Q: I am trying to add a variable (name) in the HSM template. not able to understand how it will be picked from the data.

A: To add a variable in the HSM template, you need to follow the syntax {{1}} in your message. This variable will be replaced with actual data when the message is sent.

Here are the steps to add a variable in the HSM template:

1. Login to Glific and click on the Templates option from the left panel.
2. Click on + CREATE HSM TEMPLATE button from the top right corner of Templates page.
3. Add A New HSM Template page opens up.
4. In the Message field, type the message you want to send to users in this HSM template. You can use Variables and interactive actions in your message. For example, if you want to add a variable for name, you can write your message as "Hello {{1}}, how are you?".
5. In the Sample message field, replace the variables in the message content with actual values to show a complete message. For example, "Hello John, how are you?".

When you send this message, the variable {{1}} will be replaced with the actual name of the recipient.

For more details, you can refer to the Glific documentation (https://glific.github.io/docs/docs/Product%20Features/Templates#hsm-template-creation--approval-submission).

Q:What's callback url in gupshup used for?

A:The callback URL in Gupshup is used to update the Gupshup settings after the Glific setup. This URL is provided by Glific and is added to the Gupshup settings. Here are the steps to update the Callback URL:

1. Click on the App name in the Dashboard.
2. Click on the Webhook option on the top. Then enter the Callback URL in the Box below & click on the Set button.

This process is part of the post-setup configuration for integrating Glific with Gupshup.

Source: Glific Documentation (https://glific.github.io/docs/docs/Onboarding/Facebook%20Verification%20Process%20for%20WhatsApp%20Business%20API#after-glific-setup)

Q:Hi, I just wanted to check, is there a text-to-voice feature, where we can just input text and the recipients have the option to either read the text or listen to it?

A:Yes, Glific does support a feature where you can send voice notes. This is achieved through the integration with the Jugalbandi platform. You can send a text response in the desired language as well as a voice note using the Jugalbandi API.

To use this feature, you need to call the "jugalbandi-voice" function in the flow and provide the necessary inputs in the webhook from the Glific interface. The inputs include "Input\_language", "output\_format", "query\_text", "audio\_url", "prompt", and "uuid\_number".

Please note that the knowledge base will have to be uploaded in the Jugalbandi platform for this feature to work.

For more details, you can refer to the Glific documentation (https://glific.github.io/docs/docs/Integrations/Conversing%20in%20voice%20notes%20over%20custom%20knowledge%20base).

Q: how can I use chatgpt in Glific

A: You can use ChatGPT in Glific either by using OpenAI APIs or via Jugalbandi APIs. Here are the steps for both methods:

Using OpenAI APIs:

Go to Settings, find OpenAI (ChatGPT) (Beta).

Click on is active and paste the OpenAI API key from your OpenAI platform account. source (https://glific.github.io/docs/docs/Integrations/ChatGPT%20using%20OpenAI%20APIs#steps-to-follow-to-set-up-openai-api-in-glific-platform)

Using Jugalbandi APIs:

Import the sample flow from the Flow screen and click on the setting icon to configure it. source (https://glific.github.io/docs/docs/Integrations/ChatGPT%20Integration%20via%20Jugalbandi#using-chatgpt-within-glific-via-jugalbandi-api)

Click on Flows from the left panel and click on the setting icon to configure the imported flow.

The first node is the Send Message node, which prompts the contact to ask a question which will then be sent to ChatGPT using Call Webhook.

The second node is the Wait for Response node with the result name gpt\_query. The response from the contact will be saved in this result and can be referenced as @results.gpt\_query.

The third node is the Send Message which we are sending to contact while we are sending user query to ChatGPT and waiting for the response.

Next in the Call Webhook node we are calling Jugalbandi APIs by choosing FUNCTION in the node and adding value as jugalbandi. When invoking a webhook, the initial step is to select a suitable HTTP method, such as POST, GET, or PATCH, to perform the desired function in the interaction between the caller and the Jugalbandi API.

In the last step, the user is provided with their answer using the variable @results.jugalbandi.answer. This variable contains the response generated by the ChatGPT from custom knowledgebase, leveraging Jugalbandi APIs. source (https://glific.github.io/docs/docs/Integrations/ChatGPT%20Integration%20via%20Jugalbandi#using-chatgpt-within-glific-via-jugalbandi-api)

Please note that parameters like temperature, top P etc are not yet customizable from org Glific instances. For any further customizations within this functionality, you should reach out to the Glific team. source (https://glific.github.io/docs/docs/Integrations/ChatGPT%20using%20OpenAI%20APIs#using-the-webhook-for-openai-api-call-in-a-glific-flow)

Q: Need help changing the Display Name that appears on the BOT.

A: To change the Display Name of your BOT, you can follow the guidelines provided by Gupshup and Facebook. Here are the relevant links from the Glific documentation:

Add Display Name (https://support.gupshup.io/hc/en-us/articles/360011977600-Why-is-a-Display-name-required-)

Display Name Guidelines (https://developers.facebook.com/docs/whatsapp/overview/display-name)

Showing Display Name to end-users (https://support.gupshup.io/hc/en-us/articles/360012076019-How-to-get-a-verified-tick-How-will-my-display-name-show-to-end-users-)

Please note that the Display Name should be consistent with your organization's branding and registered entity name. If your Facebook page and domain name are not exactly the same as the registered business name, you need to explicitly mention on your website about page that "Your organization name is [Registered Name] but popularly goes by the brand [Brand Name]".

Once this is done, you can give a specific display name to the chatbot which is relevant to the program and not the main entity. The chatbot name can be [Program Name] but again, it should show a clear connection with the main entity [Registered Name].

For more details, you can refer to the Branding Consistency (https://glific.github.io/docs/docs/Onboarding/Facebook%20Verification%20Process%20for%20WhatsApp%20Business%20API#branding-consistency) section in the Glific documentation.

Q: how to terminate flows in bulk ?

A: Hmm, I don't know enough to give you a confident answer yet. The provided extracts do not contain information on how to terminate flows in bulk on Glific. I recommend checking the official Glific documentation or reaching out to their support for more detailed instructions.