

Chatbot Integration

Integrating a Chatbot Directly with NICE inContact Chat

The design pattern in question is assuming that a patron is chatting with the third party Chatbot and determines that an agent is needed.

To connect the patron to an agent:

1. Create the chat using the [Start Chat](#) API.
2. Send/receive the text context between the agent in the NICE inContact customer chat interface and the third party Chatbot. To Send text use the [Send Text](#) API; to receive text use the [Get Text](#) API.
3. You will want to continuously pull the Get Text API so that anything the agent sends is delivered to your chat application.
4. When the chat is complete, you will need to close the chat with the [End Chat](#) API.

If you need to send prior chat context to the agent before the chat begins, you will need to use the Send Text API. This will allow you to use the chat script to get the previous conversation with the Chatbot and present it to the agent.

Note: There is a requirement that a NICE inContact chat point of contact (POC) exists with corresponding chat skills and chat scripts.

Integrating a Chatbot with NICE inContact Chat using Studio

If your Chatbot does not contain an interface and you are planning to use the NICE inContact customer chat interface, you can also have inContact control the experience by having the [Studio](#) application query your system for the responses.

Assumptions prior to beginning:

- The third party / customer / partner has specific questions they want to ask the patron - possibly based on previous answers.
- An API or SQL DB will be provided to NICE inContact to obtain the responses/questions to be asked and received.

If these conditions are met, you can build a Studio script that interacts with the API or SQL DB for sending questions/answers between the NICE inContact patron and the Chatbot. You will need to either build a script or engage with NICE inContact Expert Services to define the requirements of this script.

The main points that need to be defined are:

- What the script tells the patron
- Which API/DB is called with the patron's responses
- How to present the response back to the patron
- When to engage an agent

Note: Since a NICE inContact script will run this functionality, there shouldn't be a need to use the NICE inContact APIs.