

Chat Support

Web Development

Time: 60 mins

Introduction

In this class, the student/s will learn to add chat functionality to a webpage. Student/s will learn to open and close a chat window when a button is clicked. Student/s will also learn to create dialogs for the chat support.

HTML Tags & CSS Properties Introduced

- | | |
|---|---|
| • <code>unset</code> | Unsets or resets the default value of the specified attribute |
| • <code>!important</code> | Overrides all previous styling set to the element/ Gives importance to the specified style. |
| • <code>class="fixed-bottom"</code> | Positions an element at the bottom of the viewport, and makes it span from edge to edge. |
| • <code>class="bi bi-chat-fill"</code> | Creates a speech bubble |
| • <code>class="bi bi-caret-down-fill"</code> | Creates a downward triangle with fill white. |
| • <code>class="fw-bold m-2"</code> | Sets the font-weight as bold and adds a margin of 2. |
| • <code>class="btn text-white float-end"</code> | Fills the button text with white color and aligns it to the end of the container. |

Vocabulary

- **Dialog** The conversation between 2 entities, here between the user of the website and the chat support.

Learning Objectives

Student/s should be able to:

- **Demonstrate** adding buttons fixed to the bottom of the webpage..
- **Demonstrate** how to create intents and dialogs within them..
- **Explain** how to integrate dialogs to an iframe..
- **Create** a button to open a chat window and integrate it with dialogs.

Activities

1. **Class Narrative:** (2 mins)

- Brief the student/s that we will be creating chat support in the application and will respond to queries from users. Since applications or machines cannot think of responses, dialogs have to be created by us so that chat support knows how to answer a particular question. Dialogs are created using DialogFlow. One Agent (MMBFlix) will have multiple intents under it. Each intent is created for a specific purpose like greeting, goodbye, movies, music, books etc. The dialogs can be integrated into the chat window using iframes.

2. Concept Introduction Activity: (5 mins)

- Let the student/s play the explore-activity and explore how the chat support answers to questions. Ask the student to enter the same question or greeting multiple times and observe the response from the support.
Note: While using the chatbot, if the webpage is reloaded for any reason, the conversations in the chat are lost This is because the chatbot is part of the webpage, and so when the web page loads chatbot will also get loaded and will lose the earlier the conversation
- Using the slides, explain that the student/s will learn:
 - to create dialogs
 - to add and style a chat button
 - to complete the chat window and integrate dialogs.

3. Activity 1: Create Dialogs: (7 mins)

Teacher Activity:

- Demonstrate to student/s how intents are created. Show them to create Training phrases and responses for an intent.

Student Activity: (7 mins)

- Guide the student/s to add intents and queries and responses under them. Show them how to import the sample intents given in the boilerplate.

4. Activity 2: Create the Chat Button: (10 mins)

Student Activity: (5 mins)

- Guide the student/s to create the chat button and fix it to the bottom of the viewport.
Probing question:
Expected answer:

5. Activity 3: Start Chatting: (10 mins)

Student Activity: (5 mins)

- Guide student/s add a caret for the minimize button and to call openChat() and closeChat() when the chat button and minimize buttons are clicked respectively.
- Guide the student/s to integrate the dialogs with the chat window.

Note: Guide students to copy the complete code from the Web Demo including the iframe.

6. Introduce the Post class project: (2 min)

- Add chat support to the travel website.

7. Test and Summarize the class learnings: (5 mins)

- Check for understanding through quizzes and summarize learning after respective missions.
- Summarize the overall class learning towards the end of the class.

8. Additional activities:

- Encourage the student/s to add a close button and debug and fix the size of chat window..
- Encourage the student/s to make the Scroll To Top button fix to the bottom of the screen/viewport.

9. State the Next Class Objective: (1 min)

- We will learn to add user accounts to a VR gaming website and create VR elements for it.

U.S. Standards:

CSTA: 2-AP-13, 2-AP-19

Links Table		
Activity	Activity Name	Link
Class Presentation	Chat Support	https://s3-whjr-curriculum-uploads.whjr.online/105af8c9-c659-4021-aa-f4-1f3c764d894a.html
Teacher Reference	Create Dialogs	https://s3-whjr-curriculum-uploads.whjr.online/cf1dcfd4-ab29-4bd0-9fb3-586a1fd97ce6.pdf
Explore Activity	Music Webpage - Explore Activity	https://tynker.com/code/view/6360a36f0d5ea552916a7a52/
Teacher Activity 1	Create Dialogs	https://dialogflow.cloud.google.com/#/agent/newmmbfllx-fvmf/intents
Student Activity 1	Create Dialogs	https://dialogflow.cloud.google.com/#/agent/newmmbfllx-fvmf/intents
Student Activity 2	Create the Chat Button	https://tynker.com/code/project/6360a29b806cd464ba7cd362
Teacher Reference: Student Activity 2 Solution	Create the Chat Button - Solution	https://tynker.com/code/project/635f93ff9ac8117a5e253352
Student Activity 3.1	Open and Close Buttons	https://tynker.com/code/project/63b2aa96abdb1d5cdb3cace2
Student Activity 3.1 Solution	Open and Close Buttons - Solution	https://tynker.com/code/project/63b2a8d7bdf4ac6c0e7aa192
Student Activity 3.2	Integrate Chat Dialogs	https://tynker.com/code/project/6360b9483676f002961ec977
Teacher Reference: Student Activity 3.2 Solution	Integrate Chat Dialogs - Solution	https://tynker.com/code/project/6360a36f0d5ea552916a7a52

Student's Additional Activity 1	Add Close Button and Debug the Chat Window	https://tynker.com/code/project/6360de6f2428f833491ecd2a
Teacher Reference: Student's Additional Activity 1 Solution	Add Close Button and Debug the Chat Window - Solution	https://tynker.com/code/project/6360c3a6c205680cce26ca92
Student's Additional Activity 2	Upgrade Scroll to Top Button	https://tynker.com/code/project/6360d3626c1f5634c138f782
Teacher Reference: Student's Additional Activity 2 Solution	Upgrade Scroll to Top Button - Solution	https://tynker.com/code/project/6360d298f556e24e81041312
Post Class Project	Add Chat Support	https://tynker.com/code/project/63a16adba6842f277d63ab72
Teacher Reference: Post Class Project Solution	Add Chat Support- Solution	https://tynker.com/code/project/63980292b114b75ad61ec692