



User guide

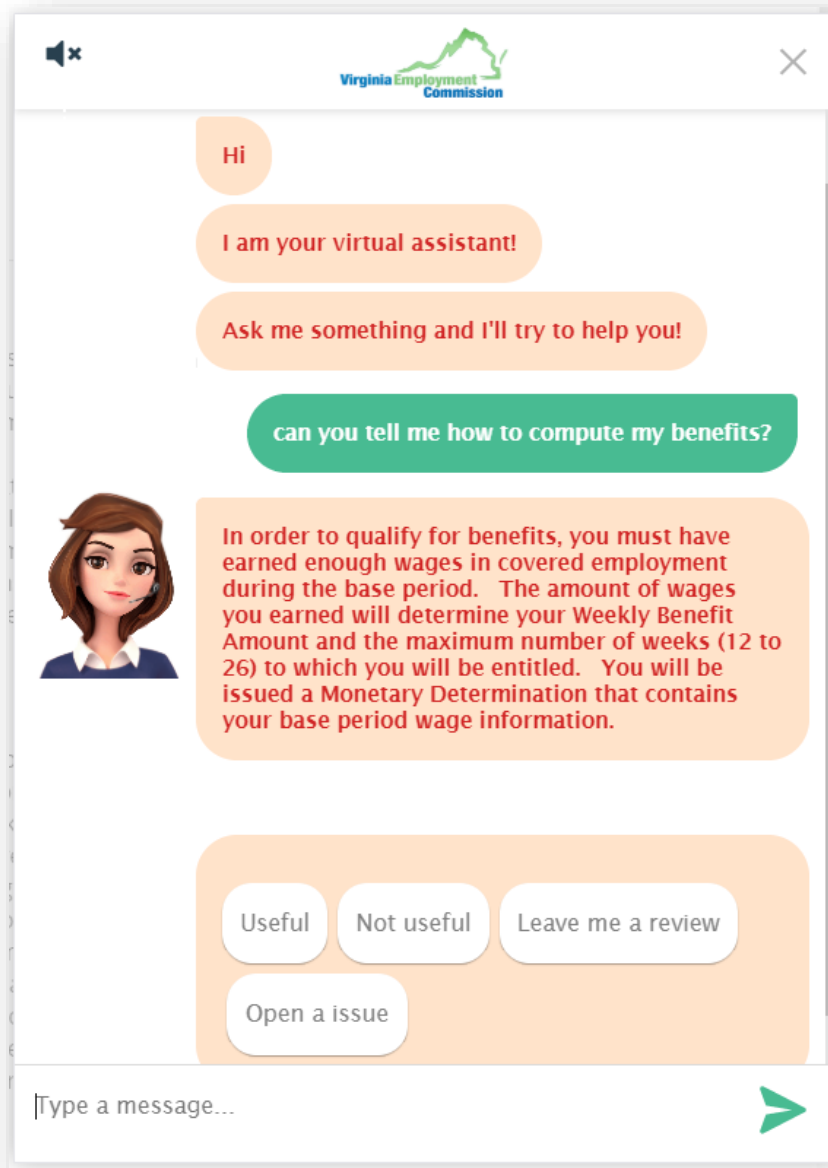
Can you help me?

Sure. what do you need?

I lost my password

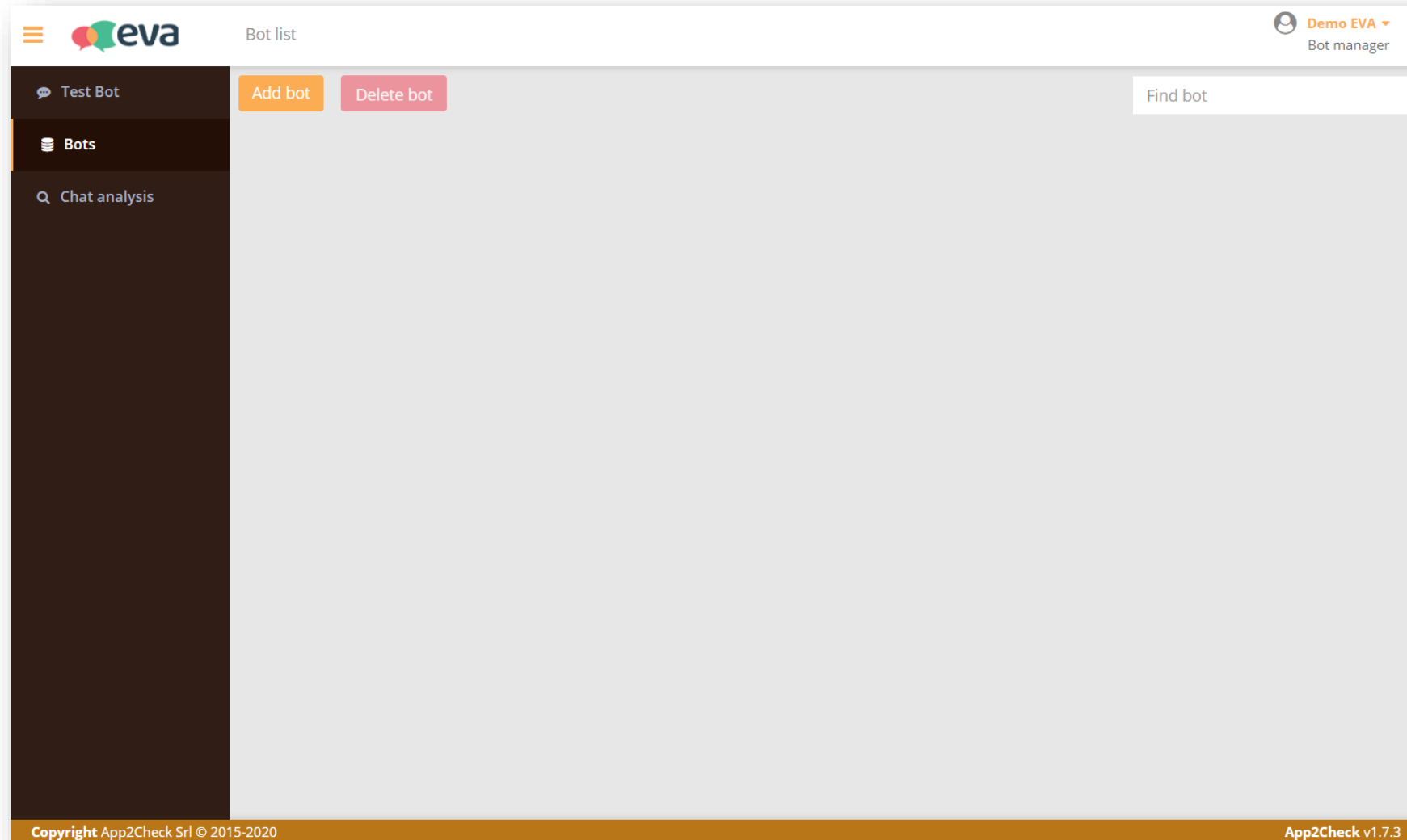
Follow these steps...

Example of final chatbot



- This is an example of chatbot resulting after layout customizations

Folder view and bot creation



- This is the first page you see when you log in in Eva
- In this page / container we have the possibility to Add, Manage or Delete a Bot

Add a Bot

For the creation of a bot, a series of information is required, as obviously the name of the Bot, the ID of the Bot (if we have one), the language on which it will have to focus, but above all, if we want to create a bot :

- By **URL**
- **Empty**
- By **CSV file**
- **Document-based**

What do these four options mean?

The screenshot shows the 'Add a Bot' modal form in the EVA application. The form is titled 'Add a Bot' and has a close button (X) in the top right corner. It contains several input fields and a set of radio buttons for selecting the bot creation method.

Form Fields:

- Bot name:** A text input field.
- ID on EngageOne Converse:** A text input field.
- Language:** A dropdown menu.
- Icon (URL):** A text input field containing the URL: `https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png`.

Creation Method Selection:

Four radio buttons are available for selection:

- From FAQ URL:** Selected (highlighted in orange).
- From CSV**
- Documents based**
- Empty BOT**

Additional Fields and Buttons:

- A text input field below the radio buttons, labeled 'Url to a page containing FAQ'.
- An 'Extract FAQ' button.
- A 'Create bot' button.

Page Footer:

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Add a Bot by URL

- The creation of a bot from URL instead, is the creation of a bot starting from a URL, this means that we will have to go to specify the address of the page of a website containing the F.A.Q. of the latter, which will then be automatically imported thanks to the automatic detection of paragraphs by the system.
- After entering the URL in question, we will have to click on **Extract FAQ** and wait a few seconds for the extraction process to be completed, so as to proceed to the final part of the creation.

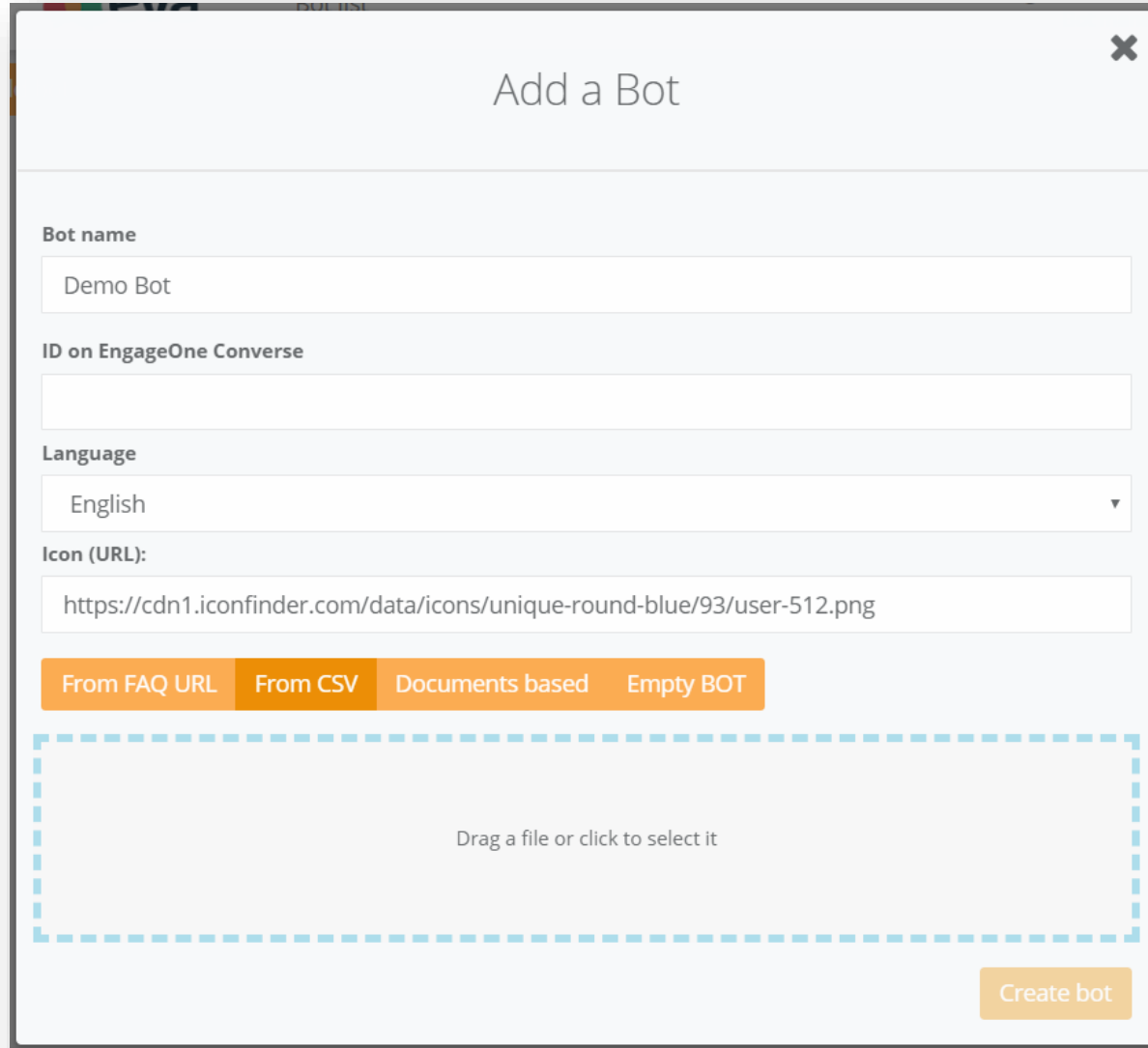
The image displays three overlapping screenshots of the 'Add a Bot' form, illustrating the steps to create a bot from a URL.

Top Screenshot: Shows the initial form with fields for Bot name (Demo Bot), ID on EngageOne Converse, Language (English), and Icon (URL) (https://cdn1.iconfinder.com/). It includes buttons for 'From FAQ URL', 'From CSV', and 'Url to a page containing FAQ'.

Middle Screenshot: Shows the form with the 'From FAQ URL' button highlighted in orange. The 'Icon (URL)' field contains the URL https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png. The 'Extract FAQ' button is highlighted with a red box.

Bottom Screenshot: Shows the form after the 'Extract FAQ' button is clicked. The 'Icon (URL)' field now contains the URL https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png. The 'Extract FAQ' button is still highlighted. Below the form, a green checkmark and the text 'Extraction completed' are visible, along with a link 'Open supervised extraction tool'. The 'Create bot' button is highlighted with a red box.

Add a Bot by CSV



Add a Bot

Bot name

Demo Bot

ID on EngageOne Converse

Language

English

Icon (URL):

<https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png>

From FAQ URL From CSV Documents based Empty BOT

Drag a file or click to select it

Create bot

- The creation of a bot from CSV gives us the opportunity to create a bot by importing a preset CSV file with a series of questions / answers already contained within it.
- To do this, simply upload it via classic upload, or with a simple drag & drop.

Add a Document based Bot

Add a Bot

Bot name

Demo Bot

ID on EngageOne Converse

Language

English

Icon (URL):

https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png

From FAQ URL

From CSV

Documents based

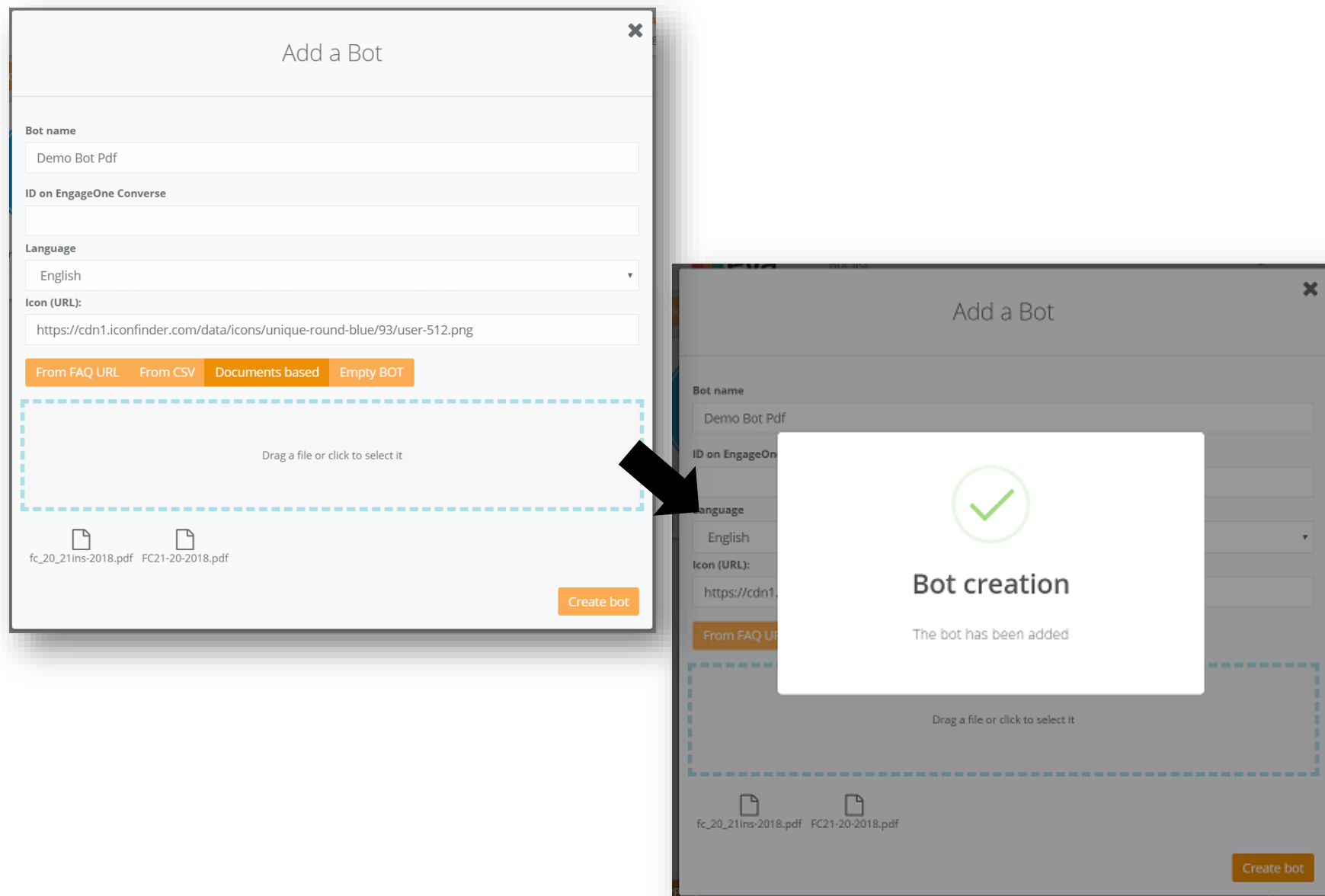
Empty BOT

Drag a file or click to select it

Create bot

- Document based imports documents as PDF and then when you ask something the bot, EVA searches for the answer within the documents and returns the documents that speak of what you asked by trying to go directly to the part of the document that mentions the keywords you searched for.
- This works without creating a knowledge base, only directly importing documents such as guides or similar.

Add a Document based Bot



- Per importare un document PDF basterà semplicemente trascinarlo nel campo upload oppure cliccare su quest'ultimo e selezionare I file dal nostro computer.
- Una volta terminato di caricare I file, clicchiamo su “Create Bot” per procedere al salvataggio.

Add an Empty Bot

Add a Bot

Bot name

Demo Bot

ID on EngageOne Converse

Language

English

Icon (URL):

<https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png>

From FAQ URL

From CSV

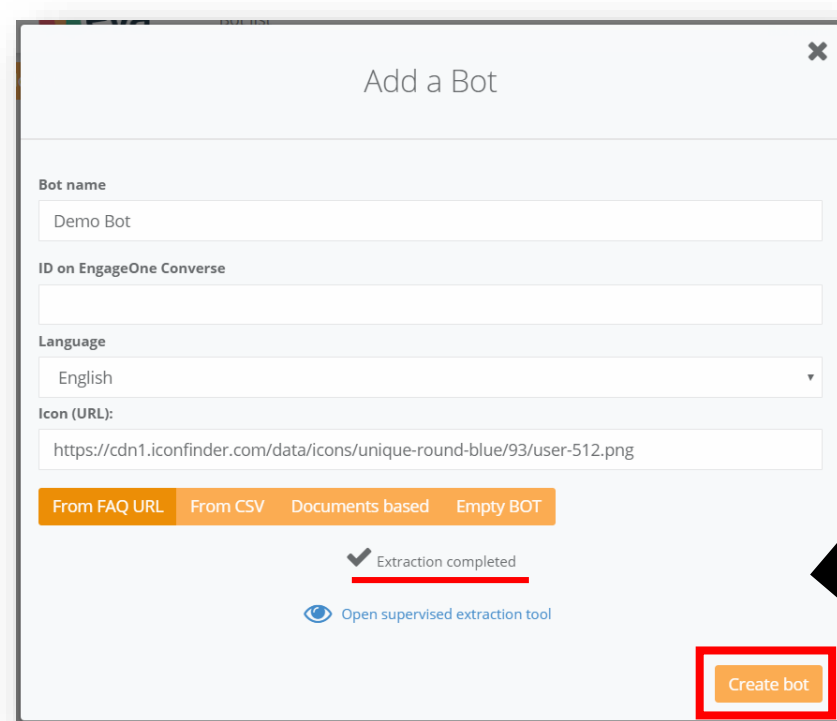
Documents based

Empty BOT

Create bot

- The creation of an Empty Bot is nothing more than the creation of the bot structure, therefore this means that we will have to manually enter all the Knowledge Base and the various categories.

Add a Bot by URL



Add a Bot

Bot name
Demo Bot

ID on EngageOne Converse

Language
English

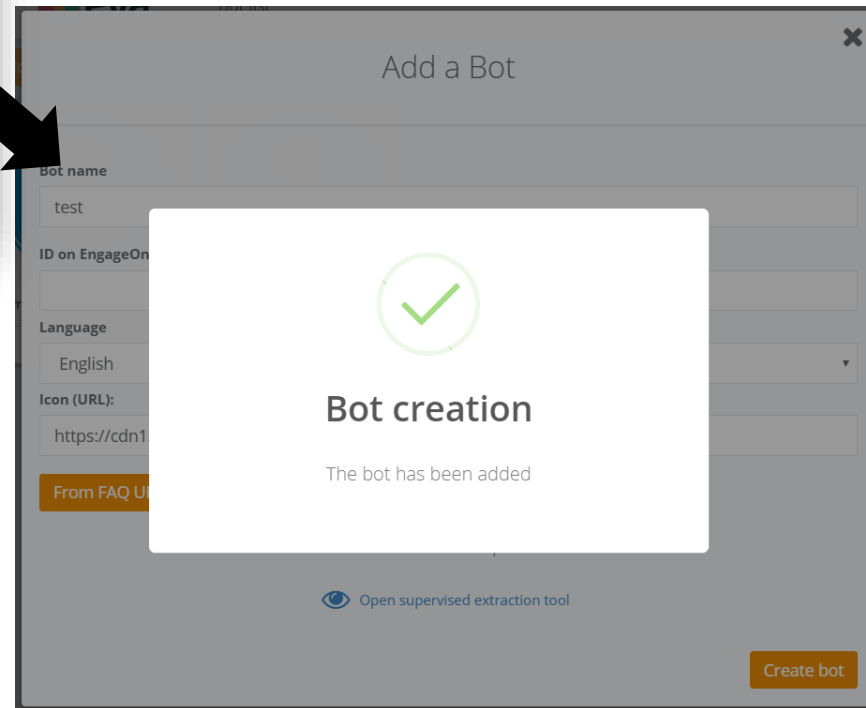
Icon (URL):
https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png

From FAQ URL From CSV Documents based Empty BOT

✓ Extraction completed

Open supervised extraction tool

Create bot



Add a Bot

Bot name
test

ID on EngageOne

Language
English

Icon (URL):
https://cdn1

From FAQ U

Bot creation

The bot has been added

Open supervised extraction tool

Create bot

- Once the extraction of the F.A.Q. is complete, we can click on **Create bot** to be able to finally start working on it.

Supervised extraction tool

Add a Bot

Bot name

Demo Bot

ID on EngageOne Converse

Language

English

Icon (URL):

https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png

From FAQ URL

From CSV

Documents based

Empty BOT

✓ Extraction completed

Open supervised extraction tool

Create bot



✓ Extraction completed

Close supervised extraction tool

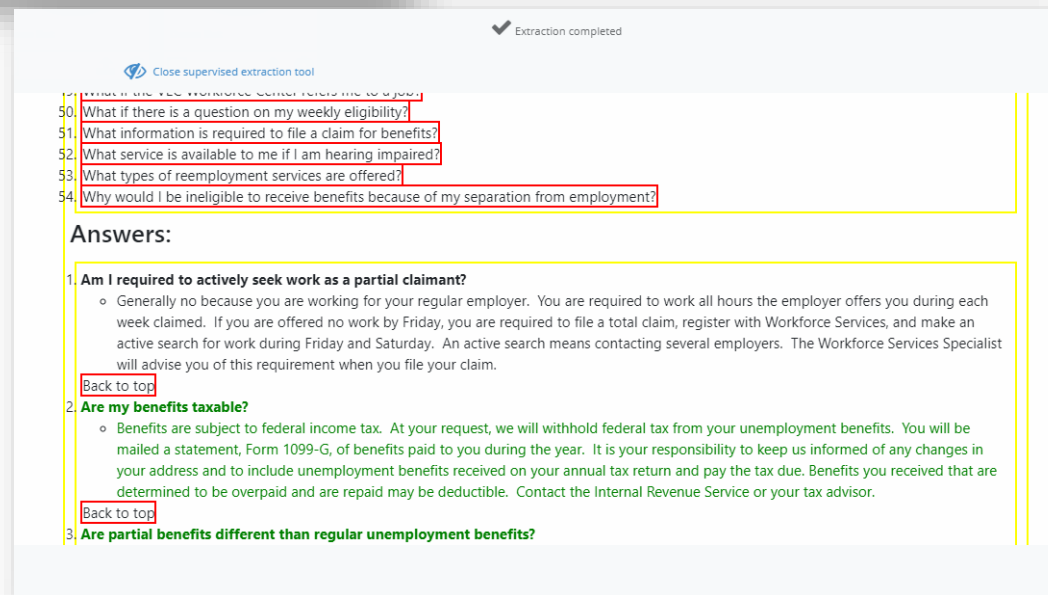
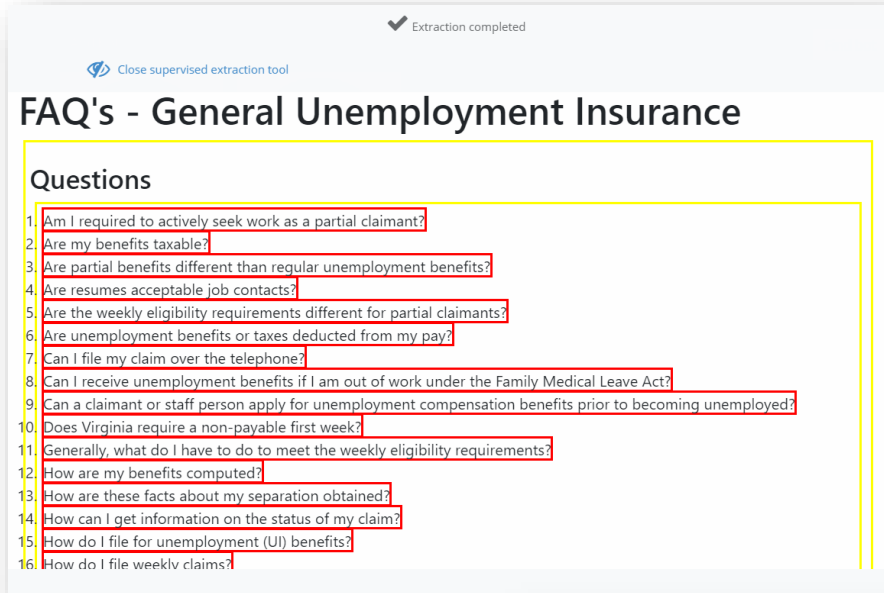
FAQ's - General Unemployment Insurance

Questions

- Am I required to actively seek work as a partial claimant?
- Are my benefits taxable?
- Are partial benefits different than regular unemployment benefits?
- Are resumes acceptable job contacts?
- Are the weekly eligibility requirements different for partial claimants?
- Are unemployment benefits or taxes deducted from my pay?
- Can I file my claim over the telephone?
- Can I receive unemployment benefits if I am out of work under the Family Medical Leave Act?
- Can a claimant or staff person apply for unemployment compensation benefits prior to becoming unemployed?
- Does Virginia require a non-payable first week?
- Generally, what do I have to do to meet the weekly eligibility requirements?
- How are my benefits computed?
- How are these facts about my separation obtained?
- How can I get information on the status of my claim?
- How do I file for unemployment (UI) benefits?
- How do I file weekly claims?

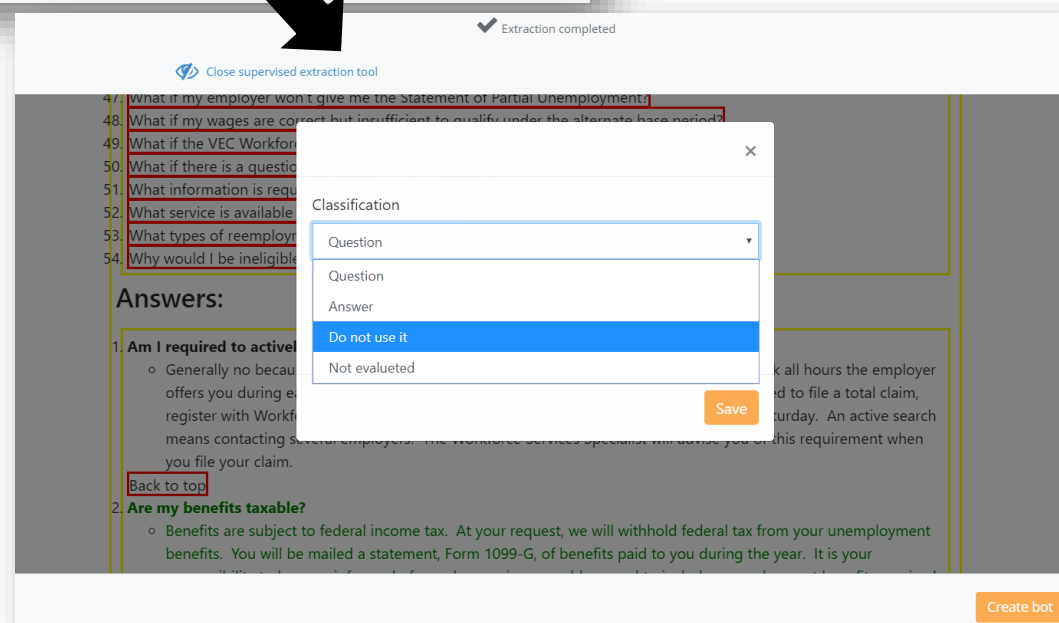
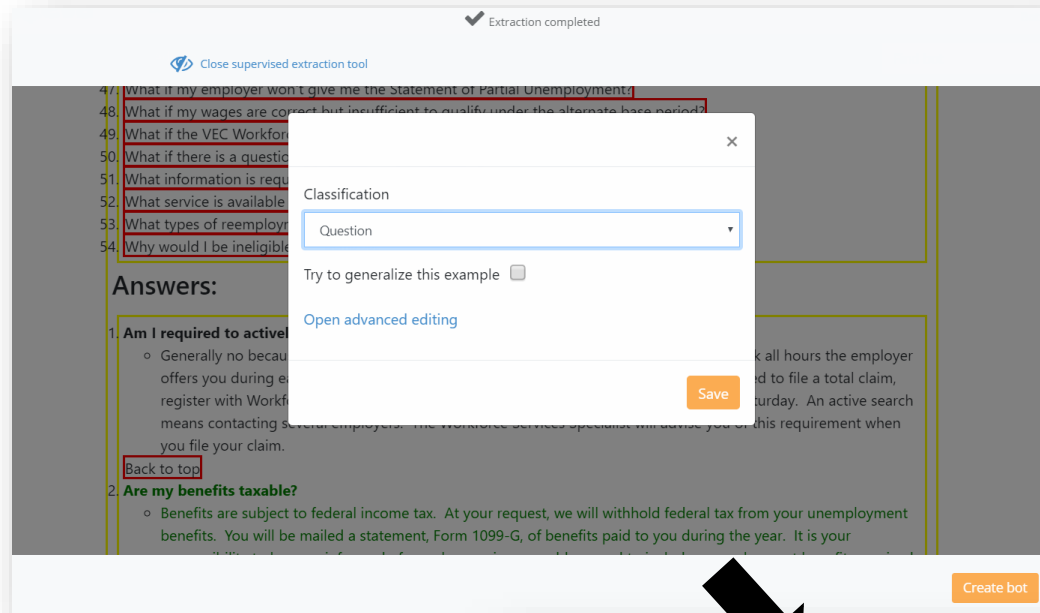
- Another very important feature of EVA is the Supervised Extraction Tool.
- Thanks to this tool it is possible to supervise the FAQ extraction, in order to better refine it, excluding parts that do not interest us, making EVA understand which parts of our FAQ are worth considering and which are not.

Supervised extraction tool



- In the example alongside, we can see how we can modify parts of the FAQ taken into consideration by EVA, but which we are not interested in.
- So the first step is to identify which parts we want to modify, among those identified automatically by EVA.

Supervised extraction tool

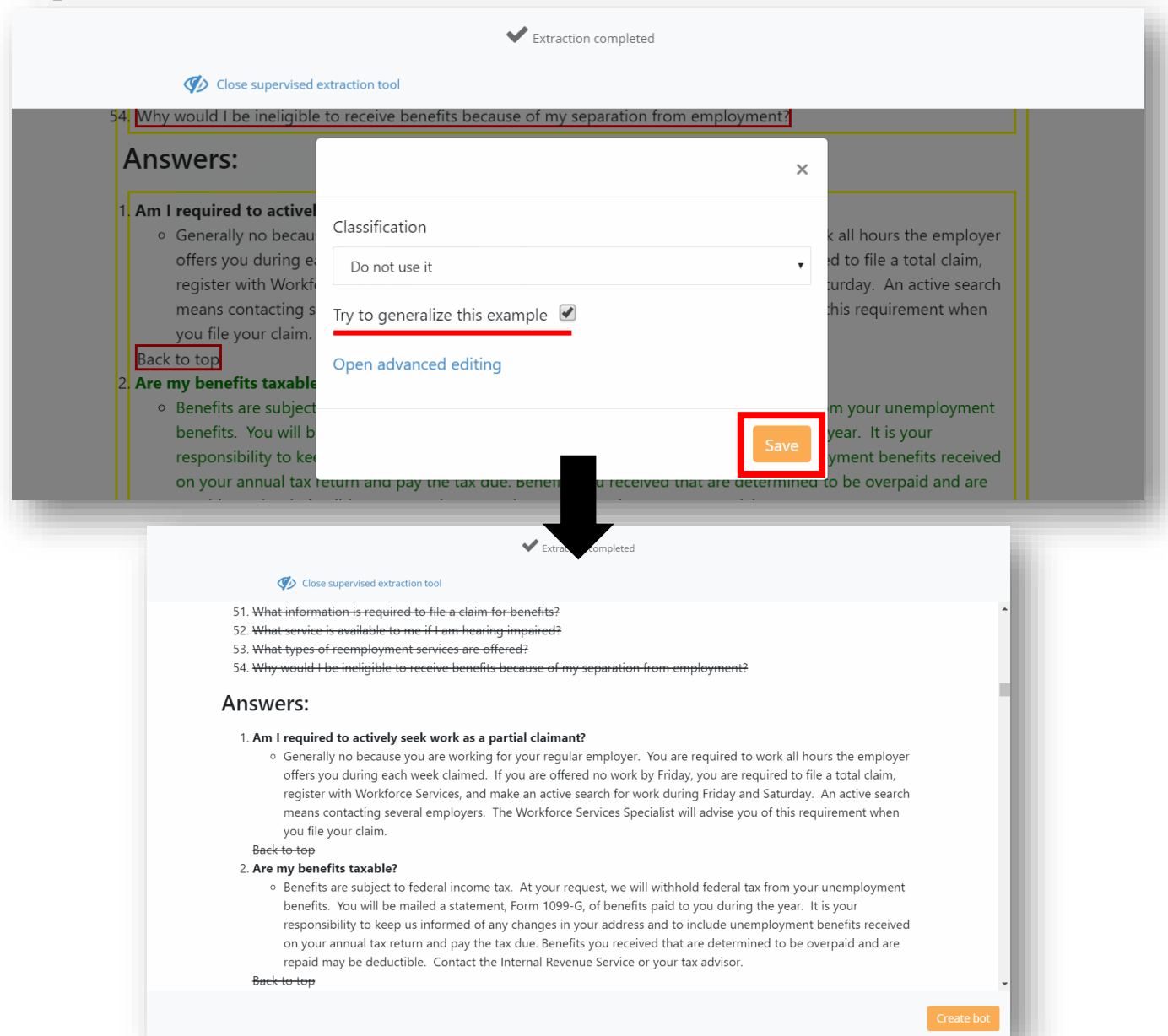


Once found it, just double click on one of these, and indicate if the part in question is:

- A question
- An answer
- Do not use it
- Not evaluated

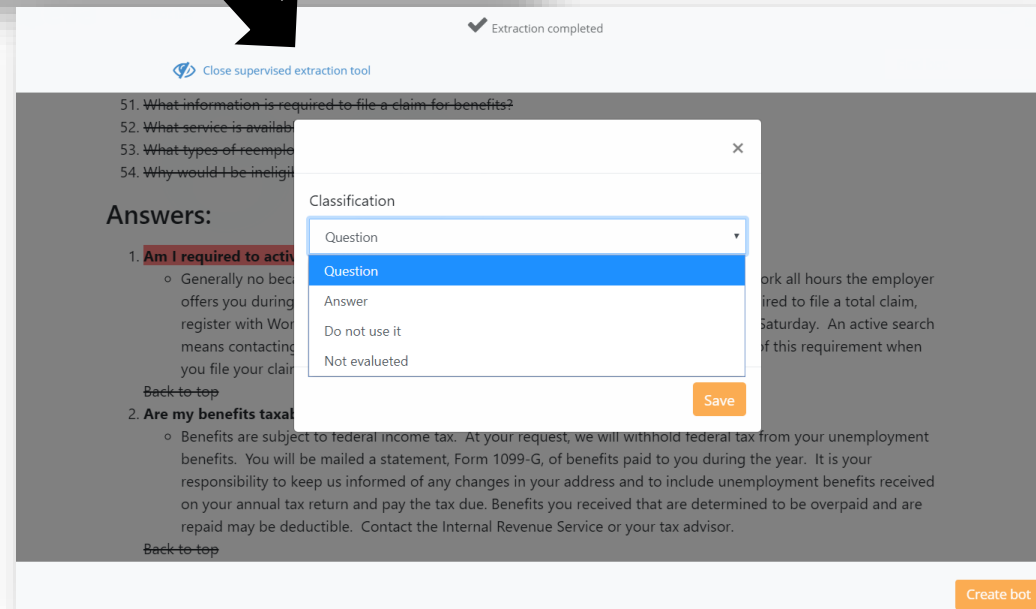
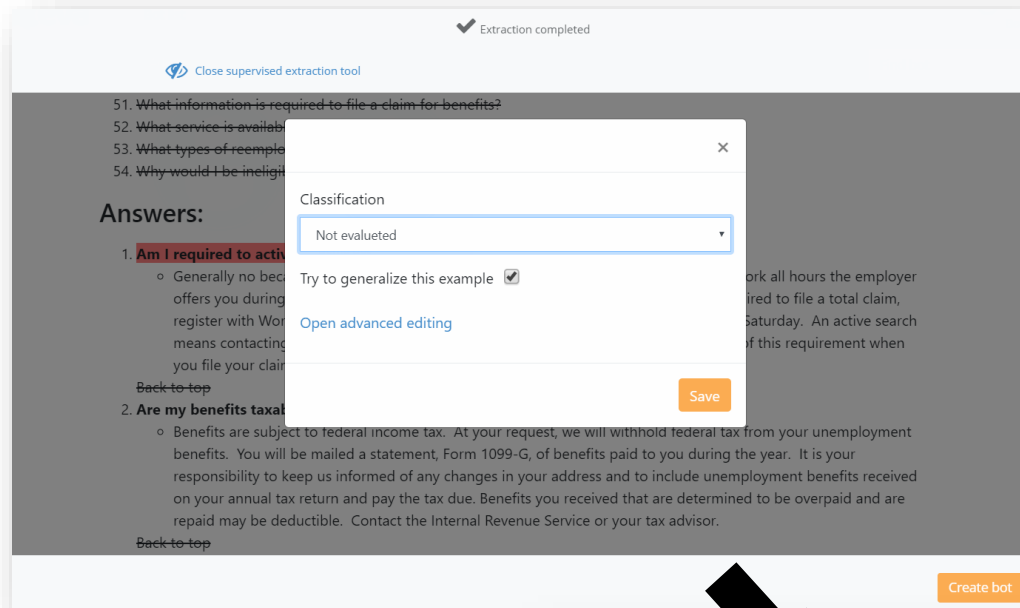
In this case, we will choose from the menu the item "Do not used", to exclude definitively the part from the extraction.

Supervised extraction tool



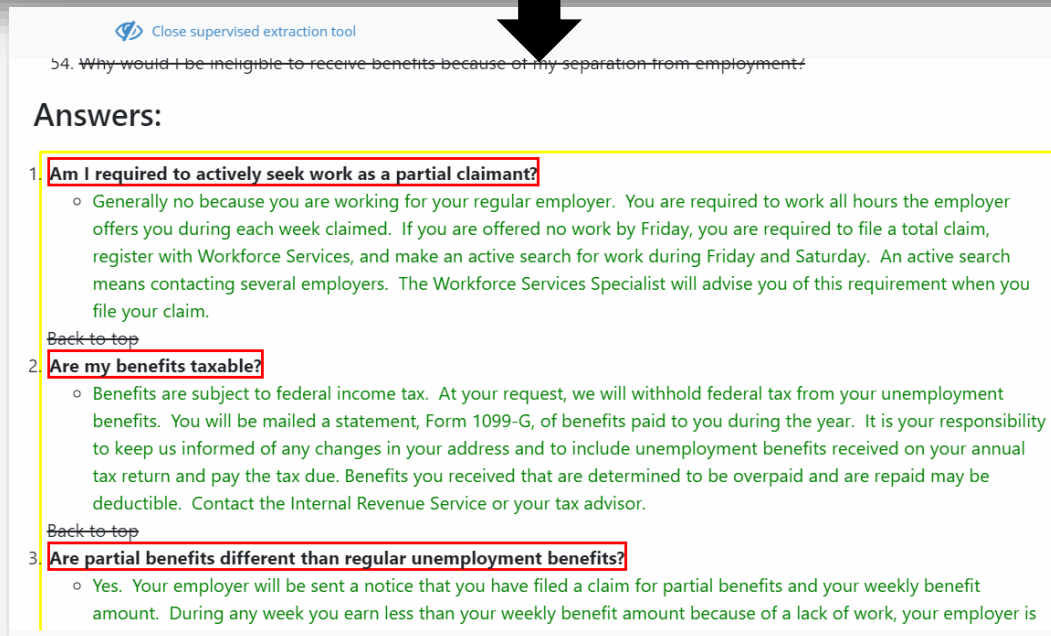
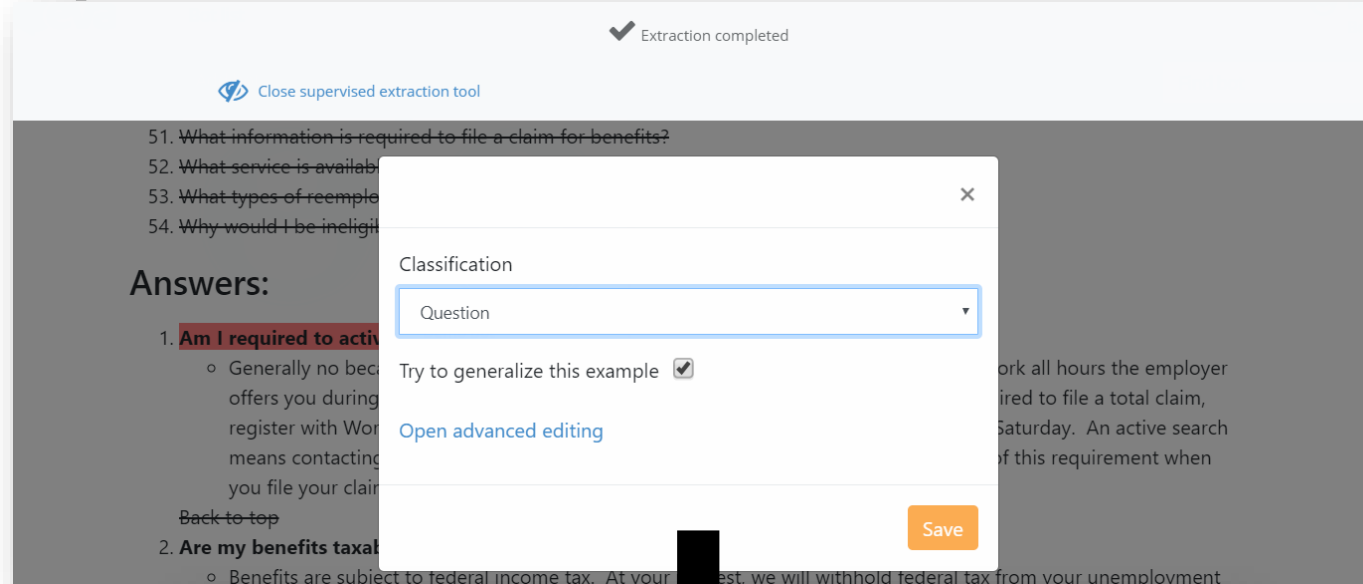
- Once you have chosen the most appropriate item from the drop-down menu, check the box "Try to generalize this example".
- In this way we communicate to EVA our desire to apply the same choice to all similar parts of our FAQ.
- In fact, as we can see in the image on the side, all the parts of the document that were selected before this choice, are now no longer selected, and indeed, are now barred.

Supervised extraction tool



- Now we have to choose instead which are the parts that actually interest us, indicating which are the questions of the FAQ, and which are the answers.
- In the image on the side, we selected with a double click the header of one of the questions, and then selected the "Question" item from the drop-down menu.

Supervised extraction tool



- Again, once you have selected the appropriate item from the menu, check the box "Try to generalize this example", and click on "Save".
- As we can see, EVA not only applied the same rule to other similar parts of text by framing them as questions, but also identified the correct answers, and assigned them the corresponding value, totally automatically.

Folder View and Settings

The screenshot displays the EVA bot management interface. On the left, the 'Bot list' panel shows a 'Demo Bot' with a blue circular icon. A red arrow points from the settings gear icon to the 'Bot editing' panel. The 'Bot editing' panel contains various configuration options:

- Bot name:** Demo Bot
- Customer care email:** app2check@finsa.it
- Mode:** Development (toggle on)
- Text generator:** On (toggle on)
- Search on web:** On (toggle on)
- Language:** EN (dropdown)
- Host:** new-converse.ces.pitneyck
- Bot ID:**
- Tenant ID:** sab5829
- Images:**
 - Icon:** https://cdn1.lconfinder.com
 - Title:** https://webapp.chat2check
- Messages:**
 - User message background:** 488B92
 - Bot message background:** FFE3CA
 - Bot message color:** 808080
- Buttons:**
 - Send button color:** 488B92
 - Bot buttons color:** FFF
 - Bot buttons text color:** 808080

At the bottom of the 'Bot editing' panel are 'Default color' and 'Save' buttons. To the left of the 'Bot editing' panel is the 'Publish' panel, which includes a 'Demo' section with an 'Open demo link', a 'Direct link to the Chat Bot' section with a URL, an 'Integration code' section with instructions, and 'Chat width' (500) and 'Chat height' (600) settings. The 'Publish' panel also contains a code snippet for integration.

- Once our bot is created, it will be automatically inserted in the initial page / container seen previously
- Through this screen, as we said, we can manage our bot
- **Bot Editing:** from this screen you can edit host and id, language, Customercare Email, images and colors related to the bot.
- **Publish:** through the Publish button it is obviously possible to find the additional code necessary for the bot publication on our website.

Bot Editing

Bot editing

Bot name: Demo Bot

Customer care email: app2check@finsa.it

Mode: ☒ Development

Text generator: ☒ On

Search on web: ☒ On

Language: EN

EngageOne Converse

Host: new-converse.ces.pitneycl

Bot ID:

Tenant ID: sab5829

Images

Icon: <https://cdn1.iconfinder.cor>

Title: <https://webapp.chat2ched>

Messages

User message background: 48BB92

Bot message background: FFE3CA

Bot message color: 808080

Buttons

Send button color: 48BB92

Bot buttons color: FFF

Bot buttons text color: 808080

Default color

Save

Preview:

eva

15/05/2019 14:25

Hi, how can I help you?

15/05/2019 14:30

I want to buy a bicycle

What kind of bicycle do you prefer?

Classic Electric

Write a message here..

- As we said, from this screen we have the possibility to customize the properties of our bot.
- For example, in addition to the colors of the conversation, we can go to modify the *Icon* and the *Title*, simply by entering the required links in the appropriate fields.

Bot Editing

Bot editing

Bot name
Demo Bot

Customer care email
app2check@finsa.it

Mode
☒ Development

Text generator
☒ On

Search on web
☒ On

Language
EN

EngageOne Converse

Host
new-converse.ces.pitneyck

Bot ID

Tenant ID
sab5829

Images

Icon
<https://www.vec.virginia.gc>

Title
<https://www.vec.virginia.gc>

Messages

User message background
48BB92

Bot message background
FFE3CA

Bot message color
D12525

Buttons

Send button color
48BB92

Bot buttons color
FFF

Bot buttons text color
808080

Default color

Save

Dialog Preview:

15/05/2019 14:25
Hi, how can I help you?

15/05/2019 14:30
I want to buy a bicycle

What kind of bicycle do you prefer?
Classic Electric

Write a message here..

- As we can see in the image on the side, in fact the personality of our bot has now been personalized with the icons that we have insert via link, and the color of the messages written by the bot has also been changed.

- In this case, the header of the dialog has been changed with another icon, but it is also possible to choose a text that will replace the icon.

Publish

×

Publish

Demo

[Open demo link](#)

Direct link to the Chat Bot

<https://webapp.chat2check.com/app/chat2check/bots/chatbotWebClient-v4.html?video=true&documents=true&&botid=58621f5b-e193-4eb7-9b44-bfeec12592f1&lang=en&serverUserImage=https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png>

Integration code

Copy and paste this code just before the </body> tag in your web site to integrate the chat bot

Chat width

500

Chat height

600

```
<link href="https://webapp.chat2check.com/app/plugins/eva/eva.css" rel="stylesheet"><script src="https://webapp.chat2check.com/app/plugins/eva/eva.js"></script><script>eva_init("video=true&documents=true&&botid=58621f5b-e193-4eb7-9b44-bfeec12592f1&lang=en&serverUserImage=https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png", true, 500, 600, "https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png")</script>
```

- Through the "Publish" window, in addition to finding the code that we will have to incorporate into our web page to publish the bot, we will also find a link to carry out a demo by clicking on the "Open demo link" item.

Publish

Publish

Demo

[Open demo link](#)

Direct link to the Chat Bot

<https://webapp.chat2check.com/app/chat2check/bots/chatbotWebClient-v4.html?video=true&documents=true&&botId=58621f5b-e193-4eb7-9b44-bfec12592f1&lang=en&serverUserImage=https://cdn1.iconfinder.com/data/icons/unique-round-blue/93/user-512.png>

Integration code

Copy and paste this code just before

Chat width

500

```
<link href="https://webapp.chat2check.com/app/chat2check/bots/test.html?params=video%3Dtrue%26documents%3Dtrue%26%26botId%3D25664717-42cc-4793-bdd3-4487a9b88b9c%26lang%3Den%26serverUserImage%3Dhttps%3A%2F%2Fcdn1.iconfinder.com%2Fdata%2Ficons%2Funique-round-blue%2F93%2Fuser-512.png" />
```

webapp.chat2check.com/app/chat2check/bots/test.html?params=video%3Dtrue%26documents%3Dtrue%26%26botId%3D25664717-42cc-4793-bdd3-4487a9b88b9c%26lang%3Den%26serverUserImage%3Dhttps%3A%2F%2Fcdn1.iconfinder.com%2Fdata%2Ficons%2Funique-round-blue%2F93%2Fuser-512.png

Incognito (2)

[Zurabidi](#)
[Shqip](#)
[العربية](#)
[Български](#)
[Català](#)
[中文簡體](#)
[Hrvatski](#)
[Česky](#)
[Dansk](#)
[Nederlands](#)
[English](#)
[Eesti](#)
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[Suomi](#)
[Français](#)
[Galego](#)
[Deutsch](#)
[Ελληνικά](#)
[עברית](#)
[Magyar](#)
[Indonesia](#)
[Italiano](#)
[Latviski](#)
[Lietuvietiski](#)
[Македонски](#)
[Melayu](#)
[Norsk](#)
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Lorem Ipsum

"Neque porro quisquam est qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit..."
 "There is no one who loves pain itself, who seeks after it and wants to have it, simply because it is pain..."

What is Lorem Ipsum?

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries, but also the leap into electronic typesetting, remaining essentially unchanged. It was popularised in the 1960s with the release of Letraset sheets containing Lorem Ipsum passages, and more recently with desktop publishing software like Aldus PageMaker including versions of Lorem Ipsum.

Where does it come from?

Contrary to popular belief, Lorem Ipsum is not simply random text. It has roots in a piece of classical Latin literature from 45 BC, making it over 2000 years old. Richard McClintock, a Latin professor at Hampden-Sydney College in Virginia, looked up one of the more obscure Latin words, consectetur, from a Lorem Ipsum passage, and going through the cites of the word in classical literature, discovered the undoubtable source. Lorem Ipsum comes from sections 1.10.32 and 1.10.33 of "de Finibus Bonorum et Malorum" (The Extremes of Good and Evil) by Cicero, written in 45 BC. This book is a treatise on the theory of ethics, very popular during the Renaissance. The first line of Lorem Ipsum, "Lorem ipsum dolor sit amet..", comes from a line in section 1.10.32.

The standard chunk of Lorem Ipsum used since the 1500s is

Why do we use it?

It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. Using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as the default model text, and a search for 'Lorem Ipsum' will find many web sites still in their infancy. Various versions have evolved over the years, sometimes by accident, sometimes by injected humour and the like.

Where can I get some?

There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look believable. If you are going to use a passage of Lorem Ipsum, you need to be sure there isn't anything embarrassing hidden in the middle of text. All the Lorem Ipsum generators on the Internet tend to repeat predefined chunks as necessary, making them the first true generator on the Internet. It uses a database of over 200 Latin words, combined with a handful of model sentence structures, to generate Lorem Ipsum which looks realistic. The generated Lorem Ipsum is therefore always free from

paragraphs
 Start with 'Lorem

- As just seen, therefore, clicking on "Open demo link" opens a window that gives us an idea of how our bot will look on the web page.
- By default, the bot will open in a "Lorem Ipsum" page, to change this choice and see a page chosen by us as the background, just add the parameter "&url = OURWEBSITE" at the end of the link on the browser page.

Categories management

The screenshot shows the EVA Bot manager interface. At the top, there's a header with the EVA logo, 'Bot list > Demo Bot', and a user profile 'Demo EVA Bot manager'. A left sidebar contains 'Test Bot', 'Bots', and 'Chat analysis'. The main area has tabs for 'FAQ', 'DOCUMENTS', 'DISAMBIGUATIONS', and 'STATISTICS'. Below these are buttons for 'Add answer', 'Add FAQ', and 'CSV'. A dropdown menu shows '2 selected categories'. A red box highlights a pencil icon in the 'Synonyms Management' section. Below this, there are two 'GENERAL' sections, each with a 'From URL' and an 'Answer' field. The first section has an answer about Costa Cruises app updates. The second section has an answer about CostaClub access for different users. Each section also has a 'Questions (1)' section with a question and an edit icon.

Test Bot

Bots

Chat analysis

Bot list > Demo Bot

FAQ DOCUMENTS DISAMBIGUATIONS STATISTICS

Add answer Add FAQ CSV

2 selected categories

Synonyms Management

Search:

GENERAL From URL: <https://www.costacruises.com/faqs.html>

Answer 1b06c17b-ac1f-49c6-b80b-b2b908edfe71

The Costa Cruises app is constantly being updated: new sections and features will be added in the near future. Follow us and always check you have downloaded the latest version available.

Questions (1)

Are new features planned for the app?

GENERAL From URL: <https://www.costacruises.com/faqs.html>

Answer 1249592f-04d1-40bc-b327-5150794d342d

For Italian, French, Spanish, Swiss and Austrian users, CostaClub access via the app takes place as described in the preceding paragraph. However, all other users require an additional step: if the password is changed on the site, you must change it again in the app.

Questions (1)

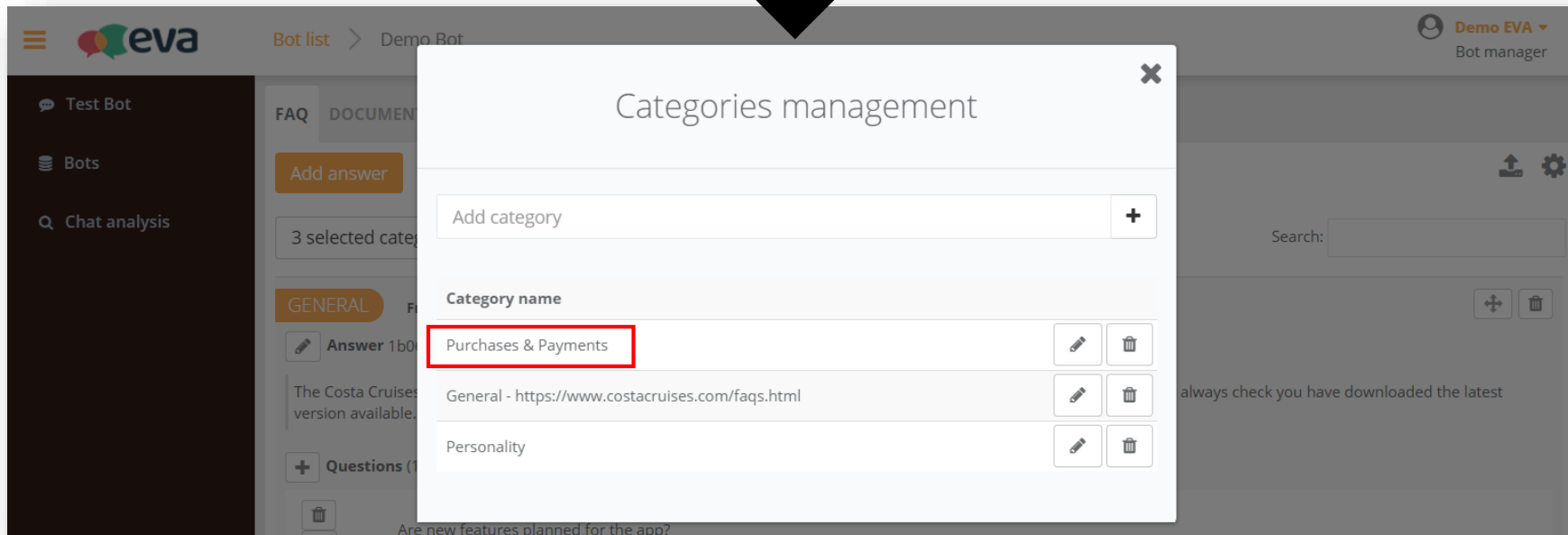
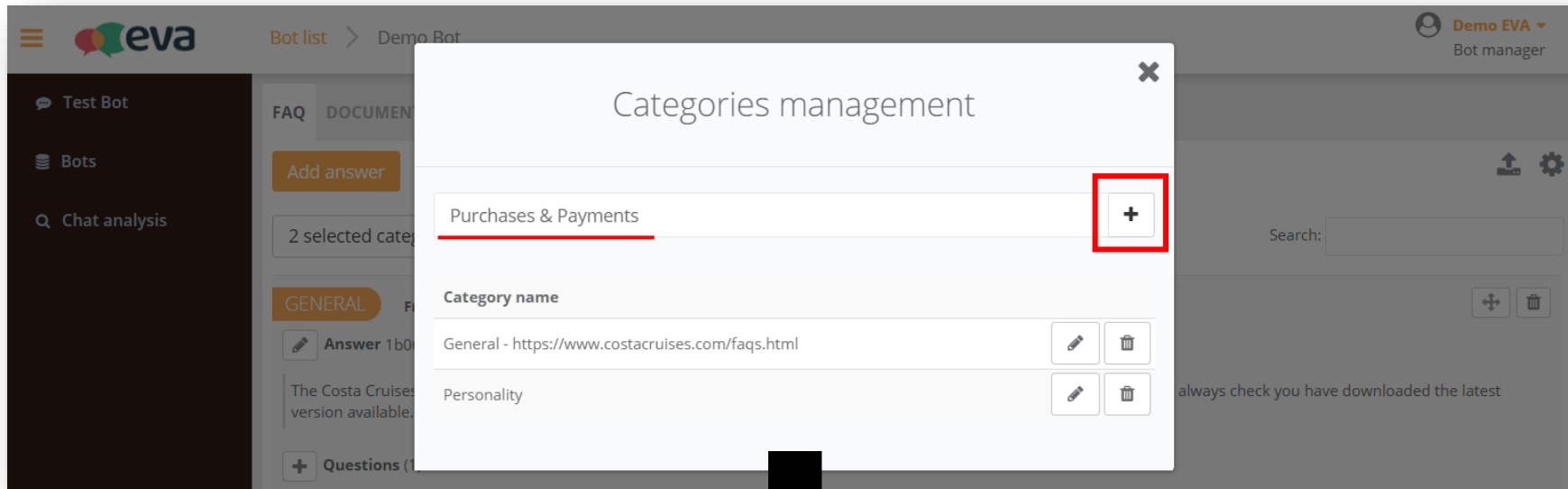
Why can't I log in to CostaClub from my country via the app?

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App2Check v1.7.3

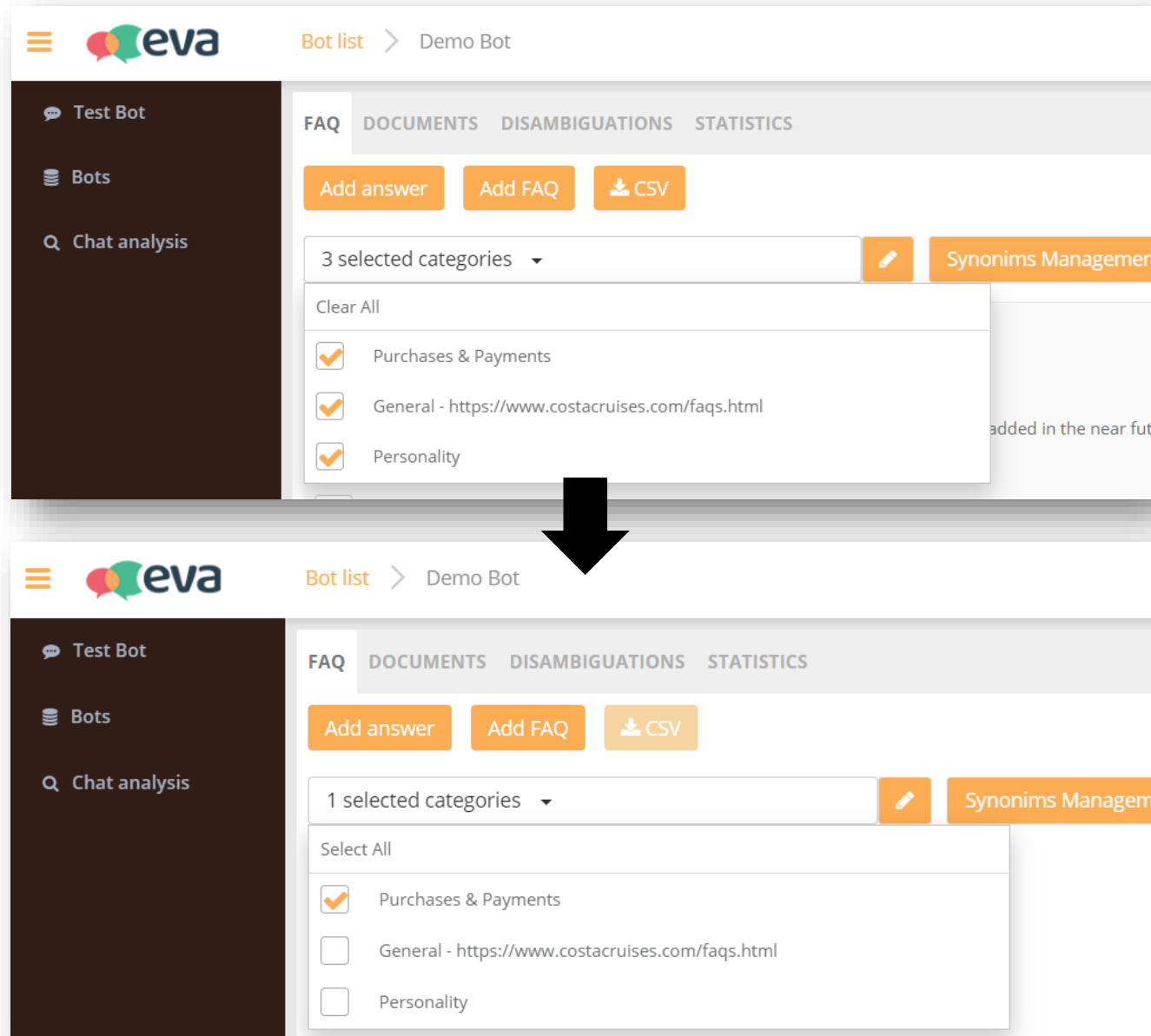
- Here we are finally inside our bot, where we find the Knowledge Base available just extracted via URL.
- In addition to the KB we find two other tabs: «Disambiguations» and «Statistics».
- In this phase we will define a new category together by clicking on the category edit button.

Add category



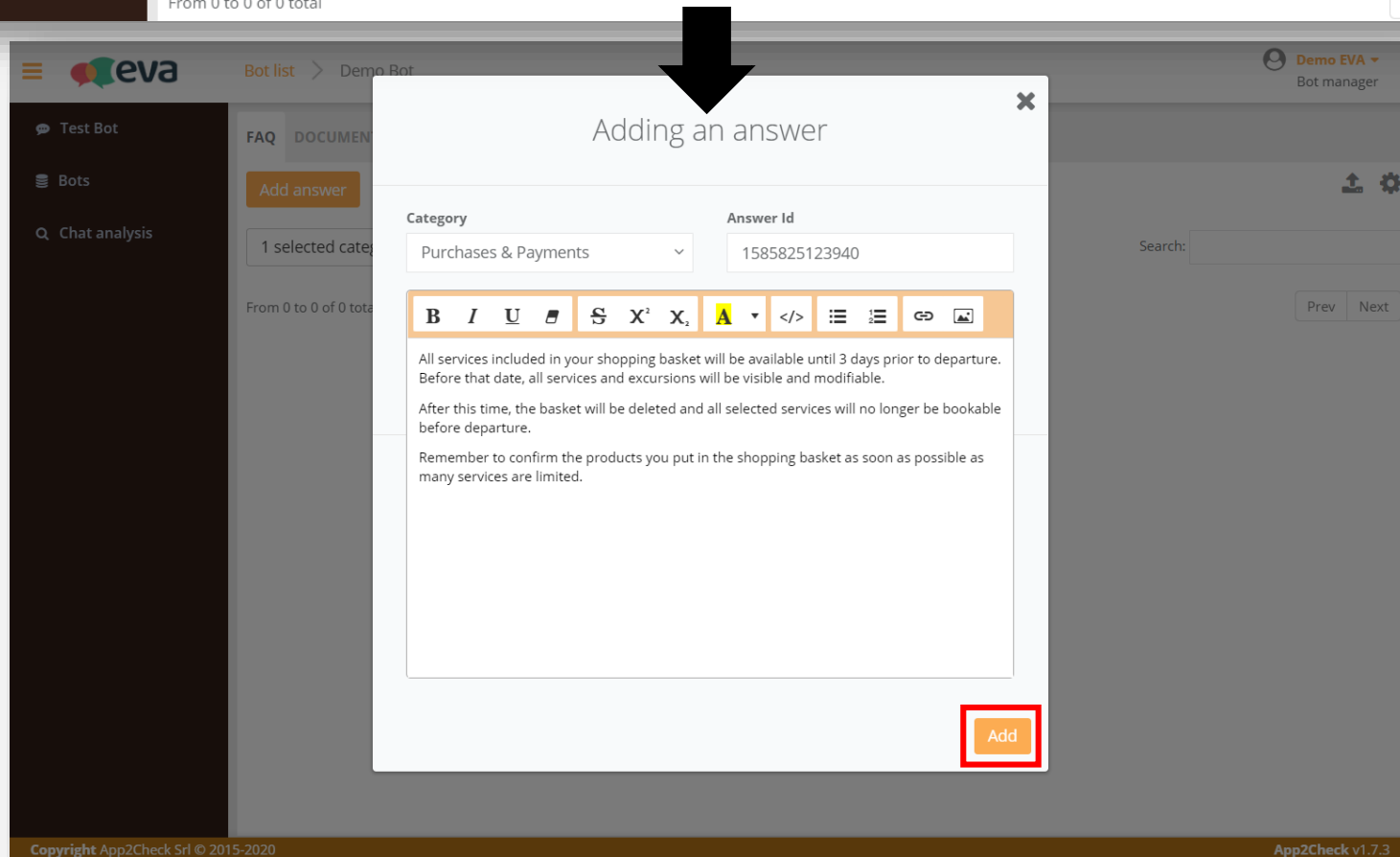
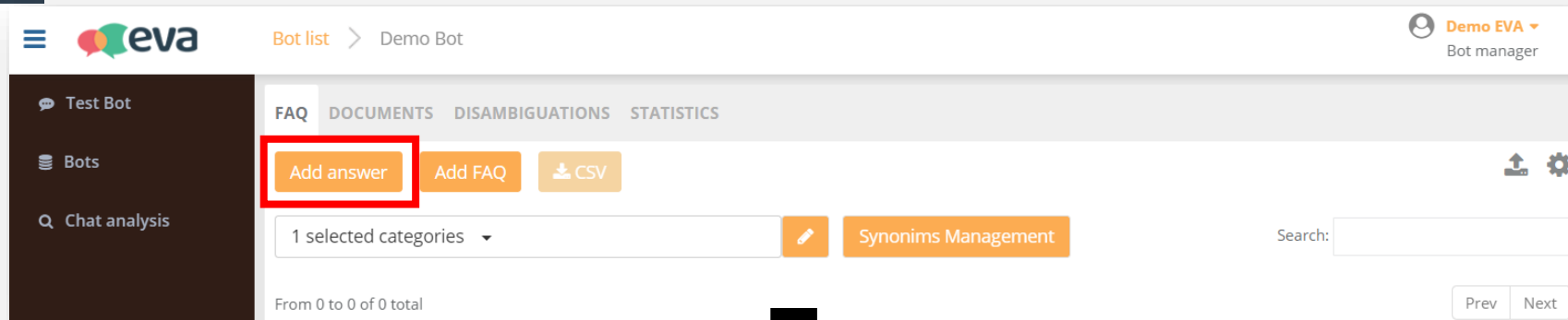
- Once clicked on «Categories Management» the summary modal opens where we will enter the new category, in this case *Purchases and Payments*
- Once added, we will find the new category in the menu below, where we can then go later to modify or delete it.

Select categories



- Through the **Categories** menu, we have the possibility to change the display of the current screen, selecting one or more categories, and therefore in fact going to exclude or include other categories to work only on one of these.

Add answer



- The most important part of EVA is certainly the one dedicated to the addition of the Knowledge Base, the more refined the addition of the answers and questions will be, when more EVA will be able to train and respond correctly.
- To add a new answer then just click the “**Add answer**” button and enter the text of the latter in the dedicated modal that will open.
- Once finished click on “**Add**” to add the answer to our Knowledge Base.

Add question

Chat analysis

1 selected categories



Synonyms Management

Search:

PURCHASES & PAYMENTS



Answer 1585825123940

All services included in your shopping basket will be available until 3 days prior to departure. Before that date, all services and excursions will be visible and modifiable.

After this time, the basket will be deleted and all selected services will no longer be bookable before departure.

Remember to confirm the products you put in the shopping basket as soon as possible as many services are limited.

There are no questions assigned to this answer.

From 1 to 1 of 1 total

Prev 1 Next

Adding question

How long do the services I choose stay in the basket?

Add

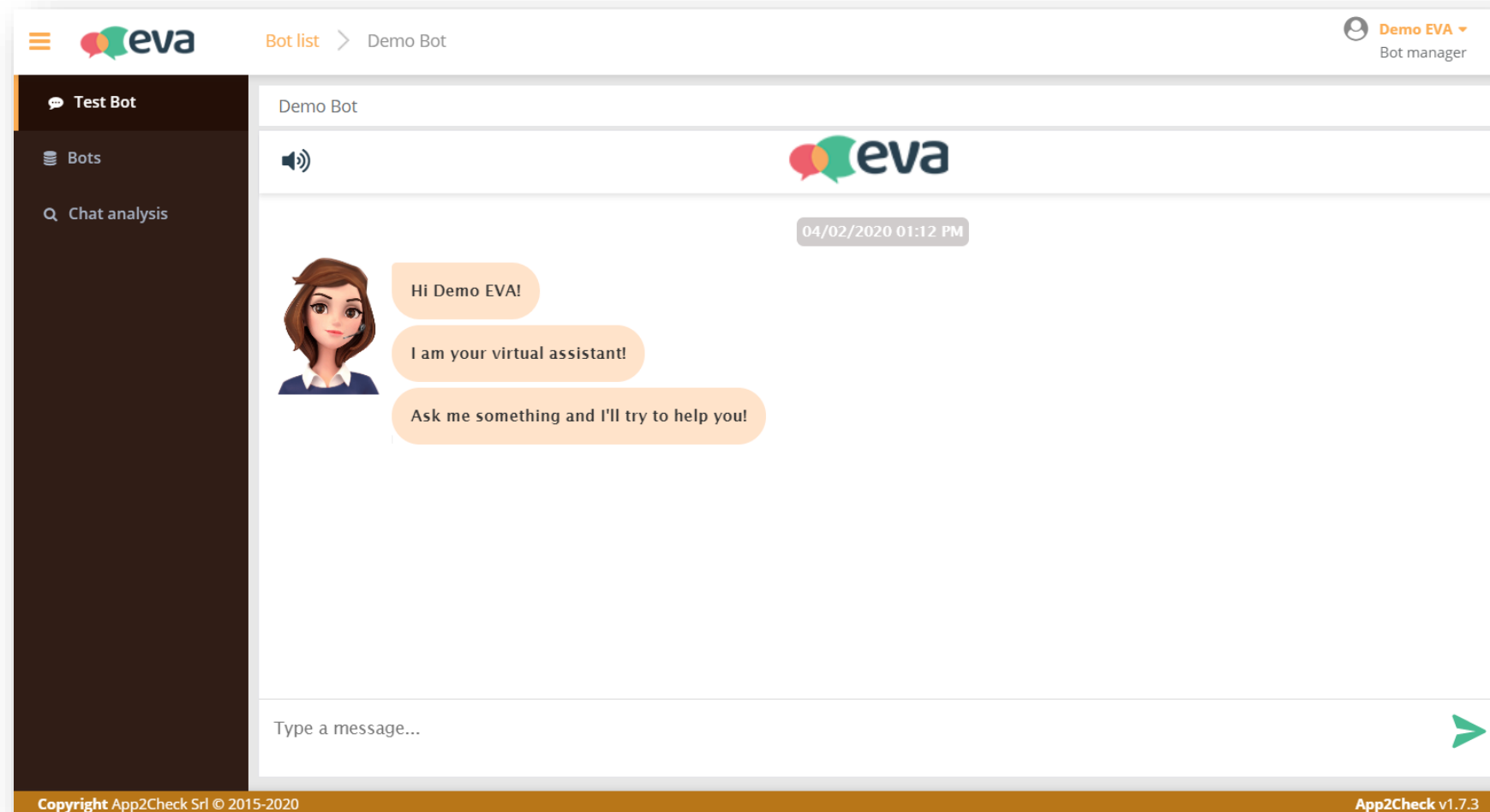
- Once the question is entered, only the answer is missing.
- To do that, so just click on the "+" present below our answer, and in a totally identical way to the addition of the latter, we must go to insert the text of the question in the modal that will open, followed by the "**Add**" button to add it.

New question added!

The screenshot displays the EVA Bot Manager interface. At the top, there's a navigation bar with the EVA logo, a 'Bot list' dropdown showing 'Demo Bot', and a user profile 'Demo EVA' with a 'Bot manager' link. A left sidebar contains 'Test Bot', 'Bots', and 'Chat analysis'. The main content area has tabs for 'FAQ', 'DOCUMENTS', 'DISAMBIGUATIONS', and 'STATISTICS'. Below the tabs are buttons for 'Add answer', 'Add FAQ', and 'CSV'. A search bar is on the right. The 'FAQ' tab is active, showing '1 selected categories' and a 'Synonyms Management' button. A section titled 'PURCHASES & PAYMENTS' contains an 'Answer 1585825123940' with a text block: 'All services included in your shopping basket will be available until 3 days prior to departure. Before that date, all services and excursions will be visible and modifiable. After this time, the basket will be deleted and all selected services will no longer be bookable before departure. Remember to confirm the products you put in the shopping basket as soon as possible as many services are limited.' Below this is a 'Questions (1)' section with a single question: 'How long do the services I choose stay in the basket?'. At the bottom, it says 'From 1 to 1 of 1 total' and has 'Prev', '1', and 'Next' buttons. The footer contains 'Copyright App2Check Srl © 2015-2020' and 'App2Check v1.7.3'.

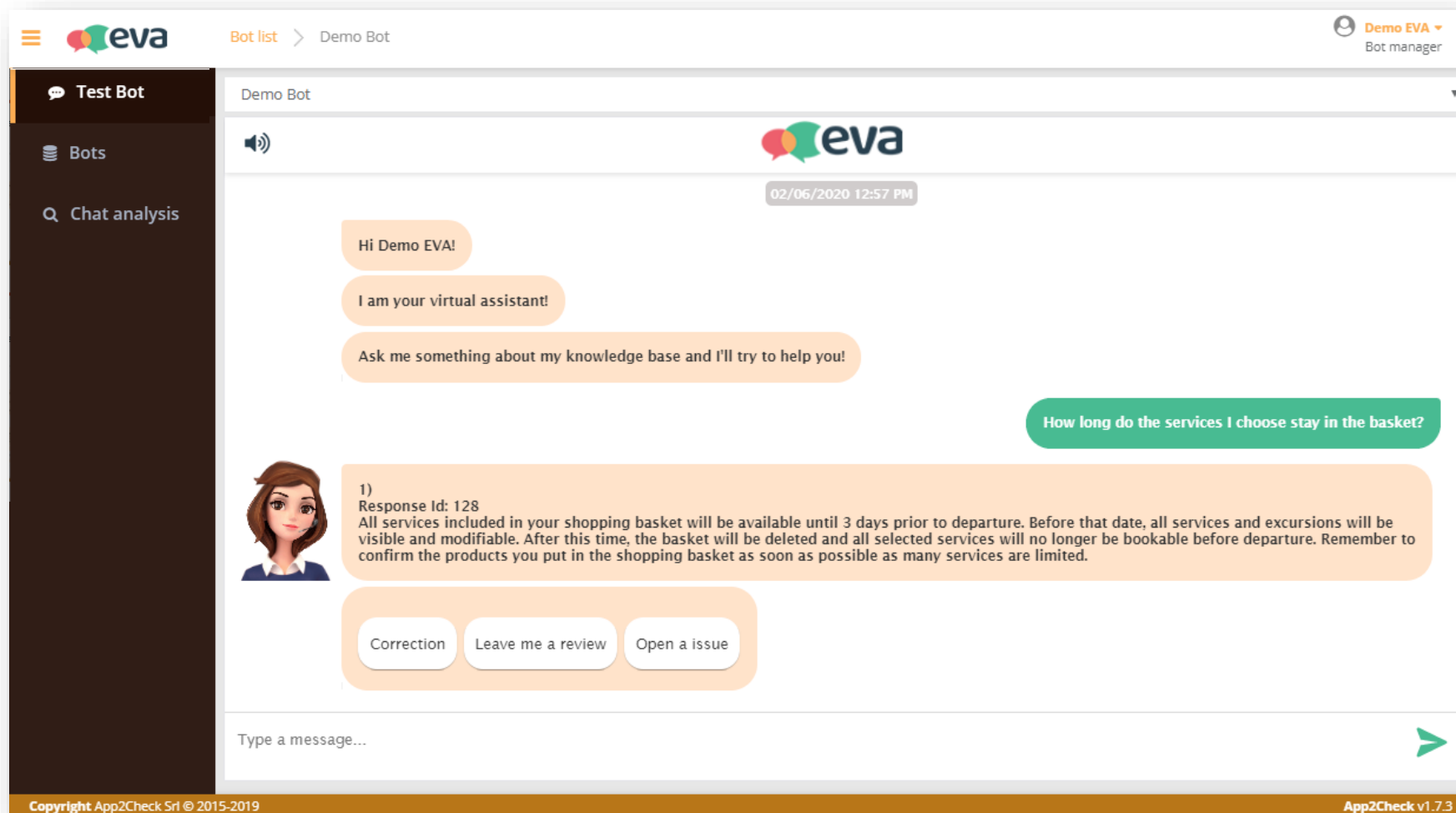
- Once we have followed this procedure we will find our new question with an answer in the list (and under the category we have chosen).
- Now we just have to try to see if EVA can process it correctly, answering the question we have entered.
- To do this, just click on our menu item on the left “Test Bot” and try to have a chat with our assistant 😊

Test Bot



- One of the most interesting parts of EVA is the one related to the “Test Bot”, where we can test our KB live, to see if we have trained EVA correctly or if we need to review it before publication.
- In fact, through this section we also have the possibility to "correct" the wrong answers, simply by selecting the ID of the correct answer.
- Other useful features of this part are the ability to "leave a review" (positive or not, based on experience) or to send a report to the developers.

Test Bot – Correct answer



The screenshot displays the EVA Bot Manager interface. On the left, a dark sidebar contains navigation options: 'Test Bot' (selected), 'Bots', and 'Chat analysis'. The main area shows a chat window for 'Demo Bot'. At the top right of the chat window, it says 'Demo EVA Bot manager'. The chat history includes three outgoing messages from the bot: 'Hi Demo EVA!', 'I am your virtual assistant!', and 'Ask me something about my knowledge base and I'll try to help you!'. A timestamp '02/06/2020 12:57 PM' is shown. An incoming message from the user asks: 'How long do the services I choose stay in the basket?'. The bot's response, preceded by a female avatar icon, reads: '1) Response Id: 128 All services included in your shopping basket will be available until 3 days prior to departure. Before that date, all services and excursions will be visible and modifiable. After this time, the basket will be deleted and all selected services will no longer be bookable before departure. Remember to confirm the products you put in the shopping basket as soon as possible as many services are limited.' Below the response are three buttons: 'Correction', 'Leave me a review', and 'Open a issue'. At the bottom of the chat window is a text input field labeled 'Type a message...' and a green send button. The footer of the interface shows 'Copyright App2Check Srl © 2015-2019' on the left and 'App2Check v1.7.3' on the right.

- In the screen alongside we see EVA correctly answering the question / answer just entered in the Knowledge Base

- Together with the answer, EVA allows you to choose three different routes:

1. Make a correction
2. Leave a review
3. Report a problem

Or simply to keep asking questions.

But be careful, *the question* can also be semantically different and ***not necessarily be identical*** to the one we have entered in the Knowledge Base!

Test Bot– Multiple answers

The screenshot shows the EVA Bot Manager interface. On the left is a sidebar with 'Test Bot', 'Bots', and 'Chat analysis'. The main area shows a chat window for 'Demo Bot'. The bot's profile picture is a woman with brown hair. The chat history includes:

- Bot: I am your virtual assistant!
- Bot: Ask me something about my knowledge base and I'll try to help you!
- User: is there a time by which I have to place the order inside my basket?
- Bot (Response 1):
Response Id: 8
The services you have chosen for your cruise can be found summarised in the 'Basket' section. From there you can choose whether to confirm them, change them or delete them. Once decided, you can go ahead with the booking. Remember: you have until 3 days prior to departure to change your mind at no extra cost. After this time, each service booked will be charged to your account.
- Bot (Response 2):
Response Id: 1580983390934
All services included in your shopping basket will be available until 3 days prior to departure. Before that date, all services and excursions will be visible and modifiable.
After this time, the basket will be deleted and all selected services will no longer be bookable before departure.
Remember to confirm the products you put in the shopping basket as soon as possible as many services are limited.
- Bot (Response 3):
Response Id: 49
In addition to travel documents (boarding pass, cruise tickets, luggage tags and any tickets), each guest must bring a valid identity document for travel abroad to all countries included in the itinerary: Identity card or passport, depending on your nationality and destination of the cruise.
Remember that it is your responsibility to obtain the necessary travel documents and comply with the requirements of customs and immigration. Passengers without the correct travel documents will not be permitted to board and their holiday will not be refunded. It will also be the guest's responsibility to ensure they have any visas required for the countries to be visited and to check the validity of their travel documents.


At the bottom of the chat window, there are three buttons: 'Correction' (highlighted with a red box), 'Leave me a review', and 'Open a issue'. Below the buttons is a text input field with the placeholder 'Type a message...' and a green arrow button.

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- In the screen alongside we can see how EVA behaves in case of a different question than the one just made.
- Not having the question in question in F.A.Q., EVA finds the answers with similar content and returns them to us, each with its own ID.
- We can train EVA by clicking on "**Correct**" and indicating the ID of the correct answer to associate.

Test Bot – Training


Bot list > Demo BotDemo EVA
Bot manager

Test Bot

Bots

Chat analysis

Demo Bot



is there a time by which I have to place the order inside my basket?

1)
Response Id: 8
The services you have chosen for your cruise can be found summarised in the 'Basket' section. From there you can choose whether to confirm them, change them or delete them. Once decided, you can go ahead with the booking. Remember: you have until 3 days prior to departure to change your mind at no extra cost. After this time, each service booked will be charged to your account.


2)
Response Id: 1580983390934
All services included in your shopping basket will be available until 3 days prior to departure. Before that date, all services and excursions will be visible and modifiable.

After this time, the basket will be deleted and all selected services will no longer be bookable before departure.

Remember to confirm the products you put in the shopping basket as soon as possible as many services are limited.


3)
Response Id: 49
In addition to travel documents (boarding pass, cruise tickets, luggage tags and any tickets), each guest must bring a valid identity document for travel abroad to all countries included in the itinerary: Identity card or passport, depending on your nationality and destination of the cruise.
Remember that it is your responsibility to obtain the necessary travel documents and comply with the requirements of customs and immigration. Passengers without the correct travel documents will not be permitted to board and their holiday will not be refunded. It will also be the guest's responsibility to ensure they have any visas required for the countries to be visited and to check the validity of their travel documents.

Correction



What's the ID of the correct answer?

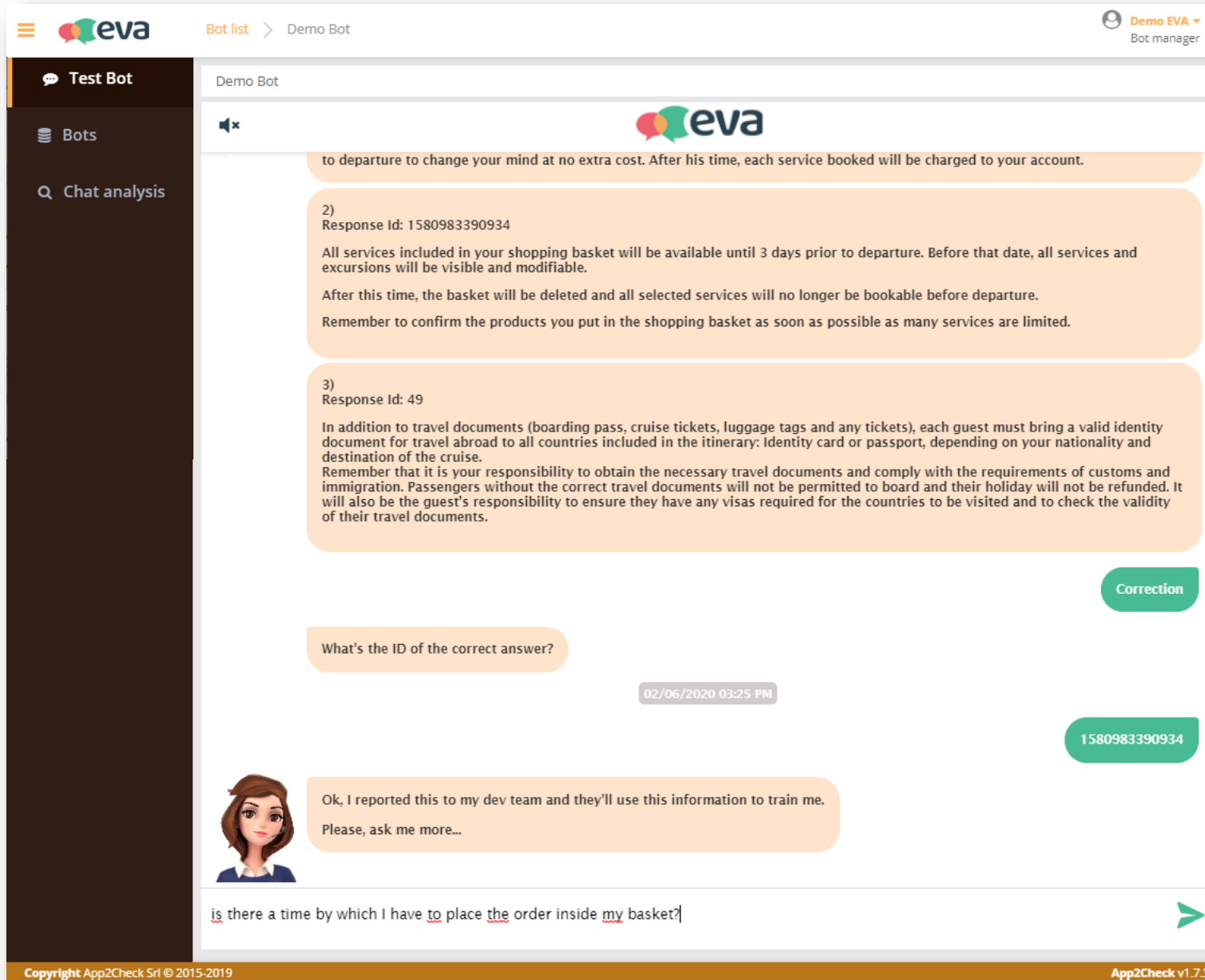
1580983390934


By app2check

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App2Check v1.7.3

Test Bot – Training



The screenshot displays the EVA Bot Manager interface. On the left is a dark sidebar with navigation options: 'Test Bot' (selected), 'Bots', and 'Chat analysis'. The main area shows a chat window for 'Demo Bot'. The chat history includes a system message about departure changes, two numbered responses from the bot (2) and 3) providing details about service availability and travel documents, a 'Correction' button, a user question 'What's the ID of the correct answer?', a timestamp '02/06/2020 03:25 PM', a green button with the ID '1580983390934', and a user response 'Ok, I reported this to my dev team and they'll use this information to train me. Please, ask me more...'. At the bottom, a user input field contains the text 'is there a time by which I have to place the order inside my basket?' with a green arrow button to the right. The footer shows 'Copyright App2Check Srl © 2015-2019' and 'App2Check v1.7.3'.

eva Bot list > Demo Bot Demo EVA Bot manager

Test Bot

Bots

Chat analysis

Demo Bot

eva

to departure to change your mind at no extra cost. After his time, each service booked will be charged to your account.

2)
Response Id: 1580983390934

All services included in your shopping basket will be available until 3 days prior to departure. Before that date, all services and excursions will be visible and modifiable.

After this time, the basket will be deleted and all selected services will no longer be bookable before departure.

Remember to confirm the products you put in the shopping basket as soon as possible as many services are limited.

3)
Response Id: 49

In addition to travel documents (boarding pass, cruise tickets, luggage tags and any tickets), each guest must bring a valid identity document for travel abroad to all countries included in the itinerary: Identity card or passport, depending on your nationality and destination of the cruise.

Remember that it is your responsibility to obtain the necessary travel documents and comply with the requirements of customs and immigration. Passengers without the correct travel documents will not be permitted to board and their holiday will not be refunded. It will also be the guest's responsibility to ensure they have any visas required for the countries to be visited and to check the validity of their travel documents.

Correction

What's the ID of the correct answer?

02/06/2020 03:25 PM

1580983390934

Ok, I reported this to my dev team and they'll use this information to train me.
Please, ask me more...

is there a time by which I have to place the order inside my basket?

App2Check v1.7.3

- Following the correction, we try to redo our question

Test Bot – Training

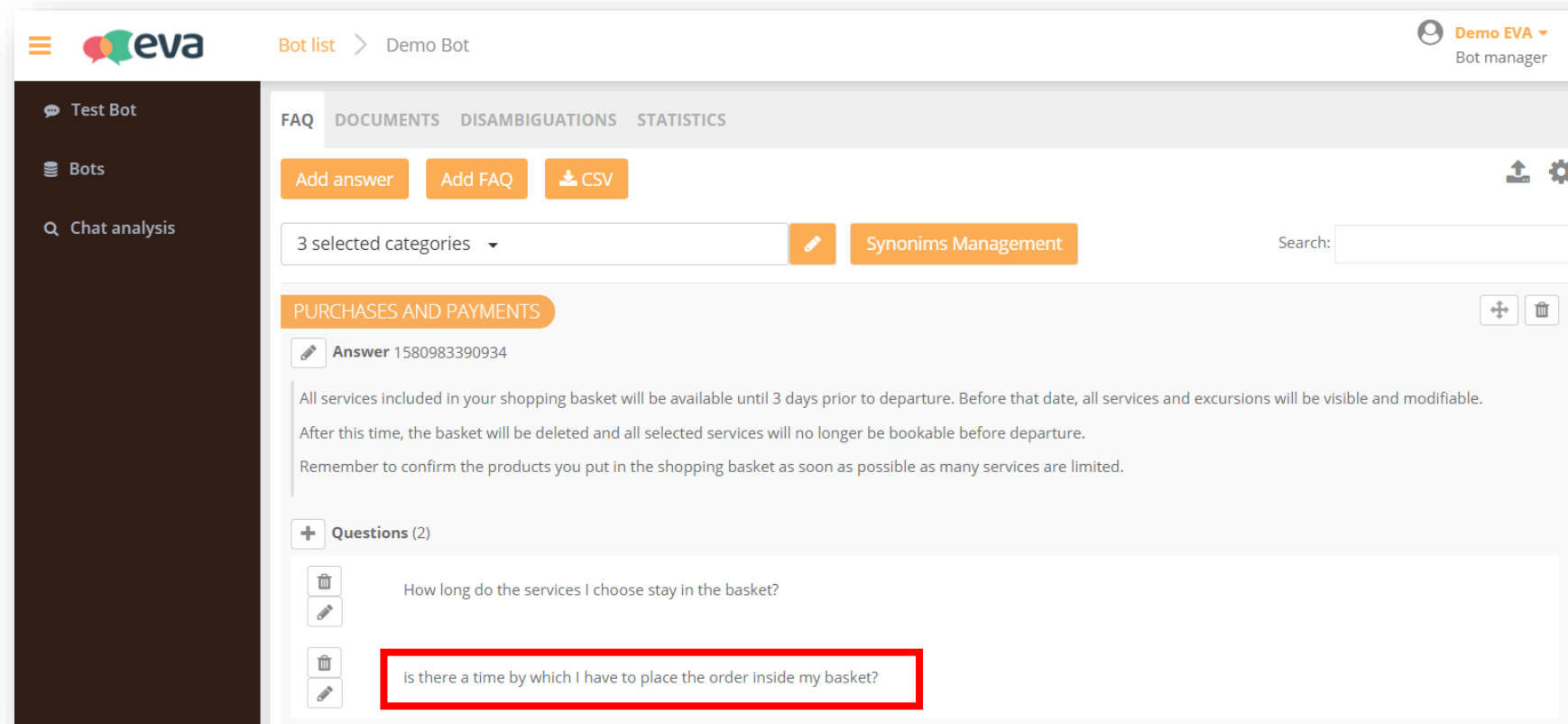
The screenshot displays the EVA Bot Manager interface. On the left, a dark sidebar contains navigation options: 'Test Bot' (selected), 'Bots', and 'Chat analysis'. The main area shows a chat window for 'Demo Bot'. The chat history includes:

- An initial message from the bot: "immigration. Passengers without the correct travel documents will not be permitted to board and their holiday will not be refunded. It will also be the guest's responsibility to ensure they have any visas required for the countries to be visited and to check the validity of their travel documents." A green 'Correction' button is visible next to it.
- A user question: "What's the ID of the correct answer?"
- A timestamp: "02/06/2020 03:25 PM"
- A user question: "Ok, I reported this to my dev team and they'll use this information to train me. Please, ask me more..."
- A user question: "is there a time by which I have to place the order inside my basket?"
- A detailed bot response (labeled '1)') with the response ID 1580983390934. The response text is: "All services included in your shopping basket will be available until 3 days prior to departure. Before that date, all services and excursions will be visible and modifiable. After this time, the basket will be deleted and all selected services will no longer be bookable before departure. Remember to confirm the products you put in the shopping basket as soon as possible as many services are limited." Below the response are three buttons: 'Correction', 'Leave me a review', and 'Open a issue'.

At the bottom, there is a text input field labeled 'Type a message...' and a green send button. The footer contains the copyright notice 'Copyright App2Check Srl © 2015-2019' and the version 'App2Check v1.7.3'.

- As we can see, EVA replied correctly this time, returning only the answer we chose during the correction

Automatic insert in KB



The screenshot displays the EVA Bot manager interface. The top navigation bar includes the EVA logo, a 'Bot list' dropdown, and a 'Demo Bot' selection. The main interface is divided into a left sidebar with 'Test Bot', 'Bots', and 'Chat analysis' options, and a central content area. The content area has tabs for 'FAQ', 'DOCUMENTS', 'DISAMBIGUATIONS', and 'STATISTICS'. Below these tabs are buttons for 'Add answer', 'Add FAQ', and 'CSV'. A search bar is present on the right. The 'FAQ' tab is active, showing a section titled 'PURCHASES AND PAYMENTS'. Under this section, there is an 'Answer' field with the ID '1580983390934' and a text block containing information about service availability and booking. Below the answer, there is a 'Questions (2)' section. The first question is 'How long do the services I choose stay in the basket?'. The second question, 'is there a time by which I have to place the order inside my basket?', is highlighted with a red rectangular border.

- Following our correction, the new question asked is automatically inserted in the Knowledge Base and associated with the correct answer.

Documents

The screenshot displays the EVA Bot manager interface. At the top, there's a header with the EVA logo, a 'Bot list' dropdown, and a 'Demo EVA Bot manager' profile. The main navigation bar includes 'FAQ', 'DOCUMENTS' (selected), 'DISAMBIGUATIONS', and 'STATISTICS'. On the left sidebar, there are links for 'Test Bot', 'Bots', and 'Chat analysis'. The 'DOCUMENTS' section features an 'Add' button, a 'rows per page' dropdown set to 10, and a search bar. Below this, two document entries are listed, each with a red PDF icon, a document ID, and a filename. The first document has ID '57e29ab4-482c-40fe-a9d2-10631a1feb63' and filename 'FC21-20-2018.pdf'. The second document has ID '7905893d-3cf4-473b-9f5b-4fcda9fae876' and filename 'fc_20_21ins-2018.pdf'. Each entry has edit and delete icons. At the bottom, there's a pagination bar showing 'From 1 to 2 of 2 total' and 'Prev 1 Next'.

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App2Check v1.7.4

- The “Documents” tab is the place where we can find all the documents uploaded by “Documents based” Bot
- From here we can Add more documents, or open / modify / delete the existing ones.

Test bot - Documents

The screenshot displays the EVA chatbot interface. At the top, the EVA logo is visible, along with a timestamp of 04/10/2020 01:01 PM. The chat history shows a greeting: "Hi", "I am your virtual assistant!", and "Ask me something and I'll try to help you!". A user query is entered: "what are the instructions to prepare the payroll report". The chatbot responds with "Results from documents:" and displays two document cards. The first card is for "fc 20 21ins-2018" and the second is for "FC21-20-2018". Both cards show a red PDF icon and an "Open" button. A second user query is entered: "I'm looking for the form to fill in the payroll report". The chatbot responds with "Results from documents:" and displays two document cards. The first card is for "FC21-20-2018" and the second is for "fc 20 21ins-2018". Both cards show a red PDF icon and an "Open" button. At the bottom, there are navigation buttons: "Useful", "Not useful", "Leave me a review", and "Open a issue". A text input field at the bottom left says "Type a message..." and a green arrow button is at the bottom right.

04/10/2020 01:01 PM

Hi

I am your virtual assistant!

Ask me something and I'll try to help you!

Results from documents:

fc 20 21ins-2018

.PDF

Open

FC21-20-2018

.PDF

Open

what are the instructions to prepare the payroll report

Results from documents:

FC21-20-2018

.PDF

Open

fc 20 21ins-2018

.PDF

Open

<


>

Useful Not useful Leave me a review Open a issue


Type a message...

- If we try to interrogate our bot on the uploaded documents, EVA returns the closest answer to our question from the web or we will be given the opportunity to open the file containing the correct answer, exactly to the point that contains the desired information, therefore avoiding having to search for the answer among all the information contained inside of the file.

Test bot - Documents



what are the instructions to prepare the payroll report?



1)
Response Id: From web
How to process payrollStep 1: Establish your employer identification number. ... Step 2: Collect relevant employee tax information. ... Step 3: Choose a payroll schedule. ... Step 4: Calculate gross pay. ... Step 5: Determine each employee's deductions. ... Step 6: Calculate net pay and pay your employees. ... Step 7: Keep payroll records and adjust to mistakes.More items... • Apr 9, 2019

Results from documents:

Score: 5.75

[fc_20_21ins-2018.pdf](#)

- VEC-FC-20&21-Instructions indd [Instructions](#) for preparing the Employer's Quarterly [Payroll Report](#) (VEC FC-21), and the Employer's Quarterly Tax [Report](#) (VEC FC-20). NOTE: These forms are web-enabled and may be completed on line using Adobe Reader 5.0, or higher. When completed print, sign, and mail the forms to: If remitting payment: VEC, P.O. Box 1174, Richmond, VA 23218-1174 If no payment: If no payment is enclosed: VEC, P.O. Box 27483, Richmond, VA 23261-7483 General Information: These [reports](#) are required of all employers covered under the Virginia Unemployment Compensation Act. They must be submitted (with any appropriate payment) by the due date, even if no wages were paid during the calendar quarter. A \$100 penalty will be

Score: 5.75

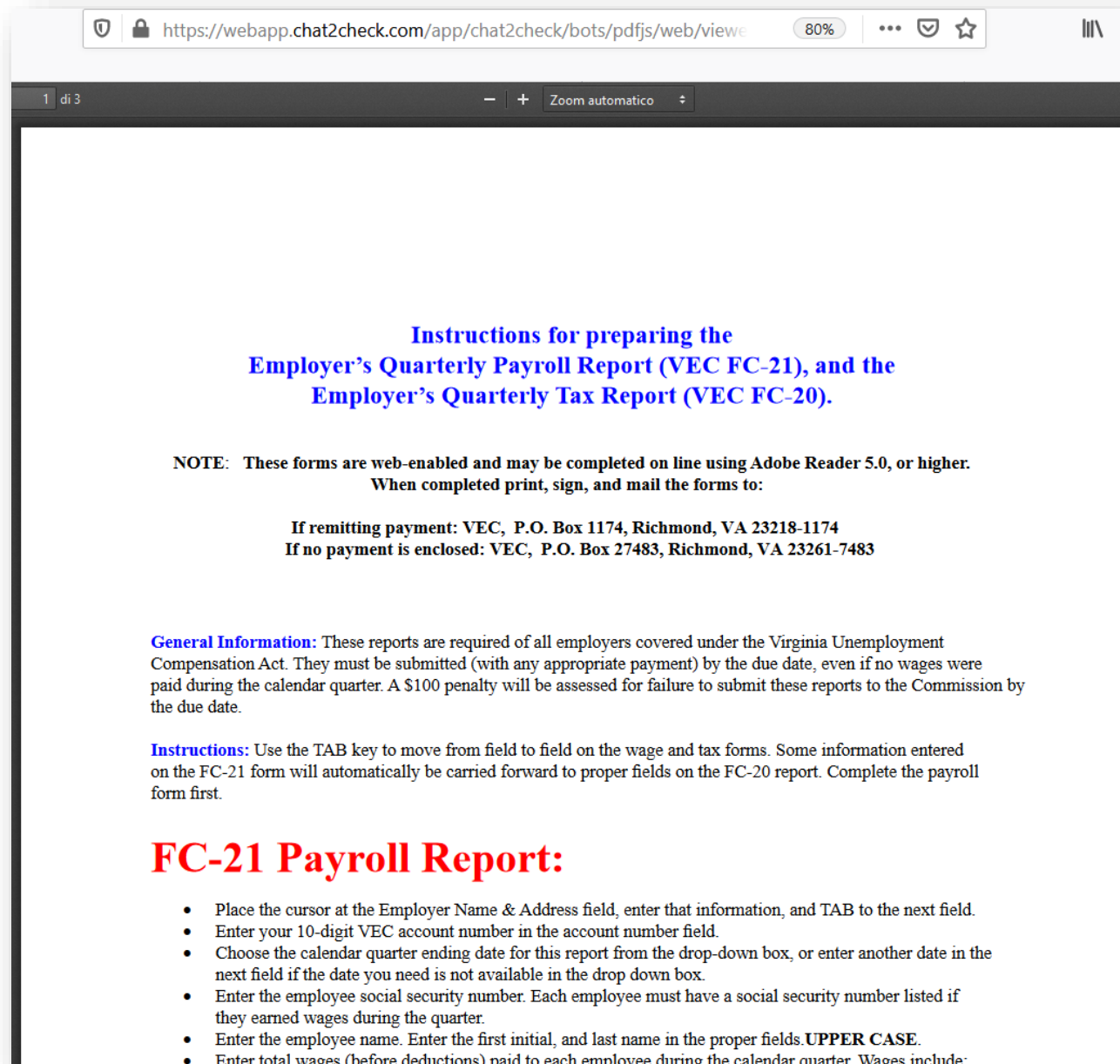
[FC21-20-2018.pdf](#)

- Visio-form correspondence template_Drafts_05-19-2016.vsd Employer's Quarterly [Payroll Report](#) (FC-21) COMMONWEALTH of VIRGINIA Virginia Employment Commission T-FC-21Web-07-05-2012 Tired of paperwork? We can help! File and pay your Unemployment Insurance tax online. It's fast, easy, accurate, and secure! [www.vec.virginia.gov](#) Write Legibly Within The Boxes A B C1 23 This Form Is Scanned. Do Not Attempt To Amend or Make Account Changes On This Form. Zip Code (Zip+4): Address 1: City: State: Address 2: Employer Name: _ Account Number: Quarter Ending: Federal ID Number: // 1. 2. 3. 4. 5. 6. M.I. , _ _ First Last M.I. , _ _ First Last M.I. , _ _ First Last M.I. , _ _ First Last M.I. , _ _ First Last Social Security Number Wages Paid in Quarter Employee's Name [Payroll](#) Contact Print [Preparer](#) #x27;s Name and Title [Preparer](#) s Phone Number / E-mail Address

Type a message...

- If we try to interrogate our bot on the uploaded documents, EVA returns the closest answer to our question from the web or we will be given the opportunity to open the file containing the correct answer, exactly to the point that contains the desired information, therefore avoiding having to search for the answer among all the information contained inside of the file.

Test bot - Documents



1 di 3 Zoom automatico

**Instructions for preparing the
Employer's Quarterly Payroll Report (VEC FC-21), and the
Employer's Quarterly Tax Report (VEC FC-20).**

NOTE: These forms are web-enabled and may be completed on line using Adobe Reader 5.0, or higher.
When completed print, sign, and mail the forms to:

If remitting payment: VEC, P.O. Box 1174, Richmond, VA 23218-1174
If no payment is enclosed: VEC, P.O. Box 27483, Richmond, VA 23261-7483

General Information: These reports are required of all employers covered under the Virginia Unemployment Compensation Act. They must be submitted (with any appropriate payment) by the due date, even if no wages were paid during the calendar quarter. A \$100 penalty will be assessed for failure to submit these reports to the Commission by the due date.

Instructions: Use the TAB key to move from field to field on the wage and tax forms. Some information entered on the FC-21 form will automatically be carried forward to proper fields on the FC-20 report. Complete the payroll form first.

FC-21 Payroll Report:

- Place the cursor at the Employer Name & Address field, enter that information, and TAB to the next field.
- Enter your 10-digit VEC account number in the account number field.
- Choose the calendar quarter ending date for this report from the drop-down box, or enter another date in the next field if the date you need is not available in the drop down box.
- Enter the employee social security number. Each employee must have a social security number listed if they earned wages during the quarter.
- Enter the employee name. Enter the first initial, and last name in the proper fields. **UPPER CASE.**
- Enter total wages (before deductions) paid to each employee during the calendar quarter. Wages include:

- If we try to interrogate our bot on the uploaded documents, EVA returns the closest answer to our question from the web or we will be given the opportunity to open the file containing the correct answer, exactly to the point that contains the desired information, therefore avoiding having to search for the answer among all the information contained inside of the file.

Disambiguations

- The "Disambiguations" tab is the second one we find, and it is another very important feature of EVA

From this page we can create precisely the disambiguations, inserting:

- Topics that must be contained within the sentence written by the user to trigger the activation events
- Topics that if contained within the sentence written by the user will **NOT** trigger the activation events
- Question that will be asked in response by EVA to the user
- Choice buttons that will be shown to the user

The screenshot displays the EVA Bot manager interface. The top navigation bar includes the EVA logo, a 'Bot list' dropdown, and a 'Demo Bot' dropdown. The left sidebar contains links for 'Test Bot', 'Bots', and 'Chat analysis'. The main content area has tabs for 'FAQ', 'DOCUMENTS', 'DISAMBIGUATIONS' (which is active), and 'STATISTICS'. The 'DISAMBIGUATIONS' form includes a 'Title of disambiguation' field with a 'Save' button. Below this is a section for logical conditions: 'If the user's sentence contains all these topic at once (logical AND)' with an 'Add a topic' input and a trash icon, and 'and does not contain any of these' with another 'Add a topic' input. An 'Add activation event' button is also present. The 'The bot will ask' section features a large orange rounded rectangle with the placeholder text 'Insert the question'. At the bottom, the 'showing the following buttons' section contains an 'Add button' button with a plus icon. On the right side of the form, there is a search bar, a 'Title' dropdown, a pagination indicator 'From 0 to 0 of 0 total', and 'Prev' and 'Next' buttons. The footer shows 'Copyright App2Check Srl © 2015-2019' and 'App2Check v1.7.3'.

Disambiguations PT.1

The screenshot displays the EVA Bot Manager interface. The top navigation bar includes the EVA logo, a 'Bot list' link, and a 'Demo Bot' dropdown menu. The left sidebar contains links for 'Test Bot', 'Bots', and 'Chat analysis'. The main content area is titled 'DISAMBIGUATIONS' and features a search bar, a list of disambiguations, and a form to create new ones. The list shows two entries: 'Cancel online order' and 'Customer dissatisfaction'. The form allows users to define disambiguations based on logical AND or OR conditions of specific topics.

Bot list > Demo Bot

Test Bot
Bots
Chat analysis

FAQ DOCUMENTS DISAMBIGUATIONS STATISTICS

Title of disambiguation **Save** **Cancel edit**

Cancel online order

If the user's sentence contains all these topic at once (logical AND)

cancel x order x online x Add a topic

OR

cancel x order x Add a topic

OR

want x cancel x online x order x Add a topic

OR

want x cancel x my x order x Add a topic

Add activation event

Title

Cancel online order

Customer dissatisfaction

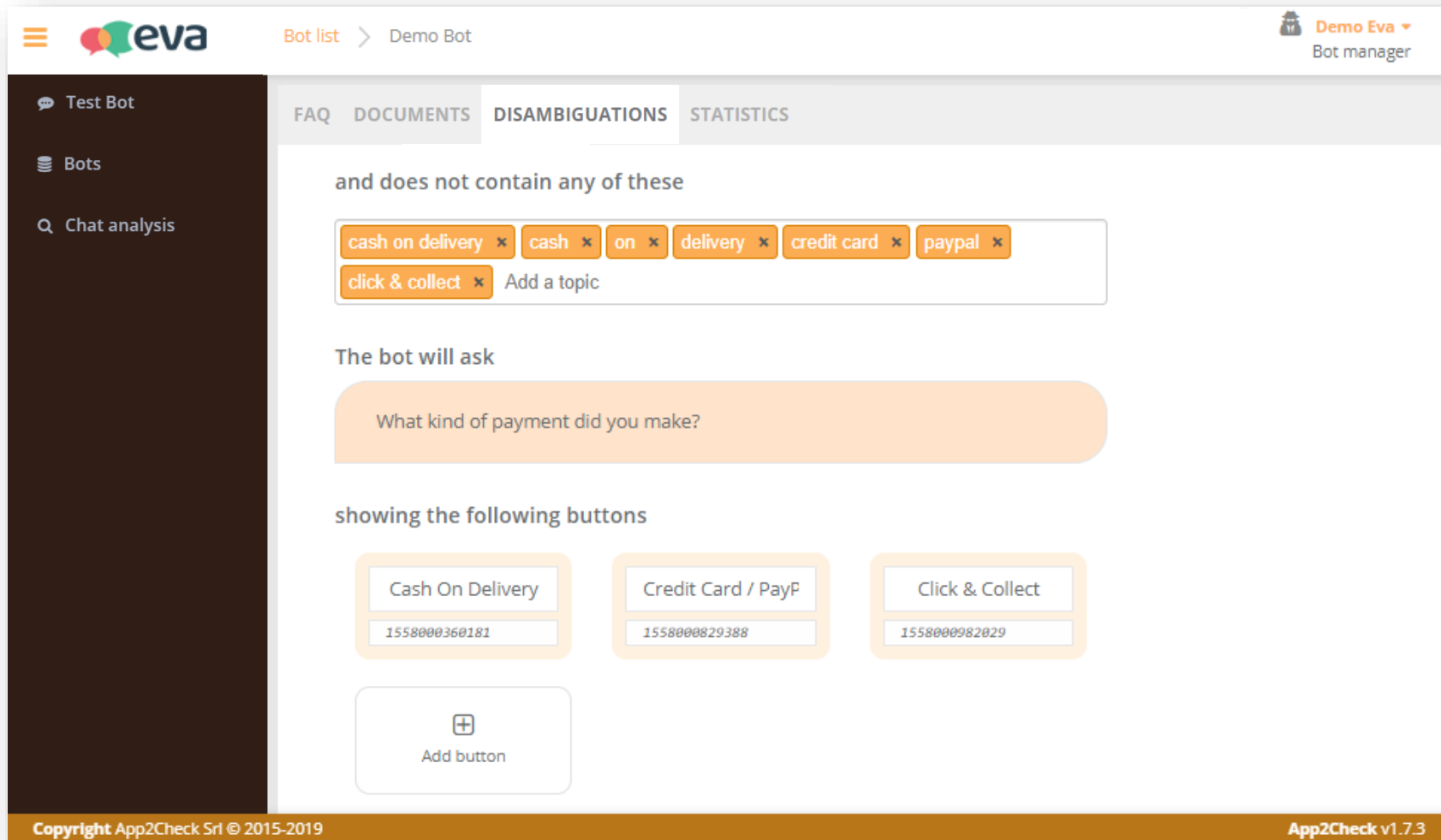
From 1 to 10 of 16 total

Prev 1 2 Next

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- In the image on the side, an example of disambiguation regarding the cancellation of an online order.
- A series of activation events have been created with the key topics to trigger them

Disambiguations PT.2



The screenshot shows the EVA Bot Manager interface. The top navigation bar includes the EVA logo, a 'Bot list' link, and a 'Demo Bot' dropdown menu. The left sidebar contains links for 'Test Bot', 'Bots', and 'Chat analysis'. The main content area has tabs for 'FAQ', 'DOCUMENTS', 'DISAMBIGUATIONS' (which is active), and 'STATISTICS'.

Under the 'DISAMBIGUATIONS' tab, the configuration is as follows:

- and does not contain any of these**: A list of topics to exclude, including 'cash on delivery', 'cash', 'on', 'delivery', 'credit card', 'paypal', and 'click & collect'.
- The bot will ask**: A text input field containing the question 'What kind of payment did you make?'.
- showing the following buttons**: Three buttons are displayed, each with a label and a unique ID:
 - 'Cash On Delivery' with ID '1558000360181'
 - 'Credit Card / PayP' with ID '1558000829388'
 - 'Click & Collect' with ID '1558000982029'
- Add button**: A button with a plus icon and the text 'Add button'.

The footer of the interface shows 'Copyright App2Check Srl © 2015-2019' on the left and 'App2Check v1.7.3' on the right.

- In the second part of the screen we define the topics that **MUST NOT** be present to trigger the activation events.
- We define the question that EVA will ask the user, in this case "*What kind of payment did you make?*"
- And we give the user the opportunity to choose the answer that concerns him by defining buttons, in order to *disambiguate* EVA and allow her to better orient herself on the answers to be given following this choice.

Disambiguations / Test Bot

If the user's sentence contains all these topic at once (logical AND)

want x cancel x online x order x Add a topic

showing the following buttons

Cash On Delivery

Credit Card / PayPal

Click & Collect

1558000360181

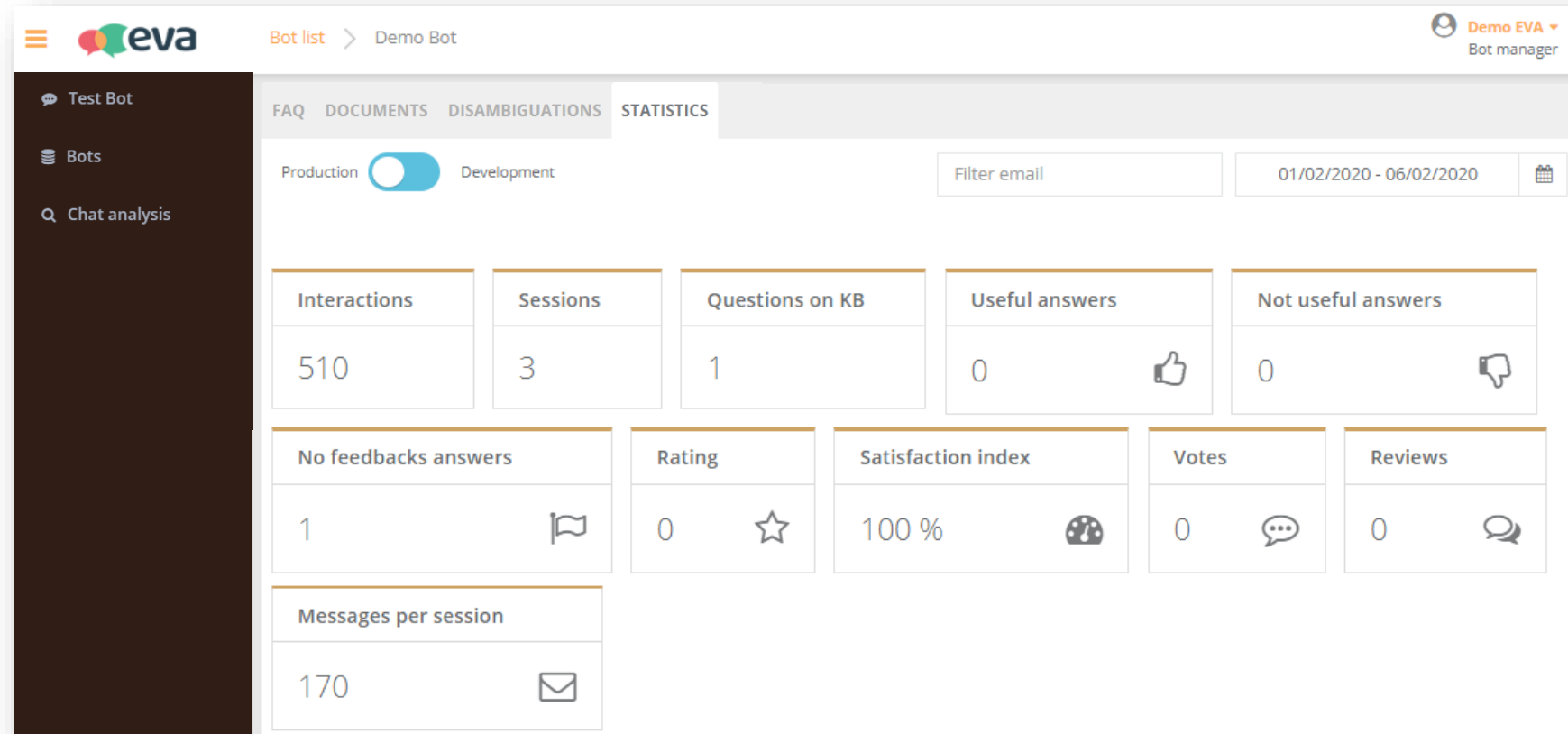
1558000829388

1558000982029

The screenshot displays the EVA Bot Manager interface. On the left is a sidebar with navigation options: 'Test Bot' (selected), 'Bots', and 'Chat analysis'. The main area shows a chat window for 'Demo Bot'. The chat history includes: a user message 'Hi Demo EVA!', a bot response 'I am your virtual assistant!', and a user message 'Ask me something about my knowledge base and I'll try to help you!'. A timestamp '02/06/2020 03:51 PM' is shown. The current user message is 'Hi Eva, i want to cancel my online order'. The bot's response is 'What kind of payment did you make?' followed by three buttons: 'Cash On Delivery', 'Credit Card / PayPal', and 'Click & Collect'. The bottom of the interface has a text input field 'Type a message...' and a green send button. The footer contains 'Copyright App2Check Srl © 2015-2019' and 'App2Check v1.7.3'.

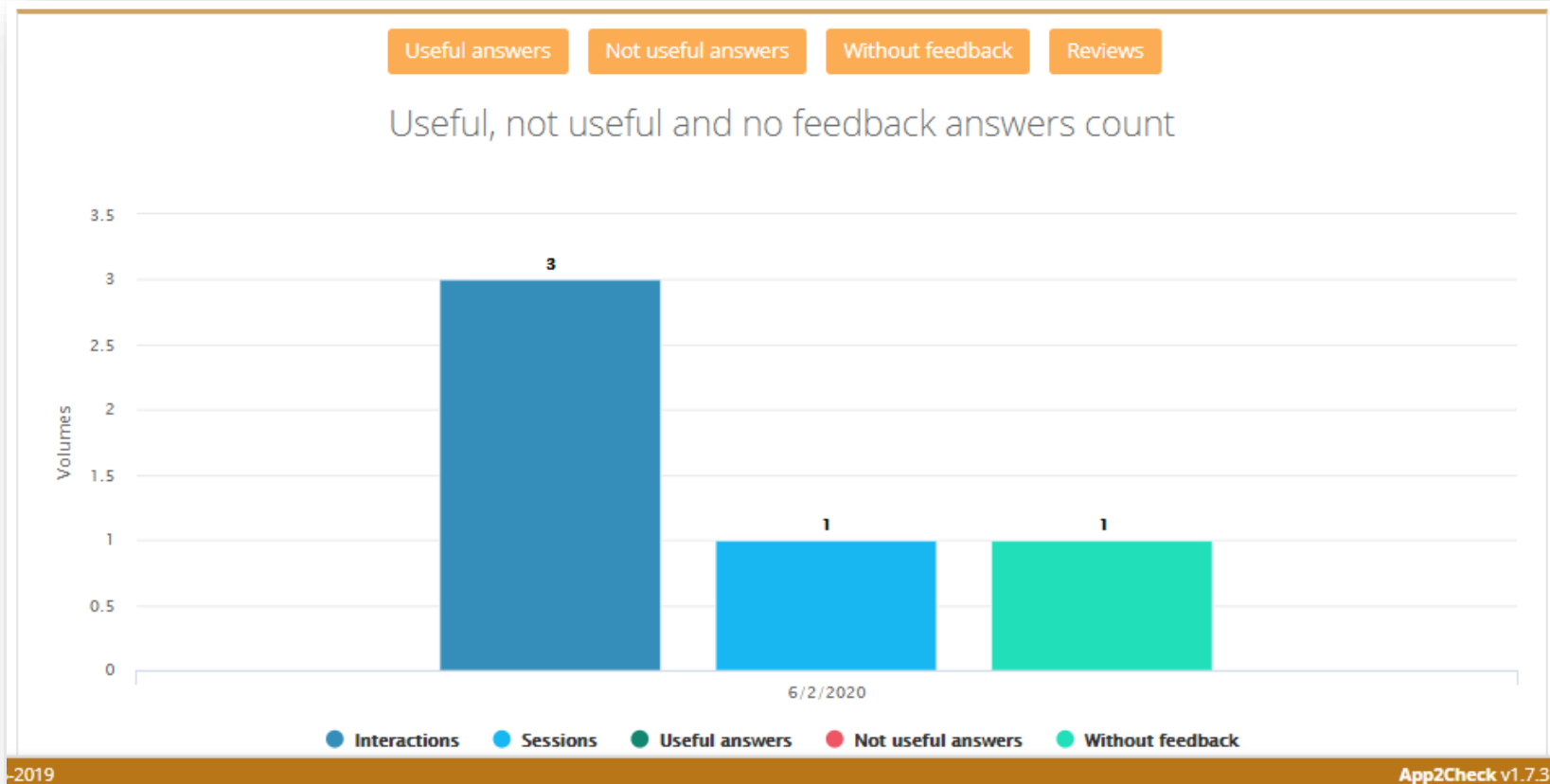
- As done also for the question that we have entered in KB, we test EVA's behavior with the Disambiguation just entered through *Virtual Assistant* asking it: «Hi Eva, I want to cancel my online order»
- As we can see, EVA replied correctly, giving us back the three options for choosing the payment we have just entered.

Statistics



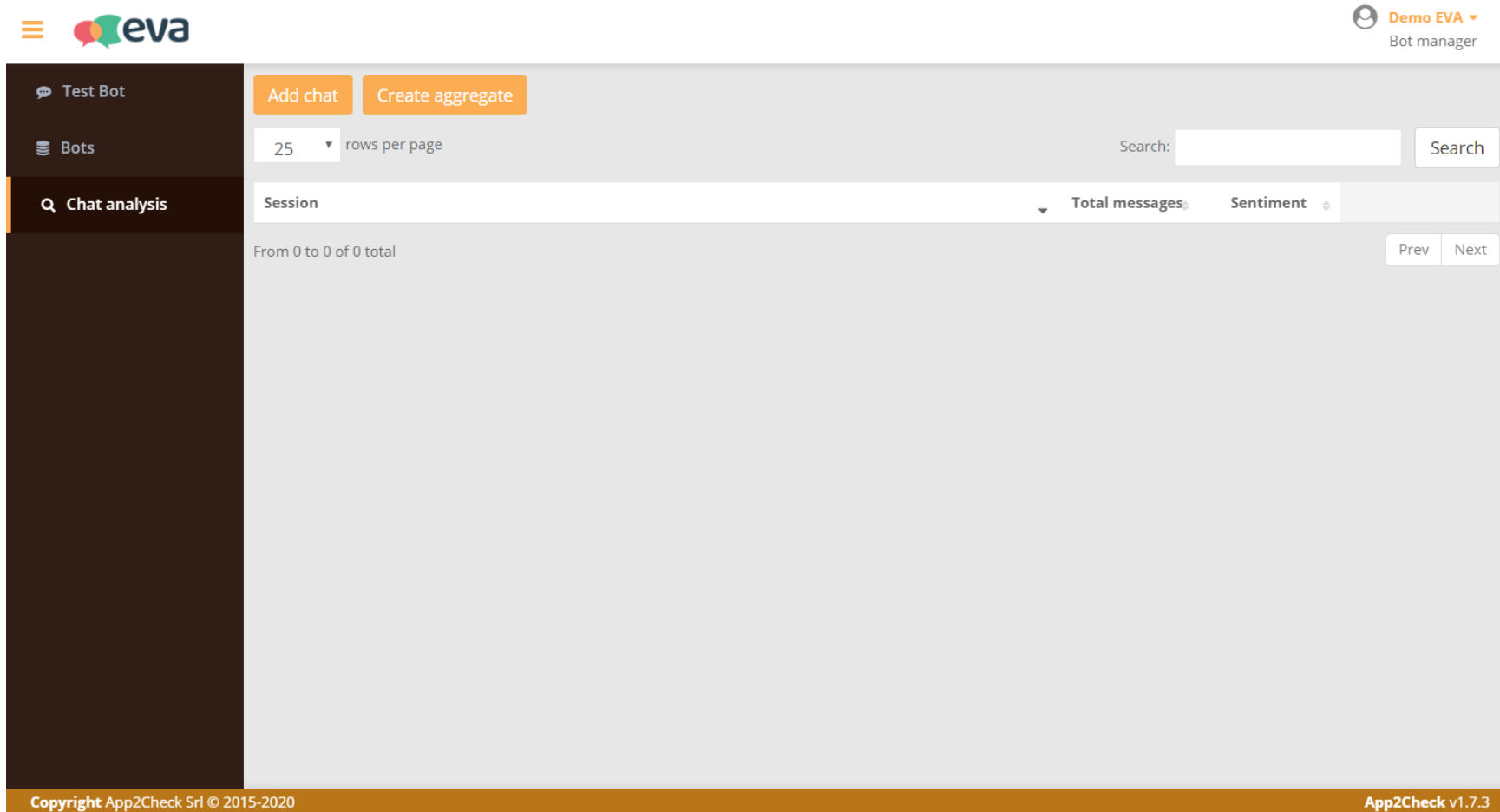
- Finally, we find the Statistics tab where we have all the data relating to:
- Interactions of our bot
- Useful / not useful answers, without feedback and user satisfaction index
- Questions asked and related to KB
- Rating, ratings, reviews and messages per session
- All filterable obviously for the time range that interests us.

Statistics



- We also find a histogram relating to *interactions* and *sessions*, but also to *useful*, *not-useful* and *without feedback* answers.

Chat analysis



The screenshot displays the EVA Bot manager interface. On the left is a dark sidebar with a menu containing 'Test Bot', 'Bots', and 'Chat analysis' (which is highlighted with a magnifying glass icon). The main area has a top bar with the EVA logo, 'Add chat', and 'Create aggregate' buttons. Below this is a search bar and a 'rows per page' dropdown set to 25. The main content area shows a table header with columns for 'Session', 'Total messages', and 'Sentiment'. Below the header, it indicates 'From 0 to 0 of 0 total' and includes 'Prev' and 'Next' navigation buttons. The bottom of the interface features a footer with 'Copyright App2Check Srl © 2015-2020' on the left and 'App2Check v1.7.3' on the right.

- The last voice of menu is «Chat Analysis» and in this part, once we have had a sufficient number of interactions with our Bot, we will find the messages of our interactions to be able to analyze it.