Hi there!

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born in Salzburg

studying in Vienna

php development since 2003

co-founder of GoSepp (mymarket.io)
pay with installments everywhere

Building a (chat)Bot

by Michael Schramm

Bot

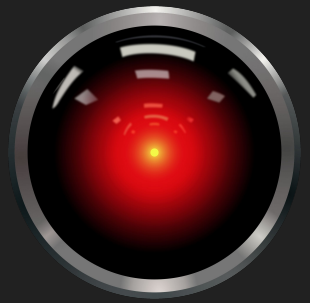
What is it?

The larva of the botfly, which is an internal parasite of horses.
(oxford dictionary)

An autonomous program on a network which an interact with systems or users.
(oxford dictionary)

A bot is a software application that runs automated tasks over the internet.
(wikipedia)

Expectations



Conversational

Flawless

Multi Purpose

Natural interface

Helpful!

Well, that’s a lot

FOCUS

Define a goal

Is a bot even good match for that?

How do users interact?

What's the **benefit** for the user?

Keep it **minimal**, but provide **Value**

GOSEPP - eCommerce Bot

Checkout

Be a bot because we can!

1. user sends a product link
2. validate product
3. ask for address data
   … (name, street, birthdate, etc)
4. show checkout with link

Checkout (fail)

Be a bot because we can!

Typo in Address

Validation failed

User gave fake input

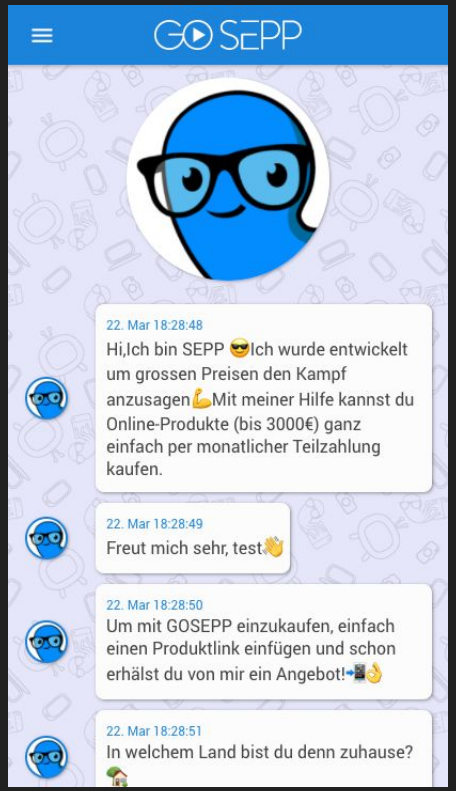
Data input in a chat can be cumbersome

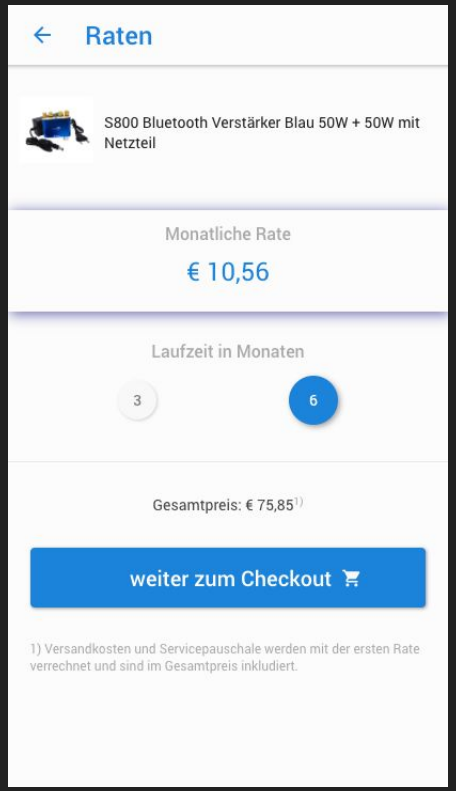
Checkout

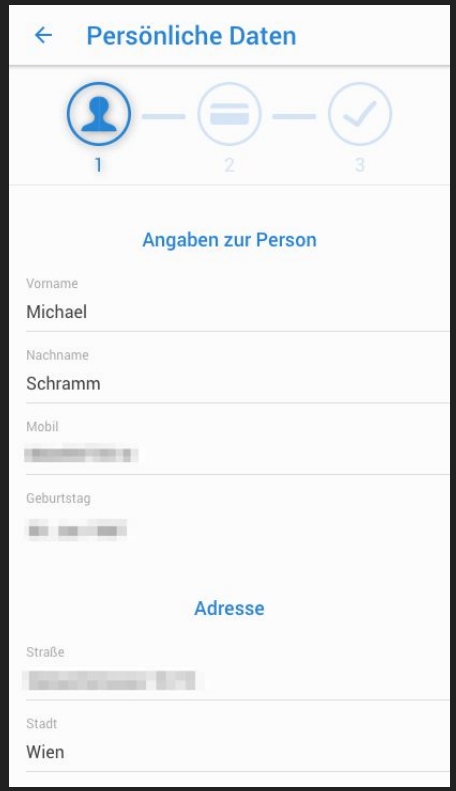
Be a bot where it fits

1. Country chooser with buttons
2. user sends a product link
3. validate product
4. show checkout with link

Live Preview







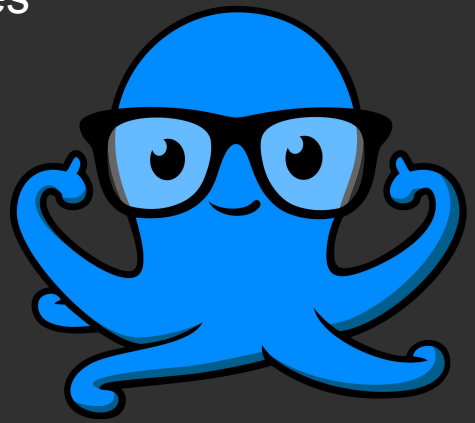
Checkout

Be a bot because we can!

Simpler flow for user

Validation in Modern Web Form

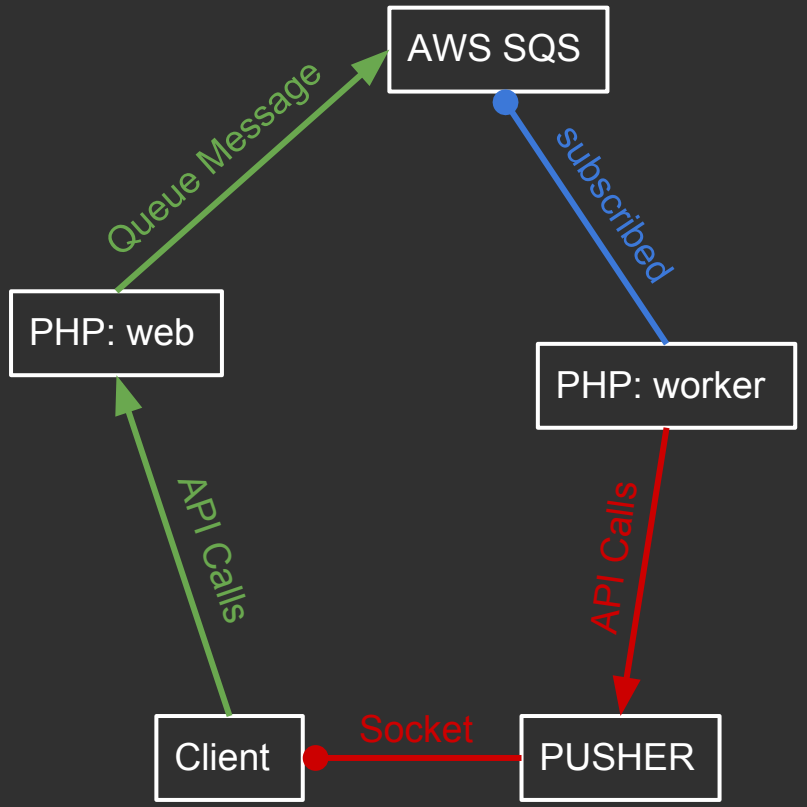
Edit multiple times



Technology

PHP7 / SQS

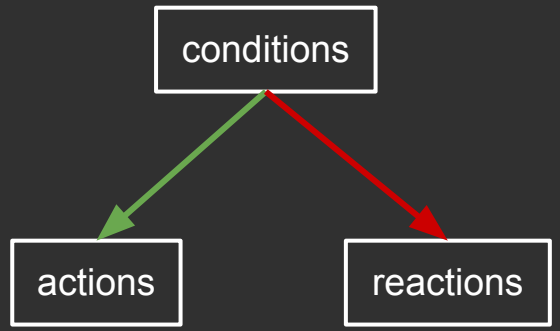
(plus many others)



Tip: just queue incoming Messages

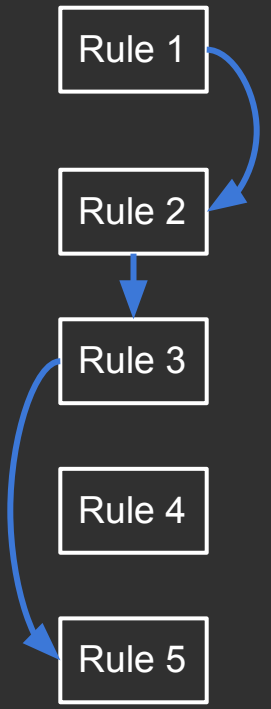
Simple Rules

Messages



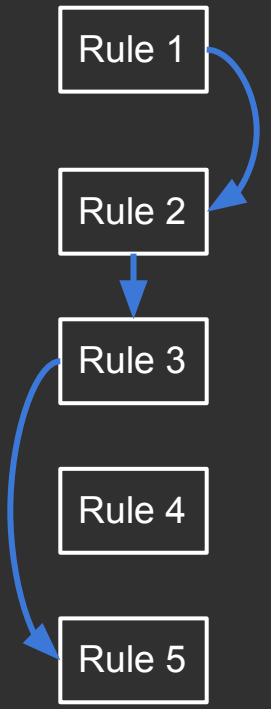
Brains

Messages



Brains

Messages



Brains

Messages

Variables for Conversation

Variables for one Run

Jump rules within Brain

Extendable to other Tools
i.e. WIT.AI

questions?

Slides available on https://github.com/viennaphp

Links

https://github.com/mpociot/botman

https://wit.ai/home

https://www.gosepp.com/