# Tools used and wordpress integration

## Tools and APIs Used

This document provides an overview of all the tools, frameworks, and APIs used in building and deploying the Customer Support Voice Bot. They are categorized into three groups based on how they are integrated into the system:

## 1. Free Tools / Services

| Tool / Service | Purpose | Integration Type | Notes |
|---|---|---|---|
| Supabase | Used as the Vector Database to store and query embeddings for the knowledge base. | API | Free version used. Can be upgraded for scalability. |
| Google Drive | Used to store documents and resources used for creating the knowledge base. | OAuth integration | Accessed securely using OAuth credentials. |
| Gemini (Google) | Main chat/LLM model used for reasoning and generating responses. | API Key | Handles question answering and context-aware dialogue. |

| | | | |
|---|---|---|---|
| Cohere API | Used for generating text embeddings from the documents before storing them in the vector DB. | API Key | Can be replaced with embedding models from other LLMs if needed. |

## 2. Self-Hosted Tools (Running on the Server / VM)

| Tool / Service | Purpose | Integration Type | Notes |
|---|---|---|---|
| n8n | Main workflow automation tool used to connect APIs, manage RAG workflow, and process user queries. | Hosted locally on VM | Orchestrates all steps (query → retrieval → LLM → voice). |
| Kokoro TTS | Provides text-to-speech functionality for generating voice replies. | Self-hosted | Eliminates external API cost; runs entirely within the VM. |
| Whisper | Performs speech-to-text conversion for user voice input. | Self-hosted | Open-source model by OpenAI; processes voice input on-prem. |
| CrawlAPI | Used for crawling and extracting data from the company website to build or update the knowledge base. | Self-hosted | Runs in background for periodic data collection. |

| Postgres | For chat memory | Self hosted | Later can be used for persisting chat history. |
| --- | --- | --- | --- |
|  |  |  |  |

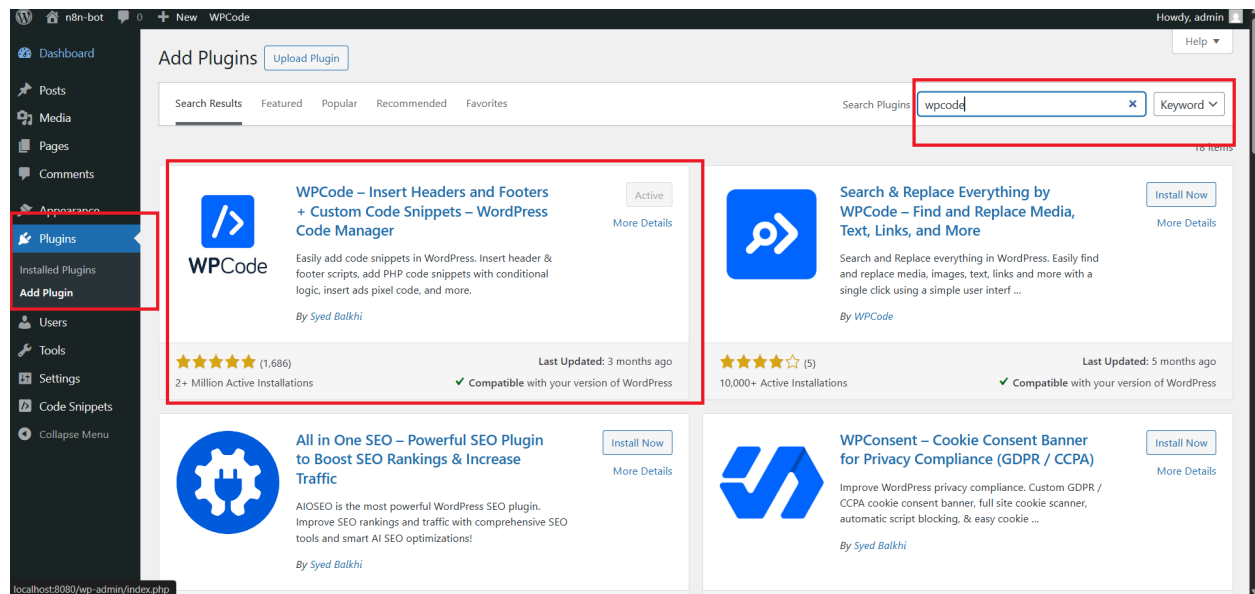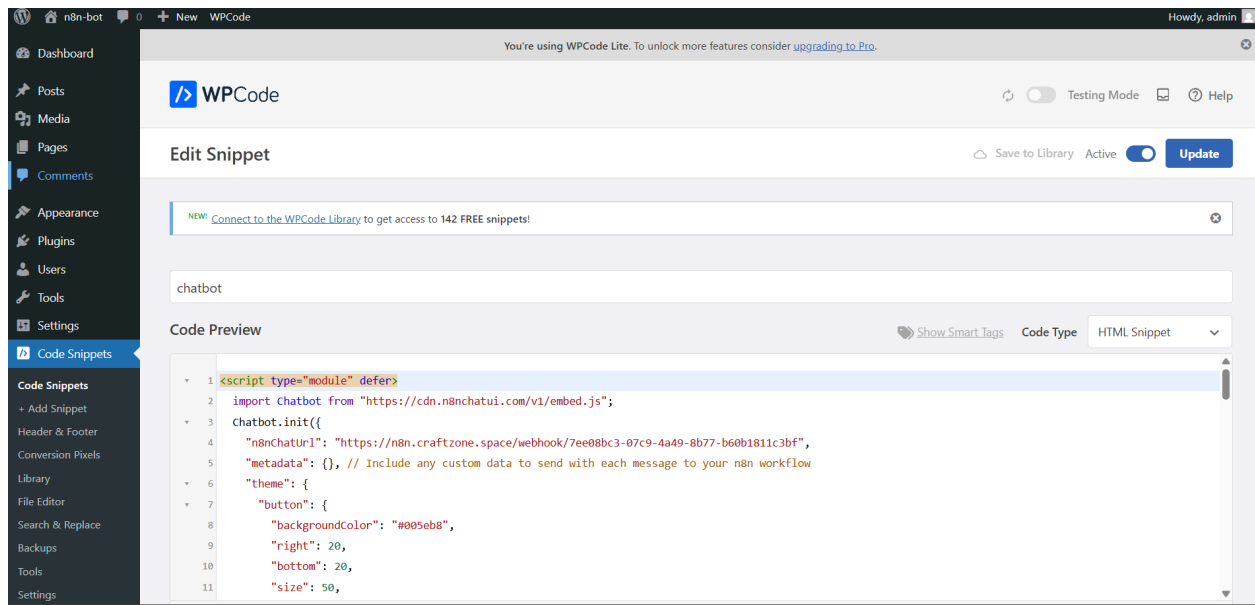# Wordpress Integration

Currently, the chat widget is the free version. For more customization options, a paid version can be used.
Widget used: https://n8nchatui.com/

**Next step**: Add a plugin that allows you to insert an HTML snippet in your WordPress dashboard.
Plugin used: https://wpcode.com/

```
script type="module" defer>
  import Chatbot from "https://cdn.n8nchatui.com/v1/embed.js";
  Chatbot.init({
    "n8nChatUrl":
"http://<your-domain/sub-domain>/webhook/7ee08bc3-07c9-4a49-8b77-b60b1811c3
bf",
    "metadata": {}, // Include any custom data to send with each message to
your n8n workflow
    "theme": {
      "button": {
        "backgroundColor": "#005eb8",
        "right": 20,
        "bottom": 20,
        "size": 50,
        "iconColor": "#373434",
        "customIconSrc":
"https://chosencaregroup.com/wp-content/uploads/2018/10/ccg-new-logo-copy-1
.jpg",
        "customIconSize": 60,
        "customIconBorderRadius": 15,
        "autoWindowOpen": {
          "autoOpen": true,
          "openDelay": 2
        },
        "borderRadius": "circle"
```

```json
      },
      "tooltip": {
        "showTooltip": true,
        "tooltipMessage": "Hello 👋 Need help?",
        "tooltipBackgroundColor": "#005eb8",
        "tooltipTextColor": "#ffffff",
        "tooltipFontSize": 15
      },
      "chatWindow": {
        "borderRadiusStyle": "rounded",
        "avatarBorderRadius": 25,
        "messageBorderRadius": 6,
        "showTitle": true,
        "title": "Chosen Care Group Chat Bot",
        "titleAvatarSrc":
"https://chosencaregroup.com/wp-content/uploads/2018/10/ccg-new-logo-copy-1
.jpg",
        "avatarSize": 40,
        "welcomeMessage": "Hello! How can we help you?",
        "errorMessage": "Please connect me to n8n first",
        "backgroundColor": "#ffffff",
        "height": 600,
        "width": 400,
        "fontSize": 16,
        "starterPrompts": [
          "What services do you provide?",
          "How to contact?"
        ],
        "starterPromptFontSize": 14,
        "renderHTML": true,
        "clearChatOnReload": true,
        "showScrollbar": false,
        "botMessage": {
          "backgroundColor": "#005eb8",
          "textColor": "#fafafa",
          "showAvatar": true,
          "avatarSrc":
"https://chosencaregroup.com/wp-content/uploads/2018/10/ccg-new-logo-copy-1
.jpg",
          "showCopyToClipboardIcon": false
        },
        "userMessage": {
          "backgroundColor": "#fff6f3",
```

```
            "textColor": "#050505",
            "showAvatar": true,
            "avatarSrc": "https://www.svgrepo.com/show/532363/user-alt-1.svg"
        },
        "textInput": {
            "placeholder": "Type your query",
            "backgroundColor": "#ffffff",
            "textColor": "#1e1e1f",
            "sendButtonColor": "#f36539",
            "maxChars": 50,
            "maxCharsWarningMessage": "You exceeded the characters limit.
Please input less than 50 characters.",
            "autoFocus": false,
            "borderRadius": 6,
            "sendButtonBorderRadius": 50
        },
        "voiceInputConfig": {
            "enabled": true,
            "maxRecordingTime": 10,
            "recordingNotSupportedMessage": "To record audio, use modern
browsers like Chrome or Firefox that support audio recording"
        }
    },
    }
});
</script>
```

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**Insertion** ⊙                                                                                              ⌃

Choose "Auto Insert" if you want the snippet to be automatically executed in one of the locations available. In "Shortcode" mode, the snippet will only be executed where the shortcode is inserted.

| Insert Method | ↻ Auto Insert | [/] Shortcode |
| --- | --- | --- |

Location

Site Wide Header ⌄

Compress Output PRO    ◯

Compress code output by removing spaces and comments.

Schedule snippet PRO    Start Date    End Date    ⊙

# Result