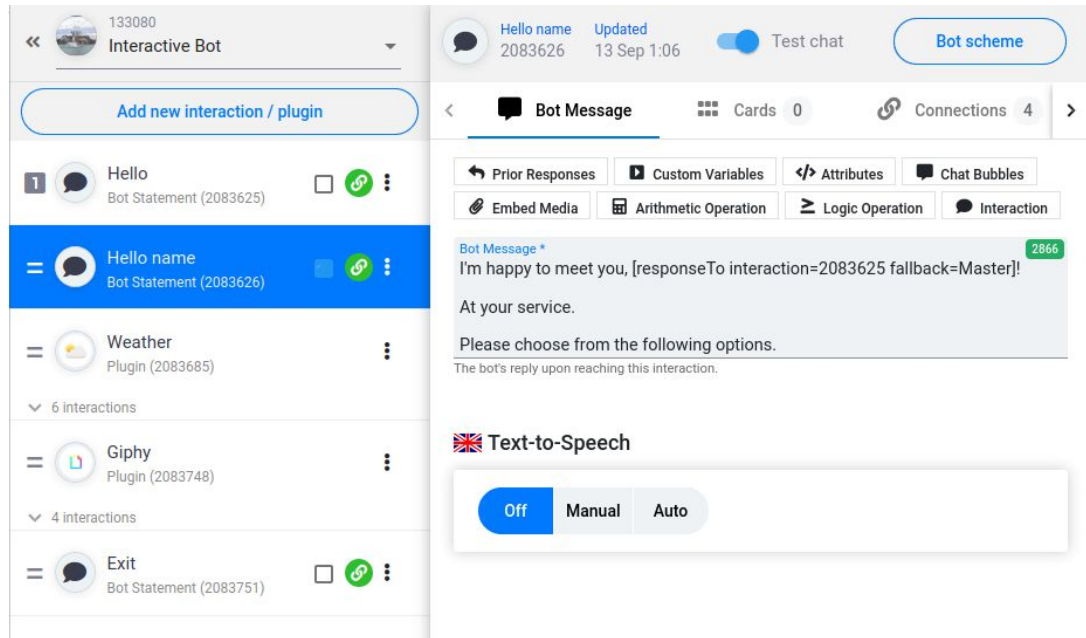
1. Go to <https://snatchbot.me/>.
2. Register and Login.
3. After login, you'll be redirected to Dashboard. On the top-right corner, click the triple bar.
4. Click **My Bots**, then select **+ Create Bot**.
5. We can use any template or build our bot from scratch.
6. For Template, Choose the template then click "use".
7. For Blank Bot, Choose "Blank Bot".
 - a. Add an image.
 - b. Name: <any name>
 - c. Bot description: <description>
 - d. Bot Language: <select a language>
 - e. Click Create.



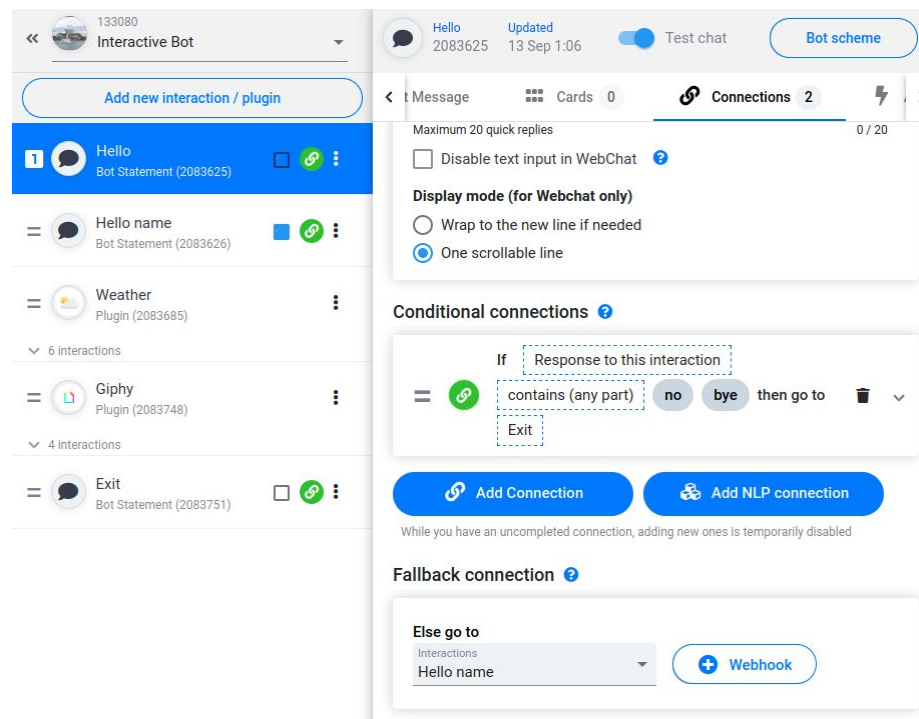
8. Click "Add new interaction/Plugin" to start building your bot.
9. Select Bot statement, give it a name, then click "Add".
10. Select the recently created interaction. Write the Bot message.

The screenshot displays the Bot Builder interface. On the left, a sidebar lists several interactions: 'Hello' (Bot Statement 2083625), 'Hello name' (Bot Statement 2083626), 'Weather' (Plugin 2083685), 'Giphy' (Plugin 2083748), and 'Exit' (Bot Statement 2083751). The main area on the right shows the configuration for the 'Hello' interaction. It includes a 'Bot Message' section with the text 'Hello Master! I'm IntBot. May I know your name please?' and a 'Text-to-Speech' section with a toggle set to 'Off'. The interface also shows 'Prior Responses', 'Custom Variables', 'Attributes', 'Chat Bubbles', 'Embed Media', 'Arithmetic Operation', 'Logic Operation', and 'Interaction' tabs.

11. Create another interaction “Exit” and write the Bot Message “Goodbye or Have a good day!”.
12. Create another interaction <second interaction> like the following. To get the name of the user, click “Prior Responses”. Move that text with [] to the place you want to add the name of the user. Give a fallback value (the text to be shown when there’s an error fetching the name) and Click Interaction tab to get the ID of the previous interaction. Paste that ID in the place of “ID”.



13. Go to the first interaction -> connections, then select Fallback connection = <second interaction>.
14. Click Add connections, select if = response to this interaction; condition = contains (any part); keywords = <add all keywords related to Exit or close>; then go to "Exit". (If user want to exit right then)



15. Add new plugins by clicking on “Add new interaction / plugin”. Select Weather and Add it. Then Add Giphy plugin.
16. Now Click on the <second interaction> -> Connections.
17. In the Replies Box, enter “Weather check?” and fill the information as required. (to connect this text with Weather Plugin)
18. Enter another text “GIFs & Sticker” and fill the required information to connect this text with Giphy Plugin.
19. Now, click on “Add connection”. Make a connection for Exit.
20. Select <first interaction> in the Fallback connection.

The screenshot displays the Bot Builder interface for a bot named "Interactive Bot" (ID: 133080). The left sidebar shows a list of interactions: "Hello" (Bot Statement, 2083625), "Hello name" (Bot Statement, 2083626), "Weather" (Plugin, 2083685), "Giphy" (Plugin, 2083748), and "Exit" (Bot Statement, 2083751). The main panel is titled "Hello name" (2083626) and shows the configuration for the "Hello name" interaction.

Connections: The "Connections" tab is active, showing 4 connections. A note states: "Connect this interaction to others by adding a connection. Check out our [Documentation](#) for more information."

Quick replies: A note states: "Note: Quick replies may appear shortened in Telegram and Viber apps depending on the device. This will not impact functionality." The "Replies" section shows two quick replies: "Weather check?" and "GIFs & Stickers?". There is a button "Add new reply...". Below the replies, there is a checkbox "Disable text input in WebChat" and a section "Display mode (for Webchat only)" with two options: "Wrap to the new line if needed" and "One scrollable line" (selected).







Conditional connections: This section shows three conditional connections:


- If "Response to this interaction" contains (any part) "Weather check?" then go to "Weather".
- If "Response to this interaction" contains (any part) "gif" then go to "Giphy".
- If "Response to this interaction" contains (any part) "close" then go to "Exit".

There are buttons "Add Connection" and "Add NLP connection". A note states: "While you have an uncompleted connection, adding new ones is temporarily disabled".

Fallback connection: This section shows the fallback connection. The "Else go to" dropdown is set to "Hello". There is a button "Webhook".

Interactive Bot

Interactive Bot




Hello Master! I'm IntBot.


May I know your name please?

Sep 13, 2020, 1:37:58 PM

Anant



Sep 13, 2020, 1:39:18 PM



I'm happy to meet you, Anant!

At your service.

Please choose from the following options.

Sep 13, 2020, 1:39:18 PM

Weather check?

GIFs & Stickers?



Which city would you like to get weather forecast for?

Sep 13, 2020, 1:39:48 PM

New Delhi



Sep 13, 2020, 1:39:56 PM



Enter the period of forecast which you wish to get: current weather or 5 days.

Sep 13, 2020, 1:39:56 PM

current



Sep 13, 2020, 1:40:00 PM



Select units (Celsius, Kelvin, Fahrenheit) and get the result.

Sep 13, 2020, 1:40:00 PM

Celsius



Sep 13, 2020, 1:40:04 PM



Weather in New Delhi
Temperature 35
Humidity 56 %
Pressure 1006 hPa

Sep 13, 2020, 1:40:04 PM



I'm happy to meet you, master!

At your service.

Please choose from the following options.

Sep 13, 2020, 1:40:37 PM

GIFs & Stickers?



Sep 13, 2020, 1:40:43 PM



What would you like to search? Gifs or stickers?

Sep 13, 2020, 1:40:43 PM

stickers



Sep 13, 2020, 1:40:49 PM



How many results do you need?

Sep 13, 2020, 1:40:49 PM

1



Sep 13, 2020, 1:40:53 PM



Please type what you want to see.

Sep 13, 2020, 1:40:53 PM

happiness



Sep 13, 2020, 1:41:56 PM



Sep 13, 2020, 1:41:57 PM

Start new search

Go next interaction

Exit