

Detailed Feature Document - ChatBot



AllinCall Research and Solutions Pvt. Ltd.

Cogno AI - Chatbot User Manual

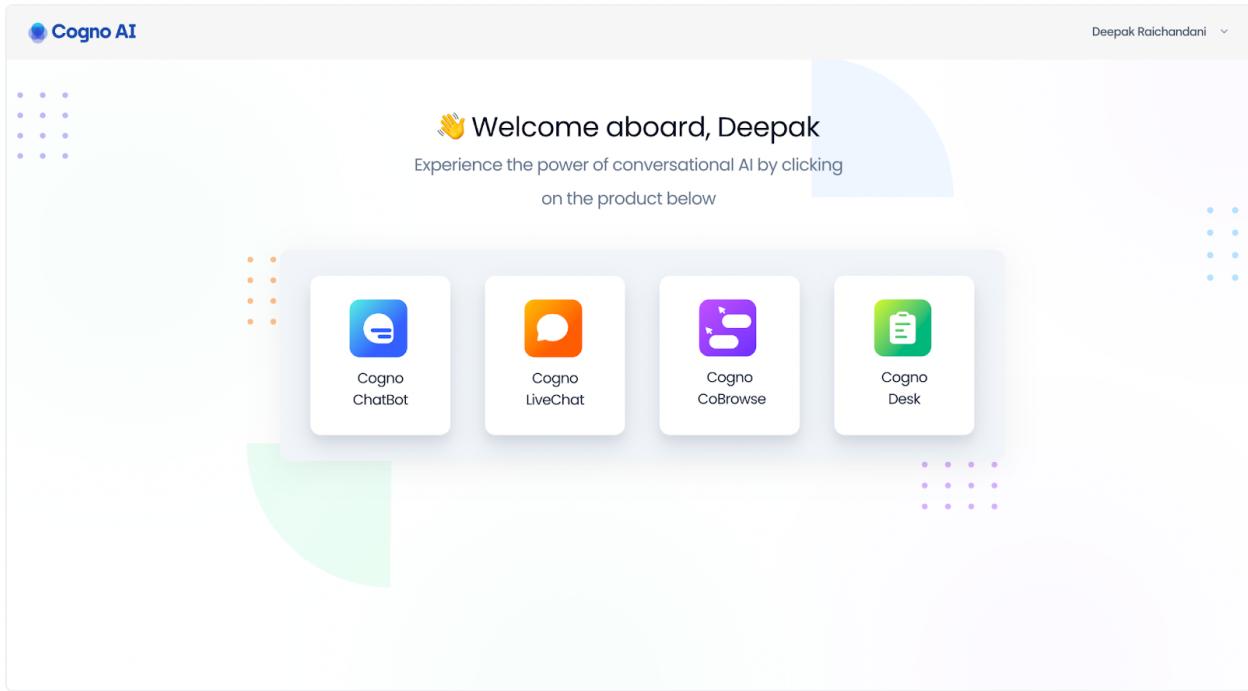
Console Walk Through

ChatBot Console Walk Through :

([Click Here](#) to play the video in a new tab)

Home Page

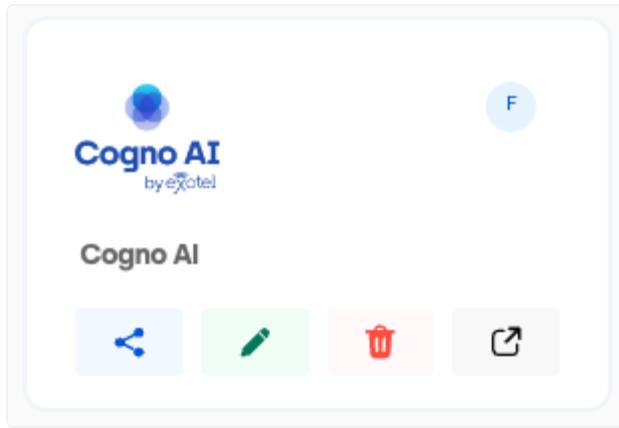
Feature Name	Definition
Create new bot	Users can create the bot. The bot can be edited, deleted, and shared with other users with their team. The bot can be shared with their team members with Full/Custom access.



Products being shown will be based on the user type with products enabled. Chatbot, the primary product, will be available on the home page once the user logs in. (functionality available will depend on the user type i.e Sandbox/ Staff and more if applicable).

To Create A Bot

The bots created by users are displayed on the home page.



To create a ChatBot user needs to click on the Create New Bot icon provided and follow the steps :

Chatbot Home Page

A screenshot of the Chatbot Home Page. At the top left is the "Cogno ChatBot" logo. To the right is a user profile for "Deepak Raichandani". Below the header is a search bar with the placeholder "Search your bot here" and a "Build Bot" button. A sidebar on the left shows icons for different categories: a blue square for "Select your bot", an orange square, a purple square, and a green square. The main area displays eight bot cards arranged in two rows of four. Each card includes a small icon, the bot's name, and four action buttons. Row 1: Cognito AI Chatbot (blue icon), 6point3 (orange icon), Hebrew (purple icon), SBI (green icon). Row 2: ICICI (blue icon), HDFC (orange icon), 6Point2Point1 (purple icon), BotCheck1 (green icon). A message at the bottom right says "Showing results 47".

Products being shown on the left menu will be based on the user type with products enabled. (functionality available will depend on the user type i.e Sandbox/ Staff and more if applicable).

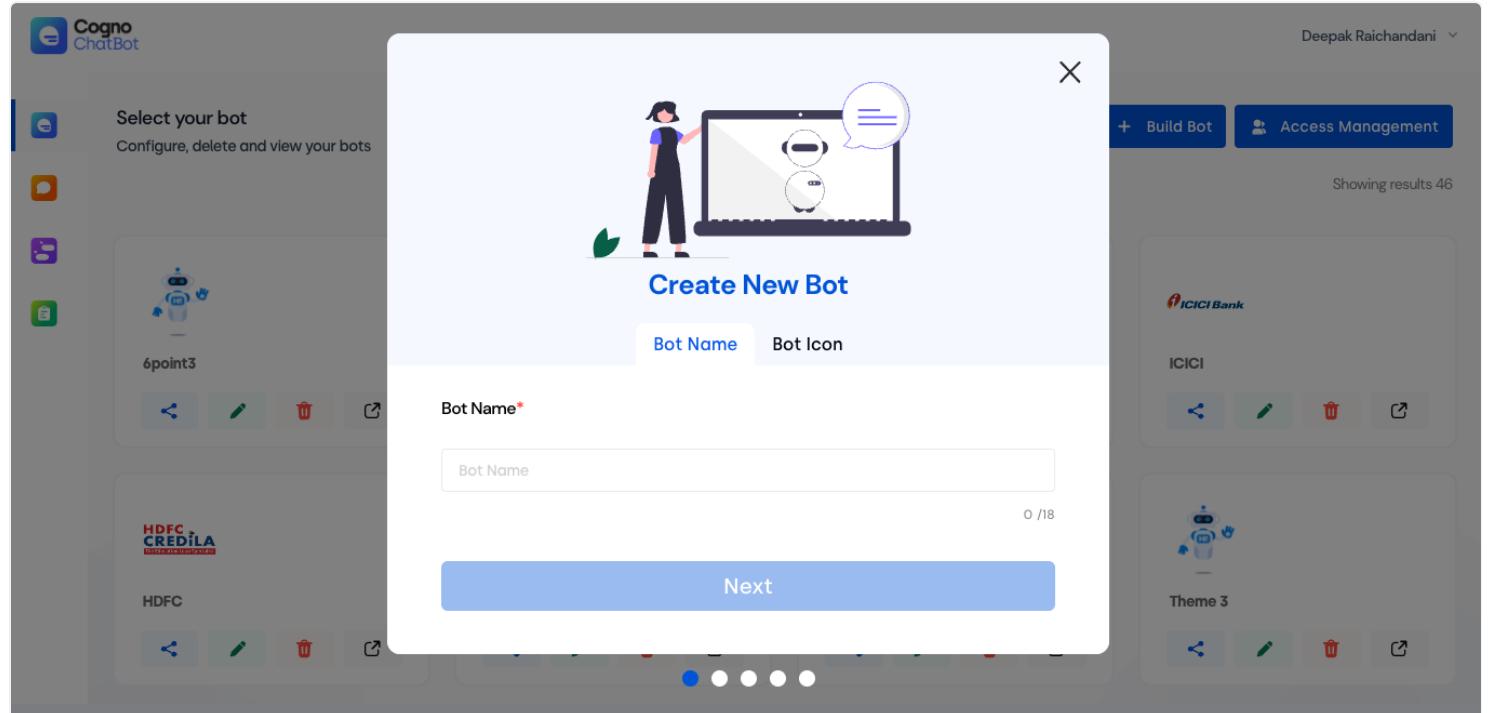
Search bar: Search your bot here simply by typing in the bot name required.

Create Bot in 2 mins

A quick bot creation feature to create a fully functional bot in just 5 simple steps as mentioned below:

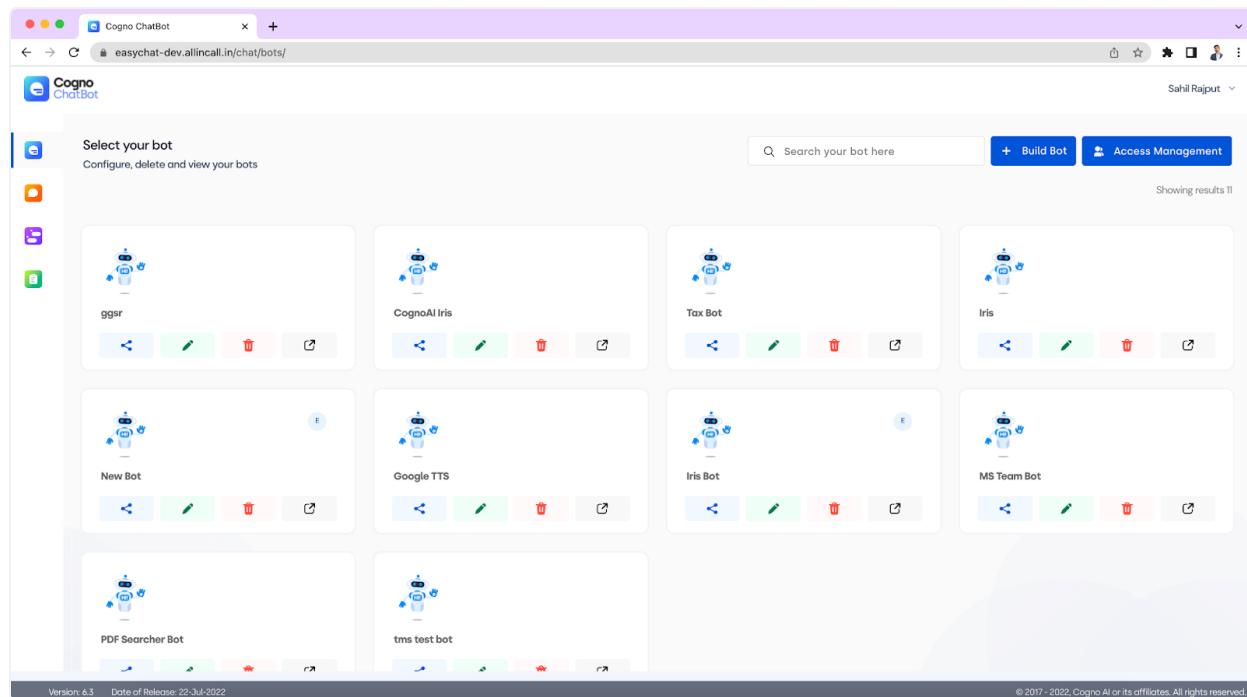
To configure :

This is visible under Chatbot Console > Build Bot



Step 1: Basic Details

Users need to add a valid Bot name and select a preferred Bot icon. Users may choose to add a bot icon by clicking on the (+) button provided.

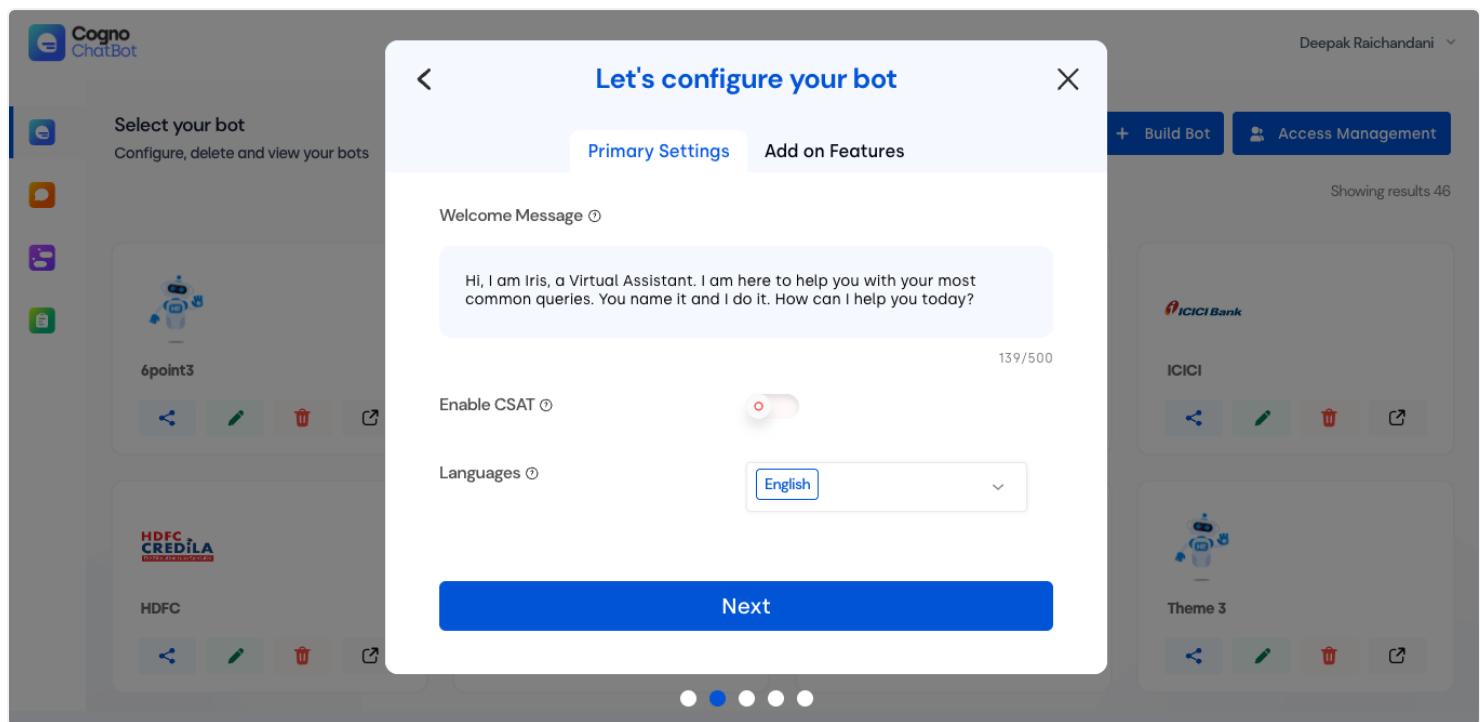


Step 2: Primary Configurations and Add-on features

Primary Configurations: Users have the option to edit the welcome message, enable CSAT functionality and add languages to the bot.

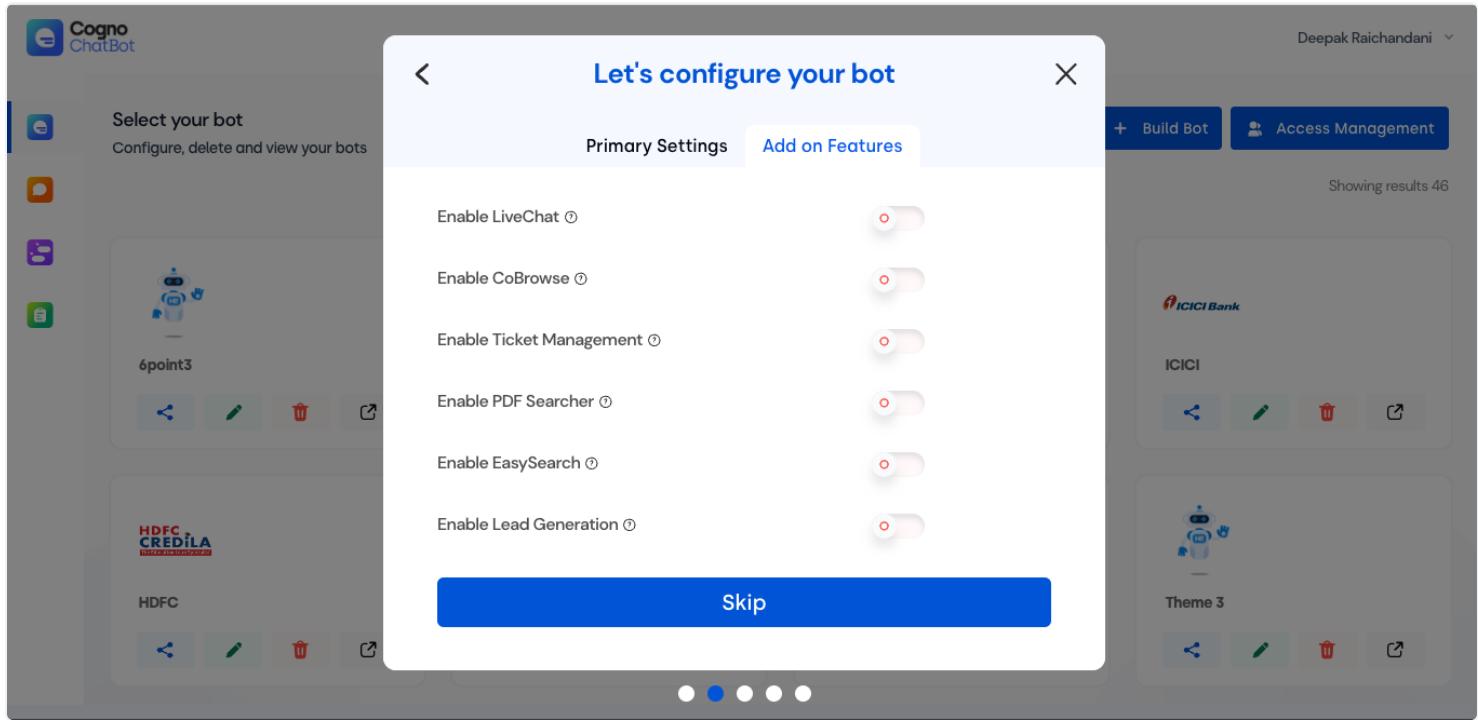
Please Note :

1. The welcome message added is the default message. It is editable as per the user's requirement.
2. Enabling CSAT functionality enabled the basic CSAT scoring method on a 5 scale rating and with basic settings. For the CSAT-related functionality the user needs to make changes within the Chatbot Console > Other Settings > CSAT.
3. Adding languages: Users will not be able to add more than 5 languages during the process. However, if required they can add other languages using the console itself.



Add-on Features

1. Enable LiveChat
2. Enable CoBrowsing
3. Enable Ticket Management
4. Enable PDF Searcher
5. Enable Easy Search
6. Enable Lead Generation



Step 3: Channel Selection

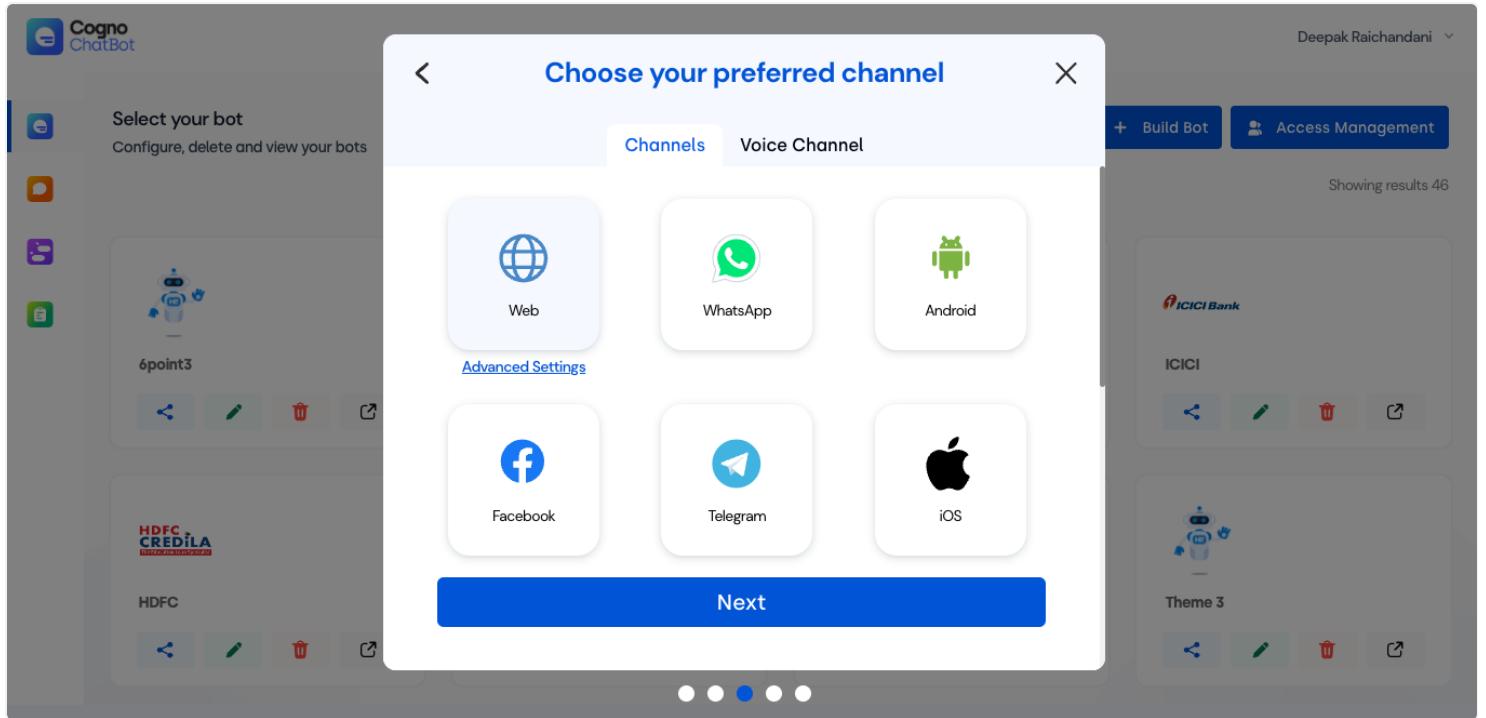
Users will be able to add channels to the bot. To make changes to channel settings the user needs to click on the Advanced Settings button. This will redirect the user to the specific channel's settings page.

Please Note: The web channel is selected by default and cannot be unchecked.

The Channel list is divided into 2 tabs i.e Channels and Voice Channels

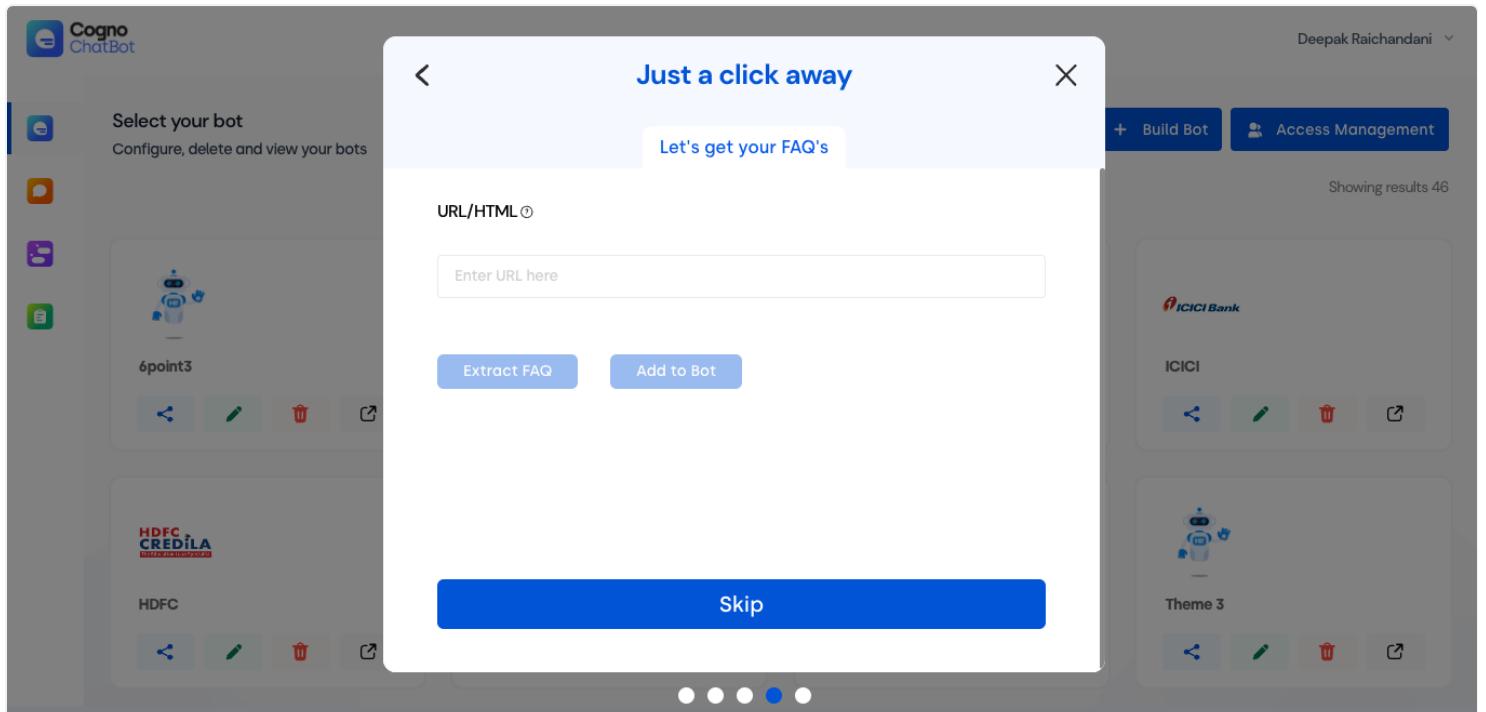
Channel: Web, WhatsApp, Android, Facebook, Telegram, iOS, Microsoft teams, Twitter, Instagram, Google Business Messages, Google RCS, ET-Source, Viber (Beta).

Voice Channels: Google Home/Assistant, Alexa, Voice



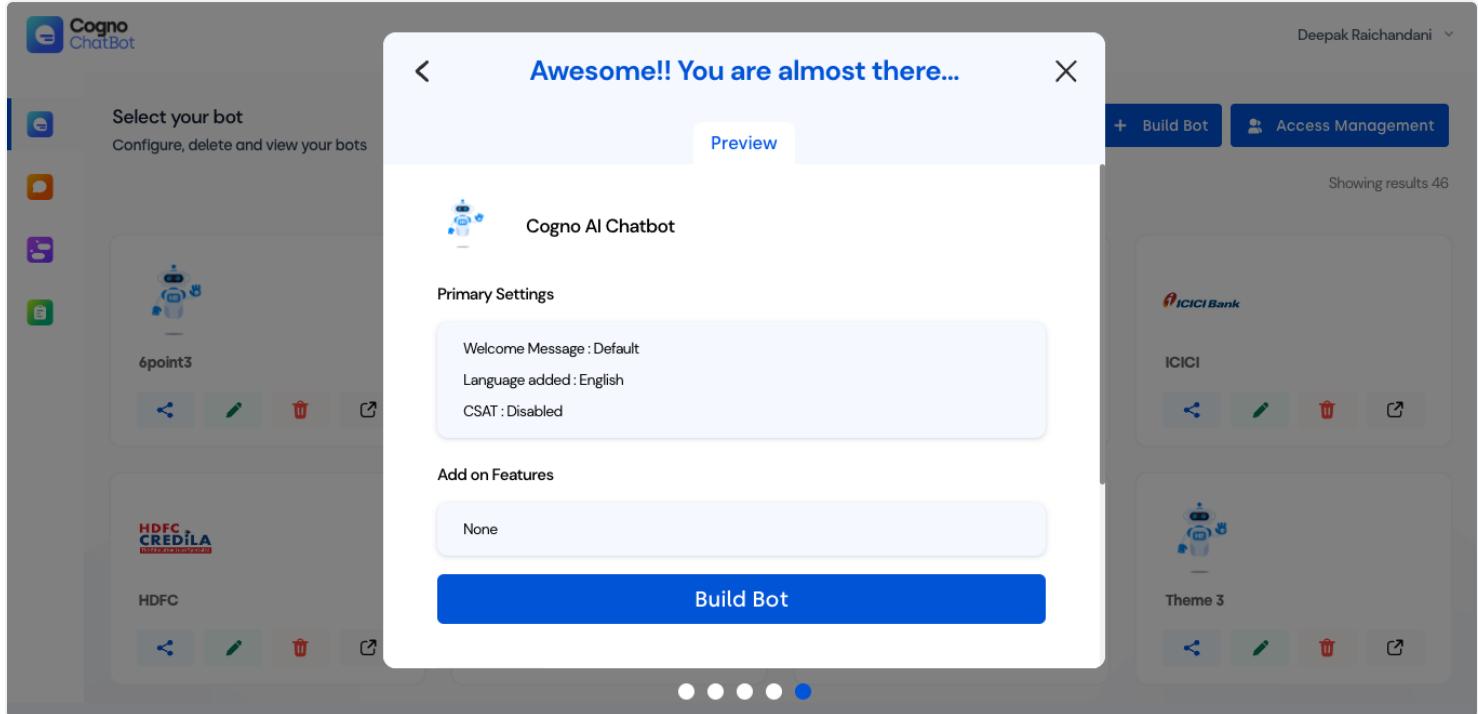
Step 4: Add FAQs

The user needs to add a valid URL. Once a valid URL is added, they will be able to extract FAQs and Add them to the bot.

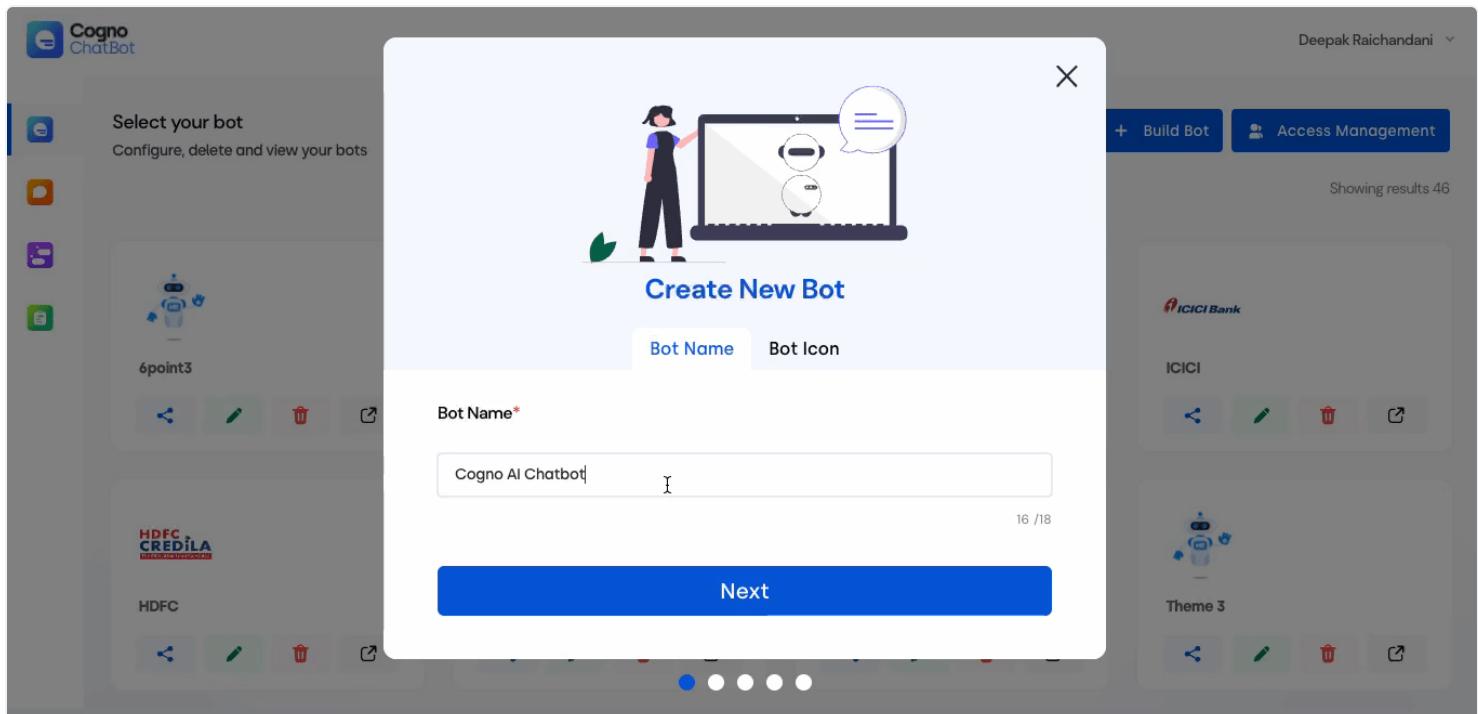


Step 5: Preview

The final step is where users will be able to see all the changes made in the bot creation process.



Refer to the below-shown demo for a better understanding



Please note : (Limitations)

1. The bot will be deleted if the user clicks on the cross icon.

2. In case the page reloads the bot will be saved with the last updated setting. Users can make changes from the console itself.
3. Icon supported format: jpeg, jpg, png.

Quick bot new home page.mp4

(Click Here to play the video in a new tab)

Bot Editing, Sharing, and Deleting

The bots can be edited, deleted, and shared with other users on their team. The bot can be shared with the team members with Full/Custom access. The bot sharing options for custom access are made more comprehensive. An option is provided in the Bot sharing option where the Bot Owner can share access to Bot, LiveChat Supervisor, and TMS Supervisor.

(Refer to the video attached below for better understanding).

([Click Here](#) to play the video in a new tab)

Build Bot

Build Bot Consists of :

1. Manage Intents
2. Manage Categories
3. Extract Website FAQs
4. Create Bot with Excel
5. Word Mappers
6. Add PDF Content

Manage Intents

Manage Intents Walk Through :
([Click Here](#) to play the video in a new tab)

Manage intents

Feature Name	Definition
Manage Intents	A list of all intents in the ChatBot are displayed on this page. Admin can also search for intents based on their categories. New Intents can be added in the ChatBot by clicking on the “Create Intent” button Fine tuning - This can be fine tuned.
Intent Category	We can assign an intent to a particular category to club together similar intents.
Training questions	We can add training questions for the specific intent for the best possible match using ChatGPT
Bot response	Edit the bot response for the specific intent. Can also add images, pdfs, tables, videos and link cards in the bot response. This can be fine tuned.
Response widgets	Admin can directly add the following widgets in bot responses: <ul style="list-style-type: none">• Calendar Picker This widget will ask for date and/or time inputs from the user in the bot response.• Radio Button This widget will allow user to select an option from a list of options• Check Box

	<p>This widget will allow user to select multiple options from a list of options</p> <ul style="list-style-type: none"> • Drop Down <p>This widget will allow user to select an option from a drop down</p> <ul style="list-style-type: none"> • Video Recorder • This widget will allow users to record a video and send it as a response to the bot • Range Slider <p>This widget will allow user to provide an input within a defined range</p> <ul style="list-style-type: none"> • File Attach <p>This widget will allow users to attach several files such as documents (.pdf, .doc), images (.png, .jpeg, .jpg), compressed file (.zip), video file (.mp4)</p> <ul style="list-style-type: none"> • Create Form <p>This widget will allow users to fill a form created by admin. Integrate API dynamically.</p> <ul style="list-style-type: none"> • Phone Number <p>This widget will allow users to fill in Phone number. Integrate API dynamically.</p>
Channel	We can use the same intents in multiple channels
Quick recommendations	This functionality can be used when you want to display intent post bot response of invoking any intent. Quick recommendations can be shown either in a menu format or in a button format.
WhatsApp Menu Format	Add menu for WhatsApp bot
Campaign Links	The admin can create a campaign link for a particular intent which can then be used for promoting certain web pages by making the users land on the specified web page and triggering the selected intent.
Manage Intent Filter	Users will be able to filter by channels/ type/ category of intent.

The admin can modify the content inside the bot. The admin can create new intents, edit intents to add/change/delete user journeys.

- Manage Intents page

A list of all intents in the ChatBot is displayed on this page. Some small talk intents such as "Hey", "How are you", "Thank you" and more are readily available in this list and can be enabled or disabled as per business requirements. Admin can also search for intents based on their categories.

The screenshot shows the 'Manage Intents' page. On the left is a sidebar with icons for Home, Bot (selected), Configurations, Manage Intents (selected), Create bot with Excel, Word Mappers, Categories, Automated Testing, Message History, Analytics, Self Learning, and API Analytics. The main area has a header with 'All Intents' and 'Others' dropdowns, '+ Create Intent' button, and a 'Disable Small Talk' button. Below is a search bar and a 'Go' button. A table lists intents with columns: Intent Name, Bot Response, Features, and Category. The first intent is 'How do I confirm the candidate's joining on the system?' with a response about logging into fusion. The second intent is 'How will I know if the candidate has changed his/her Date Of Joining?' with a response about receiving notifications. The third intent is 'Who will schedule the interviews' with a response about drive scenarios. A large blue circular icon with a white robot head is on the right. At the bottom are links for Version: 3.4, Date of Release, Copyright notice, and Terms of Use/Privacy Policy.

Intent Name	Bot Response	Features	Category
How do I confirm the candidate's joining on the system?	Log into fusion and click on My team>>additional a...		Others
How will I know if the candidate has changed his/her Date Of Joining ?	You will receive a notification on the status of c...		Others
Who will schedule the interviews	In a drive scenario, you will have to click on the...		Others

Creating intent

The Edit intent page along with all the configurations for an intent is the most used part of our product. The page has been revamped with enhanced UI and UX features.

This is visible under Chatbot Console Login > Home Page > Bot Settings> Manage Intent > Click on any Intent or "Create Intent" and the revamped console can be seen.

The new intent page is divided into 3 parts, with the right hand side panel consisting of the configuration settings. Notice that the page is not refreshed for saving any settings henceforth.

The Bot flow structure gets a drag and drop feature where the node(intent) can be created easily and a flow is generated within minutes.

In addition, A bot preview feature is given with all the details how the bot would look when these responses are called.

Refer to the working of the feature below:

The screenshot shows the 'Manage Intent' section of the Chatbot Console. At the top, there are navigation icons and a user profile for 'swathi.pai@getcognito.ai'. Below the header, there's a search bar and a 'Go' button. On the left, there are several filter icons. The main area displays a table with 19 intents. The columns are 'Intent Name', 'Bot Response', 'Features', and 'Category'. The table includes rows for 'Connect with our agent', 'Raise an issue', 'Check ticket status', 'Chat with an expert', and '1.0'. The '1.0' row has a highlighted bot response: 'Your request has been registered with us. Our expert will chat with you soon.' A small robot icon is visible on the right side of this row.

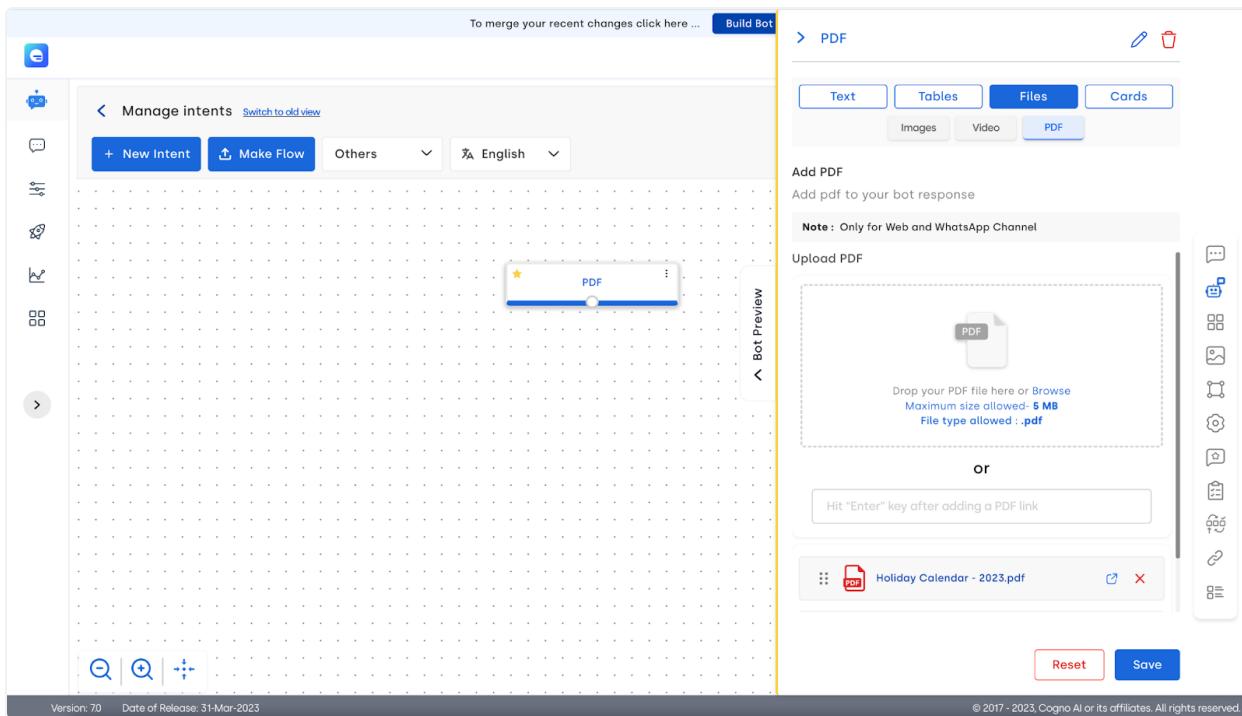
Intent Name	Bot Response	Features	Category
Connect with our agent	Kindly fill the following...		Others
Raise an issue	Please provide your name?...	EV	Others
Check ticket status	Please provide your Ticket Id?...		Others
Chat with an expert	Your request has been registered with us. Our expe...		None
1.0	Your request has been registered with us. Our expert will chat with you soon.		Others

To get a complete understanding of the creating an intent follow the document here: [Edit intent page revamp: Detailed document](#)

Bot response - PDF

Providing option for console users to upload PDF files in bot response.

This is visible under Chatbot Console Login > Home Page > Build Bot > Manage Intent > Create/Edit Intent > Bot response > Files > **PDF**



Users will be able to upload PDF file(s) in the bot response. This will be applicable for Web & WhatsApp Channel Bots only. The max size of the allowed pdf depends on the file size set in bot level settings.

To upload a PDF file user simply needs to drag & drop the file or select file from their system.

Alternatively, users can also add a pdf file link to upload the file.

Users can also rearrange the order of the PDF or open the file uploaded in a different tab.

To delete the file, simply click on the “x” icon provided.

The functionality is also available for **Create bot with excel > FAQs using Excel**. A new column “PDFs (Separate every pdf url with “\$\$\$”)” with a new template.

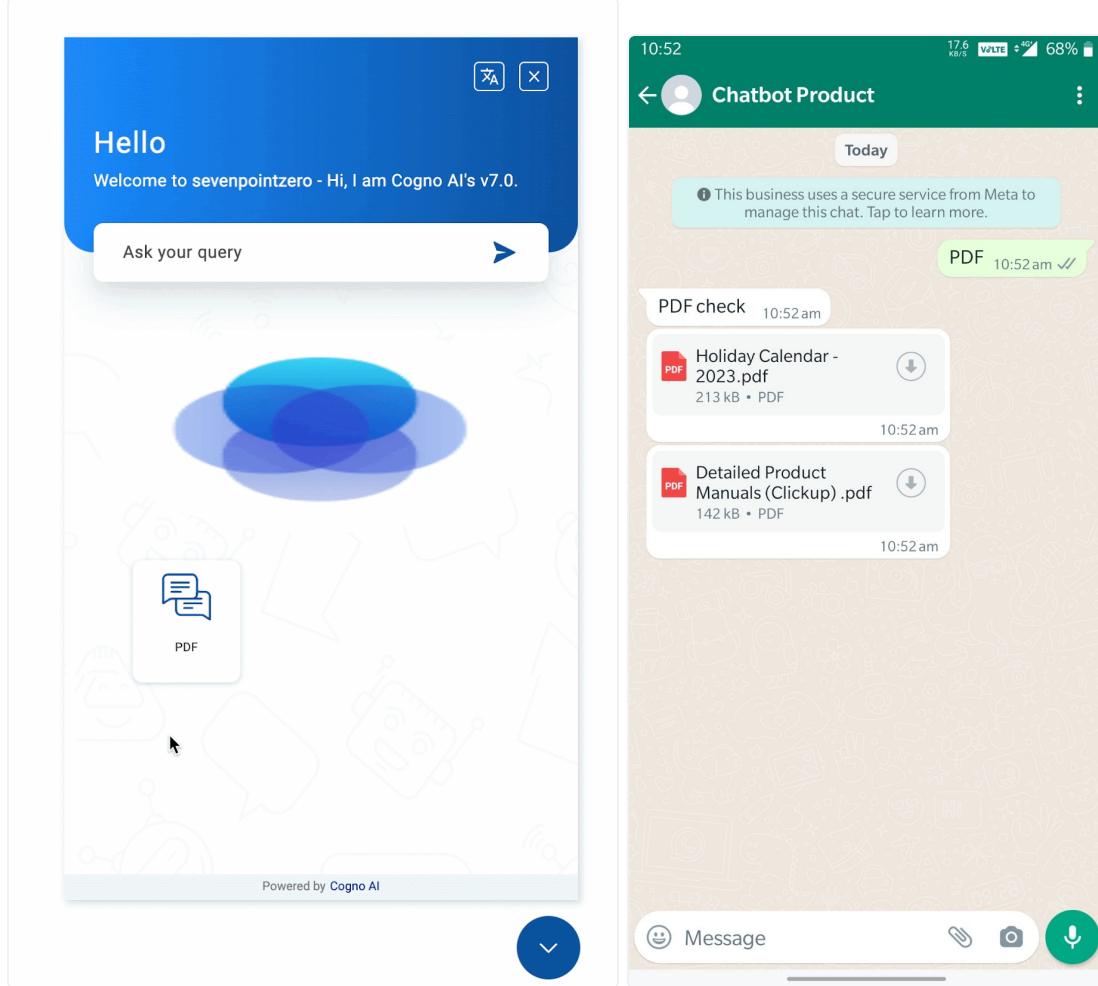
For the Configure Bot > Export & Import Intents:

Export as JSON or ZIP: In the JSON file, the section “easychat_botresponses” should have a “PDF” object as well so that the same can be added while importing it as JSON or ZIP.

Export FAQs as excel: A new column is added as “PDF” where the link of the uploaded pdf will be added while exporting the bot.

In API Tree, a new variable has been added to provide the functionality to add the PDFs in bot response for Web and WhatsApp channels.

Refer to the working of the feature below:



Integrate variation generation with ChatGPT

Generate variations for intent using ChatGPT.

This is visible under Chatbot Console Login > Home Page > Build Bot > Manage Intent > Create Intent > Intent Name & Training Question > Add Intent Name > Click on "Generate variations by ChatGPT"

To merge your recent changes click here ... Build Bot

< Manage intents [Switch to old view](#)

+ New Intent Others

Click to edit intent

Bot Preview

Enter Intent Name

Training Questions

Questions that will trigger this intent for the users. Note that there will be multiple variations of questions to trigger a single intent

+ Generate Variations by ChatGPT BETA

Enter Training Questions and Hit Enter

Next

Version: 70 Date of Release: 31-Mar-2023

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Integrate variation generation with ChatGPT has been implemented for the following features in console:

Generate variations from the console (Edit intent page)

Create FAQ With Excel

Create Flow with Excel

Refer to the working of the feature below:

To merge your recent changes click here ... Build Bot

< Manage intents [Switch to old view](#)

+ New Intent Others

Click to edit intent

Bot Preview

Services provided by

ChatGPT

Training Questions

Questions that will trigger this intent for the users. Note that there will be multiple variations of questions to trigger a single intent

+ Generate Variations by ChatGPT BETA

Enter Training Questions and Hit Enter

Next

Version: 70 Date of Release: 31-Mar-2023

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This is applicable for the old view as well.

Bot response type - PDF

OR

Switch to Old View:

New Intents can be added in the ChatBot by clicking on the “Create Intent” button. Clicking on this button will redirect users to a new page. On this page, users can add intent name, variations of intent names, bot response, category of the question and create a user journey in “flow structure” by creating child intents.

The screenshot shows the 'edit-intent' page in the AllinCall platform. The main form includes fields for Intent Name (with placeholder 'Invest in Other Schemes'), Category (dropdown 'Choose One' with 'Add new category' link), and various configuration sections like Training Questions, Bot Response, Response Widgets (marked 'NEW'), Channel, Quick recommendations, and Conversation Flow Description (marked 'NEW'). At the top right are Save, Save And Add Another, Delete, and Make Flow buttons. To the right is a Flow Structure tree showing intent hierarchies. The footer contains standard links and a timestamp.

It should be noted that a user journey(flow) can also be created by clicking on the "Make Flow" button and uploading an excel file with the user flow details.

Intent Name*
Invest in Other Schemes

Category: Choose One Add new category

Training Questions

Bot Response

Response Widgets NEW

Channel

Quick recommendations

Conversation Flow Description NEW

Other Settings

Intent Name*
Invest in Other Schemes

Create Child Intent
Delete whole flow
Delete only node
Insert Child In Between
Copy Tree
Paste Tree

It should be noted that the user journey can be edited by right clicking on the flow structure. Users can copy/insert/delete any node from the existing tree.

Incorporated emoji in Bot response.

Text Response

A for Apple 🍎

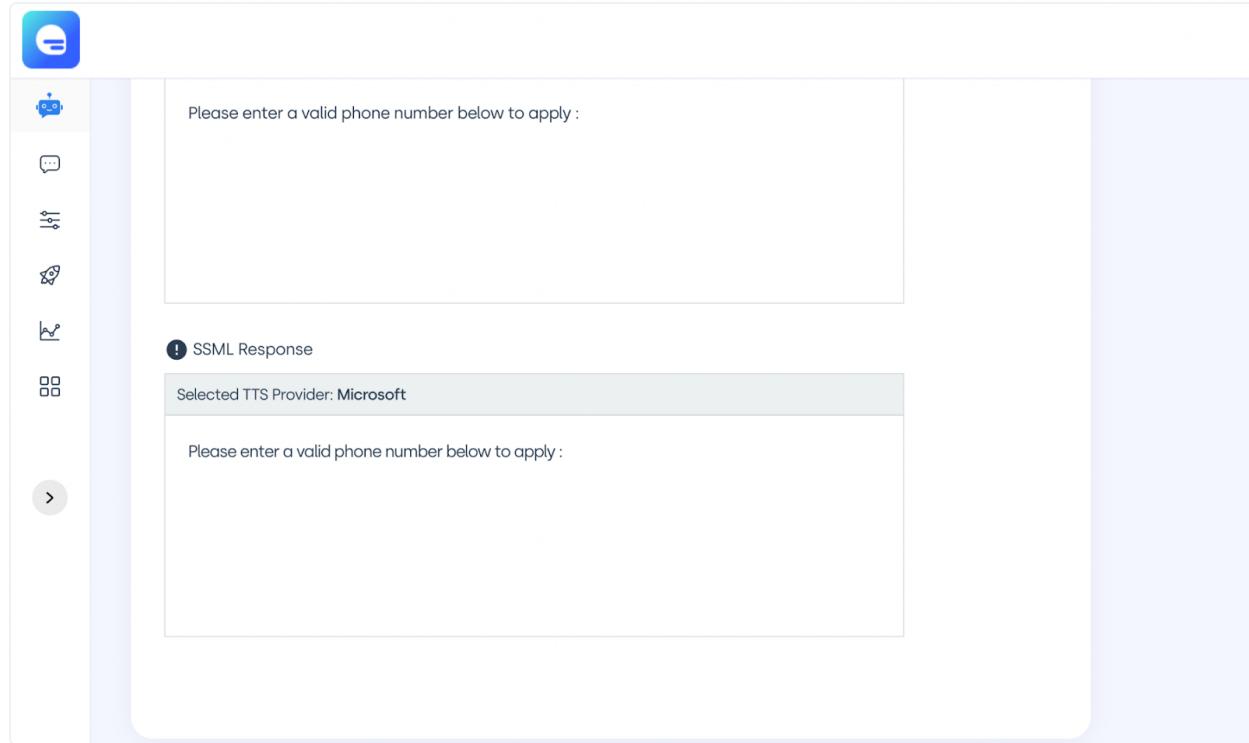
Speech Response

A for Apple 🍎

A dedicated field is added to configure the voice responses separately for each intent.

To configure :

This is visible under : Chatbot console > Build Bot > Manage Intent > Select the Intent > Bot Response > SSML Response

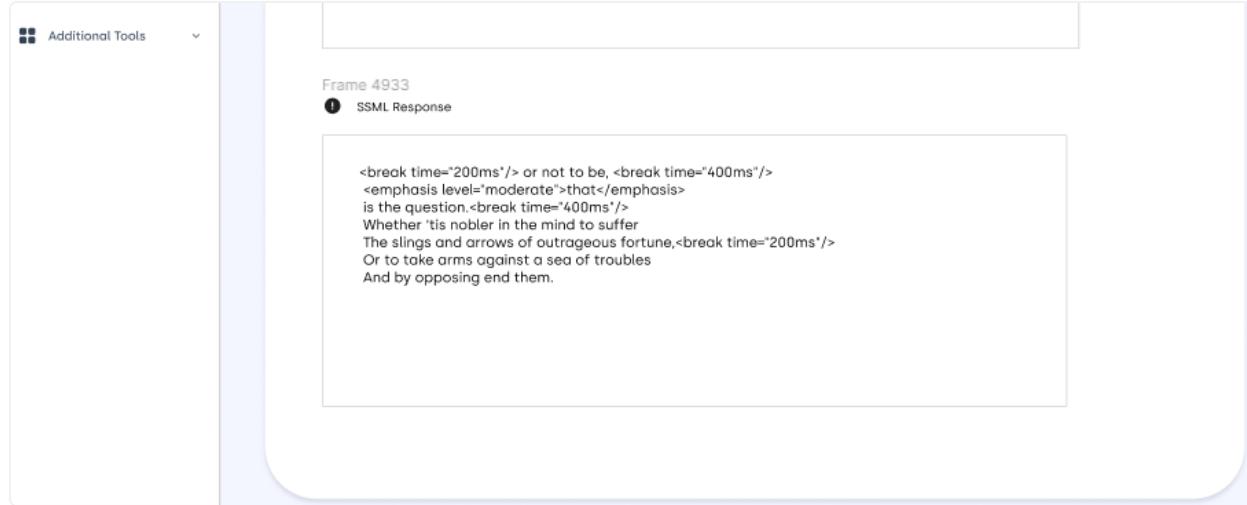


Prerequisites for the user :

1. Users need to create an Intent and add the response they need in the Text Response field which will be the same as the SSML response by default.
2. They need to configure the TTS Voice Settings as per their requirement for the Chatbot in the Text To Speech Settings section present in the Configure Bot >> Integrate Channels under the Voice channel.
3. If Users do not need any different voice modulation than the Voice setting configured then they can just add a Text only response without any SSML tags.
4. They can preview and listen to the speech style on the respective Provider's pages and then configure these settings by testing them.
- 5.

Please note: Users can later change the response under the SSML response field if they need the Voice Bot to speak it out differently.

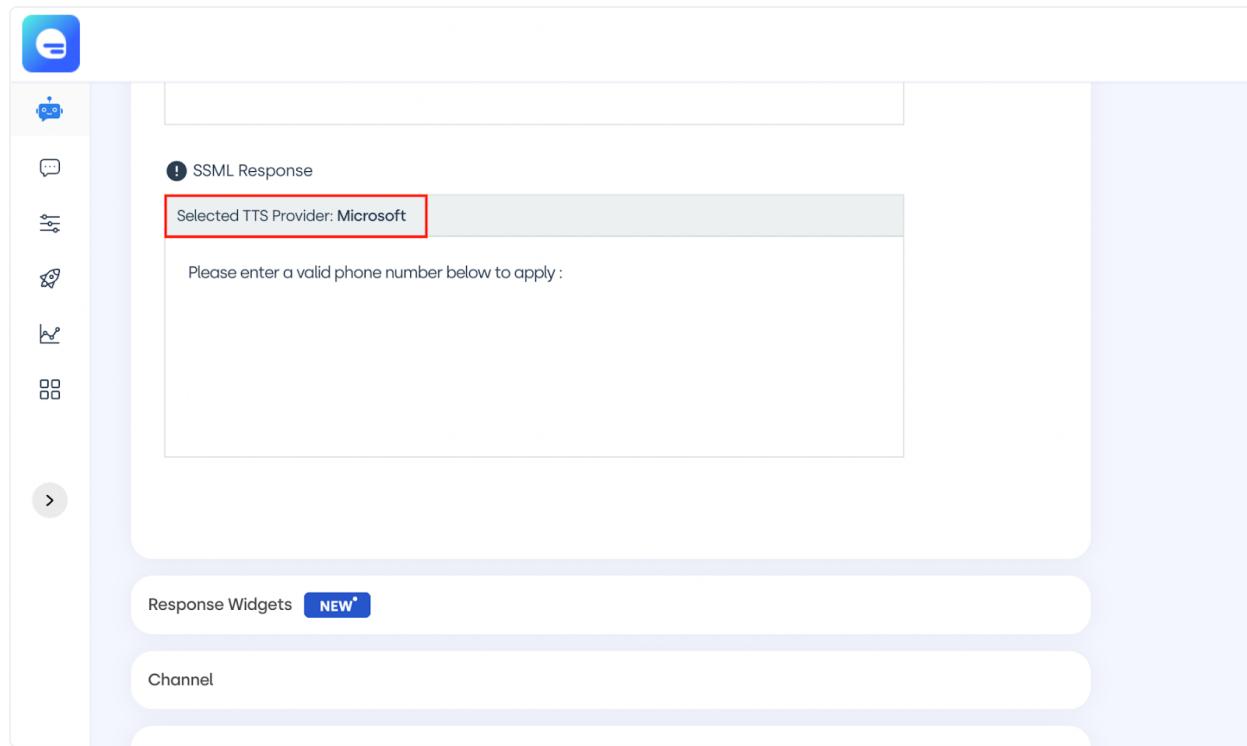
If users need a certain specific speech style on certain intents or on some lines in the text response, they will be able to add their own SSML tags and configure the response. The generic settings will be present but they can add a custom SSML layer on the responses as shown below.



A screenshot of a text editor interface. On the left, there's a sidebar with icons for Additional Tools, Chat, and Response Widgets. The main area shows a frame labeled "Frame 4933" with a subtitle "SSML Response". Inside the response field, there is a block of SSML code:

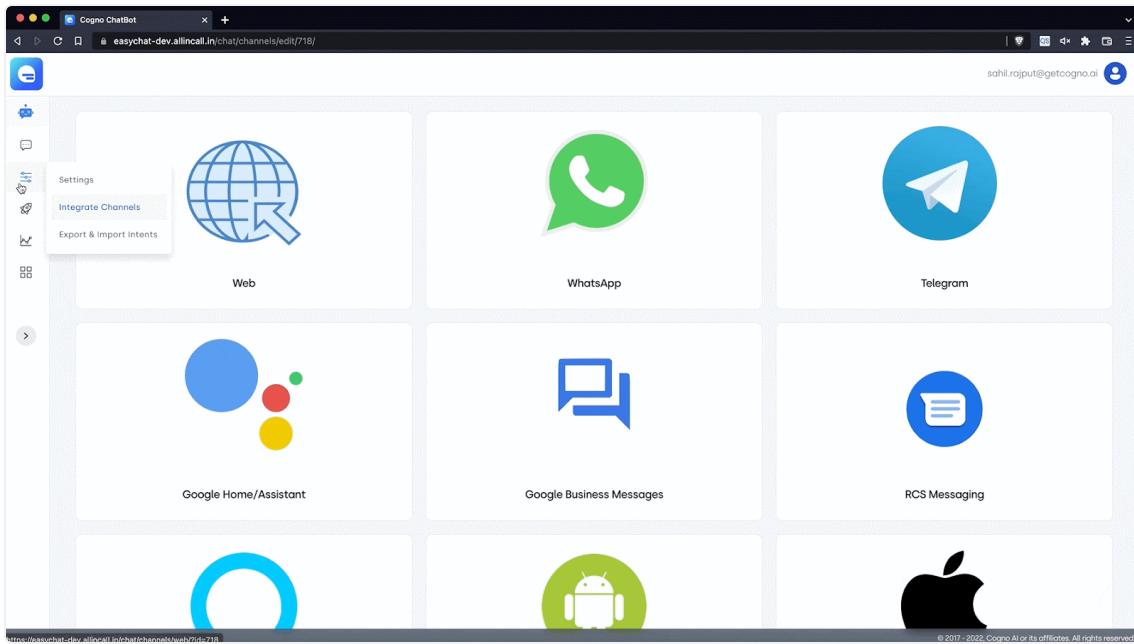
```
<break time="200ms"/> or not to be, <break time="400ms"/>
<emphasis level='moderate'>that</emphasis>
is the question. <break time="400ms"/>
Whether 'tis nobler in the mind to suffer
The slings and arrows of outrageous fortune, <break time="200ms"/>
Or to take arms against a sea of troubles
And by opposing end them.
```

TTS provider name on the top of the text field to make sure which current provider is selected in the settings.



A screenshot of the Response Widgets interface. On the left, there's a sidebar with icons for Chat, Response Widgets (highlighted), Response Widgets (New), and Channel. The main area shows a section titled "SSML Response" with a message "Selected TTS Provider: Microsoft" enclosed in a red box. Below it, there's a placeholder text "Please enter a valid phone number below to apply:". At the bottom, there are buttons for "Response Widgets" (with a "NEW" badge) and "Channel".

Refer the below shown demo for better understanding



Please note : (Limitations)

1. Users need to change the configurations of the Speech in the TTS settings present in the Integrate Channels section under the Voice channel as per the requirement, or else the default style will be applied to the SSML responses.
2. If users does not configure the TTS settings and not add any custom SSML response in the field, then the bot will apply all the default settings to the SSML responses.
3. TTS for system-generated messages is not supported for now as these messages won't be used in the Voice bot.
4. We cannot add any validations on the custom SSML responses because there are limitations as we won't be able to control and validate a computer language.

- Fine Tuning of Multi-Languages

Previously languages were auto-generated from the Google translate API

Which now can be fine tuned based upon the channels & intents.

This is visible under

1. Manage Intents > Select the language of your choice

Hindi

Showings 18 from 18 intents

<input type="checkbox"/>	Intent Name	Bot Response	Features	Category
<input type="checkbox"/>	चैटबॉट विजेट्स	2 चैटबॉट विजेट्स...		new
<input type="checkbox"/>	रेडियो बटन	3 कृपया सबसे ऊपरुक्त चुनें...		new
<input type="checkbox"/>	टिकट की स्थिति जारी	3 कृपया अपना टिकट आईडी प्रदान करें?...		new
<input type="checkbox"/>	ज़ोर - ज़ोर से हंसना	9 खुशी है कि मैंने तुम्हें हँसाया! अब मैं आपकी कैसे ...		new
<input type="checkbox"/>	किसी विशेषज्ञ से चैट करें	3 आपका अनुरोध हमारे पास पंजीकृत किया गया है। हमारे व...	None	
— व्हाट्सएप पर चेक करें टिकट की स्थिति				

1. Within a particular intent

Select intent > Bot responses in the selected language

 Save

Intent Name*
Nút radio

 Vietnamese

Bot Response

 TEXT


 Text Response
 B I ; : - ?
 Vui lòng chọn phù hợp nhất

Flow Structure


 Nút radio



Auto-fix for Non Primary Languages in Intent Text, Cards, Table Response, when the primary language is edited, A warning would appear

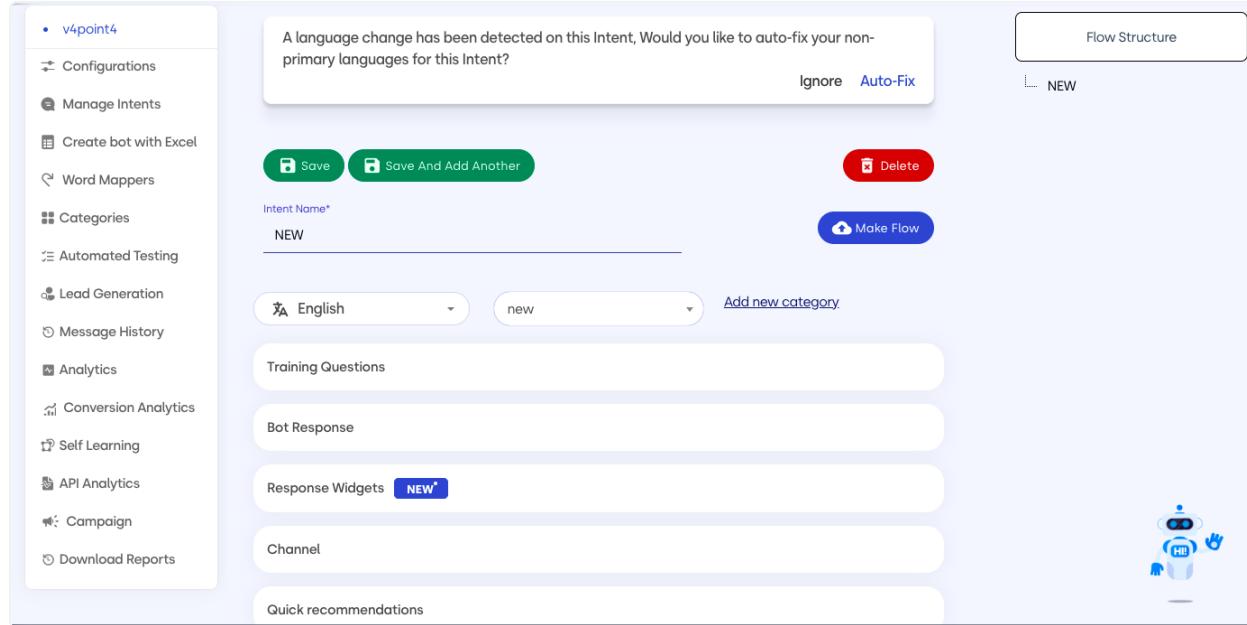
"⚠️ A change has been detected on this intent, Would you like to auto-fix your non-primary languages for this intent?"

[Ignore] [Auto-fix]

Note :

If the user chooses to [Auto-fix] - The corresponding D.B changes will be auto-generated.

If the user chooses to [Ignore] - The corresponding D.B will remain the same as before



Add Icons For Intents

Providing an option in our ChatBot console to add icons to intents.

To configure :

To Enable/Disable Globally

This is visible under : Chatbot > Configurations > Channels > Web > Other Settings > Enable Intent Icon

The screenshot shows the 'Cogno AI Bot' configuration page. On the left sidebar, there are various options like Configurations, Manage Intents, and Word Mappers. The main area displays settings for the bot's appearance:

- Add image in welcome response:** A button to "Upload From Device".
- Add video in welcome response:** A field to "Copy video url here".
- Enable Intent Icon:** A checked checkbox with a red border around it.
- Choose your Bot Theme Color:** A color picker set to "#246dff".
- Enable Gradient:** An unchecked checkbox.
- Message History:** A small icon of a robot holding a speech bubble.

At the bottom, it says "Version: 5.4 Date of Release: 21-Jan-2021" and "© 2017 - 2022, Cogno AI or its affiliates. All rights reserved."

For Particular Intent

This is visible under : Chatbot > Manage Intent > Creating / Editing Intent > Intent Icon

The screenshot shows the 'Manage Intent' page. On the left sidebar, there are options like Configuration, Manage Intents, and Categories. The main area shows the creation of a new intent:

- Intent Name:** "Cognito AI".
- Language:** English.
- Intent Icon:** A section with a "NEW" button and a note about adding an icon. It includes a grid of preset icons and a plus sign for uploading own images. A red arrow points to this section.
- Training Questions:** A section for defining training questions.
- Bot Response:** A section for defining bot responses.

At the bottom, it says "Version: 5.4 Date of Release: 21-Jan-2021" and "© 2017 - 2022, Cogno AI or its affiliates. All rights reserved."

Users will be able to upload icons by clicking on the "+" button or select one from our presets. Once uploaded a preview would be displayed. Also, a "x" button to remove the uploaded image is provided.

Refer the below shown demo for better understanding or [Click Here](#)

The screenshot shows the Cognito AI Bot interface. On the left sidebar, there are various icons and links: Home, Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Message History, Analytics, Conversion Analytics, Self Learning, and API Analytics. The main area is titled 'Intent Name*' with the value 'Cognito AI Services'. Below it are dropdowns for 'Language' (English) and 'Category' (Others), and a link to 'Add new category'. There is a 'Save' button (green), a 'Save And Add Another' button, a 'Delete' button, and a 'Make Flow' button. A 'Flow Structure' panel on the right shows a tree view: Cognito AI Services > Chatbot > LiveChat > Account Balance > CoBrowsing. At the bottom, there is a note about waiting for a specific bot and a copyright notice: '© 2017 - 2022, Cognito AI or its affiliates. All rights reserved.'

Please note : (Limitations)

1. File formats supported are .svg and .png.
2. Maximum file size allowed is 30KB.
3. The ideal dimension (pixel perfect) of the icon is 40x40 px.
4. The toggle to turn on Intent Icons in Web Channel by default will be enabled. If disabled, the Intent Icon card will not be available in the intent settings.
5. If selected from the present list, the colour of the icon will be as per the theme colour.
6. Users will be able to upload only one icon for a particular intent.

Response Widgets

Admin can directly add the following widgets in bot responses:

Response Widgets **NEW***

Choose any one of the widgets to add to your bot response.

Calendar Picker



Radio Button



Check box



Drop Down



Video Recorder BETA



Range Slider



File Attach



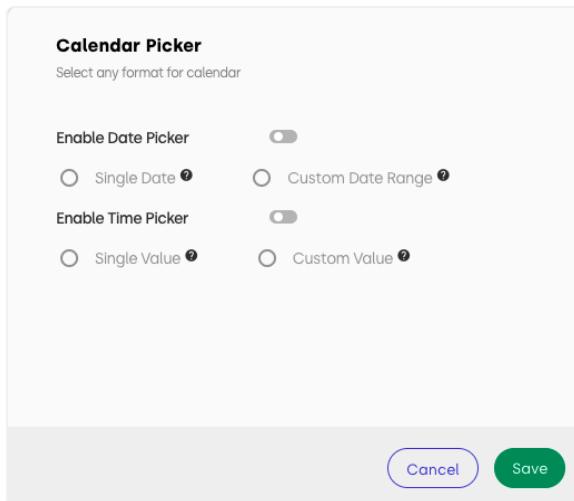
Create Form



- Calendar Picker

Users will have an option to select a single date/customized date and single value for time/custom value for time.

Note : All PnCs are Possible in this widget. For further understanding please find the demo shown below.



- Radio Button

This widget will allow user to select an option from a list of options

- Check Box

This widget will allow user to select multiple options from a list of options

- Drop Down

This widget will allow user to select an option from a drop down

- Video Recorder

- This widget will allow users to record a video and send it as a response to the bot

- Range Slider

This widget will allow user to provide an input within a defined range

- File Attach

This widget will allow users to attach several files such as documents (.pdf, .doc), images (.png, .jpeg), compressed file (.zip), video file (.mp4)

- Create Forms

This widget will allow users to fill a form in the chatbot. While creating forms, the user can add multiple widgets like dropdown, radio button, checkbox, range sliders etc. Create a form widget. Enable the form allowed checkbox. A drop down of input type will enable the user to add the widgets.

The image displays two side-by-side screenshots of a 'Create Form' interface. Both screenshots show a main 'Create Form' header and a 'Form Name*' field. Below these, there is a 'Form Response' section and a 'Label Name*' field. In the first screenshot, the 'Input type' dropdown is set to 'Radio Button', and the 'Existing' radio button is selected. In the second screenshot, the 'Input type' dropdown is set to 'Checkbox', and two checkboxes labeled 'PAN' and 'Aadhar' are shown. At the bottom of each screenshot, there are 'Cancel' and 'Save' buttons.

The image displays two side-by-side screenshots of a 'Create Form' interface. Both screenshots show a 'Form Name*' field (filled with 'Form Response') and a 'Label Name*' field (filled with 'Range for investing').

Left Screenshot (Dropdown Input Type):

- Label Name:** Dropdown
- Input type:** Dropdown list
 - Dropdown Option 1
 - Dropdown Option 2
 - Dropdown Option 3
- Text Area:** Enter any value or text and hit "Enter"
- Buttons:** + Add Section, Cancel, Save

Right Screenshot (Range Slider Input Type):

- Label Name:** Range for investing
- Input type:** Range Slider
- Slider UI:** A range slider with 'Enter Value' text above it, showing '0' at the min range and '1000000' at the max range.
- Buttons:** Cancel, Save

All the data collected by the customers through form can be downloaded from the download reports module.

To configure **Phone Number** in Form Widget :

This is visible under : Chatbot Console > Build Bot > Manage Intent > Select any Intent > Response Widget > **Create Form** Widget > Input type > **Phone Number**

Choose any one of the widgets to add to your bot response.



A new addition (i.e **Phone Number**) to the input types in form widgets. Once the console user selects Input type as phone number they will have an option to select the default country code.

Please Note: The **Default Country Code** selection option will be visible to the user only if they enable the previous option which is **Enable County Code**. Also, the default country code is set as **India**.

Remaining all the functionalities in the form widget for eg. Label Name, Placeholder Text, Reset, Optional field marking, Integrate API, Sync Preview, Update API Status will work as they work currently.

(Image attached below for reference)

Create Form

Form Name* Customer Detail Form

Label Name* Contact Details

Contact Details

Input type* Phone Number

Default Country Code * +91

Please enter a valid phone number

Reset Optional Integrate API

+ Add Section

Sync Preview Update API Status

Reset All Save

Preview Screen

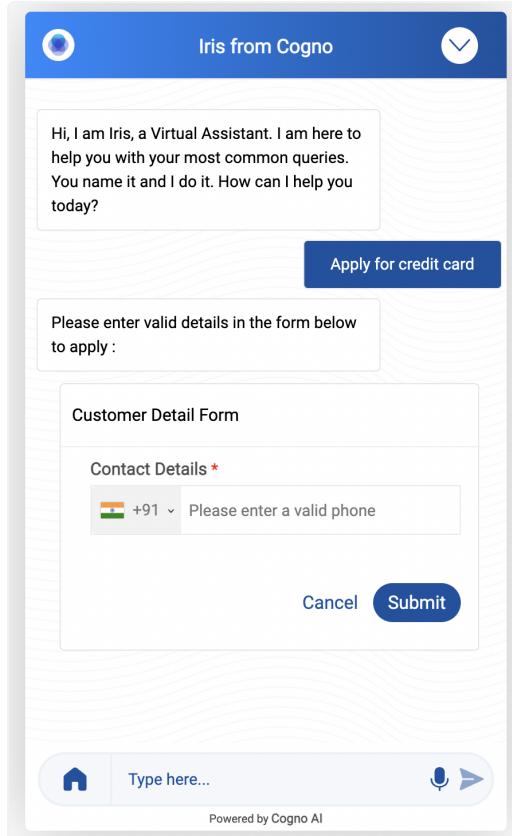
Customer Detail Form

Contact Details*

+91 Please enter a valid phone number

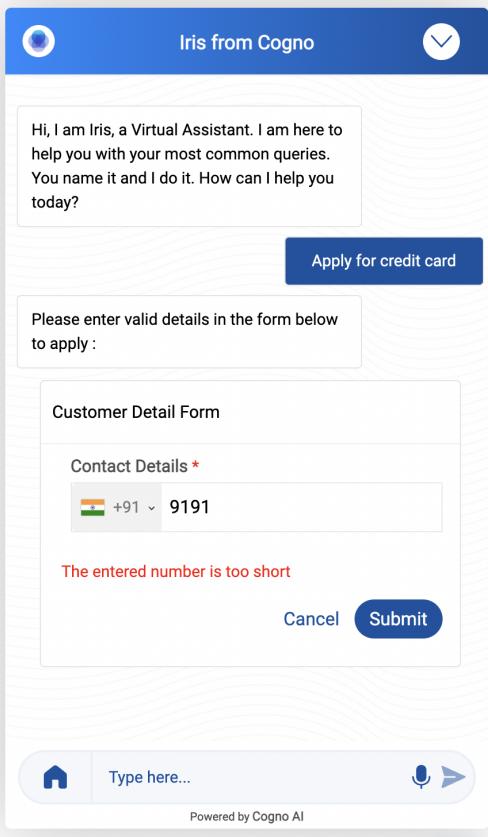
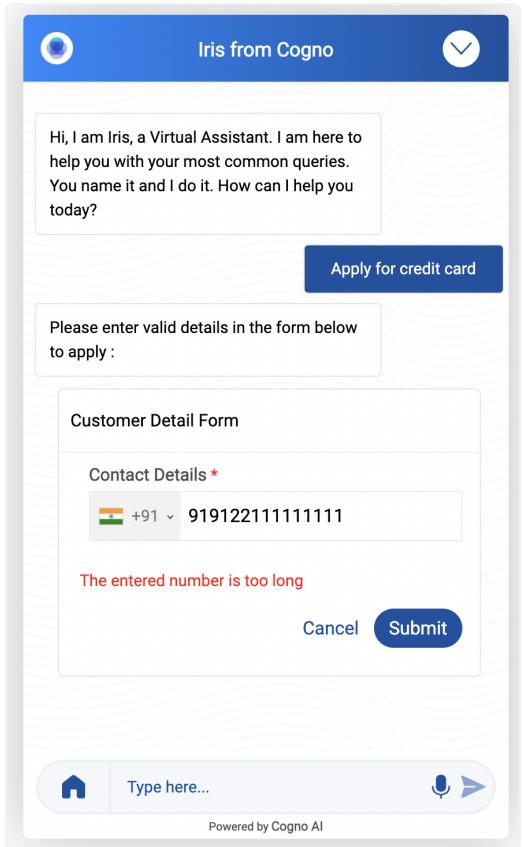
Type here

Form widget with input type as **Phone Number** on bot side will be shown as given below:



For multiple cases where user enters an invalid input for eg. adding a smaller length of number/ longer than the ideal length of number/ invalid input error messages will be displayed accordingly. (Images attached below for a few such cases).

Please Note: In the case of forms, validations will be done once the user clicks on submit.



Console users will be able to look up for the desired selection of the default country code using the search bar provided in the drop down.

Please Note: Selecting this will replace the previous selection/ default country code set.

Create Form

Form Name* Customer Detail Form

Label Name*
 Contact Details
 Input type*
 Phone Number

Default Country Code *

+91

United States +1

[+ Add Section](#)

Sync Preview
Update API Status
Reset All
Save

Preview Screen

Customer Detail Form

Contact Details*

+91
 Please enter a valid phone number

Type here

Create Form

Form Name* Customer Detail Form

Label Name*
 Contact Details
 Input type*
 Phone Number

Default Country Code *

+1

Please enter a valid phone number

Reset
Optional
[Integrate API](#)

[+ Add Section](#)

Sync Preview
Update API Status
Reset All
Save

Preview Screen

Customer Detail Form

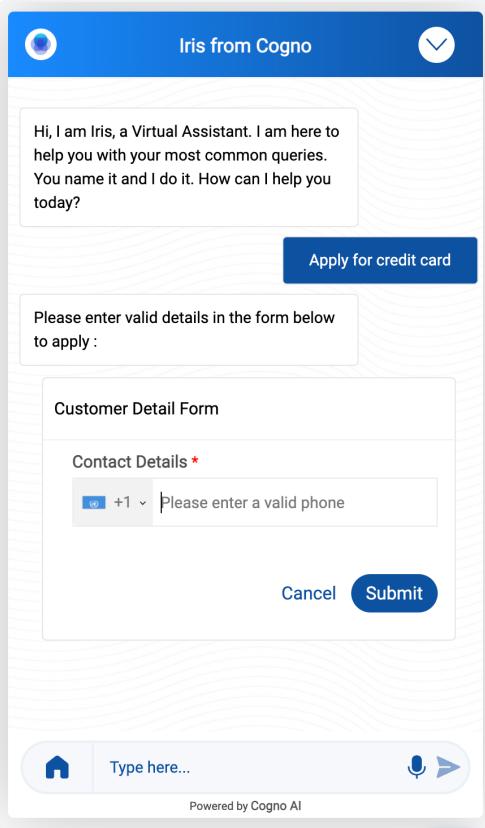
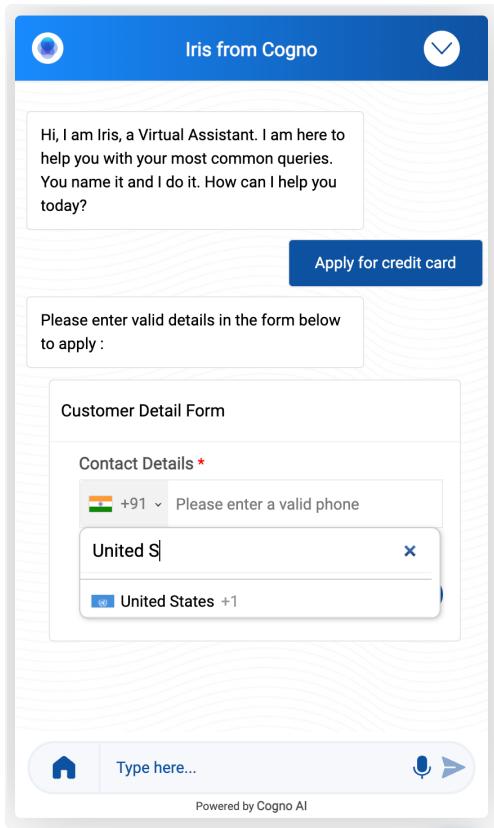
Contact Details*

+91
 Please enter a valid phone number

Type here

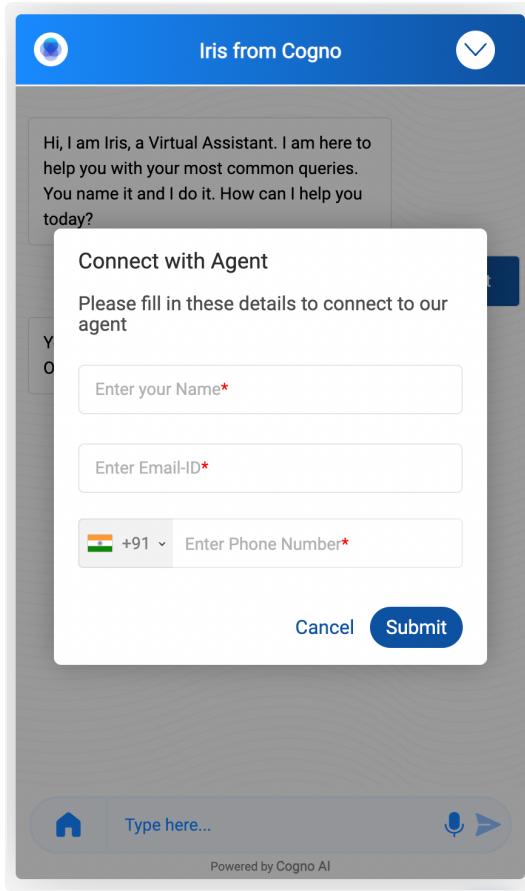
Bot users will be able to look up for the desired selection in the country code using the search bar provided in the drop down.

Please Note: Selecting this will replace the previous selection/ default country code set.



Phone number entered will be available in the same format i.e along with the country code in Message History, Excel sheets downloaded.

This is also applicable for the livechat form.



Phone Number Widget

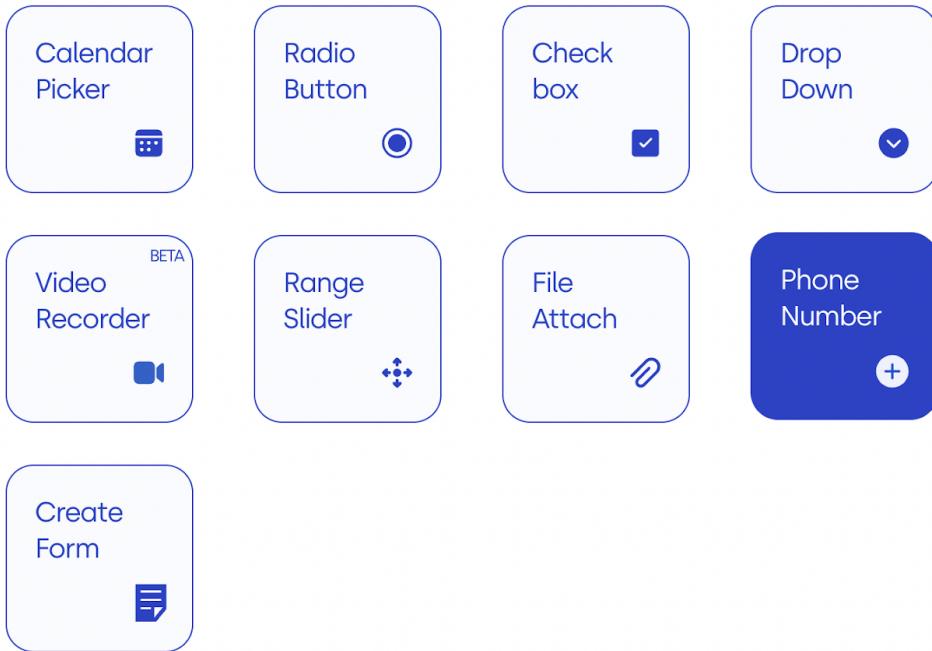
An option to add a widget **Phone Number** with a country code for use cases where it is required to take such input from the end-user.

Also, added **Phone number** as an independent field as an input type in the currently existing Forms Widget.

To configure **Phone Number Widget** :

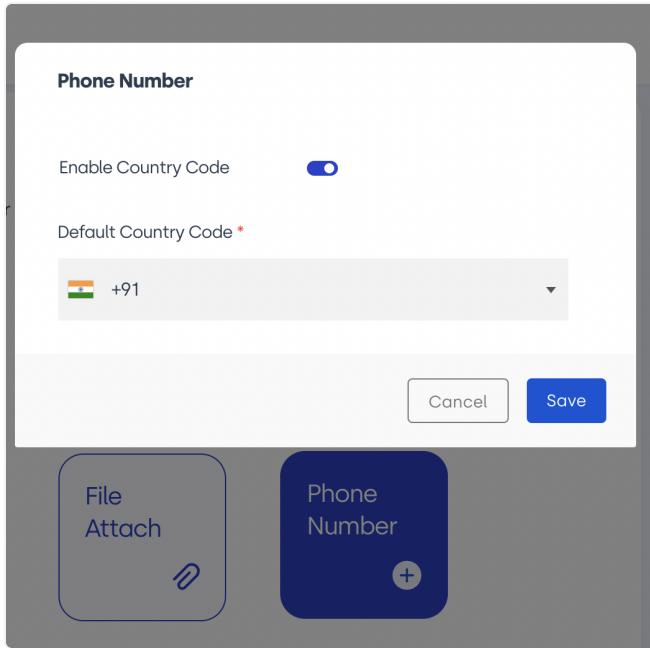
This is visible under : Chatbot Console > Build Bot > Manage Intent > Select any Intent > Response Widget > **Phone Number** Widget

Choose any one of the widgets to add to your bot response.

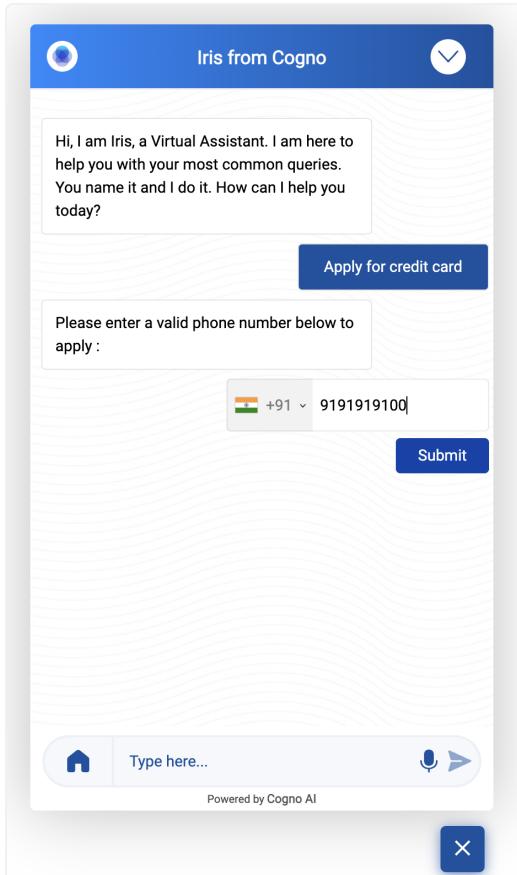


Once the user selects the widget **Phone Number** they will be asked to enable country code. Enabling this, the console user will be able to set the default country code to be shown during input in the bot. Select the country code and click on save. As shown in the below image. Once this is saved, save the changes made to the intent.

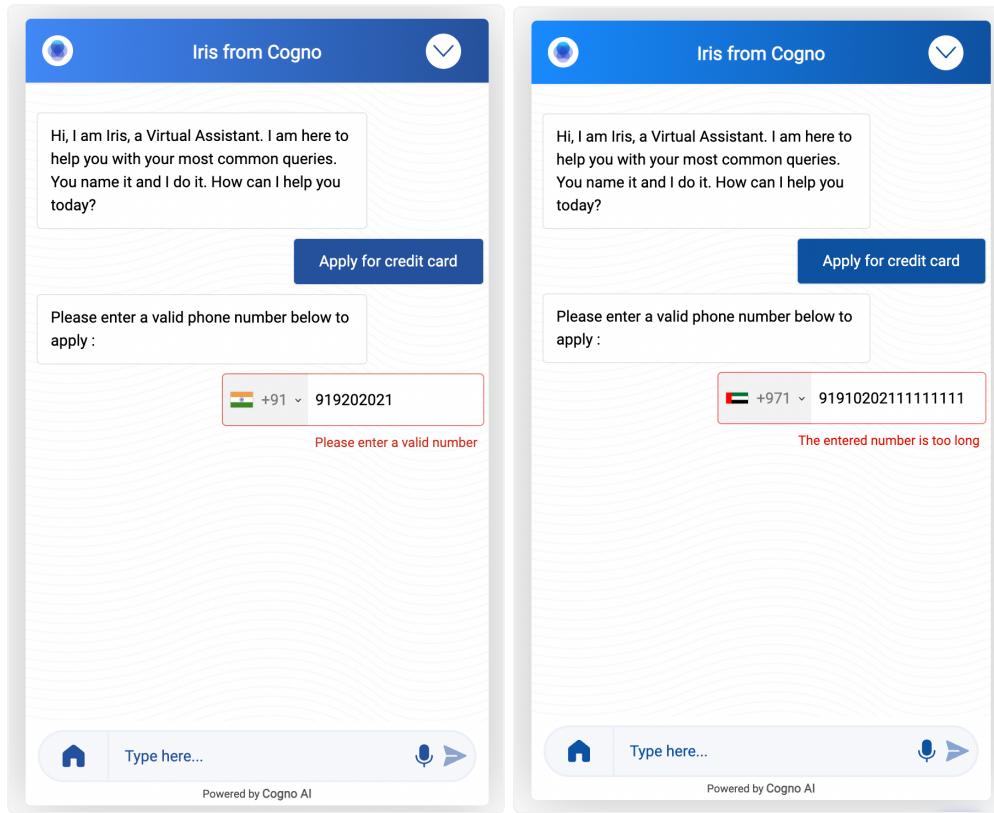
Please Note: The **Default Country Code** selection option will be visible to the user only if they enable the previous option which is **Enable County Code**. Also, the default country code is set as **India**.



Phone number widget on bot side will be shown as given below:

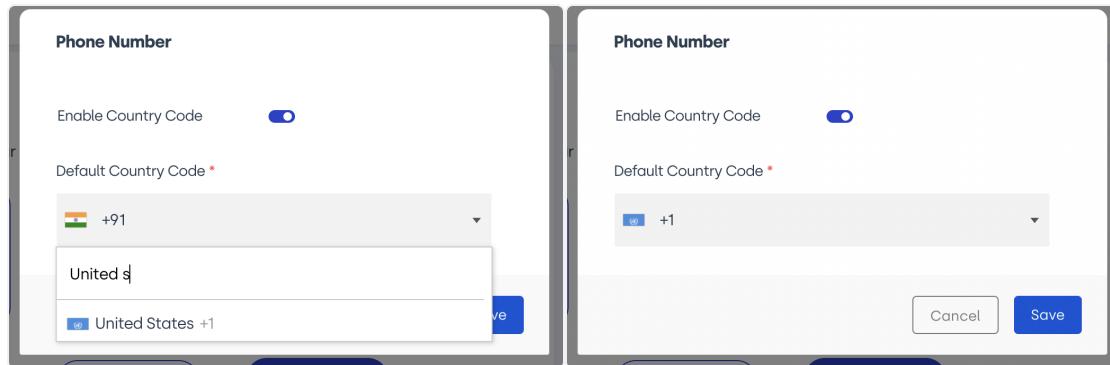


For multiple cases where user enters an invalid input for eg. adding a smaller length of number/ longer than the ideal length of number/ invalid input error messages will be displayed accordingly. (Images attached below for a few such cases).



Console users will be able to look up for the desired selection of the default country code using the search bar provided in the drop down.

Please Note: Selecting this will replace the previous selection/ default country code set.



Bot users will be able to look up for the desired selection in the country code using the search bar provided in the drop down.

Please Note: Selecting this will replace the previous selection/ default country code set.

The image displays two side-by-side screenshots of a virtual assistant interface, both titled "Iris from Cognito".

Screenshot 1 (Left): Shows an error state. A red box highlights the phone number input field containing "+971 + 919102021111111111". Below it, a dropdown menu shows "United S" with a delete "X" button, and "United States +1" listed. The "Apply for credit card" button is visible at the top.

Screenshot 2 (Right): Shows a successful state. A green box highlights the phone number input field containing "+1 + 9191919191". The dropdown menu shows "United States +1". A "Submit" button is visible at the bottom right.

Both screenshots include a "Type here..." text input field, a microphone icon, and a blue "Powered by Cognito AI" footer.

Highlights

Red Highlights are in cases where there is an error message shown.

Green Highlights are in cases where there is a correct input.

A screenshot of a virtual assistant interface titled "Iris from Cognito".

The message area says: "Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?"

A blue "Hi" button is displayed below the message.

The input field contains the text "Hi! How may I assist you?".

The "Apply for credit card" button is visible at the top.

The phone number input field is highlighted with a green border, containing "+91 + 9191919100".

The dropdown menu below the input field shows "India +91" and "United States +1".

The "Submit" button is located at the bottom right.

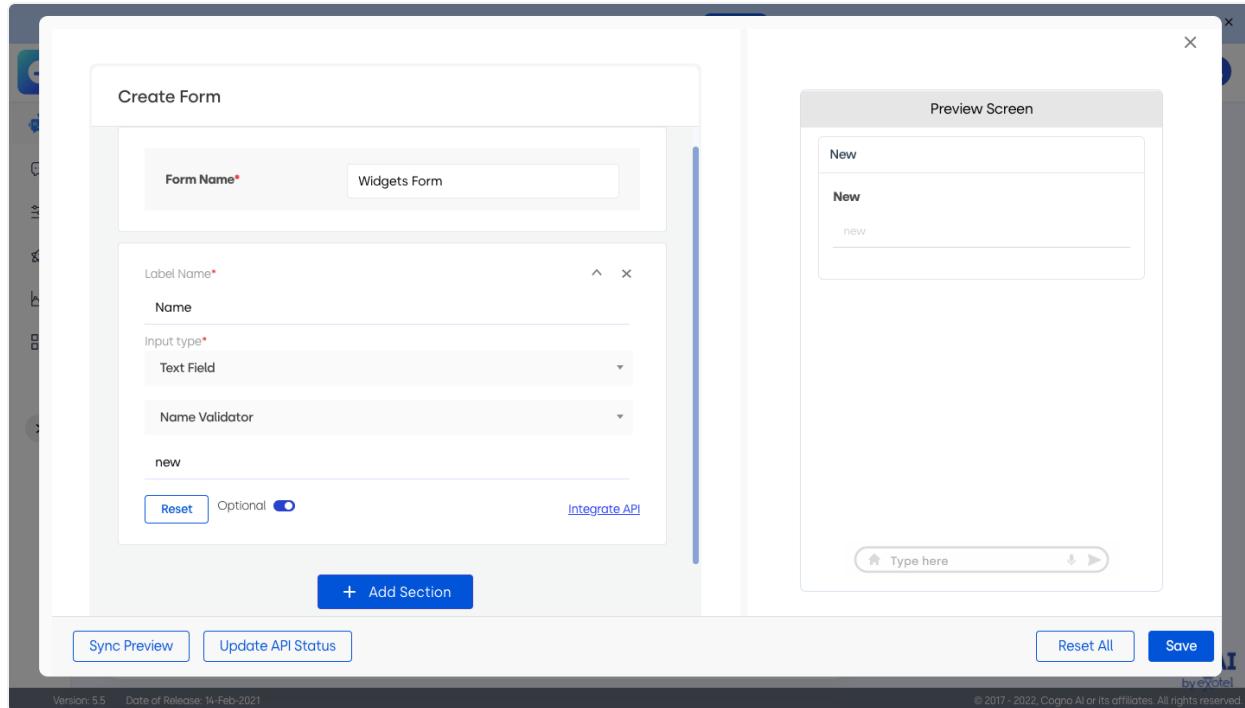
Similar to the first screenshot, it includes a "Type here..." text input field, a microphone icon, and a blue "Powered by Cognito AI" footer.

Integrate API Dynamically In Form Widgets

Providing a solution to allow our clients to integrate APIs and dynamically populate values inside Dropdowns, Checkboxes, Radio Buttons and Range Selectors, Input fields inside "Create Form" widget.

To configure :

This is visible under : Chatbot > Manage Intent > Select Intent > Response Widgets > Forms



All dynamic fields should be individually configurable or they can be configured with dependencies. To map the dependencies, while creating a form section user needs to turn on "Dependent Field" toggle, which will then ask for a prior field Label, based on the value of which the api call in the current field would be done to populate values.

Please Note : While creating a form the first section won't have a dependent toggle. Following that, all added sections should have the dependent toggle.

While interacting on the bot if the user has completed a dependent journey and after that he tries to change the prior parent selection, all the child values will also get resetted.

Refer the below shown demo for better understanding

The screenshot shows the Cogno AI Build Bot interface. On the left, there's a sidebar with icons for different sections like Overview, Chatbot, LiveChat, etc. The main area is titled 'Intent Name*' with 'Cogno AI Services' entered. Below it are dropdowns for 'Language' (English) and 'Category' (Others), and buttons for 'Save', 'Save And Add Another', 'Delete', and 'Make Flow'. To the right, there's a 'Flow Structure' tree view showing a hierarchy: Cogno AI Services > Chatbot > LiveChat > Account Balance > CoBrowsing. At the bottom right is the Cogno AI logo.

WhatsApp Chatbot Menu Option in Console

Provided an option to add the Whatsapp Menu from the front end where the bot admin can create sections and add the child intent and quick recommendations within a section.

To configure:

This is visible under Chatbot > Build Bot > Manage Intents > Intent > WhatsApp Menu Format

The screenshot shows the Cogno AI Build Bot interface. The setup is identical to the previous one, with 'Intent Name*' set to 'Congo AI Service'. The 'Flow Structure' tree view on the right shows a new section: Congo AI Service > Chatbot > Thank You. The Cogno AI logo is at the bottom right.

Console user needs to enable menu format which will provide an option to add sections.

Please note: The number of Child intents + Quick recommendations should be greater than 3 and less than 11 irrespective of the number of sections.

The sync preview button will be in the disabled state unless and until the bot admin adds any section.

To add a section: Click on **+ Section** which will open a modal as shown below.

The screenshot shows a modal window titled "Add Section" with a close button (X) in the top right corner. The main area contains a "Section title" input field with placeholder text "Eg. section title" and a character limit of 0/24. Below it is a "Select Intent" dropdown menu labeled "Select Intent *". In the bottom right corner of the modal, there is a blue "Save" button.

Users will have an option to add child intents(if exists for the intent) and main intents (Quick recommendations).

Once the bot admin selects the intents, a preview will be available on the right.

Whatsapp Menu Format NEW

Enable Menu Format ON

⚠ Number of Child intents + Quick recommendations should be greater than 3 and less than 11 irrespective of the number of sections

+ Section Sync preview

Section title Edit | Delete |

Net Banking

Intents

Child Intent How do I set password for my Net Banking Main Intent I have tried carrying out the Video KYC process twice but I am not successful due to slow internet connection and video quality. What can I do

Section title Edit | Delete |

Support

Intents

Child Intent Raise an issue Main Intent Contact Customer Care

X

Options

Net Banking

How do I set password... (selected)

How do I set password for my Net Banking

I have tried carrying... (selected)

I have tried carrying out the Video KYC process twice but I am not suc...

Support

Raise an issue

Contact Customer Care

Contact Customer Care

Top to select an item

Clicking on the added intent will redirect the user to the specific intent's setting page.

Users will be able to drag and change the order of intents/ recommendations added by clicking on the edit icon on the right top corner of individual sections.

Button title can be set in the intent > channels option provided. Applicable for both, main intent and child intent.

Intent > Advanced Settings > API tree

The admin can add Intents + Quick recommendations via an API, however, the preview section will be available while using the bot.

User Chat History

WhatsApp menu format will be available in the below-shown format.



Hi! How may I assist you? this is rucha bot

27 May 2022 12:13 AM | Whatsapp

Section title

T-shirt

Round neck tshirt

Cap

Gloves

Section title

T-shirt

Round neck tshirt

Cap

Gloves

Refer to the below-shown demo for a better understanding

Please note : (Limitations)

This will only be available when WhatsApp is added to the channels.

Campaign Links- The admin can create a campaign link for a particular intent which can then be used for promoting certain webpages by making the users land on the specified web page and triggering the selected intent.

Campaign Links

NEW*

🔗 Enter URL

Eg: https://www..

Generate Campaign Link

Manage Intents Filter - Users will be able to filter by channels/ type/ category of intent.

This is visible under Manage Intent > Filter > Filter by Intent Type/ Category/ Channel

The screenshot shows the 'Manage Intents' section of a software interface. On the left is a sidebar with the following items:

- v4point5
- Configurations
- Manage Intents
- Create bot with Excel
- Word Mappers
- Categories
- Automated Testing

In the center, there is a search bar labeled 'Search:' and a dropdown menu labeled 'Select one of the intent and click go'. Below these are buttons for 'Apply Filter' (with a magnifying glass icon) and 'Create Intent' (with a plus sign). There is also a red button labeled 'Disable Small Talk'. At the bottom, a table header is shown with columns: Intent Name, Bot Response, Features, and Category.

The screenshot shows a 'Intent Filter' modal window. It includes the following sections:

- Filter by Intent Type:** Buttons for 'Form Assist Intents', 'Has Attachment(s)', and 'Small Talk'.
- Filter by Category:** A dropdown menu labeled 'All Categories'.
- Filter by Channel:** Icons for various platforms: Android, Alexa, GoogleMyBusiness, Telegram, Google Home, Web, Microsoft Teams, Whatsapp, Facebook, and Google Chat.

At the bottom of the modal are 'Clear Filter' and 'Apply Filter' buttons.

Categories

Categories Walk Through :

([Click Here](#) to play the video in a new tab)

Categories

Sr no.	Feature Name	Definition
1	Categories	The intents can be divided into separate categories of queries as per Business needs. Manage Categories - Search category names across all pages.

The screenshot shows the 'Manage Categories' section of the GetCognito AI platform. On the left, there is a vertical sidebar with icons for Home, Intents, Categories, Entities, and Scripts. The 'Categories' icon is highlighted. The main area has a header 'Manage Categories' with a sub-instruction 'You can create categories, under which you can add and edit intents from Manage Intents section'. Below this is a search bar containing 'others', a 'Show 10 Entries' dropdown, and a blue button '+ Add New Category'. A table lists one entry: 'Others' with an edit icon (pencil) and a delete icon (trash). At the bottom, it says 'Showing 1 to 1 of 1 entries'. The top of the page includes a 'Build Bot' button, a user profile 'deepak.raichandani@getcognito.ai', and a close 'x' button.

Extract FAQs

Extract FAQ Walk Through :

([Click Here](#) to play the video in a new tab)

Extract FAQs

Sr. no.	Feature Name	Definition
	Extract FAQs	The admin can enter a URL of a website, and all the FAQs from the given URL will directly be extracted and generated in the console. These FAQs can then be exported as an Excel file or directly added to an existing bot.

Here, the admin can enter a URL of a website, and all the FAQs from the given URL will directly be extracted and generated in the console. These FAQs can then be exported as an Excel file or directly added to an existing bot.

OpenProject | [Inbox \(67\) - sin](#) | Optimization in | Search results | v 3.0 Cogno AI | To Do List WFH | [FAQ's | Tata Mc](#) | [Commercial air](#) | +

easychat-dev.allincall.in/chat/extract-faqs/

Extract FAQs directly from a website

Extract FAQs Export Table FAQs --- Choose One --- Add Into Bot

URL/HTML
<https://www.tmf.co.in/faqs>

Question	Answer	Options
What are the various channels to communicate with us in case you have any queries or concerns?	We have various channels for you to raise any queries or concerns regarding your loan account. <ul style="list-style-type: none">• You can call us on our toll free number 1800-209-0188 (Monday-Saturday 9am to 7pm)• You can WhatsApp us on 8097090188 (Monday- Saturday 9:30am to 6:00pm (except the 2nd Saturday of the month)• Email us at customercare@tmf.co.in• SMS keywords to 9266592665 & get the required information instantly (refer Q5)• Visit the branch nearest to you for assistance (refer Q13) Important Note: For security reasons, we request you to call, SMS and email ONLY from your registered mobile number/email address.	
How can I notify the change in my personal details (Mobile number, Email ID) ?	For change in Mobile number / Email ID, please fill the "Customer Request Form" and submit the same at your nearest branch along with 1 valid identity proof. Refer Q9 for the list of valid documents.	

Version: 3.0 Date of Release: 11-July-2020 © 2017 - 2020, AllinCall Research and Solutions Pvt. Ltd. or its affiliates. All rights reserved. Term of Use Privacy Policy 15:47 15-07-2020 ENG 3

Create Bot With Excel

Create Bot with Excel Walk Through :
([Click Here](#) to play the video in a new tab)

Create bot with excel

Sr no.	Feature Name	Definition
1	Create bot with excel	Intents and User flows can directly be added to the bot via an excel sheet instead of adding all of them manually.

Intents and User flows can directly be added to the bot via an excel sheet instead of adding all of them manually. To do this, admin can download a sample excel file which acts as a template on how the intents, bot responses, user flows need to be mentioned in the excel sheet in order to upload them in the bot successfully.

The sample excel files are available in two formats:

- FAQs Excel

This file format can be used when the type of queries that need to be uploaded to the bot are general FAQ type queries, with a user query and a direct bot response.

To configure :

This is visible under Chatbot Console > Create Bot with Excel > Choose file type > FAQs using Excel > Download Template

To merge your recent changes click here ... [Build Bot](#)

deepak.raichandani@getcognito.ai 

- Cognito AI Bot
- Configurations
- Manage Intents
- >Create bot with Excel
- Word Mappers
- Categories
- Automated Testing
- Form Assist
- Message History
- Analytics
- Conversion Analytics
- Self Learning
- API Analytics
- Campaign
- PDF Searcher
- Download Reports

Create flows or intents by importing excel

File Upload

Choose type of excel file:

FAQs using excel

Attach File

Drop your file here
or
[Click here](#) to upload your file

[Upload Excel](#) [Download Template](#)

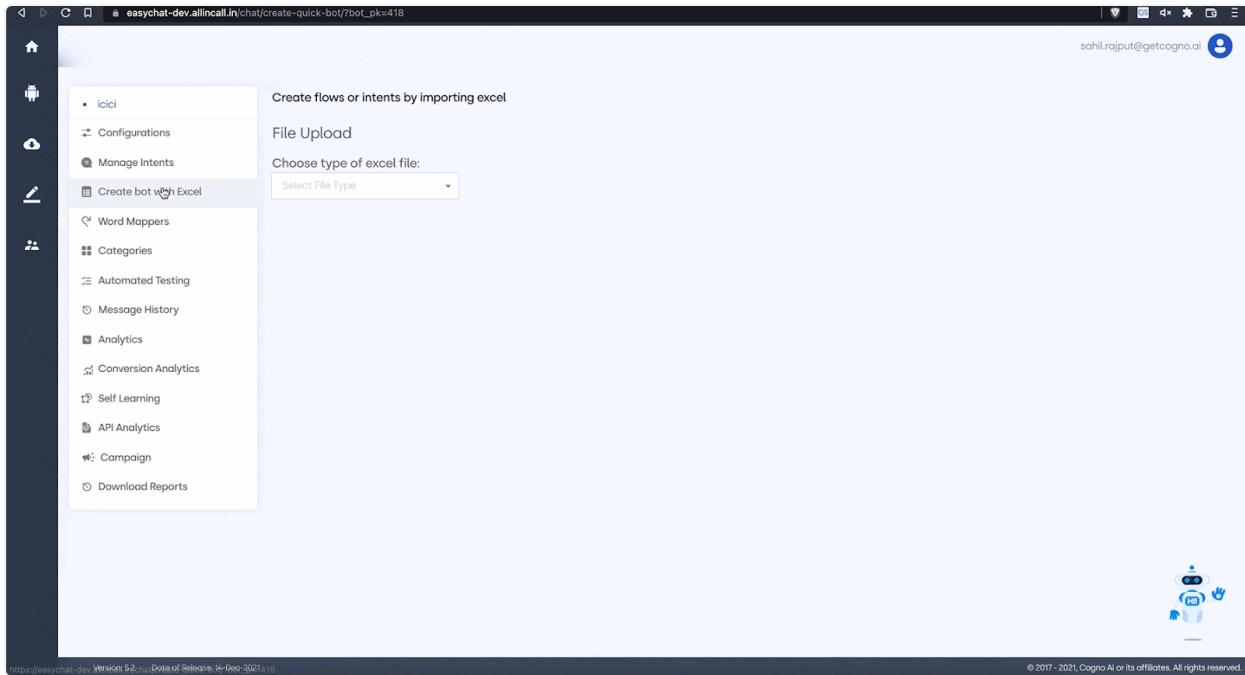


Template

Videos (Separate every video url with "\$\$\$")	Channel (Separate each channel with commas. Leave blank or write all for all. In case of spelling error, all will be selected by default)
	all
	web, whatsapp
	weeb, demonstrating in case of spelling error or different words system will take all as default value

Feature Working

Refer the below shown demo for better understanding



Please note :

The intent with a similar intent name is allowed if the intent doesn't exist in that specific channel.

- Flow using excel

This file format can be used when the type of queries that need to be uploaded to the bot include complex user flows with a user query as parent intent, several child intents and several bot responses.

Admin can then upload the appropriate excel file with required user queries, bot responses or user flows. After successfully uploading the file, the ChatBot will be ready.

An option for the user is provided to select between, while they are uploading an excel sheet, to create either flows or FAQs/Intents using an excel sheet.

This is visible under Create bot with Excel > File Upload > Select File Type > Flow using excel

- v4point5
- Configurations
- Manage Intents
- Create bot with Excel
- Word Mappers
- Categories
- Automated Testing
- Lead Generation
- Message History
- Analytics
- Conversion Analytics
- Self Learning

Create flows or intents by importing excel

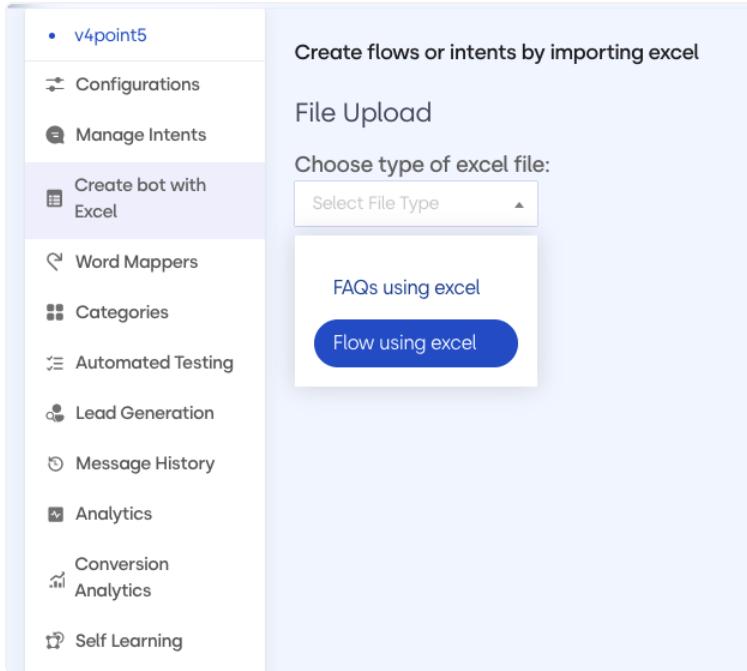
File Upload

Choose type of excel file:

Select File Type ▾

FAQs using excel

Flow using excel



Once the user has selected 'Flow using excel' they will be able to download the sample by clicking on the 'Download Sample' option as shown below.

- v4point5
- Configurations
- Manage Intents
- Create bot with Excel
- Word Mappers
- Categories
- Automated Testing
- Lead Generation
- Message History
- Analytics
- Conversion Analytics
- Self Learning

Create flows or intents by importing excel

File Upload

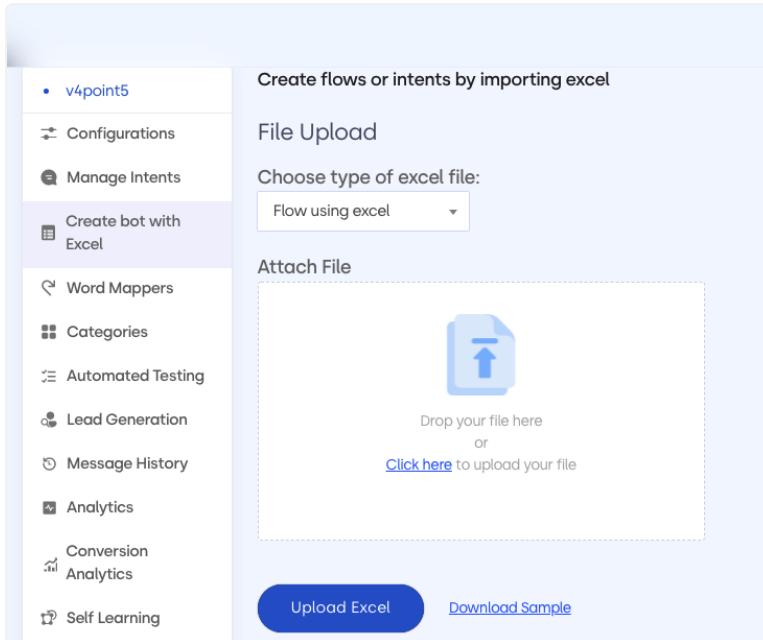
Choose type of excel file:

Flow using excel ▾

Attach File

Drop your file here
or
[Click here](#) to upload your file

Upload Excel Download Sample



The sheet will have Response and Flow Relation(for mapping the flow). The excel sheet needs to be filled in the particular format and uploaded to create the flow.

A	B	C	D	
1	Sr. No	Intent Name/Tree Name	Bot Response	Actions (\$\$ separate)
2	1	Intent Name	Intent Response	Variation One
3	2	File 1	Process file 1	\$\$\$ Variation Two
4	3	Files	File Status :	
5	4	Read	Reading file	
6	5	Check	Tree Response 4	
7	6	Approve	Tree Response 5	
8				
9				
10				
11				
12				
13				

Response

Flow Relation

+

Attach the file by clicking on 'Click here' and then click on Upload Excel. (refer image below)

Create flows or intents by importing excel

File Upload

Choose type of excel file:

Flow using excel

Attach File

EasyChatFlowSheetFormat (...)

Upload Excel Download Sample

Once the file is uploaded successfully a message will be shown (refer image below). Users can choose to upload another excel file or manage the intent and they will be redirected to the manage intent page.



Create flows or intents by importing excel

• v4point5

➡ Configurations

Manage Intents

Create bot with
Excel

Word Mappers

Categories

Automated Testing

Lead Generation

Message History

Analytics

Conversion
Analytics

Self Learning

File Upload

Choose type of excel file:

Flow using excel



Attach File



FAQs using excel has been uploaded successfully

[Manage Intent](#)[Upload Another Excel](#)

Drop your file here

or

[Click here](#) to upload your file[Upload Excel](#)[Download Sample](#)

Word Mappers

Word Mapper Walk Through :

([Click Here](#) to play the video in a new tab)

Word mappers

Sr no.	Feature Name	Definition
1	Word mappers	<p>The admin can map certain linguistic terms that are used internally into the bot repository.</p> <p><i>For eg. interest rate mapped into INTT.</i></p>

The screenshot shows the 'Word Mappers' section of a bot administration interface. On the left, a sidebar menu includes options like Test Bot, Configurations, Manage Intents, Create bot with Excel, Word Mappers (which is selected and highlighted in blue), Categories, Automated Testing, Message History, Analytics, Conversion Analytics, Self Learning, API Analytics, and Download Reports. The main content area has a heading 'Mapping certain linguistic terms to their respective meanings.' Below this, there's a table titled 'Mapped Words' with columns for 'Mapped Words' and 'Mapped To'. Two entries are listed: 'PF' mapped to 'Provident fund' and 'HUF' mapped to 'Hindu undivided Family'. Each entry has 'Edit' and 'Delete' buttons. At the top right of the main area are 'Upload Excel' and 'Add Word Mapper' buttons. A small robot icon is at the bottom right.

Mapped Words	Mapped To	Edit	Delete
PF	Provident fund		
HUF	Hindu undivided Family		

ChatGPT Intent Creations

ChatGPT Intent Creations

Providing a functionality for the console user to generate the FAQs using ChatGPT based on their usecase.

This is visible under Chatbot Console Login > Home Page > Build Bot > **Generate FAQs using ChatGPT**

The screenshot shows the Cogno ChatBot console interface. On the left, there is a sidebar with various options: 'sevenpointzero', 'Build Bot' (selected), 'Manage Intents', 'Manage Categories', 'Extract Website FAQs', 'Generate FAQs using ChatGPT' (selected), 'Create Bot With Excel', 'Word Mappers', 'Configure Bot', 'Test & Deploy', 'Analyze & Improve', and 'Additional Tools'. At the bottom of the sidebar, it says 'Version: 70 Date of Release: 31-Mar-2023'. The main content area has a header 'Generate FAQ using ChatGPT BETA' with a sub-instruction 'Automatically create FAQs with the help of OpenAI's ChatGPT'. It includes fields for 'Company Name' (with placeholder 'Enter your company name'), 'Industry' (with placeholder 'Enter industry name (E.g.- Finance, Telecom etc)'), and 'Use case' (with placeholder 'Enter your use case (Eg - A bot that can answer basic queries regarding credit cards, debit cards and home loan.)'). There is a 'Generate FAQs' button and a character counter '0/200'. At the top right, there is an email address 'deepak.raichandani@getcognito.ai' and a profile icon. At the bottom right, it says '© 2017 - 2023, Cogno AI or its affiliates. All rights reserved.'

A new section is added as "**Generate FAQs using ChatGPT**" in the console. Console user needs to provide the following details to generate FAQs:

- Company Name: Eg: ICICI Bank, Exotel, Cogno AI etc.
- Industry: Name of the industry where the company is working like: Banking, Telecom etc
- Usecase: A small definition of the usecase that the company wanted to achieve for which they want to generate FAQs.

Once these details are added, simply click on Generate FAQs.

Once the FAQs are generated, console users will be able to:

- Edit the FAQ's and their answers from the table itself.
- Select the questions to add in the bot.

- Also, generate another set of questions using “Generate Another” button.

Refer to the working of the feature below:

The screenshot shows a user interface for generating FAQs using ChatGPT. At the top right, there is a user profile icon and the email address 'deepak.raichandani@getcognito.ai'. On the far left, there is a vertical sidebar with various icons: a blue square with a white minus sign, a blue phone receiver, a blue speech bubble, a blue gear, a blue double arrow, a blue document, a blue square with a diagonal line, and a blue circular arrow. Below these icons, there is a small grey circular button with a right-pointing arrow.

The main content area has the following fields:

- Generate FAQ using ChatGPT BETA**: A title with a 'BETA' badge.
- Automatically create FAQs with the help of OpenAI's ChatGPT**: A descriptive subtitle.
- Company Name**: An input field containing 'ICICI Bank'.
- Industry**: An input field containing 'Banking'.
- Use case**: A text input field containing 'Services provided by ICICI bank related to home loans'.
- Generate FAQs**: A blue button with a white outline and a cursor icon pointing to it.

At the bottom of the interface, there is a footer bar with the text 'Version: 70 Date of Release: 31-Mar-2023' on the left and '© 2017 - 2023, Cognito AI or its affiliates. All rights reserved.' on the right.

PDF Searcher

Cognito PDF Searcher

PDF Searcher Walk Through :

([Click Here](#) to play the video in a new tab)

PDF Searcher

Sr. no.	Feature Name	Definition
	PDF Searcher	Search Queries search from the uploaded documents.

Search Queries in PDFs from Chatbot

A new section is added in the chatbot console left menu named "PDF searcher". Information can be fed to the system via pdf files, which will help the end-user to search from the uploaded documents of the clients.

To configure : Chatbot Console > Configurations > Enable PDF Searcher > Save

This is visible under : Chatbot Console > New tab will be added after configuration in the left menu.

PDF Searcher						
Search		Filter	Export	Upload PDF	Start indexing	
Name	Date and Time	Status	Click Count	Search Count	Open Rate	Action
Name 1	10-Sep-2021, 05:23 PM	Active	34	34	100%	
Name 1	10-Sep-2021, 05:23 PM	Inactive	112	223	50%	
Name 1	10-Sep-2021, 05:23 PM	Not Indexed	6	12	50%	
Name 1	10-Sep-2021, 05:23 PM	Not Indexed	8	12	66%	
Name 1	10-Sep-2021, 05:23 PM	Not Indexed	12	12	100%	
Name 1	10-Sep-2021, 05:23 PM	Active	24	43	56%	

Previous 1 2 3 4 Next

Active: When the pdf uploaded is indexed and currently being used by the system.

Inactive: When the pdf uploaded is manually made inactive by the console user, to remove it from being used by the system.

Indexing: When the file uploaded/updated by the console user is being indexed by the system.

Not Indexed: When the file uploaded is not yet Indexed.

Click Count - The Number of times a document was clicked by the end-user.

Search Count - The number of times a document was part of the bot response.

Open Rate - The % of times a document was clicked on w.r.t the number of times it was part of bot response.

User needs to upload the PDF by clicking on the “Upload PDF” and then click on Start Indexing to index the uploaded file.

Upload pdf

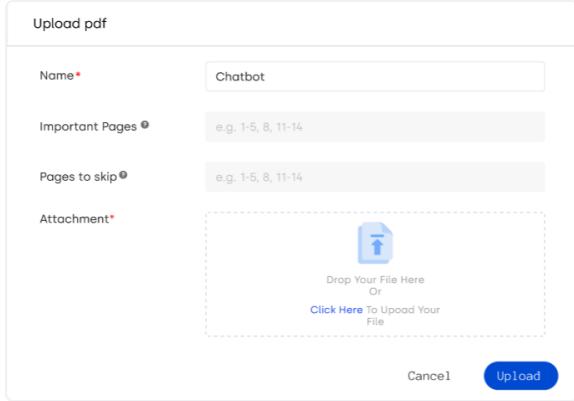
Name* Chatbot

Important Pages e.g. 1-5, 8, 11-14

Pages to skip e.g. 1-5, 8, 11-14

Attachment* Drop Your File Here
Or
[Click Here](#) To Upload Your File

Cancel **Upload**



Pages to Skip : Pages for the system to skip while indexing.

Description : Description About the file uploaded.\

Note : The Important Pages and Skip Pages values cannot be the same or overlapping.

Also existing files can be updated.

Filter is based on date range and file status.

Users may choose to 'Delete' the particular uploaded file by clicking on the icon as shown below.

Refer the below shown demos for better understanding

ChatGPT PDF Searcher

ChatGPT PDF Searcher

Enabling the ChatGPT model to be trained on PDFs and providing end users with answers from the trained PDFs.

This is visible under Chatbot Console Login > Home Page > Bot > Build Bot > Add PDF Content > ChatGPT PDF Searcher(Beta)

The screenshot shows the Cogno ChatBot console interface. On the left, there is a sidebar with various options: ChatGPT PDF Search, Build Bot, Manage Intents, Manage Categories, Extract Website FAQs, Generate FAQs using ChatGPT, Create Bot With Excel, Word Mappers, Add PDF Content (which is highlighted in blue), Configure Bot, Test & Deploy, Analyze & Improve, and Additional Tools. The main area is titled "ChatGPT PDF Searcher (Beta)". It features a search bar labeled "Search by PDF Name", a "Filter" button, an "Export" button, and a "+ Upload PDF" button. Below these are several columns: Name, Data and Time, Status, Click Count, Search Count, and Open Rate. A message "No data available in table" is displayed. In the bottom right corner of the main area, there is a small cartoon robot icon. At the bottom of the screen, there is a footer bar with the text "Version: 7.0 Date of Release: 31-Mar-2023" on the left and "© 2017 - 2023, Cogno AI or its affiliates. All rights reserved." on the right.

To enable ChatGPT PDF Searcher

To enable the ChatGPT Search user needs to first enable the **Enable PDF Searcher** option from the Bot > Configure Bote > Settings > Solution Settings > Enable PDF Searcher > Select **ChatGPT PDF Searcher** from the dropdown > save settings.

While enabling this console users will have the option to enter the Maximum word of bot response and the tone of the bot response.

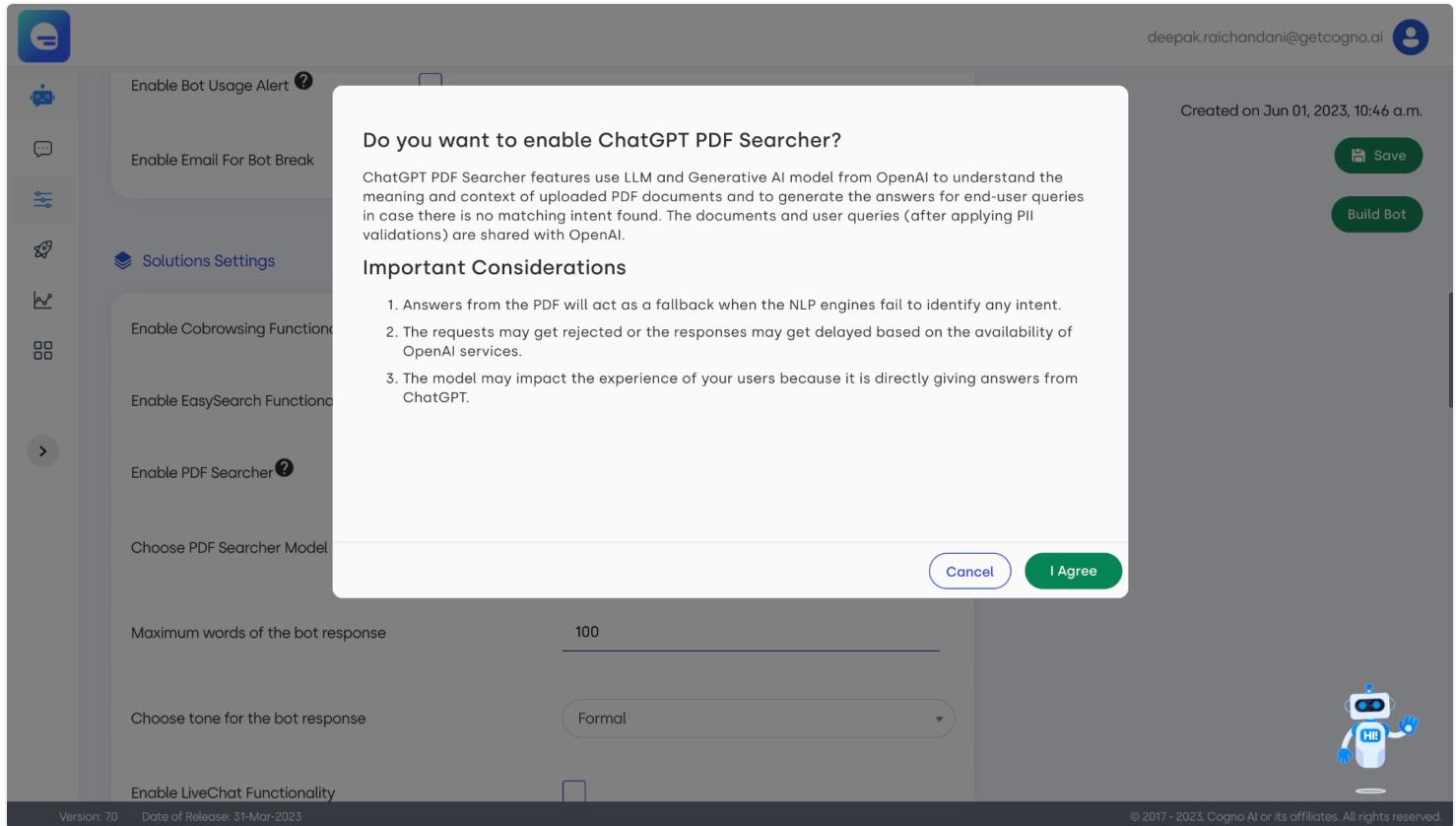
Please note:

Maximum word of bot response as default this is kept as 100 words. The range can be adjusted as per the requirement. Range(100 - 500 words)

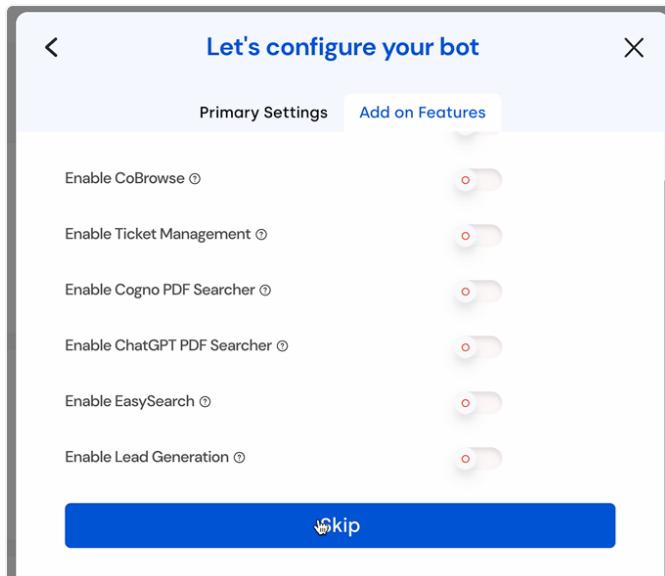
Choose the tone of bot response: Formal, Informal, Friendly, Professional

The screenshot shows the Cogno ChatBot interface. On the left, there's a sidebar with various options like Build Bot, Configure Bot, Settings (which is selected), Integrate Channels, Export & Import Intents, Test & Deploy, Analyze & Improve, and Additional Tools. The main area is titled "Bot Level Settings" for the bot named "ChatGPT PDF Search". It includes fields for "Bot Name" (ChatGPT PDF Search), "Go-Live Date" (01/06/2023), "Edit Response Language Settings" (English), and several toggle switches for features like "Speak out Bot Response", "Mask Confidential Information", "Include Synonyms in variation generation", "Enable Intent-level Feedback", and "Enable Audio Notification For New Messages". A save button and a build bot button are also present. The bottom of the screen shows version information (Version: 7.0, Date of Release: 31-Mar-2023) and a copyright notice (© 2017 - 2023, Cogno AI or its affiliates. All rights reserved).

This below prompt will be shown to the console user before they proceed with saving the settings.



ChatGPT PDF Searcher can also be enabled while creating your bot.



ChatGPT PDF Searcher Page

If the user has selected **ChatGPT PDF Searcher** they will land on the below shown page. This is visible under Chatbot Console Login > Home Page > Bot > Build Bot > Add PDF Content > ChatGPT PDF Searcher(Beta)

 ChatGPT PDF Search

Build Bot

Manage Intents

Manage Categories

Extract Website FAQs

Generate FAQs using ChatGPT

Create Bot With Excel

Word Mappers

Add PDF Content

Configure Bot

Test & Deploy

Analyze & Improve

Additional Tools

ChatGPT PDF Searcher (Beta)

Search by PDF Name

Filter

Export

Upload PDF

Name Data and Time Status Click Count Search Count Open Rate

No data available in table

Version: 70 Date of Release: 31-Mar-2023

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Upload PDFs

To enable the bot to work with PDF Content, the console user needs to upload PDF and train the bot with the uploaded pdf.

Click on **Upload PDF** > Add PDF name > Select the pdf to be uploaded > Upload.

Once it is uploaded click on Start Training. This will train the ChatGPT Model.

The screenshot shows the ChatGPT PDF Searcher (Beta) interface. At the top right, there is an email icon and the email address deepak.raichandani@getcogno.ai. On the far right, there is a user profile icon. The main header says "ChatGPT PDF Searcher (Beta)". Below the header is a search bar with the placeholder "Search by PDF Name" and a magnifying glass icon. To the right of the search bar are three buttons: "Filter" (with a grid icon), "Export" (with a download icon), and "+ Upload PDF" (with a plus icon). Below the search bar is a table with the following columns: Name, Data and Time, Status, Click Count, Search Count, Open Rate, and Action. A message "No data available in table" is centered below the table. On the left side of the interface, there is a vertical sidebar with several icons: a blue square with a white circle, a blue robot head, a blue speech bubble, a gear, a rocket ship, a blue arrow, and a grid. At the bottom of the interface, there is a dark footer bar. On the left of the footer bar, it says "Version: 7.0 Date of Release: 31-Mar-2023". On the right of the footer bar, it says "© 2017 - 2023, Cogno AI or its affiliates. All rights reserved.". Below the footer bar, there is a file list: "Railway Lounges.pdf" with a dropdown arrow next to it, and buttons for "Show all" and "X".

The table displays the following details:

- Name: Name of the PDF added.
- Date and Time: Date and time of the PDF added.
- Status: Current status of the PDF which can be Trained/Not trained
- Search Count: Number of times the response provided is searched from the pdf.
- Click Count: Number of times the pdf was clicked.
- Open Rate: Displays percentage of Search Count v/s Click Count.

(Refer to the image below for a better understanding)

deepak.raichandani@getcognito.ai 

ChatGPT PDF Searcher (Beta) 

Search by PDF Name  Filter  Export  Upload PDF

Name	Data and Time	Status	Click Count	Search Count	Open Rate	Action
Railway Lounges	01 Jun 2023 11:35:16 AM	Trained	1	2	50	  

Showing 1 to 1 of 1 entries  Previous 1 Next 



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- Actions: Delete the uploaded pdf, edit by uploading a pdf to replace the existing pdf, and download the existing pdf file added.

deepak.raichandani@getcognito.ai 

ChatGPT PDF Searcher (Beta) 

Search by PDF Name  Filter  Export  Upload PDF

Name	Data and Time	Status	Click Count	Search Count	Open Rate	Action
Railway Lounges	01 Jun 2023 11:35:16 AM	Trained	1	2	50	  

Showing 1 to 1 of 1 entries  Previous 1 Next 



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Additional functionalities on the page:

- Search by PDF Name: Search for the file from the added pdfs.
- Filter: Filter by date range and status.
- Export: Export pdf searcher data. This will be shared over the email id provided.

The screenshot shows the ChatGPT PDF Searcher (Beta) interface. On the left, there is a vertical sidebar with various icons: a blue square with a white 'e', a robot head, a speech bubble, a gear, a rocket, a checkmark, a double arrow, and a right-pointing arrow. At the top right, there is an email address: deepak.raichandani@getcognito.ai and a user profile icon. The main area has a title 'ChatGPT PDF Searcher (Beta)' and a search bar with placeholder text 'Search by PDF Name'. Below the search bar are three buttons: 'Filter' (with a grid icon), 'Export' (with a download icon), and '+ Upload PDF' (with a plus icon). A table follows, with columns: Name, Data and Time, Status, Click Count, Search Count, Open Rate, and Action. The single entry in the table is 'Railway Lounges' with details: 01 Jun 2023 11:35:16 AM, Active, 1, 2, 50, and action icons (trash, edit, download). At the bottom, it says 'Showing 1 to 1 of 1 entries' and has navigation buttons for 'Previous', '1', and 'Next'. In the bottom right corner, there is a small blue robot icon.

Name	Data and Time	Status	Click Count	Search Count	Open Rate	Action
Railway Lounges	01 Jun 2023 11:35:16 AM	Active	1	2	50	

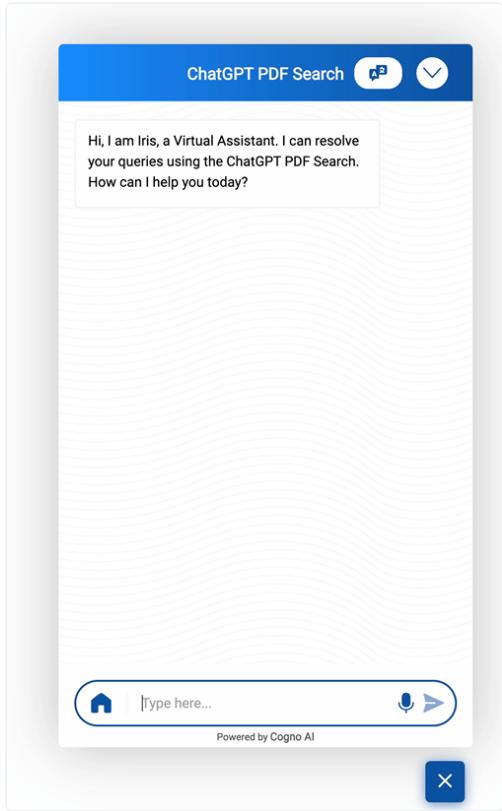
Showing 1 to 1 of 1 entries

Version: 70 Date of Release: 31-Mar-2023

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Bot Response along with the PDF

For the user query, the bot response will be shown along with the relevant document. Clicking on **View Document**, the user will be able to access the pdf file.



Message History and Analytics

The **User Chat History** will display the response provided for the user query along with the document shared.

(Refer to the image attached below for better understanding)

The screenshot shows the User Chat History interface. At the top right, the email 'deepak.raichandani@getcogno.ai' and a profile icon are visible. Below the header, there are tabs for 'User History' (with a red dot) and 'Message History'. A 'Filter' button is also present. On the left sidebar, there are various icons for navigation and settings. The main area shows a search bar with placeholder text 'Type and hit enter to search user id'. A message from a user with ID 'ddeed618-ebd1-4ba6-b631-24666c59787f' is displayed, containing the text: 'Key benefits of iProtect Smart include an affordable premium, th...'. A response from the bot follows, detailing the steps to get Railway Lounge access using AU Bank Credit Cards. The response includes a note about presenting a valid AU Small Finance Bank VISA/RuPay Credit Card and a QR code for entry. It also mentions comfortable sitting arrangements, free tea & coffee, and a buffet meal. A small thumbnail image of a lounge is shown, along with a link to view the document. At the bottom of the response, it says 'Generated via ChatGPT | 01 Jun 2023 11:55 AM | Web'.

The **Message History** will display the response provided for the user query along with all the other user details.

The screenshot shows the Message History interface. At the top right, the email 'deepak.raichandani@getcogno.ai' and a profile icon are visible. Below the header, there are tabs for 'User History' (with a red dot) and 'Message History' (which is selected). A 'Edit' button is also present. On the left sidebar, there are various icons for navigation and settings. The main area shows a search bar with placeholder text 'Search for message history'. A table lists three entries:

User Query	Bot Response	Time	Intent Recognized	User ID	Session ID	Channel	User Feedback	Intent Feedback	Location	Variation Responsible	% Match
What are the key benefits of iProtect Smart?	Key benefits of iProtect ...	01Jun 2023 11:58 AM		ddeed618-ebd1-4...	3c8d27f3-65d9-4...	Web			-		
What are the steps to get railway lounge access using AU Bank credit card?	To get Railway Lounge acc...	01Jun 2023 11:56 AM		ddeed618-ebd1-4...	c47a819f-e014-4...	Web			-		
What are the steps to get Railway Lounge access using AU Bank Credit Cards	To get Railway Lounge acc...	01Jun 2023 11:55 AM		ddeed618-ebd1-4...	60eac0dc-02ff-47dd-ac2e-4e23033682f2	Web			-		

At the bottom left, it says 'Showing 1 to 3 of 3 entries'.

The **Analytics** will be considered in the Intuitive count for Message Analytics & Intuitive Question Card.

Refer to the working of the feature in the video attached below:

[Click here for the complete video guide](#)

Configure Bot

Configure Bot Consists Of :

1. Settings
2. Integrate Channels
3. Export & Import Intents
4. Search Settings

Configurations -Settings

Configurations - [Bot Level Settings](#)

Sr no.	Feature Name	Definition
1	Bot Name	Bot name is configurable
2	Go-Live date	Go-live date can be provided to the respective Bot for reference.
3	Edit Response Language Settings	<p>Language fine tuning for responses in bot level settings:</p> <p>Text for default responses can be autofixed for languages other than primary languages. This is now available for the following - Bot Inactivity Detection Message, Bot Response Delay Message, Flow Termination Bot Response, Flow Termination Display Message.</p>
4	Speakout bot response	<p>Bot speaks out the bot responses when the user interacts with the bot.</p> <p>Mute/Unmute option in the bot: If the speak out bot functionality is enabled an icon will be visible in the bot to mute/unmute the speakout messages.</p>
5	Mask confidential information	This functionality is used for masking confidential information provided by the user.
6	Include synonyms in variation generation	This feature helps in variation generation of training questions of intents.
7	Enable Intent level feedback	It is used to give intent level feedback(information provided was helpful/unhelpful).
8	Enable audio notification for new messages	This will enable audio notifications for the user.
9	Enable auto bot pop-up	We can select a time after which a bot pops up after the inactivity of the user once the user lands on the

		page where the bot has been deployed.
10	Enable bot Inactivity detection	When the User is inactive for a while, we can configure the message to display from the console and that can be displayed as a bot response.
11	Set a time interval for session expiration	The cookies being stored will expire in the set interval time for all the User Id's
12	Show Brand name	This shows the vendor name at the bottom of the textbox in the Bot.
13	Enable Bot Response delay detection	This feature is used for Bot Response delay detection, the message to be displayed is configurable from the console.
14	Advance Configurations	NLP Users can now access these advanced NLP settings directly from the EasyChat Console.

Configurations - [Email settings](#)

Sr no.	Feature Name	Definition
1.	Daily Mailer Analytics	Create profile(s) for Daily/Weekly/Monthly Email Notifications about Bot usage and Bot accuracy. Analytics like Category Usage, Channel Usage, Bot Usage Table is provided in graphical/tabular formats on the email configured
2.	Email notifications incase of API Failure	Used to send API statistics to a client over mail
3.	Email alerts if ChatBot usage drops	Enable email notification if the bot usage does not meet the expected requirement
4.	Email for Bot Break	Configure a notification to receive notification in case of bot break

Configurations - [Solution settings](#)

Sr no.	Feature Name	Definition
1	Enable EasySearch functionality	This functionality crawls websites provided by the Admin and acts as a search engine within the bot. It ensures that if a user enters a query that the bot doesn't have an answer to, the user will be redirected to results available on the web instead of leaving them unanswered.
2	Enable LiveChat functionality	Enables LiveChat functionality for the respective bot
3	AutoSuggest LiveChat for Complex Queries	If a query raised by the user has more words than the set Word Limit, a suggestion to 'Chat with an expert' will be prompted.
4	Enable Co browsing Functionality	Enables co browsing functionality for the bot
5	Enable Management Functionality Ticket	This functionality helps the user to raise a ticket from the bot and the respective ticket can be seen in TMS. It also helps the admin to configure the categories for TMS.
6	Enable Whatsapp TMS	This functionality helps the user to raise a ticket from the Whatsapp bot and the respective ticket can be seen in TMS.
7	Enable lead generation	This functionality helps the bot for lead generation and the leads can be seen in the Lead Generation Module

Configurations - [Other settings](#)

Sr no.	Feature Name	Definition
1	Enable CSAT	Admin can add CSAT for the respective bot for different channels. Choose from 4 or 5 scale CSAT

2	Stop Words Dictionary	Words that do not provide weightage to sentences such as prepositions are listed here and t
3	Default Bot Response Order	Select the default order in which Text, Image, Table, Video, link cards, etc. will be shown
4	Initiate conversation after welcome message	After welcome message we can trigger an intent to initiate a conversation
5	Flow termination keywords	To terminate a particular flow
6	Flow termination bot response	Bot response to be displayed after user calls the Flow termination keyword
7	Flow Termination Display Message	When a user tries to invoke any intent or training question in the middle of the flow they will be asked before terminating the current flow

Bot Level Settings & Email Settings

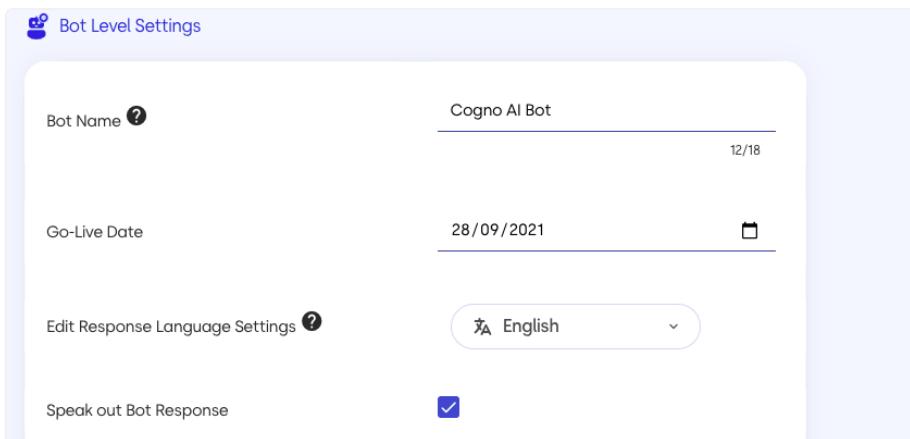
Bot Level Settings & Email Settings Walk Through :

([Click Here](#) to play the video in a new tab)

Configurations - Bot Level Settings

The admin can change the following Bot Level Settings:

- Bot name
- Go-Live date
- Edit Response Language Settings : Language fine tuning for responses in bot level settings: Text for default responses can be auto-fixed for languages other than primary languages. This is now available for the following - Bot Inactivity Detection Message, Bot Response Delay Message, Flow Termination Bot Response, Flow Termination Display Message.



This is visible under Configurations > Bot Inactivity Detection (or) Bot Response Delay Message (or) Flow Termination Bot Response (or) Flow Termination Display Message.

Auto Pop-up Warning for change in other than default language

A text change has been detected on your settings. Would you like to auto-fix changes on other languages?

Ignore

Auto-Fix

Refer the below shown demo for better understanding

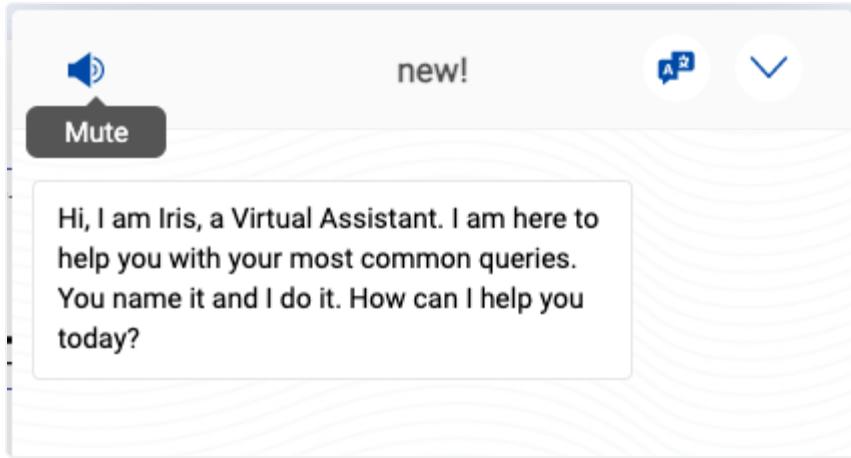
The screenshot shows the 'Bot Level Settings' page for a bot named 'v4point6'. The left sidebar lists various features: Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Lead Generation, Message History, Analytics, Conversion Analytics, Self Learning, API Analytics, Campaign, and Download Reports. The main area displays the following settings:

- Bot Name:** v4point6
- Go-Live Date:** 30/07/2021
- Edit Response Language Settings:** English
- Speak out Bot Response:** Unchecked
- Mask Confidential Information:** Checked
- Include Synonyms in variation generation (BETA):** Unchecked
- Enable Intent-level Feedback:** Unchecked

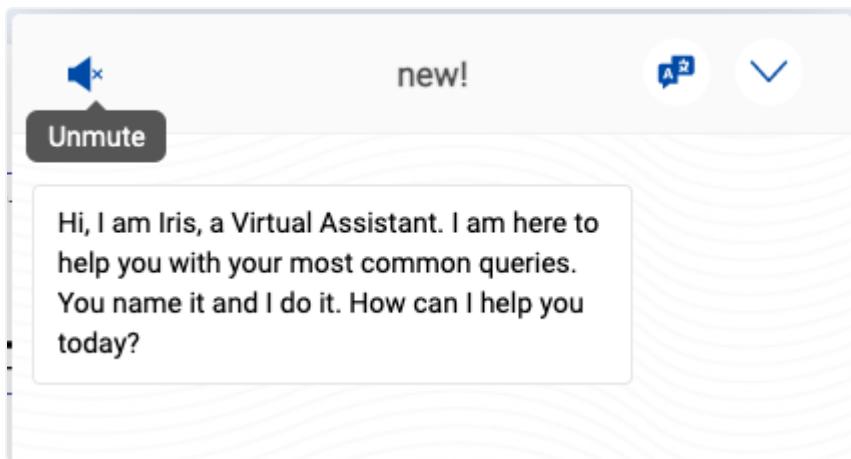
On the right, it shows the email 'deepak.raichandani@allincall.in' and profile icon, and was created on Jul 30, 2021, 04:12 p.m. There are 'Save' and 'Build Bot' buttons.

- Speak out bot response
- Mute/Unmute option in the bot :

If the speak out bot functionality is enabled an icon will be visible to mute/unmute the functionality.



When hovered over the mute icon, tooltip to be shown "Mute", after the users mute the functionality and hovering over the icon "Unmute" tooltip to be displayed.



- Mask confidential information
- Include synonyms in variation generation
- Enable Intent level feedback - Collect feedbacks for each intents that you create.
- Enable auto bot pop-up
- Enable bot Inactivity detection

Bot Inactivity Configuration

Bot Inactivity Time(in seconds)

15

Bot Inactivity Message

I'm still here. Please let me know if you have
any queries.

Cancel

Save

- Set a time interval for session expiration - The cookies being stored will expire in the set time interval for all the user ID's.
- Show Brand name
- Enable Bot Response delay detection

Bot Response Delay Configuration

Bot Response Delay Time(in seconds)

10

Bot Response Delay Message

Hang on for a second,I'm processing the
details you just shared

Cancel

Save

Bot Level Settings

Bot Name 	Test Bot	8/18
Go-Live Date	14-Jul-2021	
Speak out Bot Response	<input type="checkbox"/>	
Mask Confidential Information	<input checked="" type="checkbox"/>	
Include Synonyms in variation generation <small>BETA</small>	<input type="checkbox"/>	
Enable Intent-level Feedback 	<input checked="" type="checkbox"/>	
Enable Audio Notification For New Messages 	<input checked="" type="checkbox"/>	

Enable Audio Notification For New Messages 	<input checked="" type="checkbox"/>	
Enable Bot Inactivity detection 	<input type="checkbox"/>	
Set time interval for Session Expiration (in min) 	0	
Show Brand name 	<input checked="" type="checkbox"/>	
Enable Bot Response Delay Detection 	<input checked="" type="checkbox"/>	
Max file size allowed (in MB)	5	

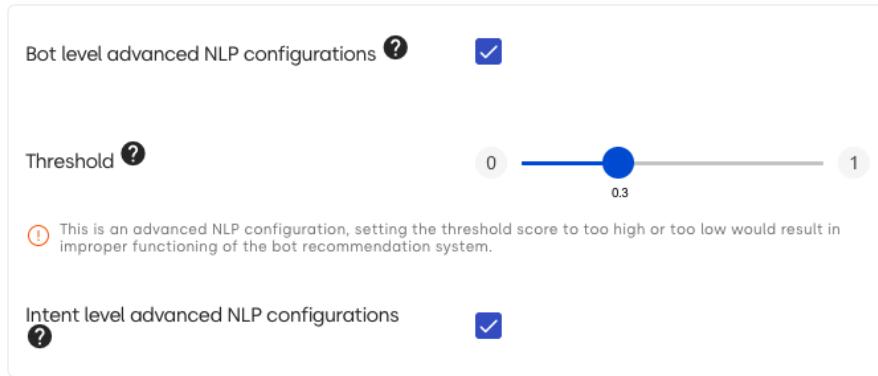
Advance NLP configurations

Providing a frontend interface for **Necessary Keywords**, **Restrict Keywords** and **Threshold** at an intent level, and a frontend interface for **Threshold** score at a Bot Level. So that our users can now access these advanced NLP settings directly from the EasyChat Console.

(Please note that this is only a design update and not functionality. Functionality preexisting is the same as before)

For Global Configurations :

This is visible under Cognito Chatbot Console > Configurations > Bot level Settings



(These will not be enabled by default)

Bot level advanced NLP configurations

Enabling this setting would add an advanced way of configuring threshold score at a bot level.

Intent level advanced NLP configurations

Enabling this setting would add an advanced way of configuring Intents which would be accessible inside all intents

Threshold (inside Bot level advanced NLP configurations section)

This is a score for setting bot confidence in suggesting intents against customer queries

For Intent Configurations :

This is visible under Cognito Chatbot Console > Manage Intent > Select Intent/Create intent > Advance NL Configuration.

Please note that only after the user has enabled the "Intent level advanced NLP configurations" menu from the "Bot level settings" tab, a new section by the name "Advanced NLP configurations" would appear inside all individual Intent Settings. This new section would be placed above "Advance Settings".

Necessary Keywords

Keywords entered in this field would be necessary to be typed by a customer to show this intent as a suggestion

Restricted Keywords

Keywords entered in this field would restrict this intent to be suggested by the bot when a customer types this particular keyword inside the chatbot

Threshold

This score determines, what percentage of customer queries should match with this intent to get this intent suggested by the bot

The user input for :

Necessary keywords (accepts multiple string inputs separated by commas),

Restricted Keywords (accepts multiple string inputs separated by commas),

and **Threshold** (accepts int and float values between 0-1).

The **Threshold** value can be set via a sliding bar. The inputs made in "Necessary Keywords" and "Restricted Keywords" will get saved once the user saves this intent. In order to delete them, the user can simply delete the typed keywords.

Refer the below given demo for better understanding

The screenshot shows the 'Bot Level Settings' page for 'Cogno AI Bot'. The left sidebar has a dark theme with various icons and links. The main area has a light blue header with tabs for 'CHANNELS', 'EXPORT | IMPORT', and 'SEARCH SETTINGS'. On the right, it shows 'Created on Sep 28, 2021, 09:59 a.m.' and two buttons: 'Save' and 'Build Bot'. The central form contains fields for 'Bot Name' (set to 'Cogno AI Bot'), 'Go-Live Date' (set to '28/09/2021'), 'Edit Response Language Settings' (set to 'English'), 'Speak out Bot Response' (unchecked), 'Mask Confidential Information' (checked), 'Include Synonyms in variation generation' (checked), and 'Enable Intent-Level Feedback' (checked). A small bot icon is on the right.

Please note that :

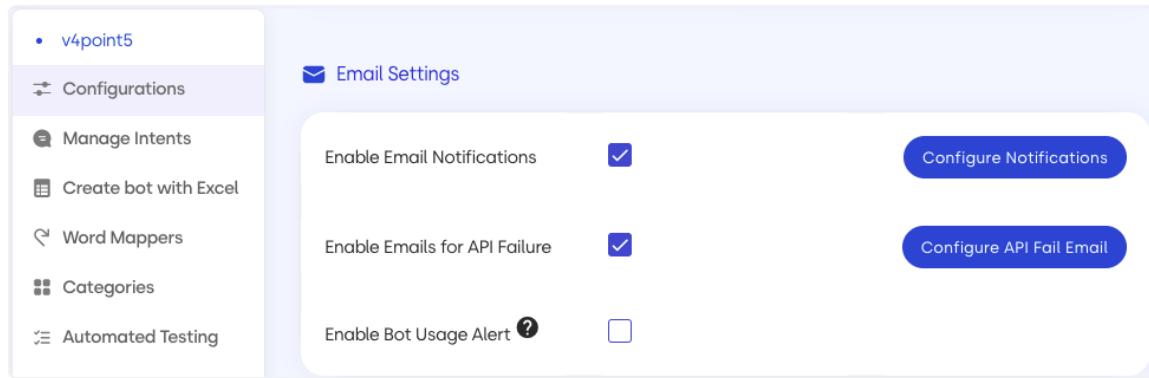
1. Enabling "Intent level advanced NLP configurations" will enable for all the intent together from "Bot Settings".
2. If enabled "Bot level advanced NLP configurations" or "Intent level advanced NLP configurations" and no changes are made, then by default the configurations will be empty and the threshold score will be 1.
3. Also, setting the threshold score to too high or too low would result in improper functioning of the bot recommendation system.

Configurations - [Email Settings](#)

Email Notifications Mailer Analytics

Email Notification - Configuration now includes more functionalities than before, along with the ability to customize and create profiles, as well as send test emails, all at the console end itself.

This is visible under Configuration > Email Settings > Enable Email Notification > Configure Notifications > Click on Add Profile/ Edit the existing one



By clicking on 'Configure Notifications' users will be able to manage the profile(s).

The dialog box is titled 'Manage Email Trigger Profiles' and features a close button 'X' in the top right corner. It contains two main sections: 'Profile 1' on the left and an 'Add Profile' button on the right. 'Profile 1' includes links for 'Trigger Settings', 'Graphic Settings', 'Table Parameters', and 'Attachment Paramet...'. The 'Add Profile' button is accompanied by a large plus sign icon.

Profile will have following parameters

Trigger settings :

Profile name can be edited. Email Frequency can be set to Daily, 7 days, 15 days, 30 days, 60 days, 90 days. Add email address for triggering the mail. Email default subject is "COGNO AI Chatbot Report Mailer"

Note : Even if the email id is not added the profile can be customised and saved. Only the email will not be triggered.

Also multiple values can be selected in case of Email Frequency and multiple Email Addresses can be added.

← Profile 1 X

Trigger Settings

Profile Name: Profile 1
9/25

Email Frequency: Daily X

Email Address: deepak.raichandani@getcognito.ai X

Email Subject: COGNO AI ChatBot Report Mailer
31/100

Accuracy Drop Mailer %: 0

Table Parameters

Graphic Parameters

Attachment Parameters

Save

Table Parameters : Table parameters can be enabled or disabled. This consists of the following

Reporting Parameters : That is the count variation and channels enabled.

- Daily - Count on the day of triggering the mail
- WTD - Total Count from the start of the week/go live date, to the day of the triggering
- MTD - Total Count from the start of the month/go live date, to the day of the triggering
- YTD - Total Count from the start of the year/go live date, to the day of the triggering.

Channels : All the Channels that are enabled for the bot will be shown.

Note : All values are multi select.

The screenshot shows the 'Profile 1' settings page. Under 'Table Parameters', 'Enable Table Parameters' is turned on. Under 'Reporting Parameters', 'Count Variations' includes options for Daily, Week To Date, Last Month Same Date, Year to date, and Month To Date. Under 'Select Channel', options include Android, Alexa, Facebook, Google Home, WhatsApp, GoogleMyBusiness, Telegram, Microsoft Teams, and Web. Under 'Record Parameters', the 'Message Analytics' section shows options for Total Messages, Identified Messages, Unidentified Messages, Messages with +ve Feedback, and Messages with -ve Feedback. The 'Session Analytics' section shows options for Total No. of Sessions, Avg. Session Durations, Avg. No. of messages in a session, and Total Sessions Duration. The 'User Analytics' section shows options for Total Users, Form filled, Authentication Failure, and Authentication Successful. A 'Save' button is at the bottom right.

Record Parameters : These are the records/data to be shown in the email. Multiple parameters like :

- Message Analytics - Total Messages, Identified Messages, Unidentified Messages, Messages with +ve Feedback, Messages with -ve Feedback, Accuracy %.

- Session Analytics - Total No. of Sessions, Avg. No. of Messages in a session, Avg. Session duration, Total Sessions duration, Bot Icon Hit Analytics
- User Analytics - Total Users, Forms Filled, Authentication Failure, Authentication Successful.
- Flow Completion - Dropdown with intents, Select all or Select top 5.
- Intent Analytics - Dropdown with intents, Select all or Select top 5.
- Traffic Analytics - Dropdown with Select All, Select Top 5 (based on Sources), Select Top 5 (based on Bot views), Select Top 5 (based on Avg. Time on the bot).
- LiveChat Analytics - Chat with an expert, Conversion Percentage, Agent Connected, Request Raised.

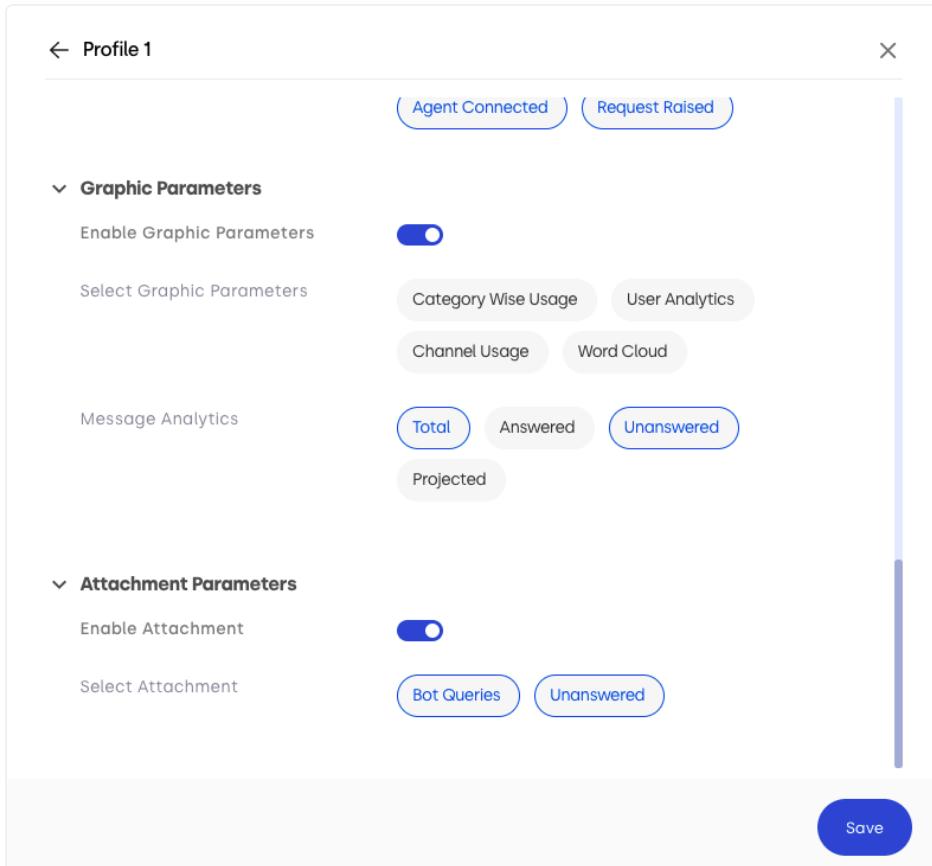
Note : All dropdowns have multiselect values.

Note : A common table would be created for 'Message Analytics', 'Session Analytics' and 'User Analytics'.

Different tables would be sent for 'Flow Completion Rate', 'Intent Analytics', 'traffic Analytics' and 'LiveChat Analytics'

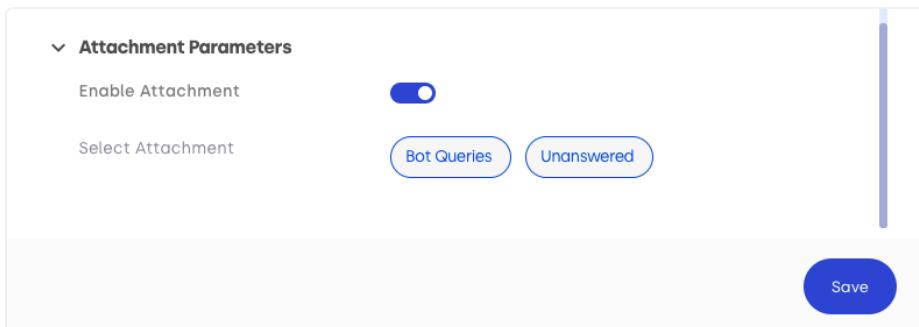
The screenshot shows the 'SETTINGS - BOT ID:301' tab selected. The 'Bot Name' field contains 'Cognito AI Bot'. The 'Go-Live Date' field shows '28/09/2021'. The 'Edit Response Language Settings' dropdown is set to 'English'. The 'Speak out Bot Response' checkbox is unchecked. The 'Mask Confidential Information' checkbox is checked. On the right, there are 'Save' and 'Build Bot' buttons. The sidebar on the left lists various bot management features: Cognito AI Bot, Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Form Assist, Message History, Analytics, Conversion Analytics, and Self Learning. The top right corner shows the user's email 'deepak.raichandani@getcogno.ai' and a profile icon. The bottom left corner shows the version 'Version: 5.1 Date of Release: 30-Nov-2021' and the bottom right corner shows the copyright notice '© 2017 - 2021, Cogno AI or its affiliates. All rights reserved.'

Graphic Parameters : Once enabled users can Select Graphic Parameters and Message Analytics. For better understanding please refer the image below



Attachment Parameters :

Once enabled users can Select Attachment Categories i.e Bot Queries and Unanswered.

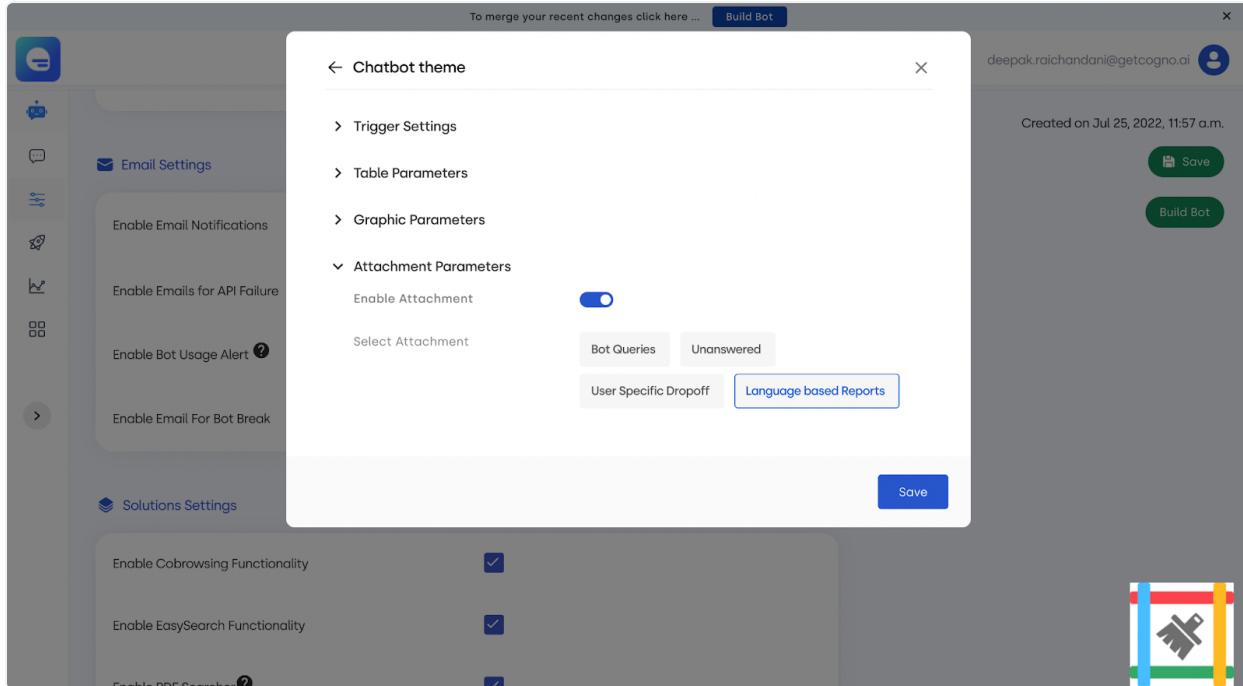


Language-Based Analytics

Providing an option in Emailer to receive Language-Based Analytics.

This is visible under

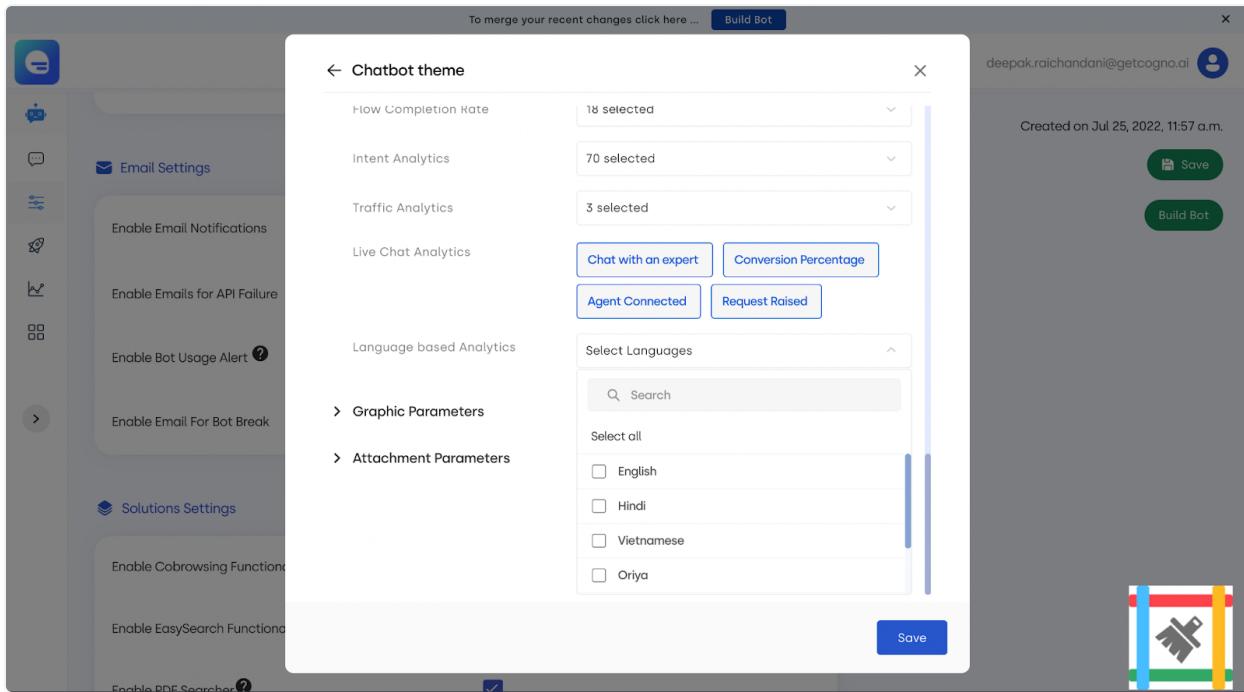
Chatbot Console Login > Configure Bot > Settings > Email Settings > Email Notification > Configure Notification > Select Profile > Attachment Parameter > Language Based Report



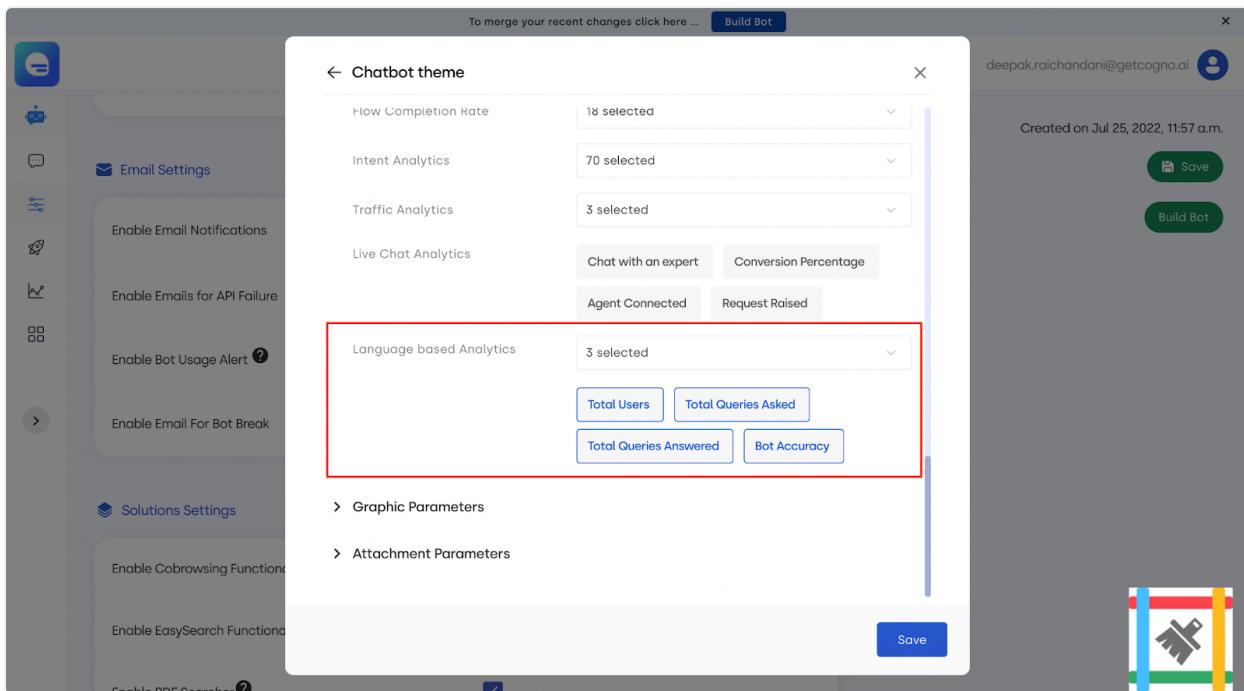
Console Side

Console users need to add the languages they wish to receive the data for on the email. This can be done by adding the choice of languages from

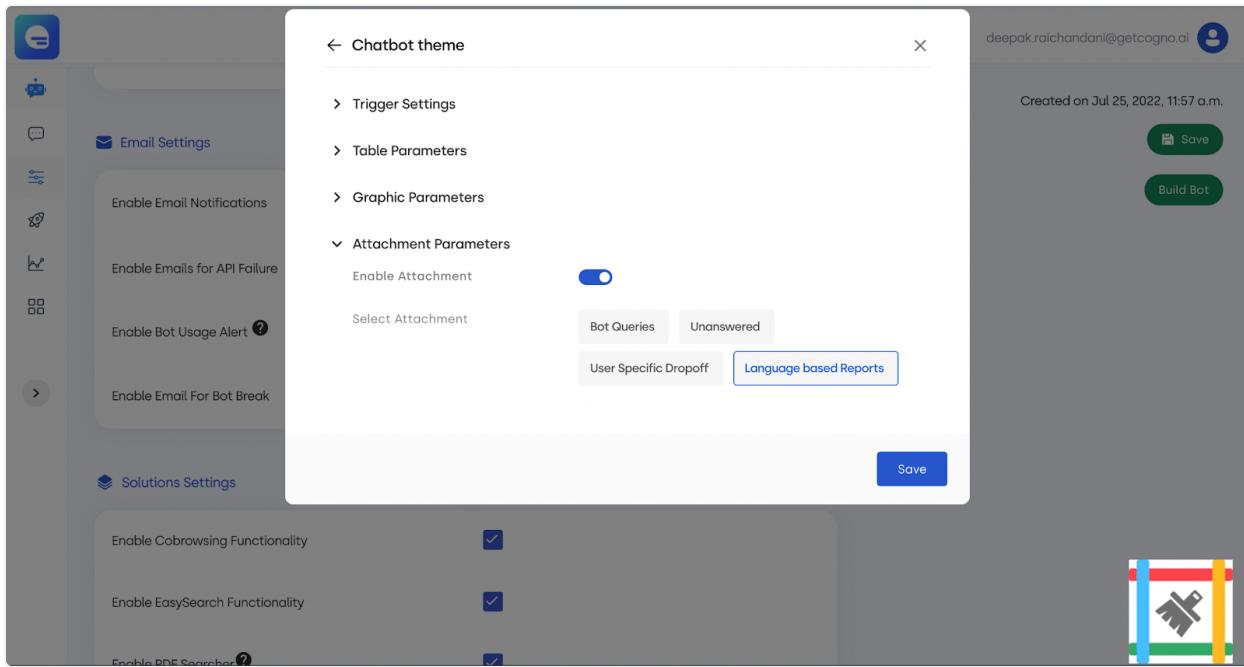
Email Notification > Configure Notifications > Select Profile > Table Parameters > Record Parameter > **Language-Based Analytics**



Once the console user has selected the languages, they'll have an option to choose from the values required over the mail i.e **Total Users, Total Queries Asked, Total Queries Answered, Bot Accuracy**



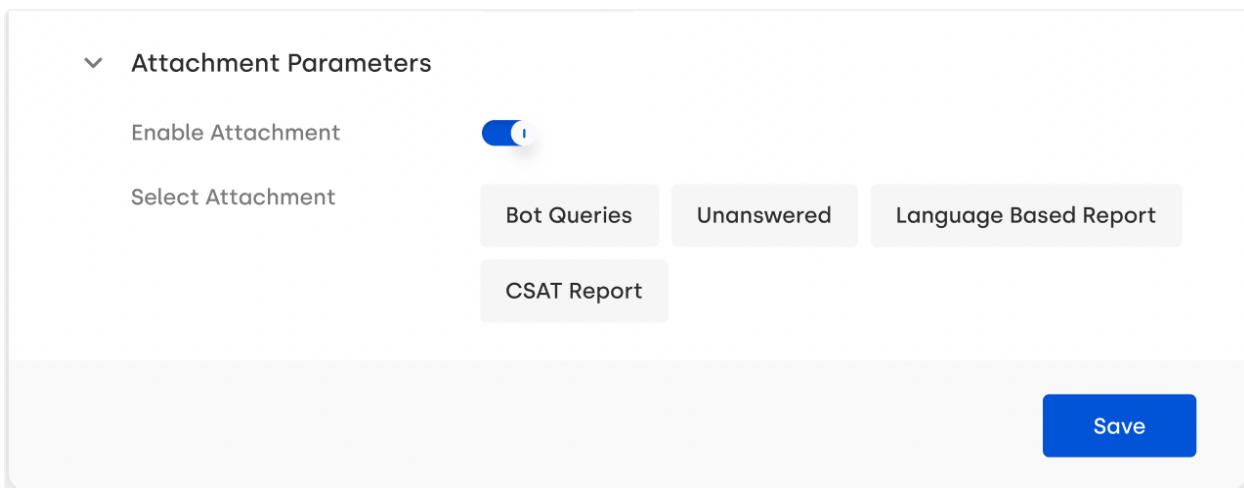
Also, the console user will have an option to select from the option in attachment parameters to for language- report.



CSAT report in Daily mailers

CSAT data forms an integral part in understanding how well the product is doing. With CSAT daily mailer feature, users get the CSAT report in their mail without having to access the console to check. Accordingly, actions over promoters or demotors can be taken.

This is visible under Chatbot Console Login > Configure Bot > Settings > Email Settings > Enable Email Notification > Configure Notification > Add/Select Existing Profile > Attachment Parameters > Enable Attachment > **CSAT report**.



The CSAT report will be available in the mail in the form of an Attachment.

Instagram	10	20	30
Alexa	20	10	10
Google Business Messages	20	20	30

Download Reports

Download Bot Queries

Download Unanswered

Download CSAT Report

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Visit our website to know more about us at: www.getcogno.ai

By clicking on the Download CSAT Report button the sheet in csv format will be downloaded based on the frequency, daily or weekly etc.

Refer to the working of the feature below:

Bot Name: Ameyo WA

Go-Live Date: 01/03/2022

Edit Response Language Settings: English

Speak out Bot Response:

Mask Confidential Information:

Include Synonyms in variation generation BETA:

Enable Intent-level Feedback:

Enable Audio Notification For New Messages:

Created on Mar 01, 2022, 11:52 a.m.

Save

Build Bot

Limitations:

1. The Downloaded file is in CSV format as of now
2. The CSAT report needs to be downloaded to review

End User Side:

A language report will be sent to users depending on the options selected. daily mailers by providing channel-wise data in mailer for all channels record parameters. Showing a much comprehensive view of data with improved user experience.

Refer to the working of the feature below:

Record Parameters					
Count (15/08/21 - 21/08/21)	Daily	MTD	WTD	YTD	LMSD
Channel - Web					
<u>Message Analytics</u>					
Total Messages	9	33	22	102	12
Identified Messages	8	28	20	90	11
Unidentified Messages	1	5	2	12	1
Intuitive Messages	3	10	5	50	13
Messages with -ve Feedback	2	3	2	20	3
Messages with +ve Feedback	5	20	10	80	7
Accuracy %	88.88	84.84	90.90	88.23	91.66
<u>Session Analytics</u>					
No. of unique Sessions	9	33	22	102	12
Average Session Duration	8 m	28 m	20 m	90 m	11 m
Average No. of Messages per Session	1	5	2	12	1
Total Session Duration	16 m	46 m	40 m	3 h	22 m
No. of clicks on bot	24	67	23	120	34
<u>User Analytics</u>					
Total Users	9	33	22	102	12
Form Filled	8	28	20	90	11
Authentication Failure	1	5	2	12	1
Authentication Successful	16	46	40	3	22
Customer Initiated Conversation	6	6	4	3	22

The data is now shown according to the selected channel and its parameters. For example, if a user has Web, WhatsApp, Facebook as a channel, the record parameters data shown to the user will be as shown in the the above image.

New profile can be added by clicking on the (+ icon)

Existing profiles can be edited or deleted (x icon) simply by clicking on the profile.

Send Sample Mail The data sent in email would be based on the values enabled during configuration.

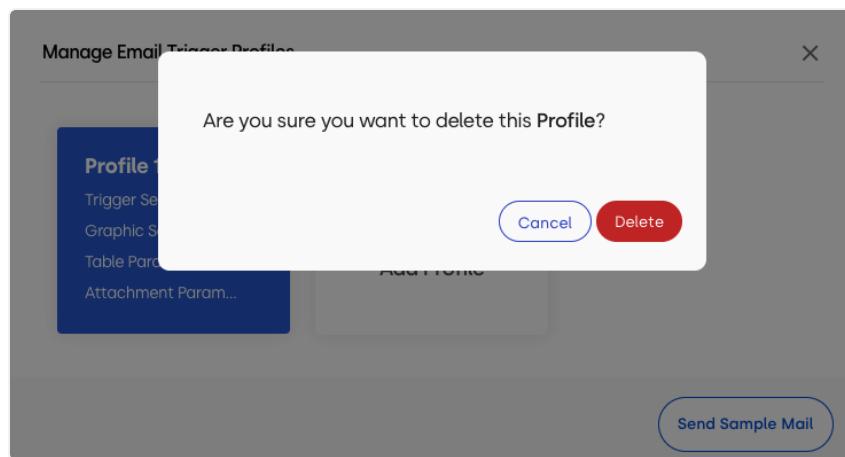
Manage Email Trigger Profiles

Profile 1 edit x

Trigger Settings
Graphic Settings
Table Parameters
Attachment Paramet...

+ Add Profile

Send Sample Mail



Email triggered on the user side after creating the profile with selected parameters is shown below and can be downloaded in excel sheet format.

Record Parameters

Count (15/08/21 - 21/08/21)	Daily	MTD	WTD	YTD	LMSD
Channel - Web					
<u>Message Analytics</u>					
Total Messages	9	33	22	102	12
Identified Messages	8	28	20	90	11
Unidentified Messages	1	5	2	12	1
Intuitive Messages	3	10	5	50	13
Messages with -ve Feedback	2	3	2	20	3
Messages with +ve Feedback	5	20	10	80	7
Accuracy %	88.88	84.84	90.90	88.23	91.66
<u>Session Analytics</u>					
No. of unique Sessions	9	33	22	102	12
Average Session Duration	8 m	28 m	20 m	90 m	11 m
Average No. of Messages per Session	1	5	2	12	1
Total Session Duration	16 m	46 m	40 m	3 h	22 m
No. of clicks on bot	24	67	23	120	34
<u>User Analytics</u>					
Total Users	9	33	22	102	12
Form Filled	8	28	20	90	11
Authentication Failure	1	5	2	12	1
Authentication Successful	16	46	40	3	22
Customer Initiated Conversation	6	6	4	3	22

Email Notifications in case of API Failure

To enable this feature follow the steps mentioned below:

Go to Configurations → Enable Email for API Failure → Fill in the details

API Fail Email Configuration

Time interval (in minutes) 

Email address

[Cancel](#)

[Save](#)

Hello User,

Looks like we received an unexpected API error in the **Test1** Bot. Please find the details of the same below:

S.No.	Parameter Name	Value
1	Bot ID	4
2	Intent Name	Flow
3	Intent ID	954
4	Tree ID	1397
5	Tree Name	Madhya Pradesh
6	API Name	MP_API_Fail

API Request Packet:

```
{  
  "Rahul": "Singh"  
}
```

API Response Packet:

```
{  
  "Sunny": "Singh"  
}
```

Email alerts if ChatBot usage drops

Bot Usage Monitoring

Monitor Bot Usage from ? --:-- -- ?

Monitor Bot Usage till ? --:-- -- ?

Expected number of messages per hour ?

Consecutive hours ?

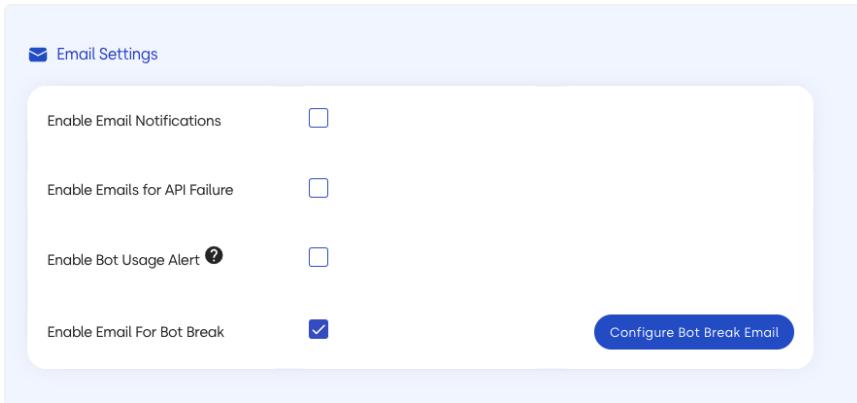
Email address

Enable Email For Bot Breaks

Providing an option to **Enable Email for Bot Break** to receive an email with the relevant details in the case when/if the expected Bot response(according to the system/NLP) is not delivered to the end customer.

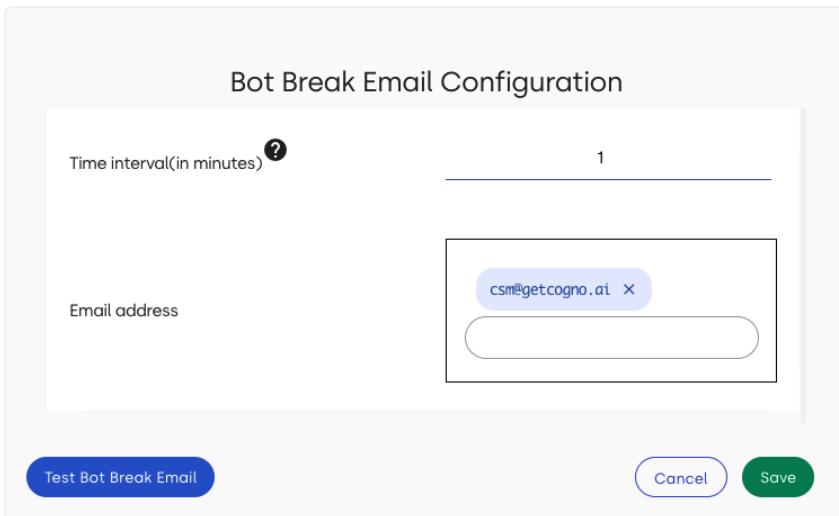
To configure :

This is visible under : Chatbot Console > Configure Bot > Settings > **Enable Email for Bot Break**



On Enabling the option, users will be able to configure the time Interval and Email-Ids.

Please note: By default, the time interval is set to 1 min(s) and email id (csm@getcognito.ai) is added.



Bot Break Email Configuration

Time interval(in minutes) ? 1

Email address csm@getcognito.ai X

Test Bot Break Email Cancel Save

Refer to the below-shown demo for a better understanding

The screenshot shows the 'Bot Level Settings' page of the Cogno ChatBot interface. At the top, it displays the URL 'easychat-dev.allincall.in/chat/bot/edit/601?selected_language=en'. On the right, there's a user icon for 'sohil.rajpuri@getcognito.ai' and a timestamp 'Created on Feb 14, 2022, 01:36 p.m.'. Below the header, there are two green buttons: 'Save' and 'Build Bot'. The main area contains several configuration options:

- Bot Name:** Google TTS
- Go-Live Date:** 14/02/2022
- Speak out Bot Response:**
- Mask Confidential Information:**
- Include Synonyms in variation generation BETA:**
- Enable Intent-level Feedback:**
- Enable Audio Notification For New Messages:**
- Enable Bot Inactivity detection:**
- Set time interval for Session Expiration (in min):** 0
- Show Brand name:**

At the bottom left, it says 'Version: 5.7 Date of Release: 25-Mar-2022'. The bottom right corner includes a small Cogno AI logo.

In such cases of bot break, a mail will be sent to all the email addresses configured. A sample of such mail is shown below.

The email is titled 'Bot Break detected in WhatsAppTest' and is from 'success@allincall.in' to 'amazonsons.com' (to me). It was sent on 'Fri, Mar 11, 5:37 PM (4 days ago)'. The message body contains the following text:

Hello Team,
Erratic behavior of bot detected, please check the same immediately. 
Bot name - WhatsAppTest
Bot Id - 61
Channel - Facebook
Domain link - easychat-dev.allincall.in
Meta Data - {"object": "page", "entry": [{"id": "110712621545285", "time": 1647000473429, "messaging": [{"sender": {"id": "5210336569011583"}, "recipient": {"id": "110712621545285"}, "timestamp": 1647000473615, "read": {"watermark": 1647000471916}}]}]
Thanks and Regards ,
Technology Development
Cognito AI
<https://getcognito.ai/>

Please note : (Limitations)

1. To check for a sample of mail, click on Configure email address > Add email address > Click on test bot break mail.
2. Time intervals will not be in decimals/negatives.

Cases for bot break email to occur

Source	Description/ Cases where bot break email triggers	Condition/ Reason for bot break
Web	The bot is not seen on the landing page due to this api failure	Wrong or missing parameters: bot id, web_page_source , web_page
Welcome Message API	The bot is not responding as expected on execution of welcome message	Wrong or missing parameters: bot id , channel , user id, runtime errors
Web, Android, iOS, WhatsApp, Alexa, Google Business Messages, Microsoft Teams, Instagram, Google RCS, Twitter, Telegram, ET-Source, Facebook	The bot is not responding as expected on execution of any query	Wrong or missing parameters: bot id, channel, user id, runtime errors

Solution Settings & Other Settings

Solution Settings & Other Settings Walk Through :

([Click Here](#) to play the video in a new tab)

Configurations - [Solution Settings](#)

The admin can also configure Solution Settings to

- **Enable Co browsing Functionality**- Enables co browsing functionality for the bot
- **Enable EasySearch functionality**- This functionality crawls websites provided by the Admin and acts as a search engine within the bot. It ensures that if a user enters a query that the bot doesn't have an answer to, the user will be redirected to results available on the web instead of leaving them unanswered.
- **Enable PDF Searcher** - Include Search Functionality from a pdf file.
- **Enable LiveChat functionality**- Enables LiveChat functionality for the bot
- **AutoSuggest LiveChat for Complex Queries** - If a query raised by the user has more words than the set Word Limit, a suggestion to 'Chat with an expert' will be prompted
- **Suggest/Trigger LiveChat for Profanity words :**

Providing an option where console users can configure Profanity settings to trigger LiveChat / suggest LiveChat as a quick recommendation to the customer when their query consists of Profanity word.

To configure :

This is visible under : Chatbot > Configure Bot > Settings > Solutions Settings > Enable LiveChat functionality > **Suggest/Trigger LiveChat for Profanity words**

To merge your recent changes click here ... [Build Bot](#)

Cognito ChatBot

deepak.raichandani@getcognito.ai [e](#)

Solutions Settings

Created on Feb 24, 2022, 03:52 p.m.

Enable Cobrowsing Functionality

Enable EasySearch Functionality

Enable PDF Searcher [?](#)

Enable LiveChat Functionality

Autosuggest LiveChat for Complex Queries [?](#)

Suggest/Trigger Livechat for Profanity words [?](#) [Configure Profanity Settings](#)

Enable Ticket Management Functionality

[Save](#) [Build Bot](#)

Cognito AI by exotel

For The Console User

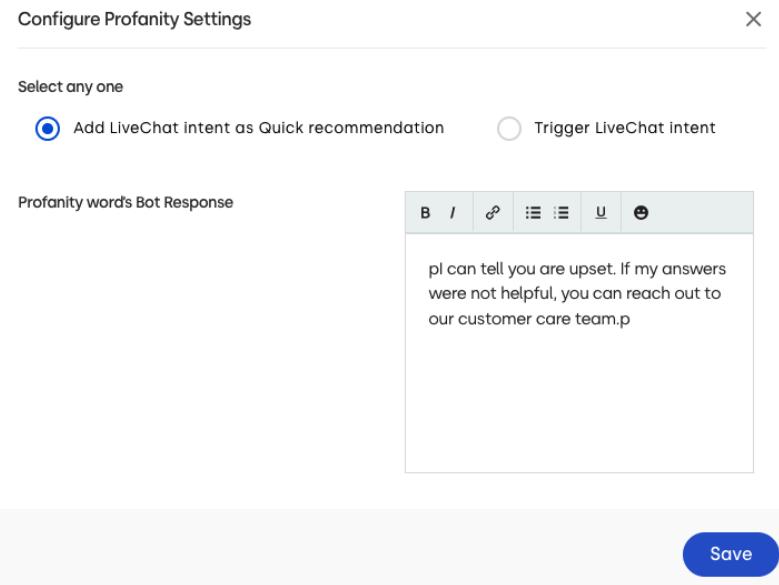
On enabling **Suggest/Trigger LiveChat for Profanity words**, a button 'Configure Profanity settings' will be available to the console user using which they can configure the preferred Profanity setting.

Please Note : If LiveChat is disabled then **Suggest/Trigger LiveChat for Profanity words** will not appear.

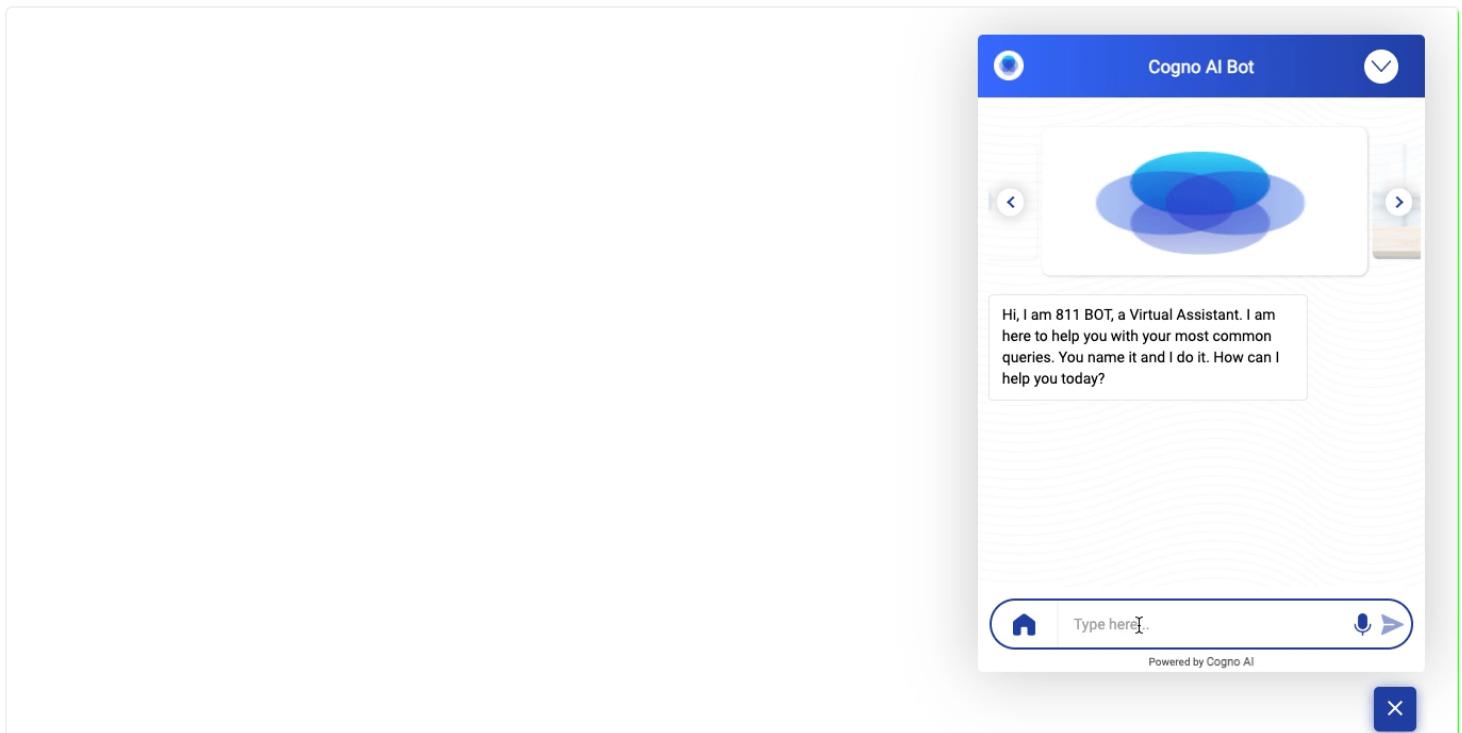
Configure Profanity Settings

Users will be able to select from the two options provided :

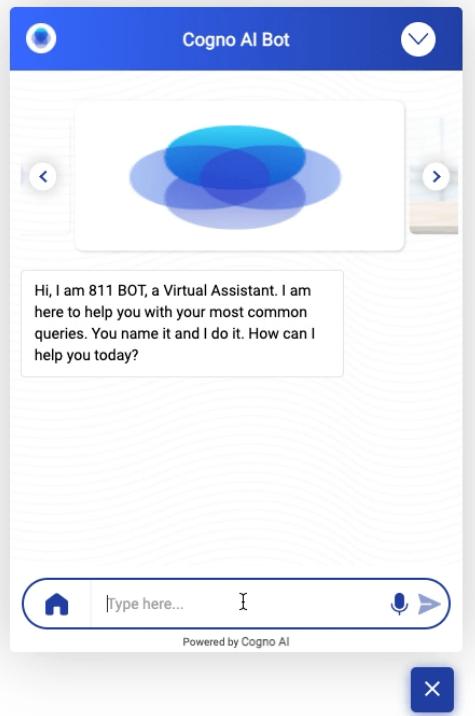
1. Add LiveChat intent as Quick recommendation
2. Trigger LiveChat intent



Add LiveChat Intent as Quick Recommendation :



Trigger LiveChat Intent :



Refer to the below shown demo for better understanding or click [here](#).

The screenshot shows the "Bot Level Settings" page for the "Cognito AI Bot". The left sidebar has a "Settings" tab selected. The main area shows the following settings:

- Bot Name:** Cognito AI Bot
- Go-Live Date:** 28/09/2021
- Edit Response Language Settings:** English
- Speak out Bot Response:** Unchecked
- Mask Confidential Information:** Checked
- Include Synonyms in variation generation (BETA):** Unchecked

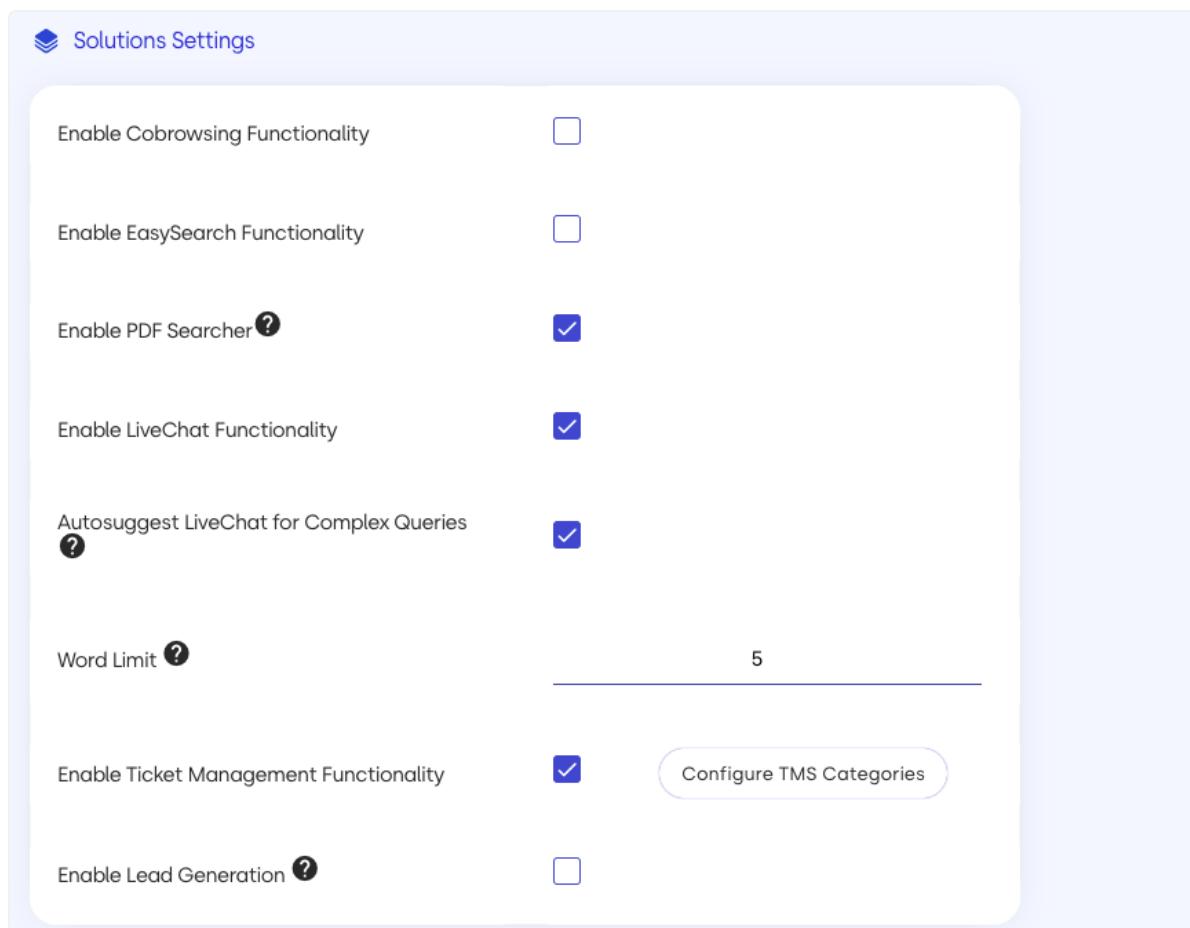
On the right side, it says "Created on Sep 28, 2021, 09:59 a.m." with "Save" and "Build Bot" buttons. The footer includes the Cognito AI logo and copyright information: "© 2017 - 2022, Cognito AI or its affiliates. All rights reserved."

Please note : (Limitations)

1. This is applicable for all channels for which Whatsapp supports LiveChat.

2. If LiveChat is disabled, then by default 'I can tell you are upset. If my answers were not helpful, you can reach out to our customer care team.' text will be displayed when the user's query consists of Profanity words. And if LiveChat is enabled then only the customized text will be displayed.
3. The LiveChat Intent will be displayed as a quick recommendation or live chat will be triggered directly (when the user's query consists of Profanity word) only if LiveChat is enabled.
4. If a user query consists of Profanity word then directly the profanity word's Bot response will be displayed.

- **Enable Ticket Management Functionality-** This functionality helps the user to raise a ticket from the bot and the respective ticket can be seen in TMS
- **Enable Ticket Management Functionality-** This functionality helps the user to raise a ticket using the bot and the respective ticket can be seen in TMS.
- **Enable lead generation-** This functionality helps the bot for lead generation and the leads can be seen in the Lead Generation Module



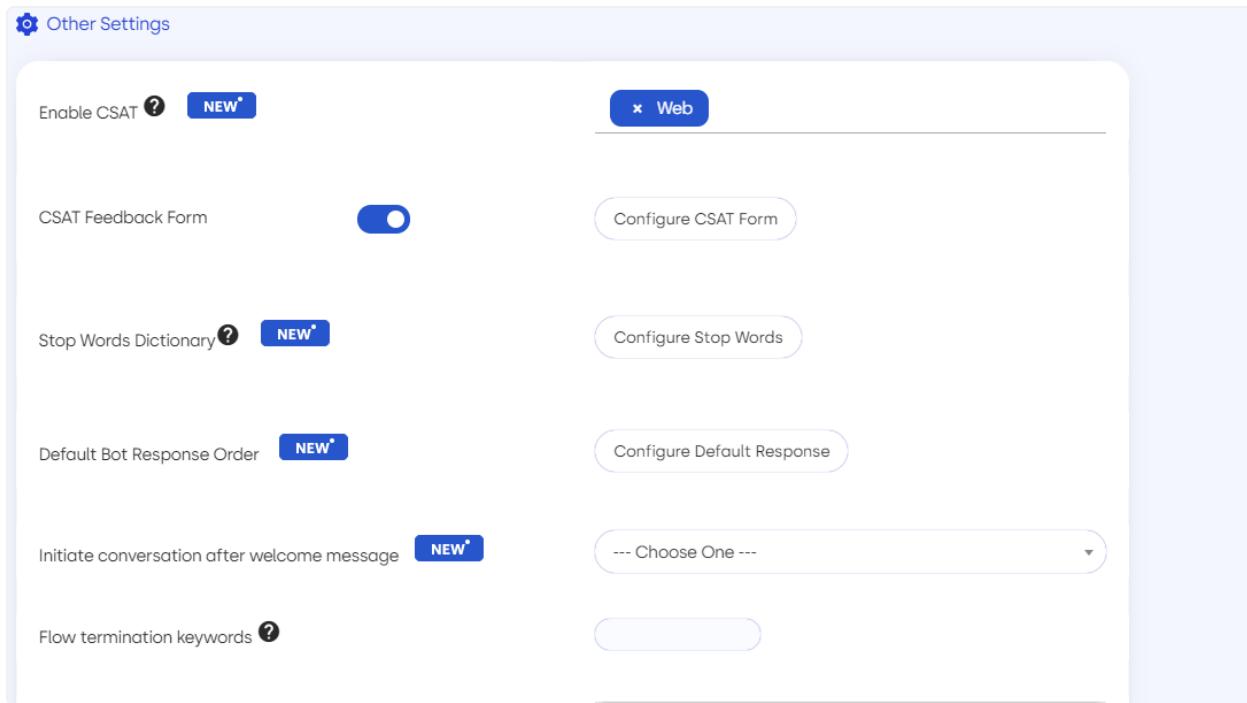
The screenshot shows the 'Solutions Settings' page with the following configuration options:

- Enable Cobrowsing Functionality**: Unchecked (empty checkbox)
- Enable EasySearch Functionality**: Unchecked (empty checkbox)
- Enable PDF Searcher**: Checked (filled checkbox)
- Enable LiveChat Functionality**: Checked (filled checkbox)
- Autosuggest LiveChat for Complex Queries**: Checked (filled checkbox)
- Word Limit**: Set to 5 (input field containing '5')
- Enable Ticket Management Functionality**: Checked (filled checkbox)
 - Configure TMS Categories**: A button next to the checkbox.
- Enable Lead Generation**: Unchecked (empty checkbox)

Configurations - Other Settings

The admin can also configure Other Settings to:

- **Enable CSAT** - As an easychat console user, feedback is very important. CSAT can be enabled from Configurations -> Other Settings-> Enable CSAT



On clicking Configure CSAT Form a modal appears through which the feedback can be configured. Max feedback that can be configured is 5. Additionally the bot can collect the phone number and email id of the users. Admin can make these fields compulsory.

Configure CSAT Form ⓘ

Number of Feedbacks

This field cannot be left empty, it can contain Min - 1 and Max - 5 values

Wrong Response

Slow Bot

Loan amount not sufficient

Agent was very rude

Others

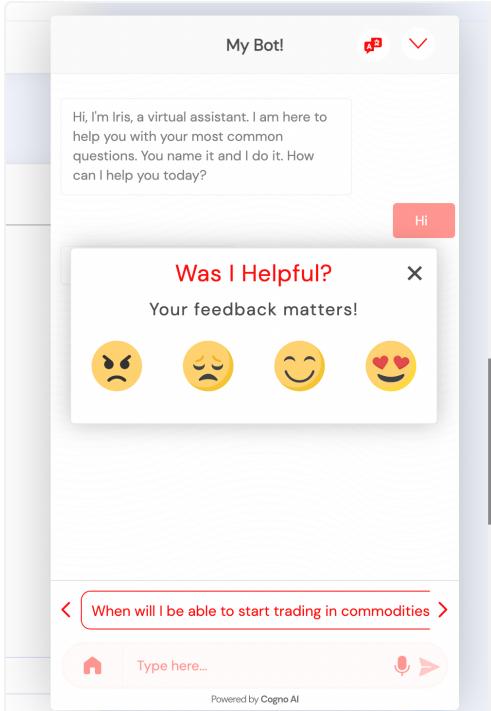
Collect Phone Number

Collect Email id

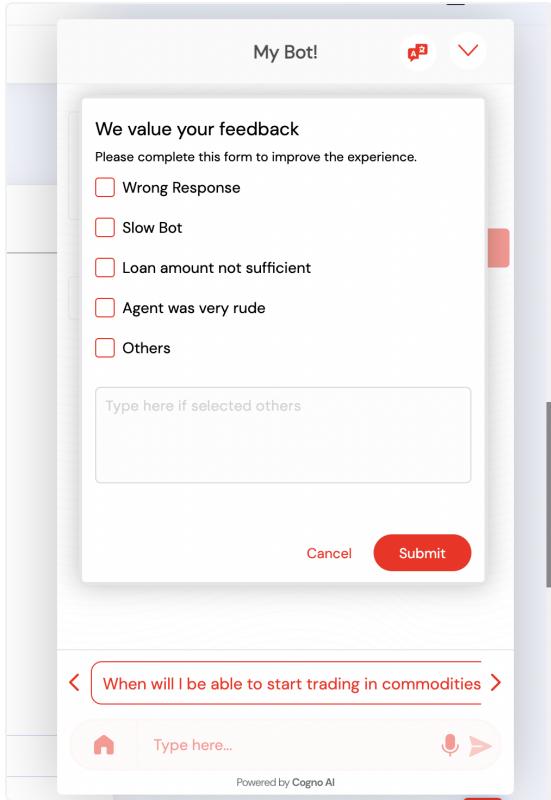
Mark all the fields as mandatory

[Cancel](#) [Save](#)

When the user clicks on the cross button, a modal appears that asks for bot feedback.



If the user selects "Very Unhappy" and "Unhappy", the bot asks a reason for these bad feedbacks. Additionally the user can give their comments also if their issue is not listed in the bot.



Providing an option for 5 scaled CSAT rating.

To configure :

This is visible under : Chatbot Console > Configure Bot > Configurations > Other settings > CSAT Scale Rating

Other Settings

Enable CSAT ? 

CSAT Scale Rating ?  4 Scale  5 Scale

Select Channel

 Web  WhatsApp  Android

WhatsApp CSAT Time (in min) ? 1

CSAT Feedback Form



Configure CSAT Form

Stop Words Dictionary ?

Configure Stop Words

A toggle is provided in the Chatbot Setting to Enable/Disable the functionality.

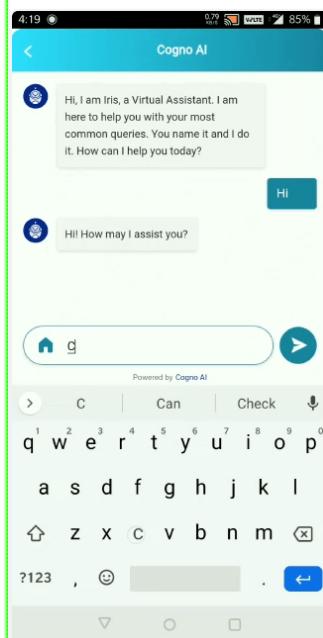
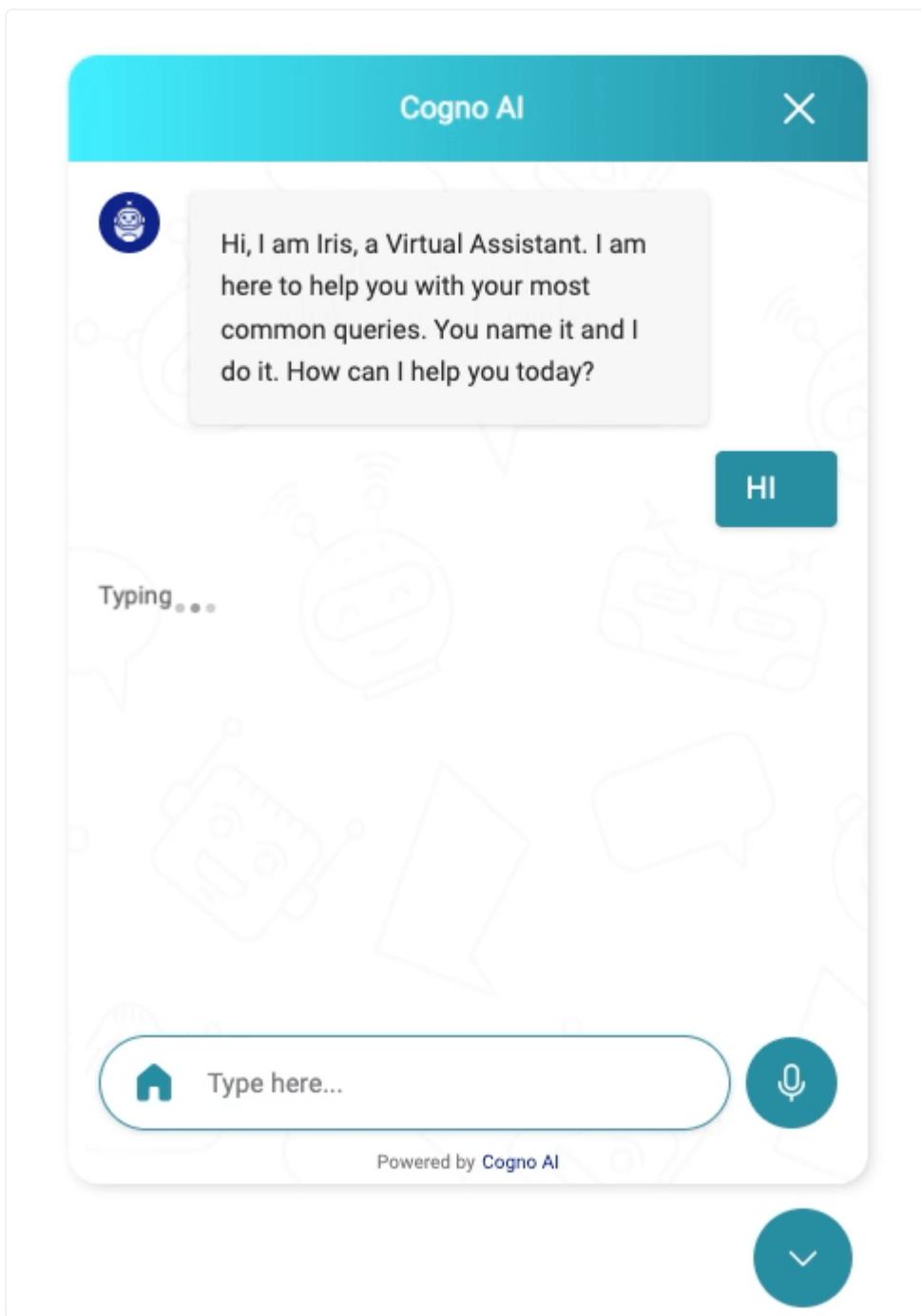
Users will be able to choose their preferred option from 4 scaled / 5 scaled CSAT Rating.

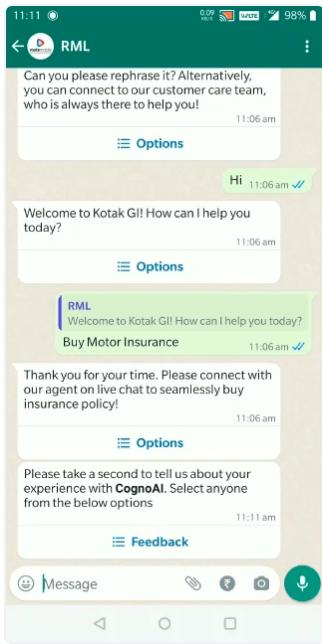
Please Note : the scaling selected will be applicable to all channels selected.

In the case of Whatsapp, once enabled the timer is set to 2 mins by default. It is configurable and can be set as per requirement.

For the End-Customers

If selected 4 Scaled CSAT Rating





Web

Android

WhatsApp

If selected 5 Scaled CSAT Rating_

Cogno AI

X



Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?

Hi

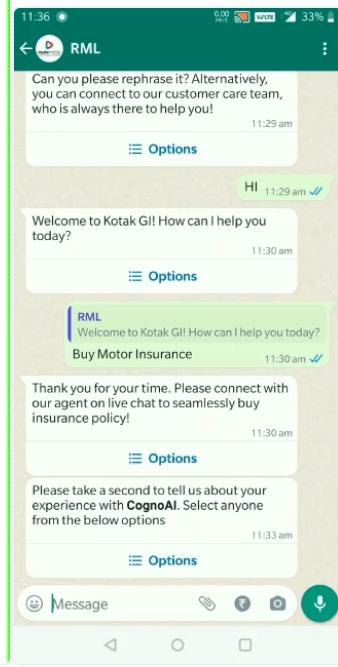
Typing ...

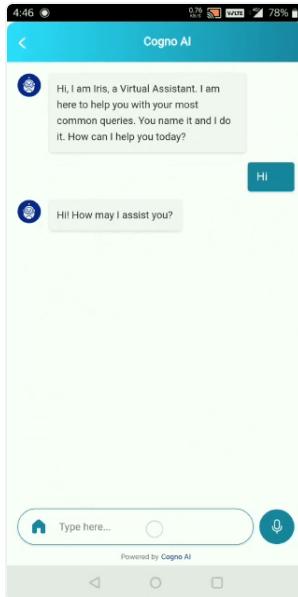


Type here...



Powered by Cogno AI





Web

Android

WhatsApp

Refer the below-shown demo for better understanding or click [here](#)

A screenshot of the Cogno AI Bot Level Settings page. On the left, there's a sidebar with "Cogno AI" and sections like "Build Bot", "Configure Bot", "Settings" (which is selected), "Integrate Channels", "Export & Import Intents", "Test & Deploy", "Analyze & Improve", and "Additional Tools". The main content area is titled "Bot Level Settings" and shows settings for a bot named "Cogno AI". It includes fields for "Go-Live Date" (set to "24/02/2022"), "Speak out Bot Response" (unchecked), "Mask Confidential Information" (checked), "Include Synonyms in variation generation" (unchecked), and "Enable intent-level Feedback" (unchecked). On the right, it shows the email "deepak.raichandani@getcogno.ai" and the creation date "Created on Feb 24, 2022, 03:52 p.m.". There are "Save" and "Build Bot" buttons. The footer includes the Cogno AI logo and copyright information: "Version: 5.6 Date of Release: 04-Mar-2022" and "© 2017 - 2022, Cogno AI or its affiliates. All rights reserved.".

Responses are saved in Analytics.

- **Stop Words Dictionary** - Words that do not provide weightage to sentences.

Configure Stop Words

Please select an alphabet from the dropdown list to view the stop words beginning with that alphabet.

A ▾

am x are x a x an x and x as x at x against x

after x above x again x all x any x ain x aren x

aren't x

Cancel Next

- **Default Bot order response** - Set the order of response.

Configure Default Response

Text

Image

Table

Video

Link Cards

Quick Recommendations

Drop Down

Date Picker

Cancel Save

Do not translate keyword functionality

The Do not translate keyword feature, allows users to enter words as keywords that do not undergo translation in bot response when there is a language change.

This can be accessed by,

ChatBot console Login > Select a bot > Go to Bot Level settings > Scroll down to Other Settings > Do Not Translate Keyword > Add Keyword button

User needs to enable the “Do Not Translate Keyword” and then Add Keyword and Add Regex options appear.

Add Keyword: Whatever words are added here, will not be translated to any language and will remain the same when a language change is detected.

Add Regex: A regex expression can be added here which from the backend will not undergo any translation when called.

The screenshot shows a software interface for managing a bot. At the top, there's a header with a user profile picture, email (swathi.pai@getcognito.ai), and two buttons: '+ Create Intent' and 'Disable Small Talk'. On the left, there's a sidebar with icons for Settings, Integrate Channels, and Export & Import Intents. The main area has a search bar and a table titled 'Intent Name' with columns for Intent Name, Bot Response, Features, and Category. The table contains four rows of data:

Intent Name	Bot Response	Features	Category
what is an FD	FD Fixed deposits are term deposits that deposit m...		Others
file attach	file...		Others
web bot testing	this is us!...		Others
red	hi I am Red!...	file	Others

- **Initiate conversation after welcome message** - Choose an intent from a drop down to initiate conversation after welcome message.
- **Flow termination keywords** - These words are used by the bots to end the flow.
- **Flow termination bot response** - This is the flow termination message and can be configured as per business needs.

The screenshot shows the 'Bot Configuration' section under 'Other Settings'. It includes:

- A text input field labeled "Flow termination bot response" containing the message: "Hi, this is your virtual assistant. Please type \"Hi\" to start chatting with me."
- A text input field labeled "Flow Termination Display Message" containing the message: "You were in a middle of a flow. Are you sure you want to end the current flow?"
- A toggle switch labeled "Masking PII" which is turned on.
- A slider labeled "Masking PII Timer" set to 20 minutes.

- **Flow Termination Display Message** - When a user tries to invoke any intent or training question in the middle of the flow they will be asked before terminating the current flow

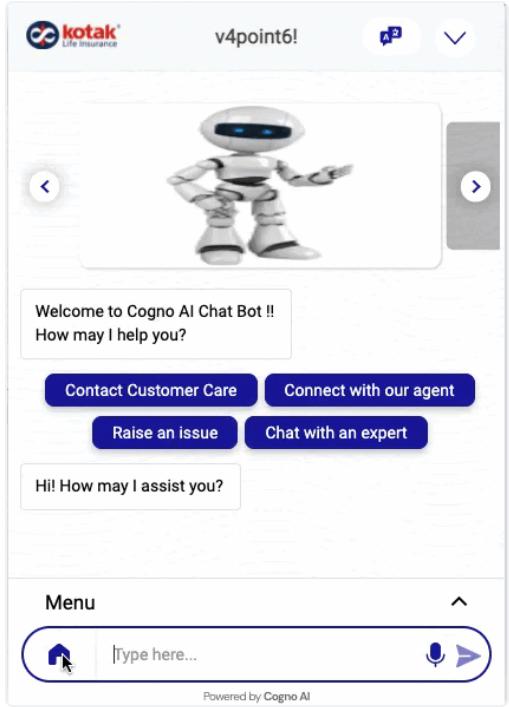
To edit the text go to Bot Configuration > Other Settings > Flow Termination Display Message

The screenshot shows the 'Flow Termination Display Message' editor. It includes:

- A text input field containing the message: "You were in a middle of a flow. Do you wanna terminate the current flow?"
- A toolbar above the text input with icons for bold, italic, alignment, and other text styling options.

The number of times the flow was aborted will be registered in **Conversion Analytics > Flow Completion Rate**.

Refer the below shown demo for better understanding

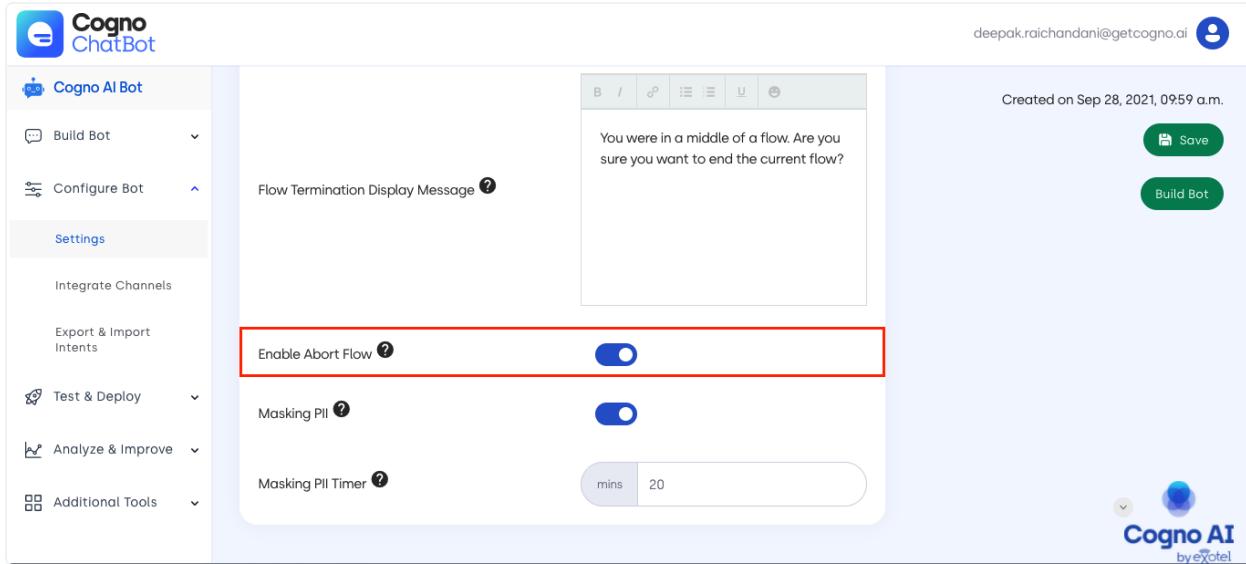


Enable / Disable Abort Flow

Providing an option to Enable / Disable the Abort Flow functionality.

To configure :

This is visible under : Chatbot Console > Configure Bot > Settings > Other Settings > **Enable Abort Flow**



Please Note : The Abort flow functionality will work as designed before. This task is only for providing an option to Enable or Disable the functionality.

Ref: (The functionality of the Abort Flow Feature i.e if the user tries to invoke any intent in the middle of the flow, the **Flow Termination Display Message** will be displayed along with an option of "Yes" and "No" to the end customer. The text being displayed will be configurable from the EasyChat console. On clicking on Yes, end the current flow and continue with the new flow.)

Case 1 : When Enable Abort Flow Is Enabled

Enabling this will display a confirmation message in the case when a user invokes an intent/training question in the middle of a current flow.

In this case the analytics will be shown for this in Chatbot > Analyze & Improve > Conversion Analytics > Flow Completion Rate > **Flow Aborted/Terminated**.

(Refer to the image shown below or click [here](#)).

Hello

Welcome to Cogno AI - Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?



Cogno AI
by exotel



Type here...



Powered by Cogno AI



Case 2 : When Abort Flow Is Disabled

When disabled, there will be no confirmation asked when the user invokes an intent/training question in the middle of a current flow. (Refer to the image shown below or click [here](#)).



Welcome. How may I help you today



Refer to the below shown demo for better understanding or click [here](#).

The screenshot shows the Cogno ChatBot platform's interface. On the left, there's a sidebar with various options like 'Build Bot', 'Configure Bot', 'Settings' (which is selected), 'Integrate Channels', 'Export & Import Intents', 'Test & Deploy', 'Analyze & Improve', and 'Additional Tools'. The main area is titled 'Bot Level Settings' for 'Cogno AI Bot'. It includes fields for 'Bot Name' (set to 'Cogno AI Bot'), 'Go-Live Date' (set to '28/09/2021'), 'Edit Response Language Settings' (set to 'English'), and several checkboxes: 'Speak out Bot Response' (unchecked), 'Mask Confidential Information' (checked), and 'Include Synonyms in variation generation' (unchecked). At the top right, it says 'Created on Sep 28, 2021, 09:59 a.m.' with 'Save' and 'Build Bot' buttons. The bottom right features the Cogno AI logo. The URL in the address bar is 'https://easychat-dev.allincall.in/chat/bot/edit/301/?selected_language=en'.

Please note : (Limitations)

1. When the abort flow functionality is disabled, the table Flow Abort/Terminate will only add for Flow Termination Cases.
 2. Once disabled, the count for abort flow will not increase. The count shown in the table will be only till when the functionality was enabled. This is also applicable for the data downloaded.
-
- **Masking PII data-** Users confidential details such as Pan number, Aadhar number, mobile number, email address will be masked and stored and visible in the console.

Channels

Channels Walk Through :

(Click Here to play the video in a new tab)

Web Channel

Channels - **WEB** Walk Through :

([Click Here](#) to play the video in a new tab)

Channels - Web

Feature name	Definition
Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions). Add New Tag to intent if needed.
Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
Language Supported	Admin can select different languages from the front end for the respective bot and the customer gets an option to select from the drop down in which language he wishes to use the bot. Languages supported are English, Hindi, Vietnamese, Tamil, Telugu, Kannada, Malayalam, Oriya, Gujarati, Bengali. 'Enable phonetic typing in bot' (only for HINDI) 'Enable Language Bot Auto Detection'
Auto Popup settings	As an Easychat console user, he/she can enable auto bot popup for mobile/desktop, popup timer, popup type i.e bot auto popup, auto popup text, intent bubble. This can be fine tuned.
Enable Form Assist functionality	This enables the Form to assist Functionality in the bot. This can be useful when any user is stuck while filling any form and the respective intent is called. Enable voice-based Form Assist Available.

	Enable or Disable the Input fields in the bot for mapped fields in the form.
Welcome Banner	Customise the welcome banner by enabling automatic scrolling and can also set a time interval for the same (in seconds).
Deploy	By providing the website link we can deploy the bot on provided website link using cjs
Sticky Buttons	Intents that will be permanently shown to the user at the bottom of the chat screen, above the input text area. Specific intents which are too important can be called by the user. Sticky buttons can also be displayed in a menu format.
Web URL Landing	By specifying the webpage and the intent, the admin can allow multiple webpages to have multiple initial intents to be triggered when users land on the chatbot.
Other settings	<ul style="list-style-type: none"> -Input field toggleable -Image and Video to be shown in welcome response. -Bot position on the website. -Allowing users to minimize the web bot icon to ensure a smooth website browsing experience - Allowing user to enable/disable bot notification sound -Change theme colour of the bot as per business needs -Upload a bot icon as per business needs -Upload bot/company logo

The screenshot shows the IRIS configuration interface. On the left sidebar, there are various icons and links related to bot management. The main area displays three message templates:

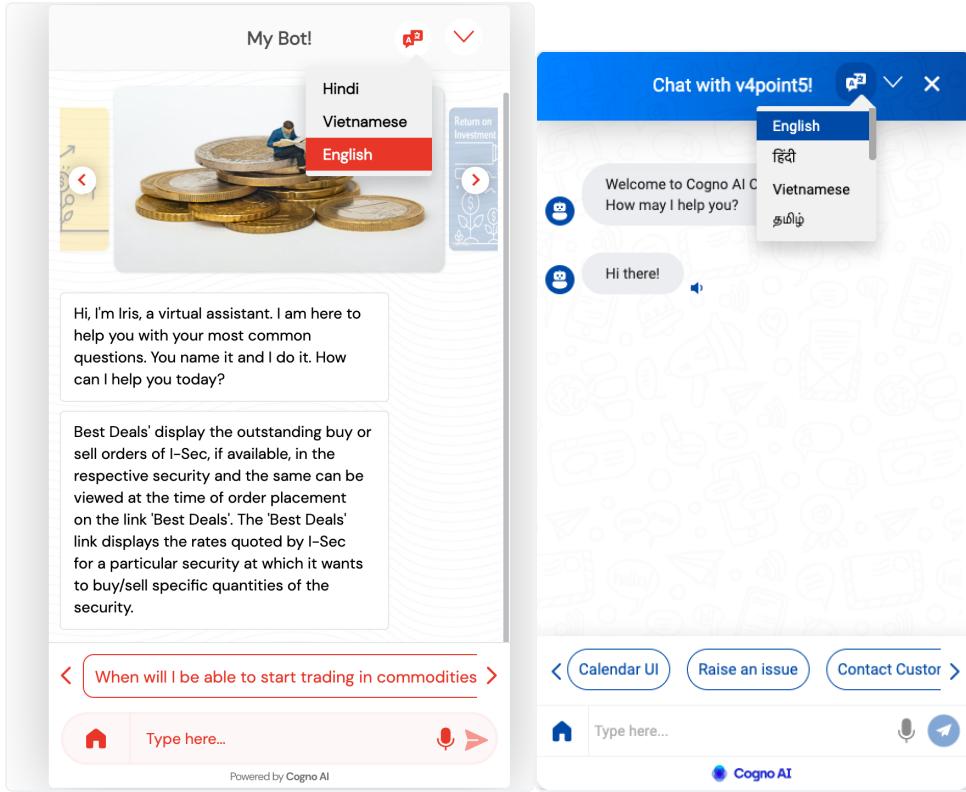
- Welcome Message:** "Hi, I am IRIS, your Virtual Assistant. I am here to help you with your most common queries. How can I help you today?"
- Failure Message:** "I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you"
- Authentication Message:** "Please complete authentication to use this service"

Below these messages, there are sections for "Initial Questions", "Failure Recommendations", and "Welcome Banner". A blue circular icon with a white robot head is visible on the right.

At the bottom, the interface includes a footer with version information (Version: 3.0, Date of Release: 11-July-2020), copyright notice (© 2017 - 2020, AllinCall Research and Solutions Pvt. Ltd. or its affiliates. All rights reserved.), and language selection (ENG, 13:50, 15-07-2020).

Admin can customize the text for Failure and Authentication messages to be shown to the end-user when interacting with the bot. Also, the initial set of queries in the welcome message, recommended queries in a failure message that is to be shown to the user can be configured here.

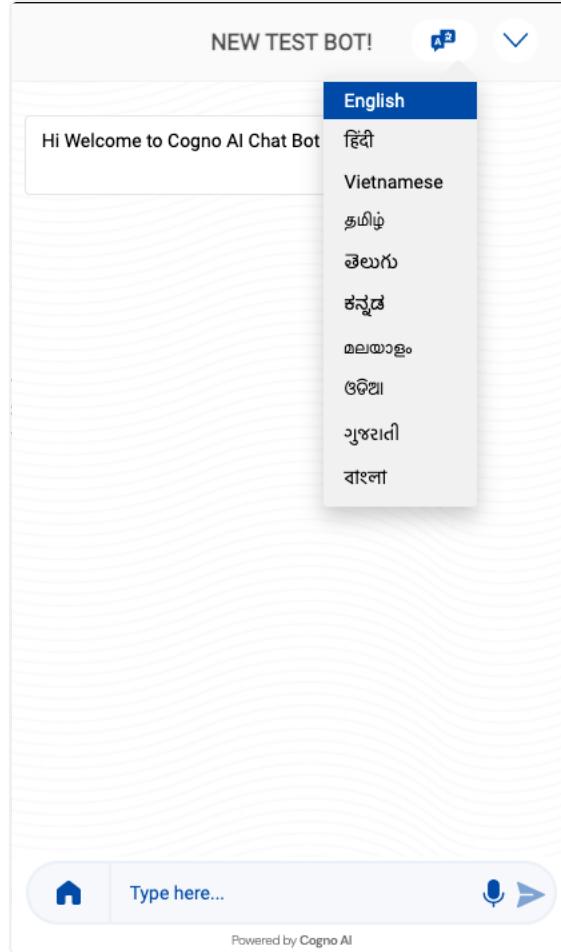
- **Language Supported-** Open the bot, on the top bar, a language icon will appear. Click on it and a drop down will appear, which contains all the languages enabled by the admin. On selecting a language the whole bot will display the data in that language.



Note : Available in both themes

For Web:

The user can simply change the language using the icon provided at the top right corner of the bot window.



Previously languages were global settings and cannot be applied on channel level.

Now they can be configured based upon channels

This is visible under Configuration > Channel > Select the channel > Add language to your channel
> Select the languages to be added

Web and Android

Back English

Welcome Message

B I | | | | | | | ?

Hi Welcome to Cogno AI Chat Bot !!??

Failure Message

B I | | | | | | | ?

I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!

Authentication Message

B I | | | | | | | ?

Please complete authentication to use this [service](#)

Add Language to your Channel

(*English language is supported by default)

Choose Language

Select Language

Search Language

English

Hindi

Vietnamese

Tamil

Initial Questions

Initial Questions

Enable Language Bot Auto Detection

The language of the queries asked will be auto-detected in the bot and the response will be available in the detected language if the language is available in the Bot.

To configure :

This is visible under ChatBot Console > Configurations > Channels > Web/WhatsApp > Add Language To Your Channel > Enable by clicking on the checkbox (Enable Bot Language Auto Detection)

The screenshot shows the Cogno AI Bot configuration interface. On the left, there's a sidebar with various options: Cogno AI Bot, Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Form Assist, Message History, Analytics, Conversion Analytics, Self Learning, and API Analytics. The main area has a header "always there to help you!" and a section titled "Add Lanugage to your Channel NEW*". It says "*English language is supported by default". Below this, there's a "Choose Language" dropdown containing "English x", "Hindi x", and "Vietnamese x", with a note "+8" indicating more languages. A red box highlights a toggle switch labeled "Enable bot languge auto detection." which is turned on. Another option, "Enable phonetic typing in Chatbot (Hindi)", has an unchecked checkbox next to it. In the bottom right corner, there's a small blue robot icon.

For Web:

If the language of the query invoked by the user is other than the currently being used language in the bot, and if that language is available in the Bot then a confirmation message in the same language as detected in the user's query to convert the language of the Bot will be provided.

If the user types "No" then the confirmation message on the language change will not be provided next time for the same session, instead the user will have to select the language from the dropdown to change the language and interface of the Bot.

Note: When clicked on Yes, only the Bot interface will change. The previous messages will remain as it is in the same language it was. The Bot will not refresh and load all the previous messages in the session.

If the Language detected in the user query is not available in the Bot then, then all the available languages in the bot will be displayed below.

Refer the below shown demo for better understanding or click [here](#)

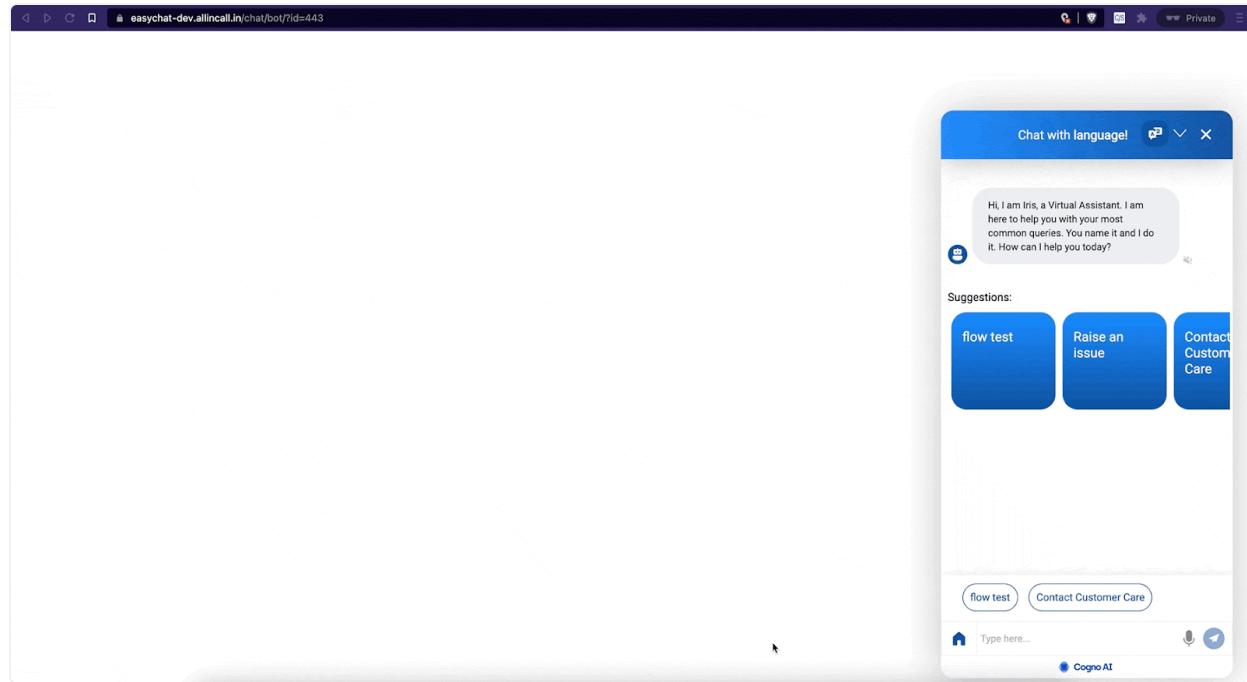
For WhatsApp :

No confirmation will be provided to convert the bot language.

A toggle 'Enable choose a language menu for customers with the welcome message' is provided in the Configurations → Channel → Whatsapp. (By default this will remain off).

When the user types in the Language which is not available in the Bot, a message will be displayed as shown below.

Refer the below shown demo for better understanding or click [here](#)



Please note : (Limitations)

Even if the "Enable choose a language menu for customers with the welcome message" is enabled and if the user queries in other languages then also the Bot will auto-detect the language and provide a response in the languages the user has queried (If the language is available).

If there is only 1 selected language i.e. only English, then toggle would not be visible.

If the user types/chooses "No" as an option while language change then a confirmation message to change language will not be provided in that session again.

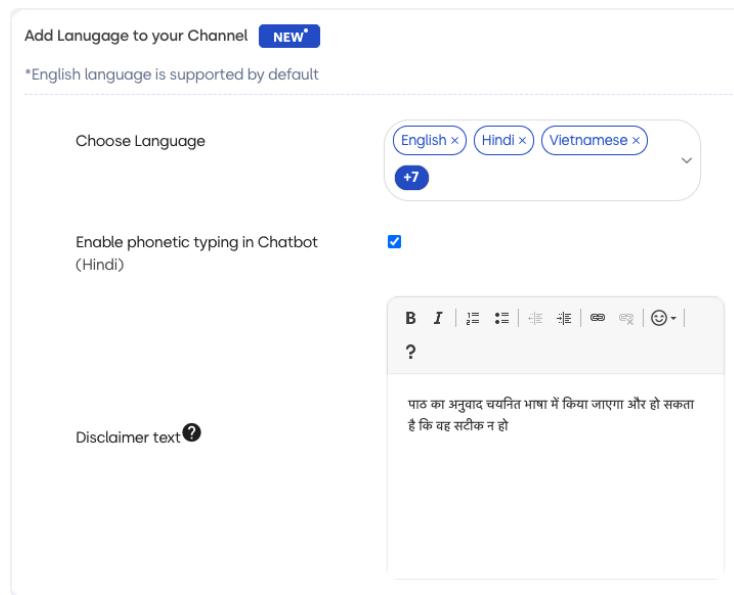
Django admin will be given an option to configure the tolerance of language detection based on the confidence level. The confidence level for any language is a score that determines the accuracy with which the engine translates a language and lies between 0 to 1. Using this option, Django admin will be able to configure the tolerance level upto which the bot will translate a language.

By default the confidence level would be kept at .75, i.e., if the confidence level for a language would fall below 0.75, the system will not auto translate that. If this is increased or decreased, the bot will function accordingly.

If phonetic typing is enabled for Hindi after confirmation for auto switching to hindi we will not ask any other confirmation.

Phonetic Typing When The End-User Switches The Language To HINDI

To enable this go to Bot Configuration > Select Channel > Add Languages to your channel > Select **HINDI** in the dropdown > Enable Phonetic Typing in Chatbot



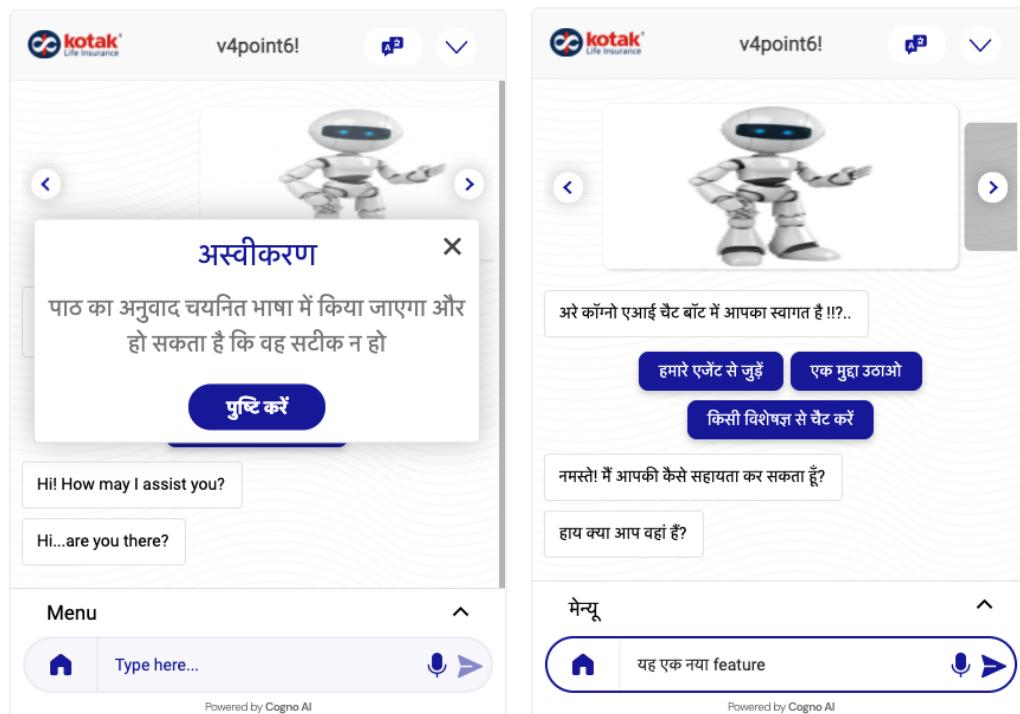
Note : This is available across **21 different languages**.

List of languages:

ENGLISH	NEPALI	SERBIAN	URDU
AMHARIC	ORIYA	TAMIL	KANNADA

ARABIC	PERSIAN	GREEK	MALAYALAM
BENGALI	PUNJABI	GUJARATI	
CHINESE	RUSSIAN	HINDI	
MARATHI	SINHALESE	TELUGU	

A disclaimer text will be shown when the user switches to phonetic typing and the text will be configurable after the option “Enable Phonetic Typing in Chatbot” is enabled in the console. A default text will be shown as shown below



Refer the below shown demo for better understanding

Vernacular Query Bot Side

The screenshot shows the Cogno AI Chat Bot configuration interface. On the left, a sidebar lists various features: v4point6, Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Lead Generation, Message History, Analytics, Conversion Analytics, Self Learning, and API Analytics. The main area is titled "Web and Android" and displays three message templates:

- Welcome Message:** "Welcome to Cogno AI Chat Bot !! How may I help you?"
- Failure Message:** "Please try again.."
- Authentication Message:** "Please complete authentication to use this service!!!"

At the bottom, there are buttons for "Add Lanugage to your Channel" (NEW) and "Initial Questions". A small robot icon is visible on the right.

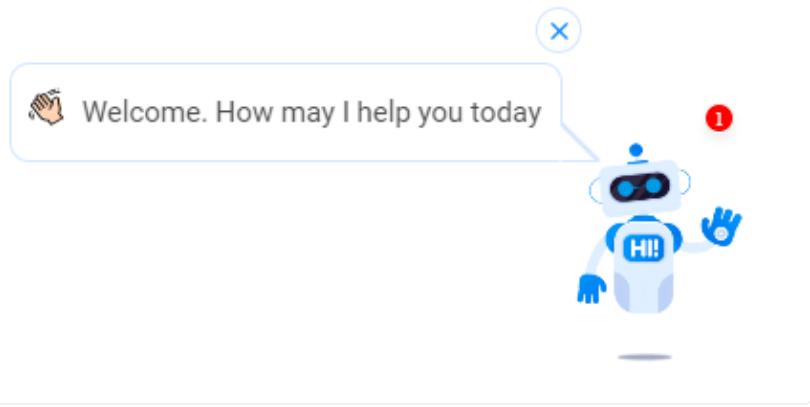
Vernacular Query Bot Side

This screenshot shows the same configuration interface as above, but with a preview window on the right. The preview window displays the bot's user interface with the "kotak life insurance" logo at the top. It features a white robot character, a welcome message ("Welcome to Cogno AI Chat Bot !! How may I help you?"), and several interaction buttons: "Contact Customer Care", "Connect with our agent", "Raise an issue", and "Chat with an expert". Below these buttons is a text input field with placeholder text "Hi! How may I assist you?". At the bottom, there is a "Menu" button and a "Type here..." text input field. The preview window is titled "v4point6!" and includes a "Powered by Cogno AI" footer.

Auto Pop-Up Settings

Admin can also set the auto popup settings for the bot auto pop up for Mobile and Desktop, pop up timer different type of auto popup i.e.

1. Bot auto popup- Bot will auto popup after the set timer.
2. Popup text- A configurable message can be displayed as a greeting bubble to the user.



Auto popup on inactivity

Enabling this toggle would auto pop-up the bot when a user is idle on a website.

To configure :

This is visible under : Chatbot Console > Configure Bot > Integrate Channels > Web > Auto Pop-up Settings

The screenshot shows the "Auto Pop-up Settings" page with a "NEW" badge. It includes sections for enabling auto-pop-up on desktop and mobile, toggling auto-pop-up on inactivity (which is turned on), setting a timer (5 seconds), selecting a pop-up type (Pop-up Text), and defining the auto-pop-up text ("Welcome. How may I help you today").

Enabling this toggle would auto pop up the "Pop-Up Text", "Intent Bubble" or "Bot Auto-up" when the user is inactive based on the set "Pop up type".

Disabling this toggle would auto-pop up the bot irrespective of user activity.

Please Note :

This is kept enabled by default.

If the user turns on the toggle for Bot auto pop-up on inactivity the checkboxes for auto pop-up settings in Desktop and Web should get turned on by default. However user can turn off any checkbox post that based on his requirement

When the inactivity toggle is enabled the "Pop-up Type" dropdown must get automatically set to "Pop-Up Text". This can be changed to Intent Bubble/Bot Auto Pop-up.

Refer the below shown demo for better understanding

The screenshot shows a web-based chat configuration interface. At the top, there's a header with a back button, a language selector (English), and a user email (sahil.rajpoot@getcognito.ai). Below the header, there are three message cards:

- Welcome Message:** A message from a bot named Iris stating, "Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?"
- Failure Message:** A message stating, "I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!"
- Authentication Message:** A message stating, "Please complete authentication to use this service."

Below these cards, there are several buttons and sections:

- Add Language to your Channel (NEW)
- Initial Questions
- Failure Recommendations
- Auto Pop-up Settings (NEW)
- Form Assist (NEW)

A small robot icon is located on the right side of the interface.

The greeting bubble functionality is browser session based i.e in a single browsing session greeting bubble will be shown only once.

This is applicable to the following cases:

- If the user has interacted with the bot in any way.
- If the user has closed the greeting bubble.
- If the user opens the bot even before the greeting bubble pops up.

Please note: This is applicable to all available themes and all types of auto pop-ups available.

Enable Form Assist functionality

This enables the Form assist Functionality in the bot. This can be useful when any user is stuck while filling any form and the respective intent is called.

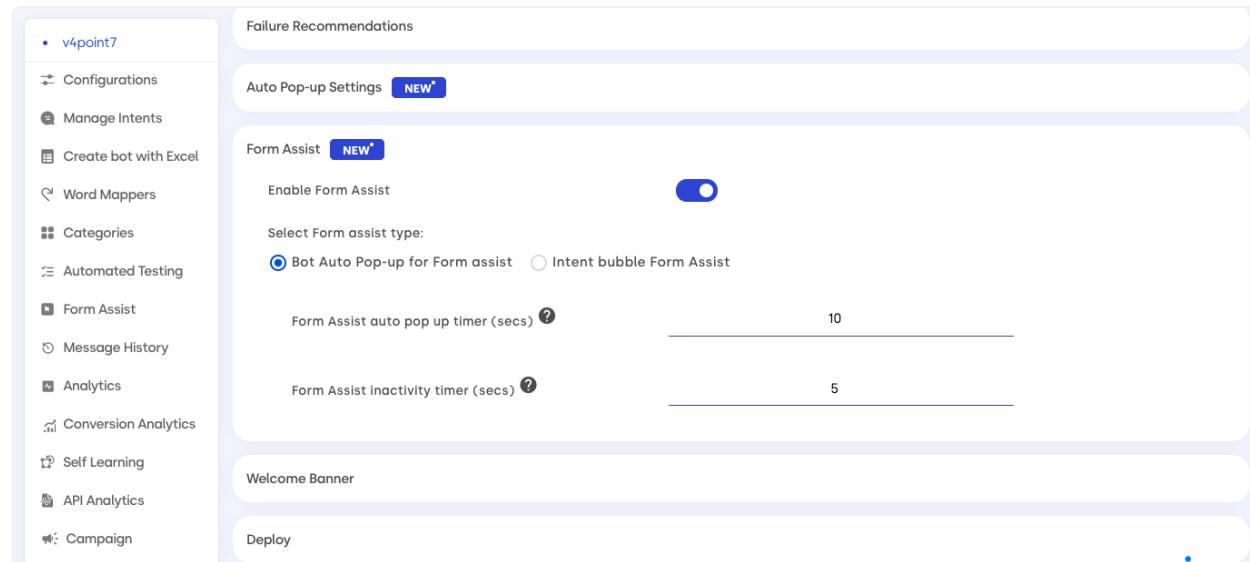
An option is provided to enable an intent bubble for form assist when the user is inactive on that selected field.

This is visible under Configurations > Channel > Select Web channel > Form Assist

On enabling Form assist, two options will be available in the format of radio buttons: 1. Bot Auto popup for Form Assist 2. Intent bubble Form assist

1. Bot Auto popup for Form Assist

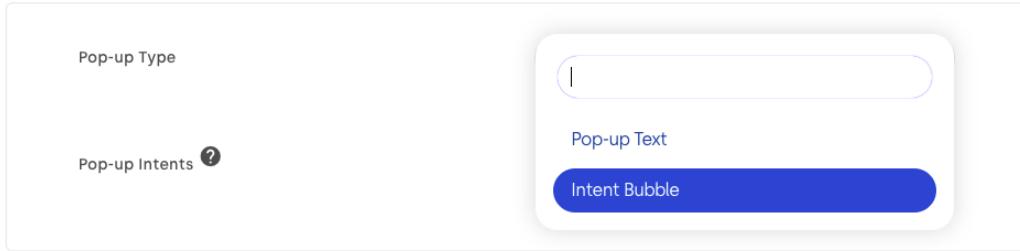
- **Form Assist auto popup timer(secs)**- Bot will Auto popup if the user is inactive and not focussed on any field.
- **Form assist inactivity timer (secs)**- Bot will Auto popup if the user is inactive and focussed on any field.



1. Intent Bubble Form Assist

- **Form Assist Intent Bubble popup timer(In secs)**- The Intent bubble will Auto popup if the user is inactive and not focused on any field.
- **Form assist inactivity timer (In secs)**- The Intent bubble will Auto popup if the user is inactive and focussed on any field.

Popup type: 1. Pop-up text 2. Intent Bubble. By default "Pop-up Text" will be selected with the configurable text box below.



Form Assist

Enable Form Assist

Select Form assist type:

Bot Auto Pop-up for Form assist Intent bubble Form Assist

Form Assist Intent Bubble pop up timer (secs)

Form Assist inactivity timer (secs)

Pop-up Type

Pop-up Intents *Search and select from existing Intent List

Add Pop-up Text 33/100

- PDF search
- ↳ Configurations
- 🕒 Manage Intents
- ▣ Create bot with Excel
- ⚡ Word Mappers
- ## Categories
- ☰ Automated Testing
- ⌚ Message History
- ▣ Analytics
- ⚡ Conversion Analytics
- ⌚ Self Learning
- ▣ API Analytics
- ⌚ Campaign
- ▣ PDF Searcher

Auto Pop-up Settings NEW*

Form Assist NEW*

Enable Form Assist

Select Form assist type:

Bot Auto Pop-up for Form assist Intent bubble Form Assist

Form Assist Intent Bubble pop up timer (secs)

Form Assist inactivity timer (secs)

Pop-up Type

Auto Pop-up Text 33/100

Note : Only if "Enable intent bubble for form assist" is selected then only the intent selected for the field on inactivity will popup. On clicking the bubble, the answer will be displayed and the rest of the functionality will remain the same.

Also, On enabling "Form Assist" the options in Auto Popups settings will disable.

Refer the below shown demo for better understanding

Initial Questions

An option is provided in our console to set a "New" tag for intents in the Welcome Intents / Initial Questions to highlight them amongst the already existing ones.

To configure :

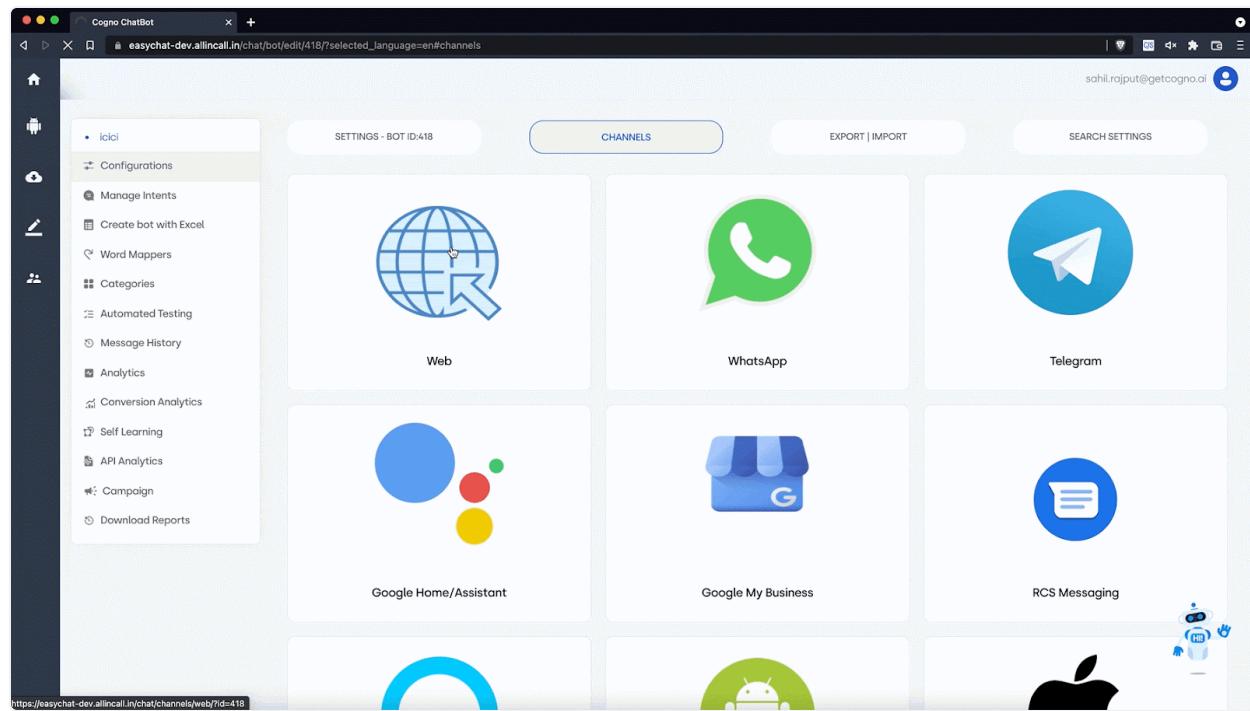
This is visible under Configurations > Channels > Web > Initial Questions

An option is provided to add a "New" tag when adding intents for Initial Questions. To do so, simply select the intent and click on the "New" icon to select the tag for that particular intent.

To remove an intent from initial questions, user can search for the same intent in the dropdown and uncheck the adjacent checkbox. Also to remove the tag user can simply search for the intent in the same dropdown and re-tap on the adjacent "New" icon to deselect the tag.

A realtime preview for the welcome intents has been added in the same box adjacent to the dropdown menu so users can visualise how the welcome intents would look like when triggered inside the bot.

Refer the below shown demo for better understanding

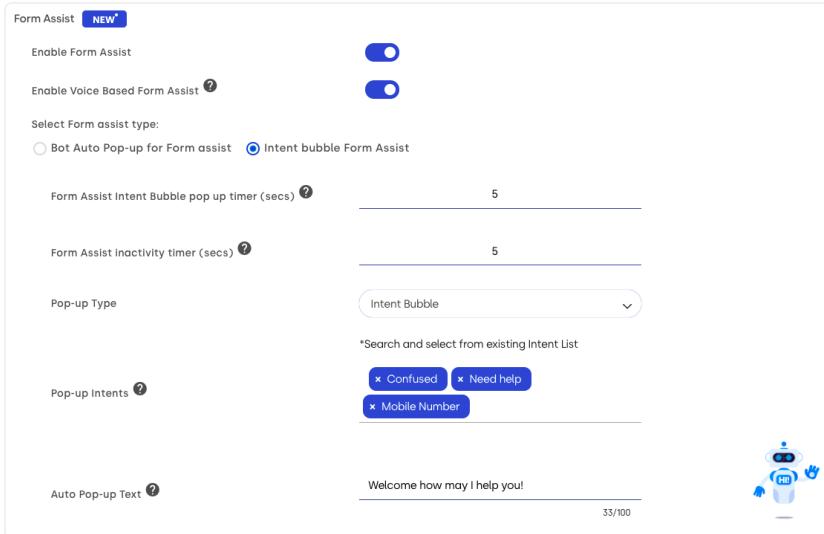


Please note : (Limitations)

1. Intent's with the "New" tag will be displayed only when those intents are added in "Initial Questions" not when they are triggered in the middle of a flow.

Enable Voice Based Form Assist

The Bot Response of the Intent associated with the field will speak after the set popup time.
On Enabling this, when the bot auto pops up the associated Intent's Bot response will speak out.



End customer experience

Mute/unmute option will be provided beside the Bot response when the option "Voice based Form Assist" is enabled.

Refer the below shown demo for better understanding or [click here](#)

The screenshot shows the HDFC Credila website for applying for an education loan. The top navigation bar includes links for 'About HDFC Credila', 'Students', 'Parents', 'Education Loan Details', 'Apply for Education Loan', and social media icons. A prominent red banner at the top says '3 Easy Steps' with arrows pointing to 'Fill Online Application Form', 'Provide Documents', and 'Get the Money!'.
Step 1: Fill Online Application Form
A message says 'Please complete the online form below, to get education loan from HDFC Credila.' Below it are instructions:

- You can apply to HDFC Credila from anywhere in India.
- You can apply before confirmed admission.

Form fields include:

- A. Student Details:** First Name, Last Name, Current Address, State (dropdown), City (dropdown), Email ID, Mobile, Last College / University Attended, Name of the Last / Course Completed, Marks Obtained in / the Last Course.
- B. Course Details for Which Loan is Needed:** Country of Study (dropdown), Current Status (dropdown), Course Type (dropdown), Course Duration (dropdown), and Years.

Step 2: Provide Documents
A list of benefits is shown on the right:

- Get Tax Benefits Under Section 80E
- Door Step Service!
- Loan upto 100% of Educational Expenses
- Multi City Co-borrowers Accepted
- Loan Approval Before Admission
- Flexibility on Collateral Security
- Quick Loan Processing
- Repayment upto 12 Years.
- Loan Amount More Than Rs. 20 Lakhs Possible

Step 3: Get the Money!
A testimonial box features a photo of a man and the text 'I got a loan from HDFC Credila!' followed by a link 'to read my story Click Here'. A small robot icon is also present.

Please note : (Limitations)

- The Speakout will only work for the Intent's Bot response which is associated with the field.
- If the user has selected "Intent bubble for Form assist" then, at the end customer side, the associated intent bubble will pop up and the intent's response will start speaking on the inactivity when focused on any field.
- The Bot will not speak unless and until the user performs any action with the Bot in case of Bot Auto popup. Landing on a different page after interaction with the Bot, the user needs to interact with the bot again for the Voice assist, due to technical feasibility.
- The Bot will not speak when the end customer is inactive on the page, the initial question and welcome text pop up.
- Intent bubble- Admin can select the different intents to be displayed and a message can be displayed as a greeting bubble to the user.
- Fine tuning Within the channels

This is applicable for the welcome message, Failure Message, auto-popup settings and Authentication Message.

[Back](#)

Hindi

Welcome Message

B **I** | **=** **:=** | **-** **-=** | **∞** **∞-** | **?**

हाय कॉनो एआई !!??

Failure Message

B **I** | **=** **:=** | **-** **-=** | **∞** **∞-** | **?**

मुझे यकीन नहीं है कि मैं आपकी चरेती में आपकी मदद कर सकता हूँ। क्या आप कृपया इसे फिर से लिख सकते हैं? वैकल्पिक रूप से, आप हमारी कर्टमर्केट टीम से जुड़ सकते हैं, जो आपकी मदद के लिए हमेशा मोजूद रहती है!

Authentication Message

B **I** | **=** **:=** | **-** **-=** | **∞** **∞-** | **?**

कृपया इस सेवा का उपयोग करने के लिए प्रमाणीकरण पूर्ण करें

Auto Pop-up Settings

[Save](#)

Auto Pop-up Settings

Enable bot auto pop-up [?](#)

Desktop



Mobile

Bot Auto Pop-up Timer (secs) [?](#)

5

Pop-up Type

Pop-up Text

Auto Pop-up Text [?](#)

स्वागत है! मैं आज आपकी क्या मदद कर सकता हूँ

43/100

[Save](#)

Auto-fix for Non Primary Languages in Channels, Web Landing URL, Auto pop-up message when the primary language is edited, A warning would appear

"⚠️ A change has been detected on this intent, Would you like to auto-fix your non-primary languages for this intent?"

[Ignore]

[Auto-fix]

Note :

If the user chooses to [Auto-fix] - The corresponding D.B changes will be auto-generated.

If the user chooses to [Ignore] - The corresponding D.B will remain the same as before

Web and Android

Back English

A language change has been detected on your channel settings, Would you like to auto-fix your non-primary languages for this channel?

Ignore Auto-Fix

Welcome Message

Failure Message

Authentication Message

Welcome to Cogno AI Chat Bot !!?..
How many i help you.

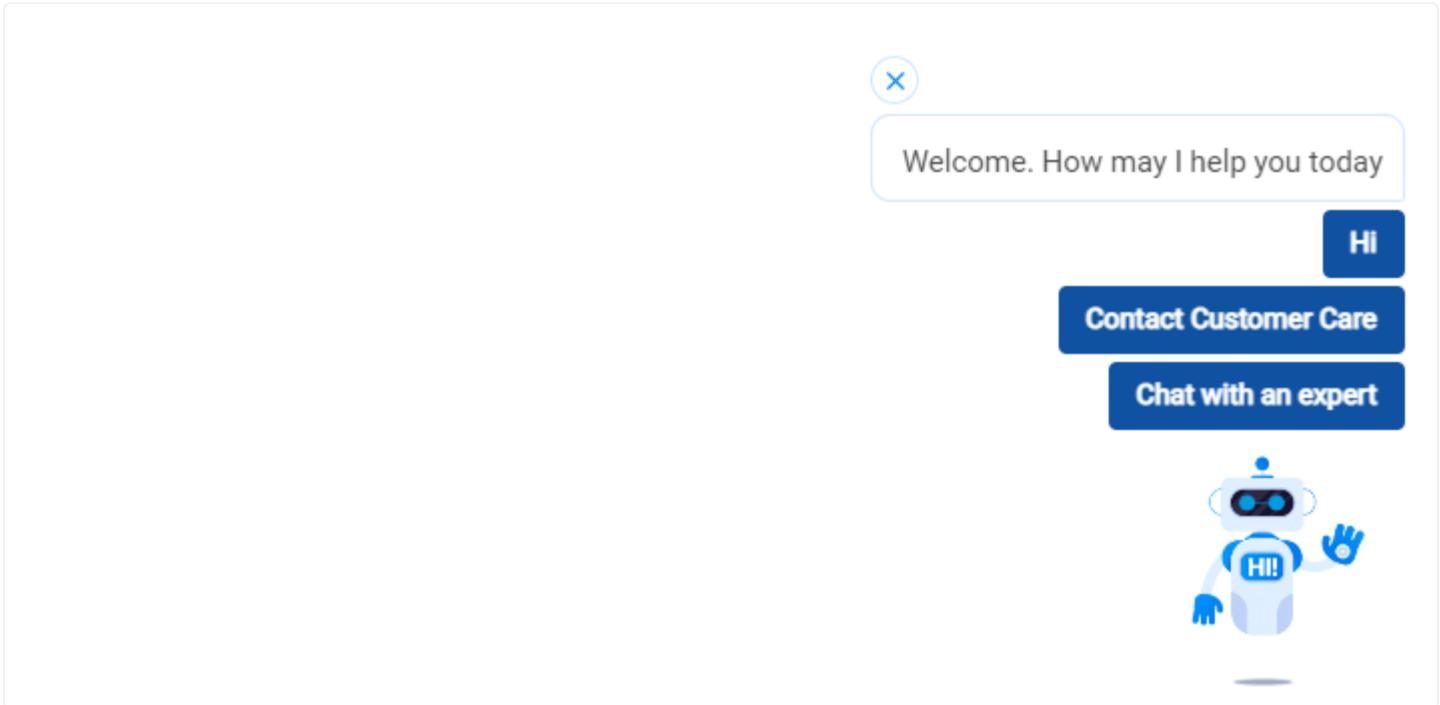
Please try again..

Please complete authentication to use this service///

Add Lanugage to your Channel NEW*

Initial Questions





Custom Intent Bubble for Different Page

Providing an option to add different recommendations into the intent bubble based on the web pages.

To configure :

This is visible under : Chatbot console > Integrate channels > Web > Auto popup settings > Pop up type = "Intent bubble" > Enable custom Intents for web pages

The screenshot shows the 'Auto Pop-up Settings' page in the Chatbot console. The 'Pop-up Type' dropdown is set to 'Intent Bubble'. Below it, a note says '*Search and select from existing Intent List'. Under 'Pop-up Intents', there are two selected items: 'Congo AI Service' and 'Contact Customer Care'. The 'Auto Pop-up Text' field contains the placeholder 'Welcome. How may I help you today' with a character limit of 33/100. A toggle switch labeled 'Enable custom intents for web pages' is turned on. At the bottom, there is a button to 'Add Intents For Web Pages' and a table with columns 'Url' and 'Intents'. The table row shows 'https://getcognito.ai/products' and a list of intents: 'Chat with an expert', 'Contact Customer Care', 'Book Services', and 'Congo AI Service'. A small blue circular logo is in the bottom right corner.

Chatbot console > Integrate channels > Web > Form Assist > Intent bubble > Intent bubble form assist > Enable custom Intents for web pages > Add intent for web pages.

The screenshot shows a configuration interface for enabling custom intents for web pages. At the top, there is a toggle switch labeled "Enable custom intents for web pages" which is turned on. Below the switch is a button labeled "+ Add Intents For Web Pages". A table lists URLs and their associated intents:

Url	Intents	Action
https://www.getcognito.ai/	Book Services Congo AI Service	Edit Delete
https://www.hdfccredila.com/index.html	Apply for credit card Chat with an expert	Edit Delete

A "Welcome Banner" is visible at the bottom left, and a decorative circular icon is on the right.

If the user enables the option “Enable custom intent for web page”, a button is provided to add intents for the web page.

Clicking on **Add Intents for Web Pages** opens a modal for the users to enter the URL of the web page where they want to add these intents for along with the options to select the intents to be displayed in the pop-up.

The screenshot shows a modal window titled "Add Intents for web pages" with a close button "X". It contains two input fields: "URL *" with placeholder "Enter URL here" and "Pop up intents *" with a dropdown menu showing "Search intent". At the bottom is a blue "Save" button. In the background, the main interface shows a "Pop-up Type" section with "Pop-up Intents" and "Auto Pop-up Text" options, and a "Enable custom intents for web pages" button. The bottom navigation bar includes links for "Url", "Intents", "Chat with an expert", "Contact Customer Care", "Book Services", and "Congo AI Service".

Users will be able to Edit or Delete the selected added. Please note that the URL is not editable. Only the intent can be edited in this case.

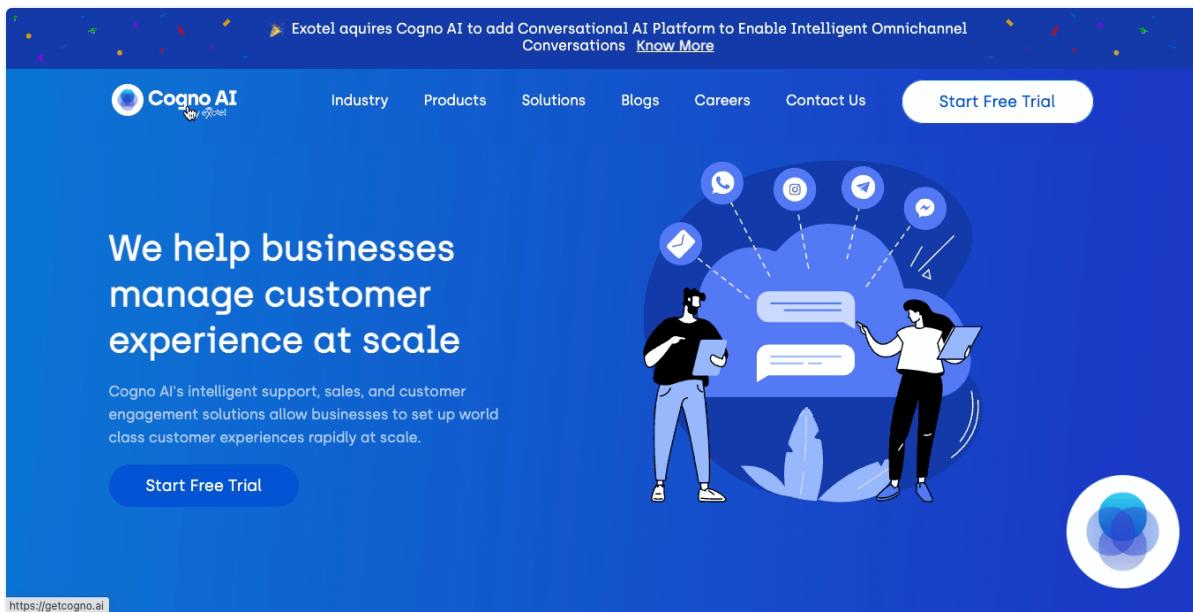
The screenshot shows the Cogno AI platform's configuration interface. A modal window titled "Edit Intents for web pages" is open. It has fields for "URL" (containing "https://getcognito.ai/products") and "Pop up intents" (showing "4 selected"). A "Save" button is at the bottom right. The background shows various other settings like "Form Assist" and "Welcome Banner".

Similarly the functionality is applicable for the Form Assist as well.

Working of the feature remains the same as shown above.

For example: On the <https://getcognito.ai/> user wants to display Cogno AI Services and Customer care as pop-ups and for the **Product** page a few more options like Chat with an expert, Book services and more, this can be done simply by add the URL of the page and selected intents as shown above.

Refer the below shown demo for better understanding



Please note : (Limitations)

1. If the End user visits a web page that is not a part of "Custom intent for web pages" then the global intent bubbles i.e "Pop-up Intents" will be displayed.
2. If the same web page is added for "Custom intent for web pages" and "Web URL landing" then Web URL landing will be having higher priority i.e clicking on the Popup text/Bot icon the Web URL landing functionality will work.
3. Remaining functionality workings remain the same for Auto Pop-up and Form Assist including its analytics.

Welcome Banner

Admin can customise the welcome banner by enabling automatic scrolling and can also set a time interval for the same (in seconds).

The screenshot shows the Cognito AI Bot interface with the 'Welcome Banner' section selected. On the left, there's a sidebar with various options: Cognito AI Bot (selected), Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Form Assist, Lead Generation, Message History, Analytics, Conversion Analytics, Self Learning, API Analytics, Campaign, PDF Searcher, and Download Reports. The 'Welcome Banner' section has a 'Set automatic scrolling' toggle switch (which is turned on) and a 'Set time interval (in seconds)' input field set to '5'. Below this is a table with four rows, each representing a banner item. The table columns are 'Image', 'Redirection URL', and 'Trigger Intent'. The first row has an image of a computer monitor with a 'ISSUE' sign, a blank URL, and 'Raise an issue' as the trigger intent. The second row has an image of a globe, a URL to 'https://www.getcognito.ai/', and 'Contact Customer Care' as the trigger intent. The third row has an image of a laptop, a blank URL, and 'Chat with an expert' as the trigger intent. The fourth row has an image of a smartphone, a URL to 'https://www.google.co.in/webhp', and a blank trigger intent. At the bottom of the section are 'Preview Banner' and 'Deploy' buttons, along with a small icon of a robot.

Image	Redirection URL	Trigger Intent
	53f66040-d499-429d-9c66-a4e53eaa0...	Raise an issue
	https://www.getcognito.ai/	Contact Customer Care
	fbc878ae-9b5b-451d-af73-9fb327ca81...	Chat with an expert
	https://www.google.co.in/webhp	

Admin can reorder the banner images without deleting the previous images. The image tiles are draggable and the user has an option to preview the set images.

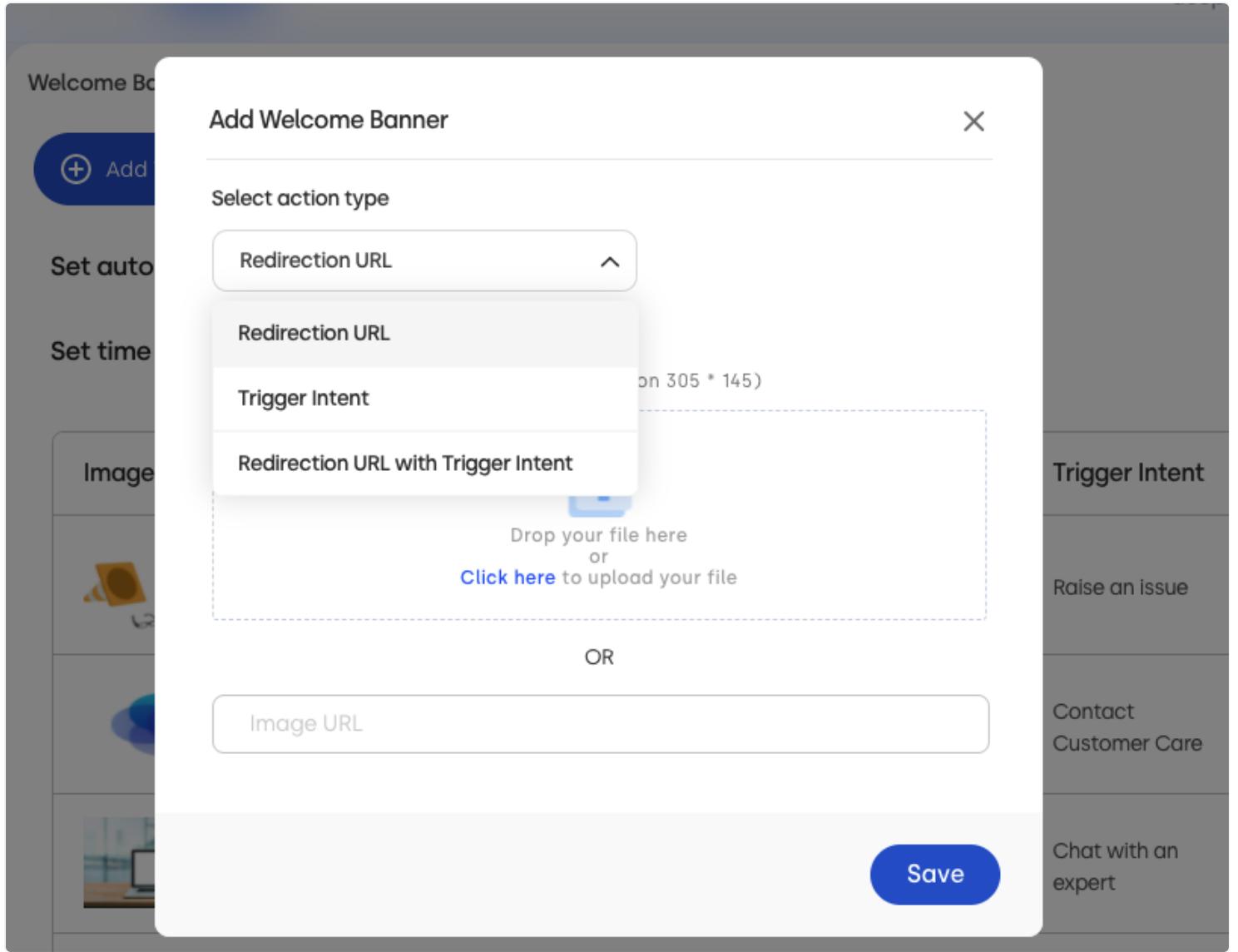
The screenshot shows the Cognito AI Bot configuration interface. On the left sidebar, there's a list of features including 'Form Assist' (marked as NEW), 'Configurations', 'Manage Intents', 'Create bot with Excel', 'Word Mappers', 'Categories', 'Automated Testing', 'Form Assist', 'Lead Generation', 'Message History', 'Analytics', 'Conversion Analytics', 'Self Learning', 'API Analytics', 'Campaign', 'PDF Searcher', and 'Download Reports'. The main area is titled 'Welcome Banner' and contains a button to 'Add Welcome Banner'. It has a toggle switch for 'Set automatic scrolling' and a slider to 'Set time interval (in seconds)' with a value of 5. Below this is a table with four rows, each representing a welcome banner entry. The columns are 'Image', 'Redirection URL', and 'Trigger Intent'. The first row has an image of a computer monitor with a yellow speech bubble, a placeholder URL, and the intent 'Raise an issue'. The second row has an image of a blue globe, a placeholder URL, and the intent 'Contact Customer Care'. The third row has an image of a computer monitor on a desk, a placeholder URL, and the intent 'Chat with an expert'. The fourth row has an image of a laptop, a placeholder URL, and no intent listed. Each row has edit and delete icons. At the bottom are 'Preview Banner' and 'Deploy' buttons, and a small robot icon.

Image	Redirection URL	Trigger Intent
	53f66040-d499-429d-9c66-a4e53eaa0...	Raise an issue
	https://www.getcognito.ai/	Contact Customer Care
	fbc878ae-9b5b-451d-af73-9fb327ca81...	Chat with an expert
	https://www.google.co.in/webhp	-

An option of "Trigger Intent" and "Redirection URL with Trigger Intent" while adding a new Welcome Banner is provided.

This is visible under Cognito Chatbot > Configurations > Channel > Select channel WEB > Welcome Banner >

Users can add Welcome Banner by clicking on the button "Add Welcome Banner". And then select the action type as shown below.



1. Redirect URL: This option will be selected by default, Users can add image/Image URL and Redirection URL(The URL where the end customer will be redirected to a new tab on clicking the welcome banner).

Refer the below given links for demo for better understanding :

- Redirect URL - [Link](#)

2. Trigger Intent- User can add Image/Image URL and select the intent which the EasyChat admin wants that should be triggered on the same page when clicked on the welcome banner.

Refer the below given links for demo for better understanding :

- Trigger Intent - [Link](#)

-
- 3. Redirection URL with Trigger Intent:** User can add Image/Image URL, Redirection URL, and Intent. On clicking on Welcome Banner the user will be first redirected to the URL to a new tab and then the intent will be triggered in the Chatbot.

Refer the below given links for demo for better understanding :

- Redirect URL + Trigger Intent - [Link](#)

To configure this user needs to select the action type, add the banner image and then add URL>Select intent/Add URL and Select intent (as per the selection).

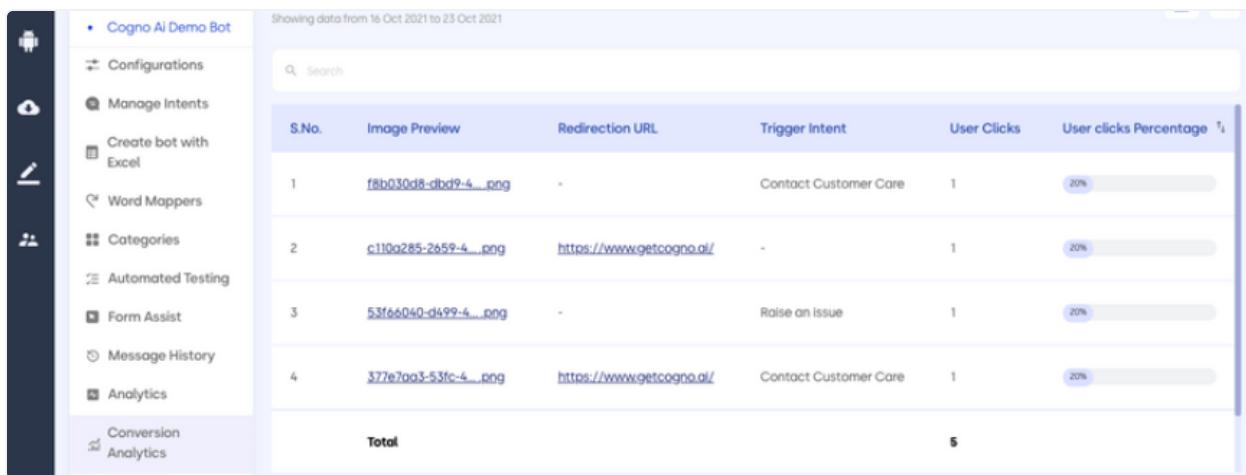
Refer the below given links for demo for better understanding :

- To Configure - [Link](#)

Note : URL Links, Intents selected can be edited.

Analytics :

A column of the Intent trigger is added in the conversion analytics-> Welcome banner click rates. A similar column is added to the excel sheet.

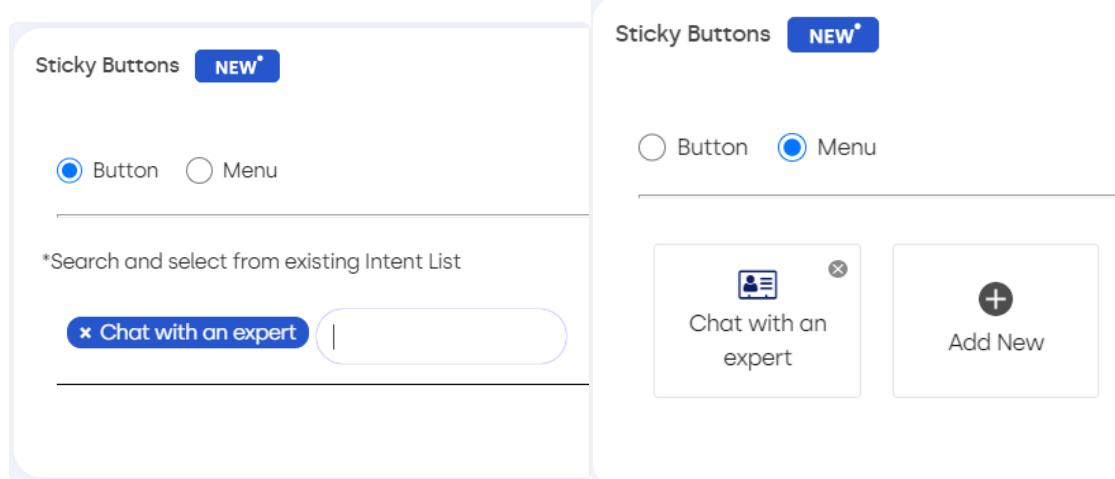


The screenshot shows the Cogno AI Demo Bot interface with a sidebar containing various bot management options like Configurations, Manage Intents, and Analytics. The main area displays a table titled 'Showing data from 16 Oct 2021 to 23 Oct 2021'. The table has columns for S.No., Image Preview, Redirection URL, Trigger Intent, User Clicks, and User Clicks Percentage. There are four rows of data, each corresponding to a different welcome banner configuration. At the bottom of the table, there is a 'Total' row.

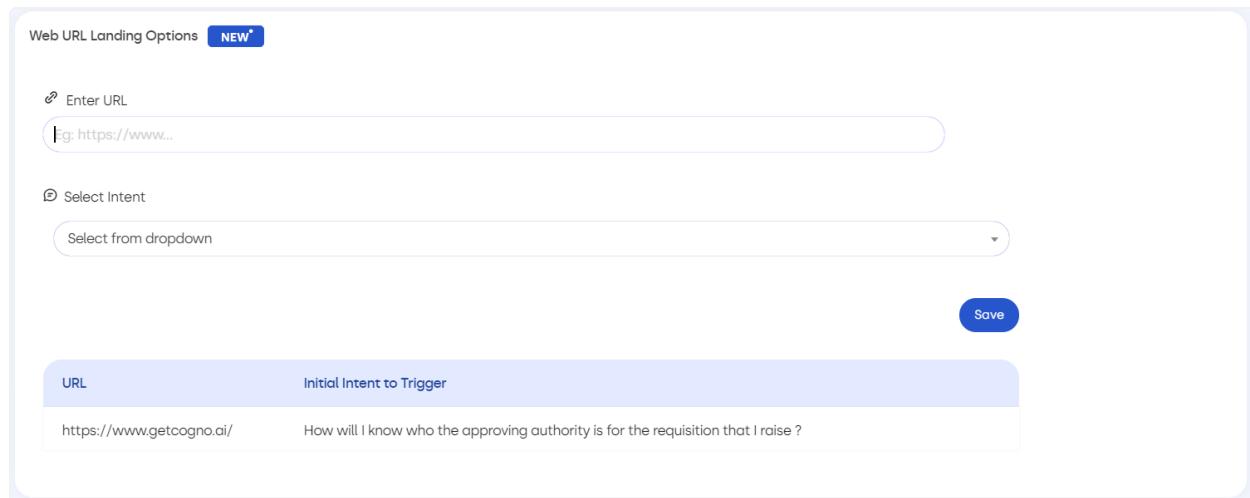
S.No.	Image Preview	Redirection URL	Trigger Intent	User Clicks	User Clicks Percentage
1	f8b030d8-dbd9-4...png	-	Contact Customer Care	1	20%
2	c110a285-2659-4...png	https://www.getcogno.ai/	-	1	20%
3	53f66040-d499-4...png	-	Raise an issue	1	20%
4	377e7aa3-53fc-4...png	https://www.getcogno.ai/	Contact Customer Care	1	20%
Total					5

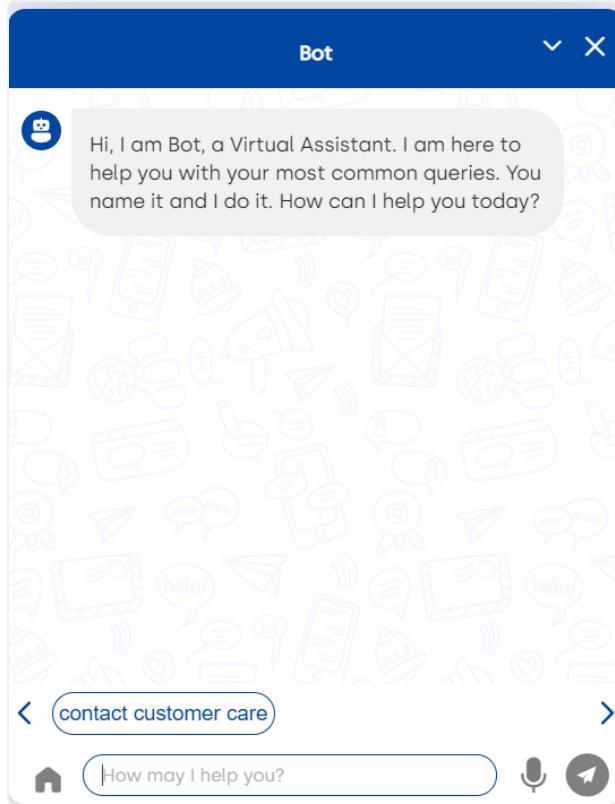
Another UI element that can be configured here are- **sticky buttons**.

Admin can choose certain intents that will be permanently shown to the user at the bottom of the chat screen, above the input text area.



Web URL Landing Options: By specifying the webpage and the intent, the admin can allow multiple webpages to have multiple initial intents to be triggered when users land on the chatbot.





Admin can use Web URL landing options.

Web URL Landing Options NEW

🔗 Enter URL
Eg: <https://www..>

🌐 Select Intent
Select from dropdown

Save

URL Initial Intent to Trigger

Deploy :

By providing the website link we can deploy the bot on the provided website link according to business needs.

Also on AMP pages.

To Deploy :

The screenshot shows the 'SETTINGS - BOT ID:301' tab selected in the top navigation bar. On the left sidebar, 'Cogno AI Bot' is the active section. The main area displays 'Bot Level Settings' with the following details:

- Bot Name:** Cogno AI Bot
- Go-Live Date:** 28/09/2021
- Edit Response Language Settings:** English
- Speak out Bot Response:** Unchecked
- Mask Confidential Information:** Checked

On the right side, there are 'CHANNELS' and 'EXPORT | IMPORT' tabs, along with a 'Save' and 'Build Bot' button. The bottom right corner features a small robot icon. The footer includes the date 'Created on Sep 28, 2021, 09:59 a.m.' and copyright information: '© 2017 - 2021, Cogno AI or its affiliates. All rights reserved.'

Hello AMPHTML World!



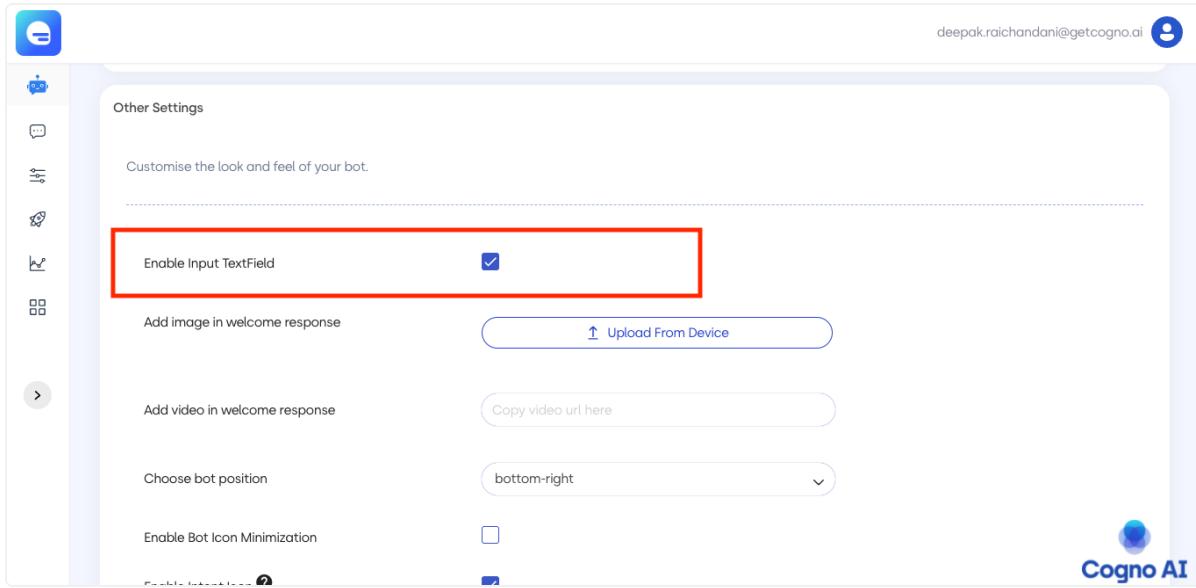
Other Settings:

Bot Input Field Toggleable

Provided an option in the console to disable the input text field. Applicable across all themes.

To configure :

This is visible under : Chatbot Console > Select Bot > Configure Bot > Integrate Channel > Web/Android/iOS > Other settings > Enable Input TextField



By default this will be kept enabled in the console. Disabling this will remove the input text field across all themes. Only the following list of options will be accessible by the end-user to start/continue the flow:

- Initial Questions
- Bot responses they wish to show as per the business use case (applicable to all types of responses)
- Child Intents
- Response Widgets for specific inputs required as per business use case
- Quick recommendations in Sticky buttons / Menu format

Please note: This task is only applicable for the following channels - Web, Android & iOS.

Also, the functionality for all the above-mentioned response types remains the same as before (respective to their themes).

Refer the below shown demo for better understanding

Theme 1

Theme 2

Theme 3

Theme 4

Admin can also customize the UI by configuring the following:

- Image and Video to be shown in welcome response
- Bot position on the website
- Allowing user to minimize the web bot icon to ensure a smooth website browsing experience
- Change theme colour of the bot as per business needs
- Upload a bot icon as per business needs

Other Settings

Customise the look and feel of your bot.

Add image in welcome response

Add video in welcome response

Choose bot position

Enable Bot Icon Minimization

Choose your Bot Theme Color 1818A1

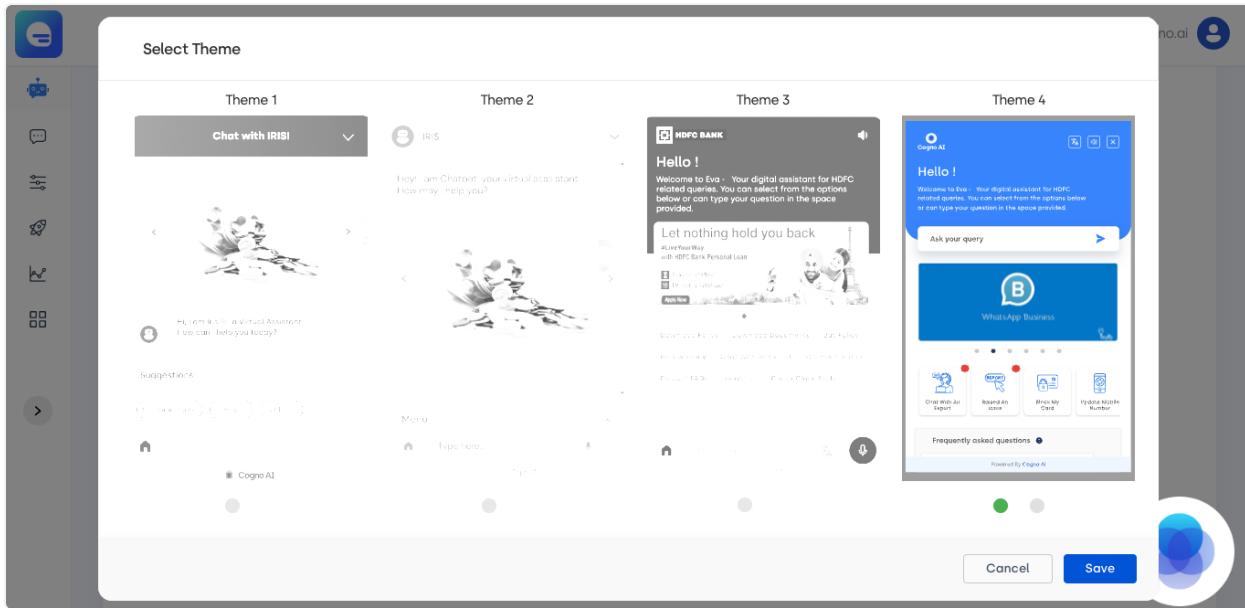
Choose Bot Image

Choose Bot Logo 

Choose Bot Font Roboto

In web settings, Admin can also choose among the four different UI themes from :

This is visible under : Chatbot Console > Select Bot > Configure Bot > Integrate Channel > Web/Android/iOS > Other settings > Change theme version > **Select preferred theme**



• Theme 1

Chat with CHATBOT!

Hi, I am Chatbot, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?

Conversations with a ban... ...

The year is 2020 and Brent needs to pay the balance on his credit card.

Suggestions:

- [Apply for loan](#)
- [Cheque Book Request](#)
- [Block card](#)

Type your question here Microphone icon Send icon

Cogno AI

Chat with v4point5!

Welcome to Cogno AI C How may I help you?

Hi there! Microphone icon

English dropdown arrow

- English
- हिन्दी
- Vietnamese
- தமிழ்

< Calendar UI | Raise an issue | Contact Custor >

Type here... Microphone icon Send icon

Cogno AI

• Theme 2

CHATBOT!

Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?

hi

Hi! How may I assist you?

Like Unlike

how are you?

I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!

CHATBOT!

Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?

image Response

Image response

Like Unlike

Home Microphone Send

Powered by Cogno AI

Home Microphone Send

Powered by Cogno AI

• Theme 3

HDFC BANK

Hello

Welcome to v4point7 - Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?

Chat with an expert Raise an issue

Contact Customer Care Check ticket status

v4point7

Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?

Check ticket status

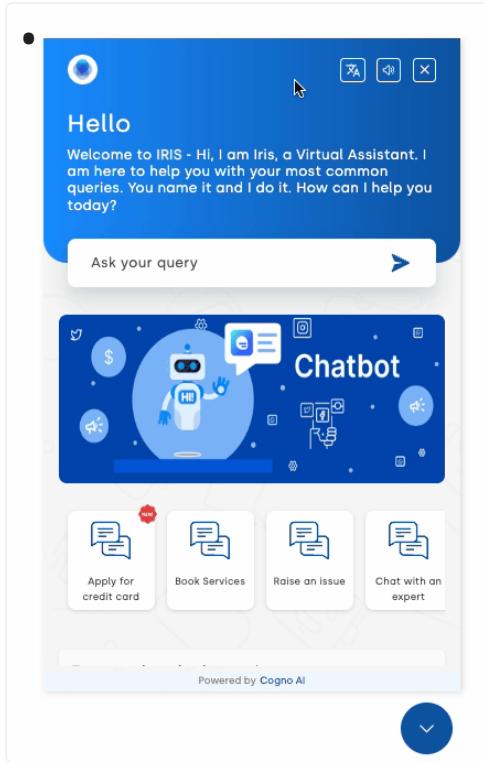
Please provide your Ticket Id?

Menu

Home Microphone Send

Powered By Cogno AI

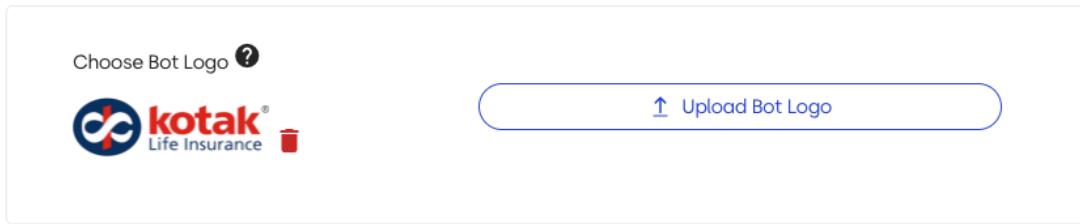
Theme 4



- **Company/Bot Logo**

It is now configurable from the console.

This is visible under Configuration > Select Channels > Other Settings > Choose Bot Logo > Click on Upload Bot Logo and choose an image to upload.



Note :

File size should be less than 200KB

Feature available for both themes

Refer the below shown demo for better understanding

The screenshot shows the 'Web and Android' configuration page. On the left, a sidebar lists various bot management features: v4point6, Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Lead Generation, Message History, Analytics, Conversion Analytics, Self Learning, API Analytics, Campaign, and Download Reports. The main area displays three message templates: Welcome Message, Failure Message, and Authentication Message. Each template has a rich text editor with bold (B), italic (I), and other formatting icons. The Welcome Message contains the text 'Welcome to Cognito AI Chat Bot !! How may I help you?'. The Failure Message contains 'Please try again...'. The Authentication Message contains 'Please complete authentication to use this service!!'. Below these templates are several configuration options: 'Add Language to your Channel' (NEW), 'Initial Questions', 'Failure Recommendations', and 'Auto Pop-up Settings' (NEW). A small blue robot icon is visible on the right.

Bot UI Configuration from Console

Providing an option to set gradients for the chatbot from the console.

To configure :

This is visible under Chatbot Console > Configuration > Channel > Web > Other Settings > Enable Gradient.

The screenshot shows the 'Other Settings' section of the Chatbot Console. On the left, a sidebar lists features: Cognito AI Bot, Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Form Assist, Message History, Analytics, Conversion Analytics, Self Learning, and API Analytics. The main area contains several configuration options: 'Choose bot position' (set to 'bottom-right'), 'Enable Bot Icon Minimization' (unchecked), 'Choose your Bot Theme Color' (set to '#1593A1'), 'Change Theme Version' (button), 'Enable Gradient' (checkbox checked and highlighted with a red border), 'Choose Bot Image' (with a 'Upload Bot Image' button), 'Choose Bot Logo' (with a 'Upload Bot Logo' button), and 'Choose Message Image'. A small blue robot icon is visible on the right.

Enable Gradient : Enabling this checkbox would apply a gradient on the bot navigation bar based on the selected theme colour.

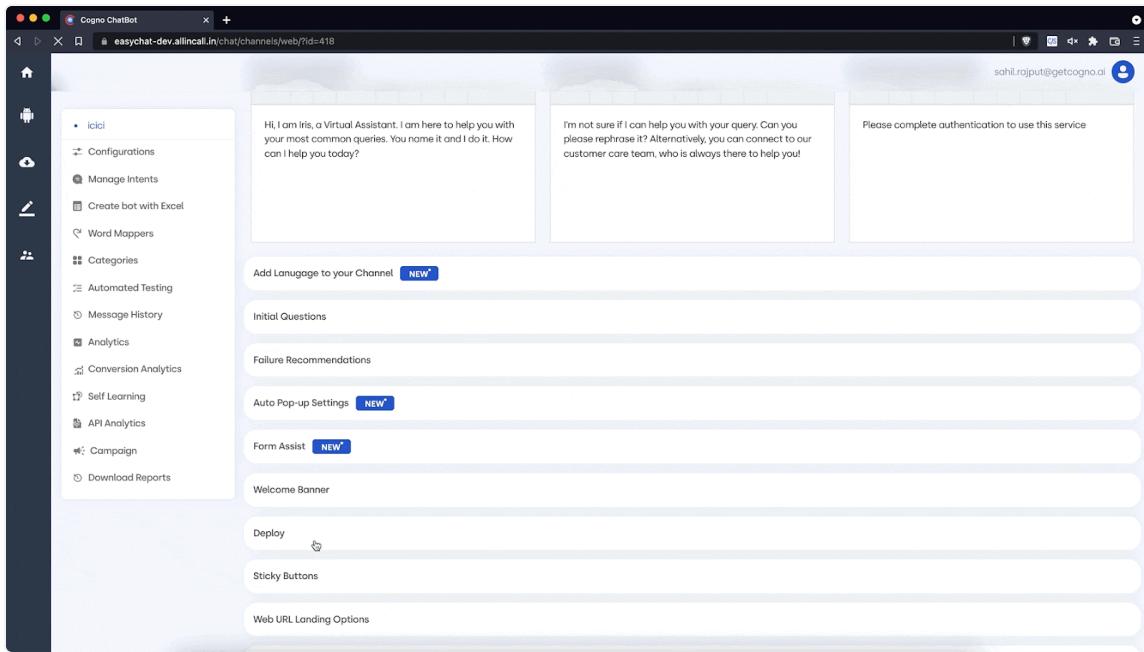
In case the colour code is selected and “Enable Gradient” is checked the following elements will be updated for **“Theme 2”** :

- Bot NavBar
- Minimise Icon on Bot Action Bar
- Minimise Icon below bot
- Stroke on "Type box"
- Quick recommendation and welcome intents
- Icons inside "Type Box"

In case the colour code is selected and “Enable Gradient” is checked the following elements will be updated for **“Theme 3”** :

- Bot NavBar
- Minimise Icon below bot
- Stroke on "Type box"
- Home Icon inside "Type Box"

Refer the below shown demo for better understanding



Please note :

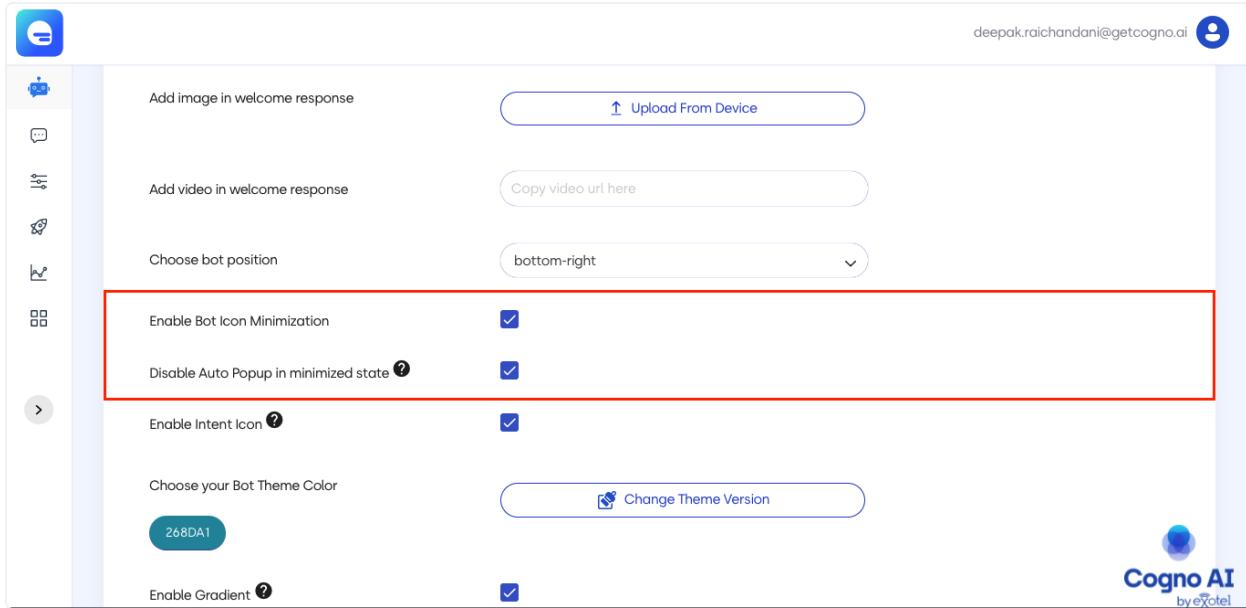
1. For theme 2 and theme 3 only.
2. Will be enabled by default.

Disable Auto Popup in the Minimized State

Providing an option for users where on clicking the minimize icon all the popup will be blocked until and unless the user manually maximizes it.

To configure :

This is visible under : Chatbot > Configure Bot > Integrate Channels > Web > Enable Bot icon minimization > Disable Auto popup in minimized state



If the option 'Enable Bot icon minimization' is enabled then a toggle 'Disable Auto popup in minimized state' will be available.

Please Note : This will be **off** in default state.

On enabling **Disable Auto Popup in minimized state**, all the popup settings configured will not popup in the minimized state until and unless the user manually maximizes the Bot icon. (Refer to the image shown above or click [here](#)).

For the Customers :

When Enabled : the auto popup settings(pop up text, Bot auto popup, Intent bubble), Web URL Landing, Campaign and form assist will work till it is in the maximized state i.e the user has not clicked on minimize icon.

Please Note :

- The bot will not maximize even on page refresh or switching tabs. It will only maximize when the customer clicks on the maximize icon.
- If clicked on the cross icon for the greeting bubble, it will not pop up when maximized again. Applicable for auto popup intents as well.
- All the inactivity timers will reset after clicking on maximize.

Refer to the below shown demo for better understanding or click [here](#).

HDFC CREDILA
The Education Loan Specialist
India's 1st Dedicated Education Loan Lender

3 Easy Steps

Fill Online Application Form **1** Provide Documents **2** ₹ Get the Money! **3**

Please fill in the online form below, to apply for an education loan with HDFC Credila.

A. Student Details

*First Name *Last Name
*Current Address *State
*City
*Email ID *Mobile
*Last College / University Attended *Name of the Last / Course Completed
*Marks Obtained in / the Last Course

B. Course Details for Which Loan is Needed

*Country of Study *Current Status
*Course Type *Course Duration Years
*Course Name *University / College

Benefits of HDFC Credila's Education Loan:

- ✓ Ease of application: online & doorstep service
- ✓ Competitive rate of interest
- ✓ Attractive tax benefits
- ✓ Up to 100% finance covering tuition fee & living costs
- ✓ Unsecured loan up to INR 75 lakhs
- ✓ Easy EMIs with repayment tenure up to 15 years
- ✓ No margin money
- ✓ Loan sanction even before admission confirmation
- ✓ Co-borrower flexibility
- ✓ No hidden charges
- ✓ Quick and hassle-free process

I got a loan from **HDFC Credila!**
to read my story [Click Here](#)



Cognito AI
by eXotel

WhatsApp

Channels **WhatsApp** Walk Through :

Configuration

([Click Here](#) to play the video in a new tab)

WhatsApp Bot

([Click Here](#) to play the video in a new tab)

WhatsApp LiveChat

([Click Here](#) to play the video in a new tab)

Channels - [WhatsApp](#)

Feature name	Definition
Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
Language Supported	Admin can select different languages from the front end for the respective bot and the customer gets an option to select from the drop down in which language he wishes to use the bot. Languages supported are English, Hindi, Vietnamese, Tamil, Telugu, Kannada, Malayalam, Oriya, Gujarati, Bengali.

Deploy Links	Link which we provide to our whatsapp vendor as webhook URL
Other settings	Add image in welcome response. Add video in welcome response. Whatsapp Number used for chatbot integration. Enable Emails for Endpoint failure.
Advanced Settings	WhatsApp Webhook Configuration

- **Welcome/Failure/Authentication Message-Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.**
- Initial questions-The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
- Failure recommendations-When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.

Languages can be configured based upon channels

This is visible under Configuration > Channel > Select the channel (WhatsApp) > Add language to your channel > Select the languages to be added

The screenshot shows the WhatsApp web interface with three message templates displayed:

- Welcome Message**: "Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?"
- Failure Message**: "I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!"
- Authentication Message**: "Please complete authentication to use this service"

Below these templates, there is a section titled "Add Language to your Channel" with the note "(*English language is supported by default)". A "Choose Language" button is present, along with language selection buttons for English, Hindi, and Vietnamese.

For Whatsapp:

An intent "Change language" will give the response

Please choose your language

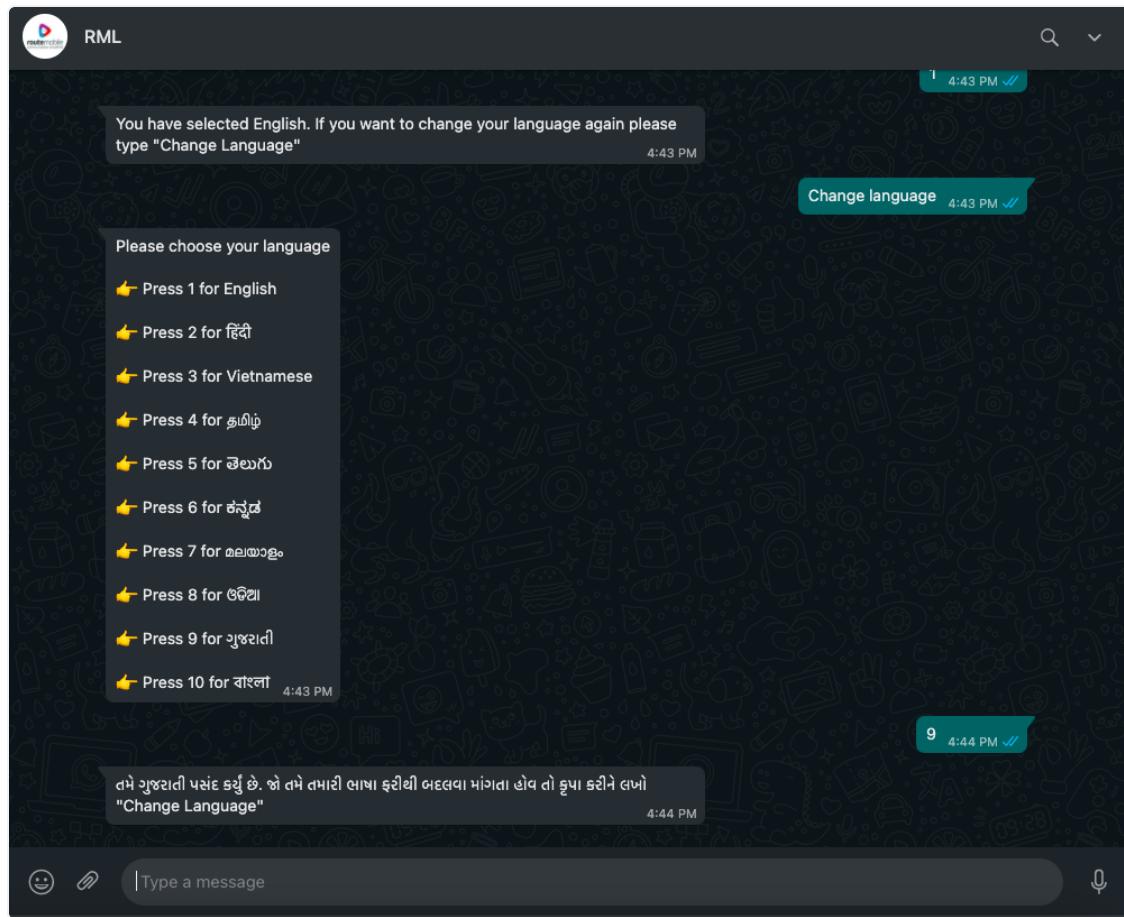
- 👉 Press 1 for English
 - 👉 Press 2 for Hindi
 - 👉 Press 3 for Vietnamese
 - 👉 Press 4 for Tamil - தமிழ்
 - 👉 Press 5 for Telugu - తెలుగు
 - 👉 Press 6 for Kannada - ಕನ್ನಡ
 - 👉 Press 7 for Malayalam - മലയാളം
 - 👉 Press 8 for Oriya - ଓଡ଼ିଆ
 - 👉 Press 9 for Gujarati - ગુજરાતી
 - 👉 Press 10 for Bengali - বাংলা

Response:

"You have selected "[Language]. If you want to change your language again please type "**Change language**"

Note - The above response will come in the language selected and not English except the words "Change Language"

If only one language is set in the bot, then "Change language" will not get triggered.

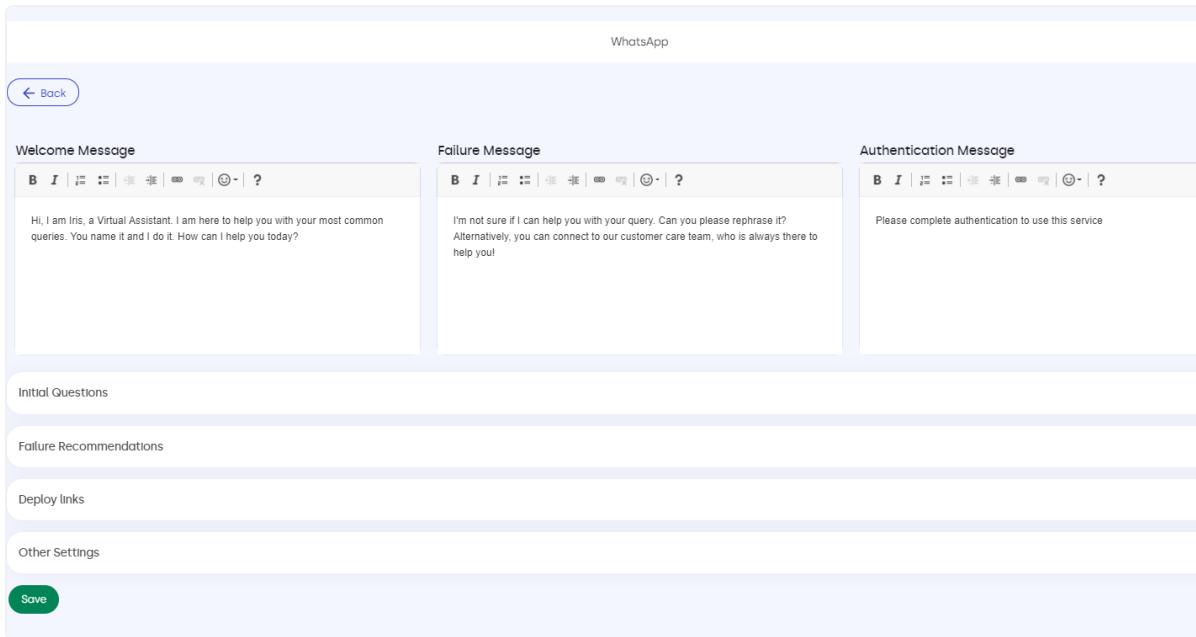


New Languages added

3 languages in our console for Web and Whatsapp are added

- Oriya - ଓଡ଼ିଆ
- Gujarati - ગુજરાતી
- Bengali - বাংলা
- Deploy Links- Link which we provide to our whatsapp vendor as webhook URL

- Other settings- Add image in welcome response, Add video in welcome response, Whatsapp Number used for chatbot integration, Enable Emails for Endpoint failure.



WhatsApp Webhook Configuration

WhatsApp - Chatbot

This setting allows the users to integrate whatsapp vendor specific webhooks with bots. This will take the user to a new window where they can select BSP name from dropdown and configure the whatsapp webhook for that particular bot.

This is visible under ChatBot Console > Select the Bot > Configurations > Channels > WhatsApp > Advance Settings > WhatsApp Webhook Integrations > Go

On selecting **Whatsapp Webhook Integration** and clicking on go, the user can select a whatsapp BSP from the "Select WhatsApp BSP" dropdown. Once a BSP is selected for the first time, the default code of that BSP would get displayed in a code window below the dropdown.

Please Note :

If a BSP is already configured with a particular bot that selection would automatically get displayed in the BSP dropdown. Trying to change that BSP would show as alert as displayed below.

Selecting a different BSP will overwrite the existing code.

The "Save Configuration" and "Reset" button will only stay activated if an already configured code has been opened or some changes are made in the default code.

Clicking on "Save Configuration" will save the last code changes present in the code window. and clicking on "Reset" would ask for a confirmation (as displayed below) and clicking on "Confirm" would reset all the changes done and change the code to the default BSP code.

If a user shares a bot with a different id then both the users can collaboratively work on the webhook configuration code from their respective ids. (warning message stating "**Somebody is already working on this code**" will be displayed to User 2).

[Click Here](#) : Refer the demo for better understanding

Please note : For now, only RML BSP will be visible in the dropdown.

Exotel - WhatsApp Cloud API Integration

Providing an option for the console users to select & configure Exotel's WhatsApp Cloud API as the WhatsApp BSP.

This is visible under Chatbot Console Login > Home Page > Configure Bot > Integrate Channel > WhatsApp Channel > Configure Webhook & Credentials > Select WhatsApp BSP > **Exotel** > Add Credentials

Chatbot Response

Exotel

Note : API credentials can be accessed via the API credentials settings page by logging into the Exotel account. [Click Here](#)

Phone Number* 91*****

API Key* ****

API Token* ****

SID* ****

Subdomain* ****

Save Reset Code

WhatsApp Webhook

status_code
status_message
Important points to remember

```

Chatbot - Exotel
1  From EasyChatApp.utils import check_and_send_broken_bot_mail, logger
2  From EasyChatApp.utils.bot import process_response_based_on_language
3  From CampaignApp.utils.lambdas import exotel_push_delivery_packets, exotel_push_reply_packets
4
5  From django.conf import settings
6  Import time
7  Import json
8  Import sys
9  Import requests
10 Import mimetypes
11 From django.utils import timezone as timezone
12 From EasyChatApp.utils.execute_query import execute_query, is_this_language_supported_by_bot, set_user
13 From EasyChatApp.whatsapp_utils import *
14 From urllib.parse import urlparse
15 Import requests
16 Import urllib

```

Version: 70 Date of Release: 31-Mar-2023 © 2017 - 2023, Cognito AI or its affiliates. All rights reserved.

WhatsApp Bot Interactive Buttons (Phase 1)

Integrate Whatsapp interactive messages with our chatbots by developing a new webhook integration code for different supported BSPs

Interactive Messages (Phase 1)

- List Messages:** Messages including a menu of up to 10 options. This type of message offers a simpler and more consistent way for users to make a selection when interacting with a business.

To configure : **List Messages**

These can be sent for an intent by creating the intent and adding user selectable actions as intents inside Intent > Quick Recommendations.

Message Body : TextField Value from 'Bot Response'

List Header : Can be specified inside Intent > Other Settings > WhatsApp List Message Header (by default "Option" should be displayed as header text if the user doesn't specify anything).

Row Title : These are the individual action items in the list and the value for each list comes from the intent names added inside "Quick Recommendations" of that particular intent

Static Send Button

Note : List messages can also be triggered from child intent names if the number of child intents exceeds 3. In that case, the Row Titles would be taken from the child intent names and action calls the corresponding Child Intents

- 1. Quick Reply Buttons: Messages including up to 3 options —each option is a button. This type of message offers a quicker way for users to make a selection from a menu when interacting with a business. Reply buttons have the same user experience as interactive templates with buttons.**

To configure : **Quick Reply Buttons**

These can be sent by creating upto 3 child intents of a particular intent. Where the child intent names get displayed as button text and clicking on those buttons returns that particular intent.

Message Body : TextValue from 'Bot Response' of corresponding intent

Button Text : Child Intent Name

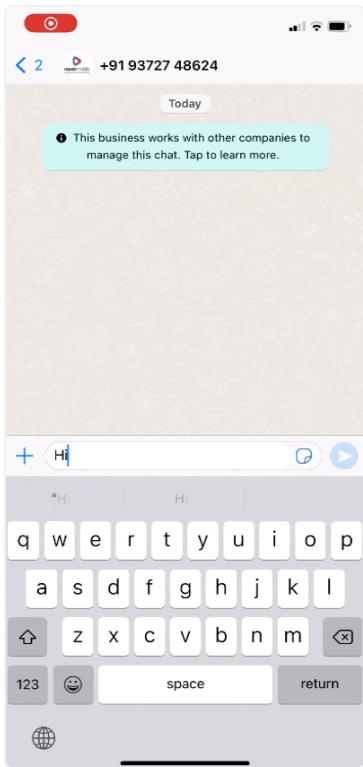
Button Actions : Calling the corresponding Child intent

Note : If more than 3 child intents are created for a particular intent, a "List Message" would be shared (And not Quick Reply buttons) where each child intent name would be each item in the list, and selecting a particular item and clicking on send would call that corresponding intent.

To configure :

This is visible under Intent > Other Settings > WhatsApp List Message Header > Specify the text of a list header

Refer the below shown demo for better understanding

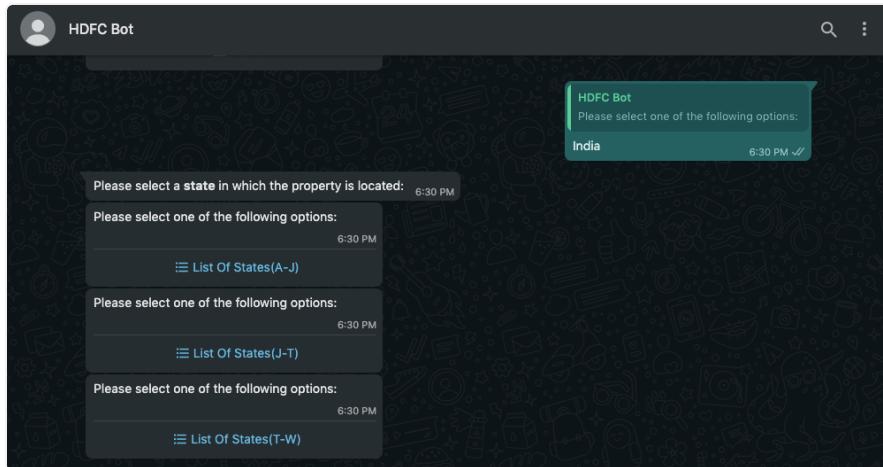


Please note :

1. In case the number of child intents for a particular intent exceeds 3, a list message would be shared when that intent gets called by the customer on whatsapp bot.
2. In case a particular intent has 3 child intents as well 5 quick recommendation suggestions, a quick reply would be shared with button text from the child intent names and their corresponding actions, no visibility of quick recommendations should be there in that case

3. In case a particular intent has more than 3 child intent and values inside quick recommendations as well, a list message would be sent using button text from the child intents and their corresponding actions can be called by selecting them and clicking the "Send" button
4. Since there are character limitations for buttons, reply content and bot response, in cases where the char limit has been reached we should represent the same using "..."
5. In case a list message is having more than 10 values the list message should be split in multiples of 10 and should be sent as separate lists. In that case the list header text of the lists would bear an additional value. For example in case of 2 lists having 10 items each the name of the first list header would be "Options 1-10" and for the second list it would be "Options 11-20".
6. Please note : 1-10 and 11-20 is the additional value that must be appended with the list header name (Specified in Intent > Other Settings > WhatsApp List Message Header) and this additional value would come dynamically based on the number of items present in each list.

Eg. Here "List of States" is the List Header and (A-J), (J-T) are additional dynamic values. However in our case, this should be numerical based (1-10, 11-20 etc as specified above).



1. Even though we are extending support for Interactive Messages for all our supported BSPs, due to unavailability of BSP specific test numbers for Ameyo, ACL, Netcore and GupSup at Dev we won't be releasing the feature across these 4 BSPs.

Block Spam Users on WhatsApp

Blocking attackers/users based on the number of messages/keywords.

To configure:

This is visible under Chatbot > Configure Bot > Integrate Channel > WhatsApp > Block Spam Users

The screenshot shows the WhatsApp channel configuration interface. It includes sections for Welcome Message, Failure Message, and Authentication Message, each with rich text editor tools. Below these are buttons for managing language, initial questions, failure recommendations, and deployment.

Please Note: On enabling the toggle "Enable block spam user", the "Block users based on a number of users queries" toggle will be enabled.

Block users based on the number of user queries

Once the threshold set for the number of messages for a user in a session is reached the added warning message will be displayed. The warning message to be displayed is editable.

The default value for the threshold for warning messages will be 100 messages and is editable. Also, the number of messages should be greater than 1.

The threshold to block user default value will be 101 messages. The value of the threshold for the number of messages will be saved as the threshold for warning messages +1.

Example: If the "Threshold for the number of messages" is 100 messages and the user tries to add 80 for the "Threshold to block users" then directly change the value to 101 messages in real-time.

Block spam users

Enable block spam user

Block users based on number of User queries

Threshold for warning message messages
Value should be greater than 1

Text to be displayed for warning message

Threshold to block users messages
value should be greater than 1 and "Threshold for warning messages"

Text to be displayed while blocking the user

Blocking duration Hour

Block users based on keywords

If the difference between "Threshold to block users" and "Threshold for the number of messages" is greater than 1 then if the user spams message then the bot will not reply to those user queries until the blocking message is thrown when the "Threshold to block users" is reached.

Once the user is blocked, the following message will be displayed: **You are blocked for 12 hours due to spamming a lot of messages.** The text to be displayed while blocking the message is editable.

Blocking duration will be set to 12 hours by default and is editable as per the requirement. Users will be able to interact with the bot only after the set duration.

Queries done by the user will not be available in message history when the user is blocked.

Block spam users based on keywords

Block spam users

Enable block spam user

Block users based on number of user queries

Block users based on keywords

Block users when these keywords are used [?](#)

Enter keywords and hit enter

1 messages
Value should be greater than 1

B I ⚡ ⏴ ⏵ U ⏹

Hi! How may i assist you

Threshold for warning messages [?](#)

Text to be displayed for warning message [?](#)

2 messages
value should be greater than 1 and "Threshold for warning messages"

B I ⚡ ⏴ ⏵ U ⏹

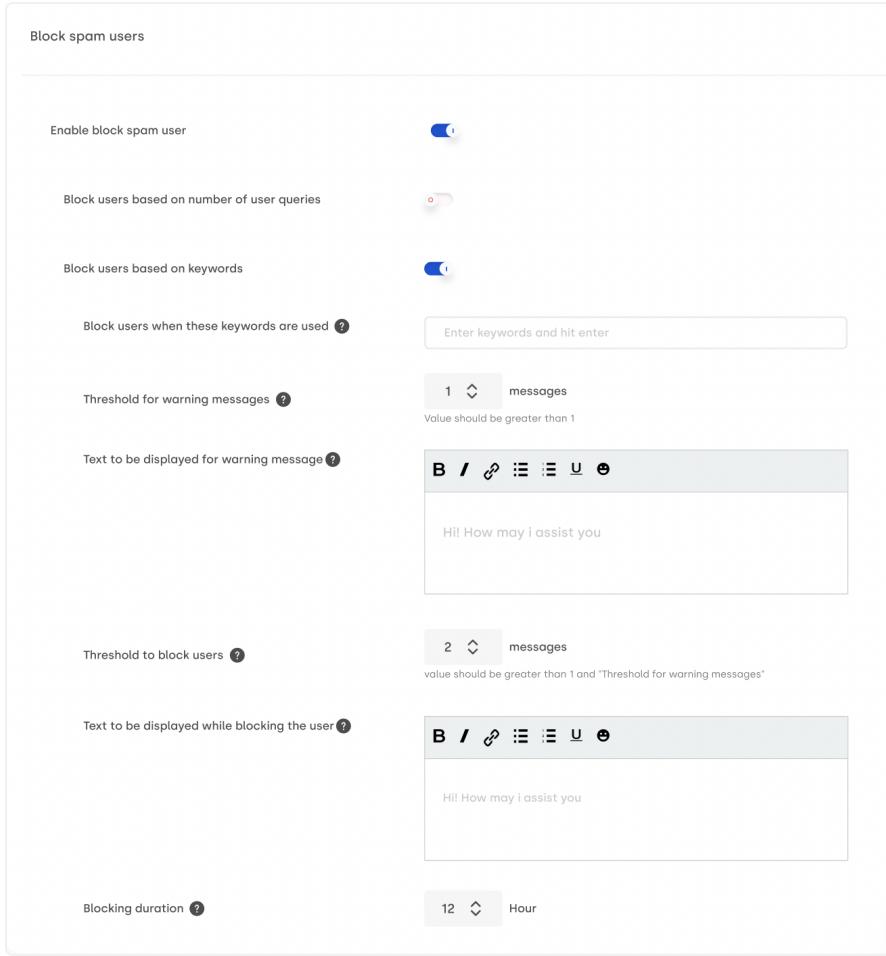
Hi! How may i assist you

Threshold to block users [?](#)

Text to be displayed while blocking the user [?](#)

Blocking duration [?](#)

12 Hour



The bot admin can type the keyword in the input field and hit enter to add it to the list. Users will be able to add or remove any word as required.

Once the threshold set for the number of messages for a user in a session is reached the added warning message will be displayed. The warning message to be displayed is editable.

The default value for the threshold for warning messages will be 1 message and is editable. Also, the number of messages should be greater than 1.

The threshold to block user default values will be 2 messages. The value of the threshold for the number of messages will be saved as the threshold for warning messages +1.

Once the user is blocked, the following message will be displayed: **You are blocked for 12 hours due to spamming a lot of messages.** The text to be displayed while blocking the message is editable.

Blocking duration will be set to 12 hours by default and is editable as per the requirement. Users will be able to interact with the bot only after the set duration.

Queries done by the user will not be available when the user is blocked.

Unblocking a user: An option in Django will be provided where the user can simply search the WhatsApp number and unblock the user before the system unblock time.

Analytics: A table is added in Conversion Analytics which will have a log of the WhatsApp Number, blocking type, keywords used, blocking date, and time.

Blocked users (WhatsApp)					
Range : 13 Jul 2022 to 20 Jul 2022					
S.No.	WhatsApp Number	Blocking type	Blocking keyword	Block Date Time	Unblock Date Time
2	919073223091	Keyword	bad,bad,bad,bad	19 July,2022,1:03 pm	19 July,2022,3:03 pm
3	919073223091	Keyword	bad,bad,bad,bad	19 July,2022,1:01 pm	19 July,2022,1:02 pm
4	919073223091	Keyword	bad,bad,bad,bad	19 July,2022,12:52 pm	19 July,2022,1:00 pm
5	919073223091	Keyword	bad,bad,bad,bad	19 July,2022,11:25 am	19 July,2022,12:51 pm
6	919073223091	Keyword	idiot,idiot,idiot,idiot	19 July,2022,11:21 am	19 July,2022,11:23 am
7	919073223091	Keyword	bad,idiot,bad,idiot	19 July,2022,10:52 am	19 July,2022,11:02 am

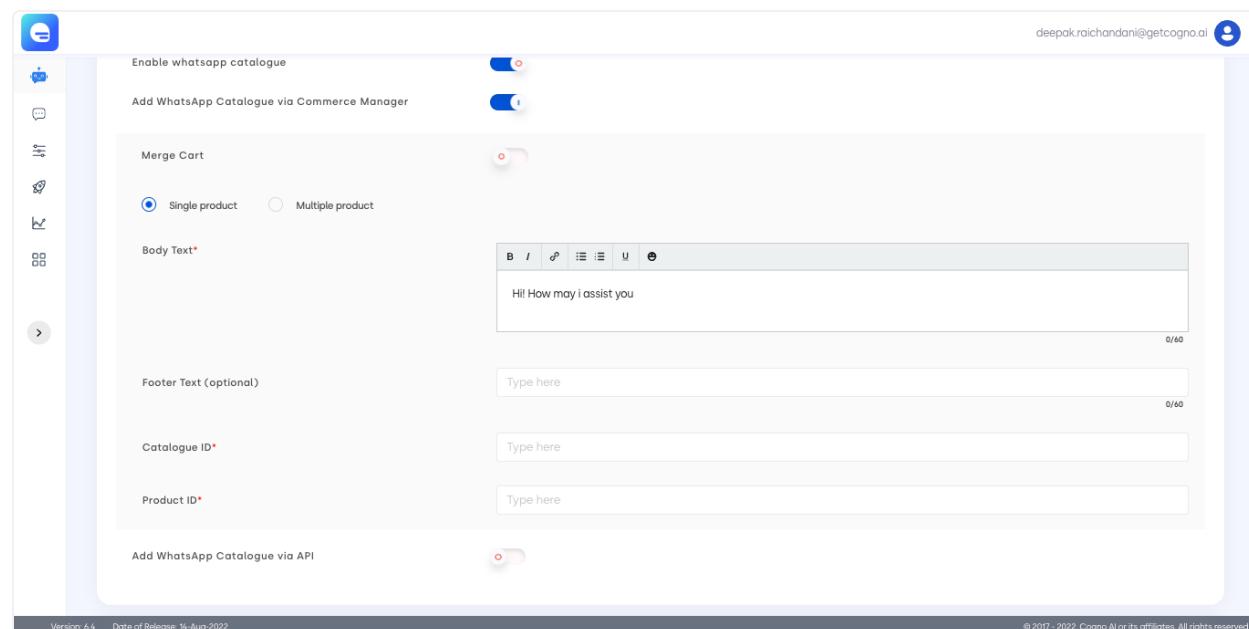
The data available above can also be downloaded.

Refer to the below-shown demo for a better understanding

WhatsApp Catalogue

The WhatsApp Catalogue feature allows users to select from a variety of items and add into a cart to place an order. In Phase 1, we create a Commerce Manager account with Meta and add items to be shown to the user. We also integrate this with our console.

This is visible under Chatbot Console Login > Home Page > Configure Bot>Integrate channels > Whatsapp> Add Catalogue > Enable WhatsApp Catalogue > Select “Add catalogue via Commerce manager”



Add the “product_id” and “catalogue_id” from the Commerce manager to the Easy chat Console. You can find these in,

The image compares two screenshots of the Meta Commerce Manager interface. Both screens show the 'Items' section with a list of products. On the left, the product 'Source of nutrition for all age groups' has its 'Content ID' highlighted with a red arrow. On the right, the same product is selected, and its 'Content ID' is also highlighted with a red arrow. The interface includes filters for status, availability, attributes, and issues, as well as sections for sets, issues, data sources, events, ads, sales, and settings.

All the details added in the Commerce Manager cart will be displayed to the user, when added in sections from our console.

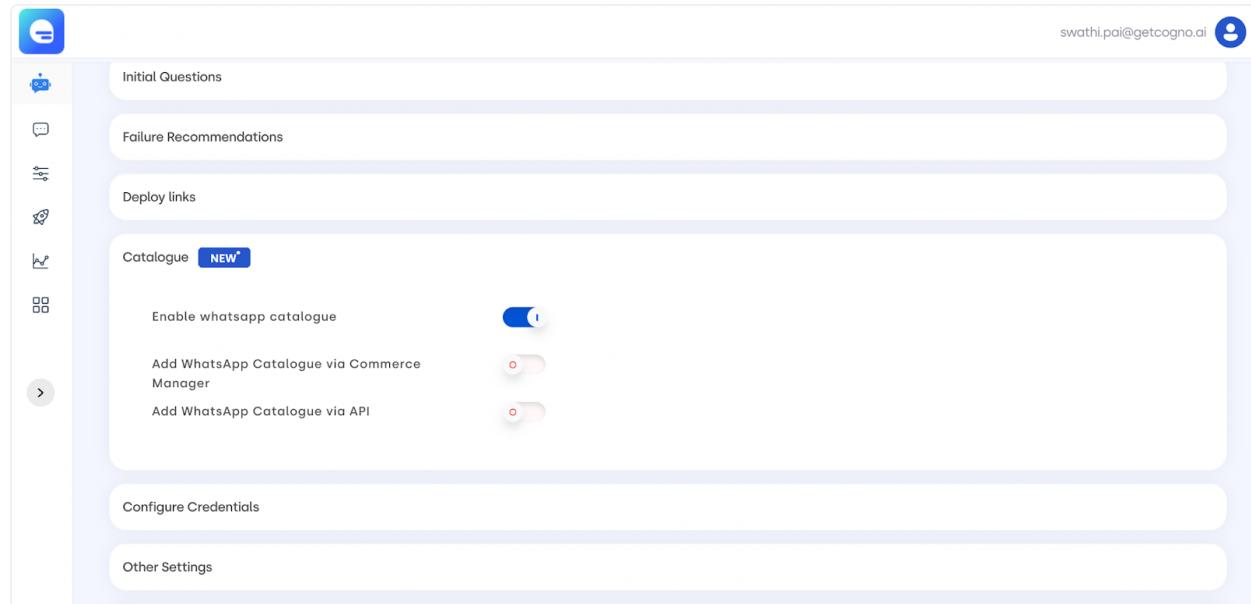
A detailed description of the Phase 1 implementation can be found here

[WhatsApp Catalog Implementation](#)

The Whatsapp catalogue feature has been developed to add items from the console itself. We can do so in 2 ways.

1. Commerce Manager
2. Whatsapp API

This is visible under Chatbot Console Login > Home Page > Configure Bot>Integrate channels > Whatsapp> Add Catalogue > Enable WhatsApp Catalogue > Select any of the two options



If, "Add WhatsApp Catalogue via Commerce Manager" is enabled,

The items are added from Facebook's Commerce Manager, and details such as the footer and header are changed from the console. A Catalogue and Product ID from the Commerce manager needs to be added (Covered in Phase 1)

Enable whatsapp catalogue

Add WhatsApp Catalogue via Commerce Manager

Merge Cart

Single product Multiple product

Note: The character limit is with respect to the end customer side on Whatsapp

Body Text*
Hi! How may i assist you
24/1024

Footer Text (optional)
Type here 0/60

Catalogue ID*
931911917500963

Product ID*
Type here

If, the “Add Catalogue via Whatsapp API ” is selected then,

We can add or delete Items from our console. A unique access token needs to be generated and revoked to make it long-lived, apart from adding Catalogue and Product ID. Header and Footer text can be changed here too.

Refer to the working of the feature below:

The screenshot shows the Cogno Chat interface with the WhatsApp tab selected. The top navigation bar includes links for Inbox, Meet, Facebook, Day to day, Additional, Detailed, Cogno Chat, PPT & Release, and Chatbot. The current user is swathi.pai@getcognito.ai.

The main area displays three message templates:

- Welcome Message:** Hi, I am Iris, a Virtual Whatsapp Assistant. 😊 I can help you with your query.
- Failure Message:** I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!
- Authentication Message:** Please complete authentication to use this service

Below these templates are several configuration sections:

- Add Language to your Channel
- Initial Questions
- Failure Recommendations
- Deploy links

At the bottom, the footer notes Version: 6.4.2 Date of Release: 25-Sept-2022 and © 2017 - 2022, Cogno AI or its affiliates. All rights reserved.

For more detailed information please refer to the document below

[Whatsapp Catalog Phase 2](#)

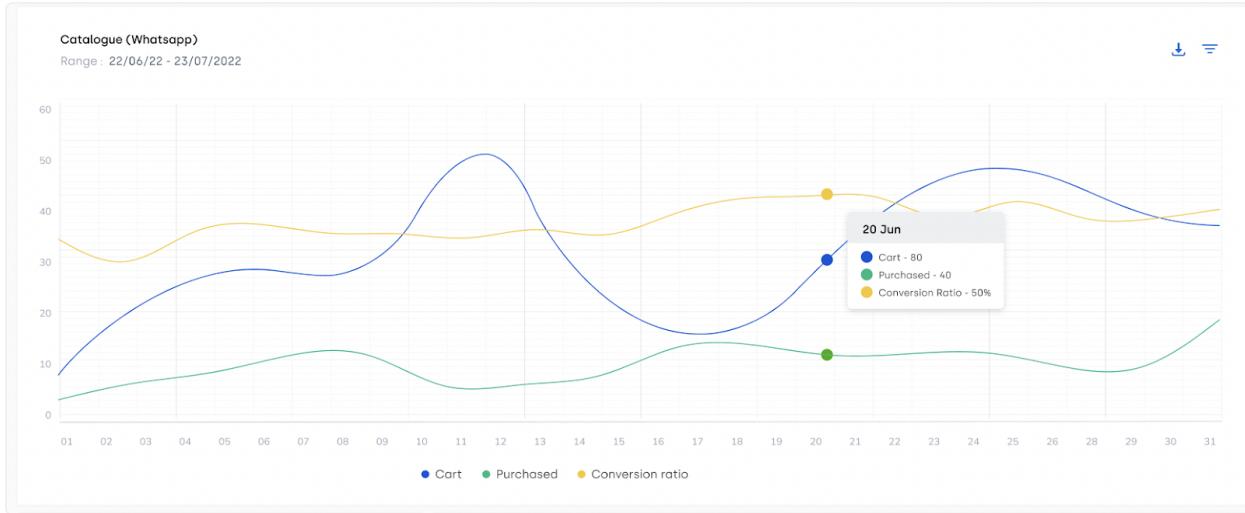
1. Section division of the catalogue: A separate section has been created under Intent configuration.

This is visible under Manage IntentIntent SettingsAdd Catalogue.

The screenshot shows a mobile application interface for managing WhatsApp Catalogue settings. At the top, there are two checked checkboxes: "Is item purchased ?" and "Add catalogue". Below these, a note states "Max 30 items can be displayed on whatsapp". Under "Catalogue list message header", there is a "View Items" button. To its right, a progress bar indicates "10/20". The next section, "Select Sections", contains a dropdown menu labeled "Select Section". Below the dropdown, several categories are listed in blue boxes with an "X" icon to remove them: "Jeans (5 items) X", "Sports (12 items) X", "Trackpants (4 items) X", "Jeans (4 items) X", "Footwear (2 items) X", and "Shirts (4 items) X". At the bottom right are "Cancel" and "Save" buttons.

Note that, we must have already added a section in WhatsApp Catalogue in Settings, to add sections to an intent.

2. Analytics: Combined Analytics now includes a graph with Cart items, Purchased and conversion data.



This data can be filtered based on custom date range and frequency of usage.

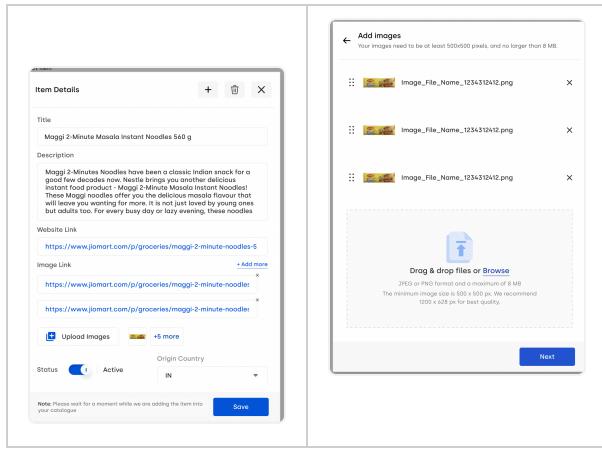
Note that: Conversion ratio = (Number of users who purchased products/ number of user who added items in the cart) * 100.

Conversion Analytics also includes a section for WhatsApp Catalogue with details on the number, items added to the cart, purchased or not, Cart value and date and time.

The data can be filtered based on date range and items purchased or not.

Catalogue (WhatsApp)						
Range : 07 Oct 2022 to 14 Oct 2022						
				Filter	Export	
S.No.	Date and Time	WhatsApp Number	Cart	Purchased	Price	
1	14 October,2022,10:58 am	919594818264	1x 3BK Classic Veg	No	₹201	
2	13 October,2022,3:08 pm	918007224875	1x Paneer Royale Burger, 1x Mutton Whopper	No	₹449	
3	12 October,2022,3:11 pm	918356921745	1x Tata Iodised Salt (1 Kg)	No	₹25	
4	12 October,2022,1:00 pm	917045310323	1x Tata Iodised Salt (1 Kg), 1x Fortune Rice-bran Pro sugar oil (5L), 1x Rin Detergent Bar (250 gm x 4)	No	₹963	
5	12 October,2022,12:45	918356921745	1x My Home Mopz Floral Fresh Disinfectant Surface Cleaner 500 ml (Buy 1 Get 1 Free). 1x 3BK Classic Veg. 1x Chicken Double	Yes	₹488	

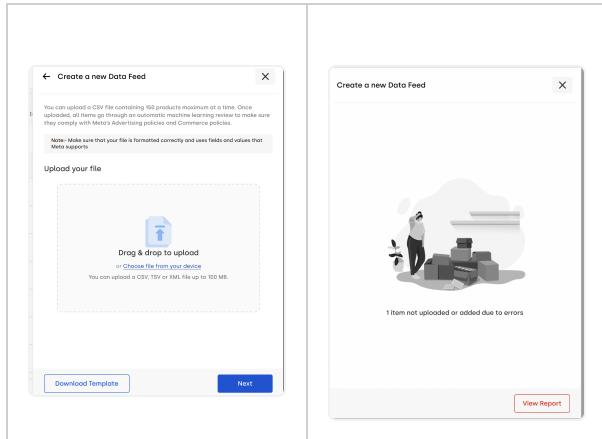
3. Image upload functionality from a local machine: You can now add multiple images from a local machine. A section just below the Image URL is provided with “Upload Images Button”. On clicking which, we can add, rearrange images from the local machine.



1. Upload via CSV

This is visible under Chatbot Console Login > Home Page > Configure Bot>Integrate channels > Whatsapp> Add Catalogue > Enable WhatsApp Catalogue > Select Add WhatsApp Catalogue via API > Add and View items button > Add Items > Data Feed

Users can Upload data in the Excel Template provided that aligns with the Meta terms and conditions. On Successful upload, the items are synced with the existing items. In case of any error, the User can get the errors by clicking on the “View Report” button.



The errors in the CSV are highlighted as shown below.

Report Details

Uploaded File: Demo1233.csv

⚠ These fields have missing information : product_category
Review product_category information to make sure that your items are correctly categorised

Error: 1 product was not uploaded or added

Image	Title	Description	Brand	Content ID	Category	Origin Country	Price	
	Maggi 2-Minute Masala Instant Noodles 560 g	Maggi 2-Minutes Noodles have been a classic Indian snack for a good few ...	Surf Excel	Surf_234		INR	234.00	https://www.getcognito.ai/234
	Maggi 2-Minute Masala Instant Noodles 560 g	Maggi 2-Minutes Noodles have been a classic Indian snack for a good few ..	Madhur	Sugar_435432		INR	234.00	https://www.getcognito.ai/234
	Maggi 2-Minute Masala Instant Noodles 560 g	Maggi 2-Minutes Noodles have been a classic Indian snack for a good few ..	Maggie	Maggie_123		INR	234.00	https://www.getcognito.ai/234
	Maggi 2-Minute Masala Instant Noodles 560 g	Maggi 2-Minutes Noodles have been a classic Indian snack for a good few..	Maggie	Maggie_123		INR	234.00	https://www.getcognito.ai/234
	Maggi 2-Minute Masala Instant Noodles 560 g	Maggi 2-Minutes Noodles have been a classic Indian snack for a good few..	Maggie	Maggie_123		INR	234.00	https://www.getcognito.ai/234
	Maggi 2-Minute Masala Instant Noodles 560 g	Maggi 2-Minutes Noodles have been a classic Indian snack for a good few..	Maggie	Maggie_123		INR	234.00	https://www.getcognito.ai/234

Refer to the working of all the features below:

Items

View And Manage All Of The Items In Your Catalogue. You Can Quickly Find Specific Items Using Search Or Filters.

Sync Products 893 items

	Name	Availability	Price	Brand
<input type="checkbox"/>	Item 89 Content ID: 10069	Available For Order	₹122.00	Amul
<input type="checkbox"/>	Item 38 Content ID: 10038	Available For Order	₹44.00	Amul
<input type="checkbox"/>	Item 41 Content ID: 10041	Available For Order	₹221.00	Coconut 1 pc (Approx 350 g - 600 g)
<input type="checkbox"/>	Item 46 Content ID: 10046	Available For Order	₹200.00	Amul
<input type="checkbox"/>	Item 99 Content ID: 10099	Out Of Stock	₹150.00	Amul
<input type="checkbox"/>	Item 210 Content ID: 10210	Available For Order	₹15.00	Britania
<input type="checkbox"/>	Kurkure bada pocket Content ID: 10051	Available For Order	₹50.00	Coconut 1 pc (Approx 350 g - 600 g)

Showing 1 to 25 of 893 entries

Previous 1 2 3 4 5 ... Next

Version: 6.4.2 Date of Release: 25-Sept-2022 © 2017 - 2022, Cognito AI or its affiliates. All rights reserved.

Limitations: There are some tech limitations as mentioned below

1. Maximum items that can be added to catalogue: 500 products
2. The limit at the intent configuration for sections: 30 products(30 products that)

To know in detail [WhatsApp Catalogue Phase 3: Detailed document](#)

Telegram

Channels - **TELEGRAM** Walk Through :

Configurations

([Click Here](#) to play the video in a new tab)

Telegram Bot

([Click Here](#) to play the video in a new tab)

Channels- Telegram

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
3	Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
4	Webhook Setup	Copy the CJS script and add the API token you get from Telegram.
5	Other settings	Add image in welcome response. Add video in welcome response.

- **Welcome/Failure/Authentication Message-Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.**
- Initial questions-The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)

- Failure recommendations-When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
- Webhook Setup- Copy the CJS script and add the API token you get from Telegram
- Other settings- Add image in welcome response, Add video in welcome response.

The screenshot shows the Iris AI platform's message configuration interface for the Telegram channel. At the top, there's a header bar with the text "Telegram". Below it is a "Back" button. The main area is divided into three sections: "Welcome Message", "Failure Message", and "Authentication Message". Each section has a rich text editor toolbar at the top. The "Welcome Message" contains the text: "Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?". The "Failure Message" contains the text: "I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!". The "Authentication Message" contains the text: "Please complete authentication to use this service". Below these sections are several tabs: "Initial Questions", "Failure Recommendations", "Webhook Set-Up", and "Other Settings". A green "Save" button is located at the bottom left.

Telegram

[Back](#)

Welcome Message

Failure Message

Authentication Message

Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?

I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!

Please complete authentication to use this service

Initial Questions

Failure Recommendations

Webhook Set-Up

Other Settings

Save

Instagram

Channels - **INSTAGRAM** Walk Through :

Configurations

([Click Here](#) to play the video in a new tab)

Instagram Bot

([Click Here](#) to play the video in a new tab)

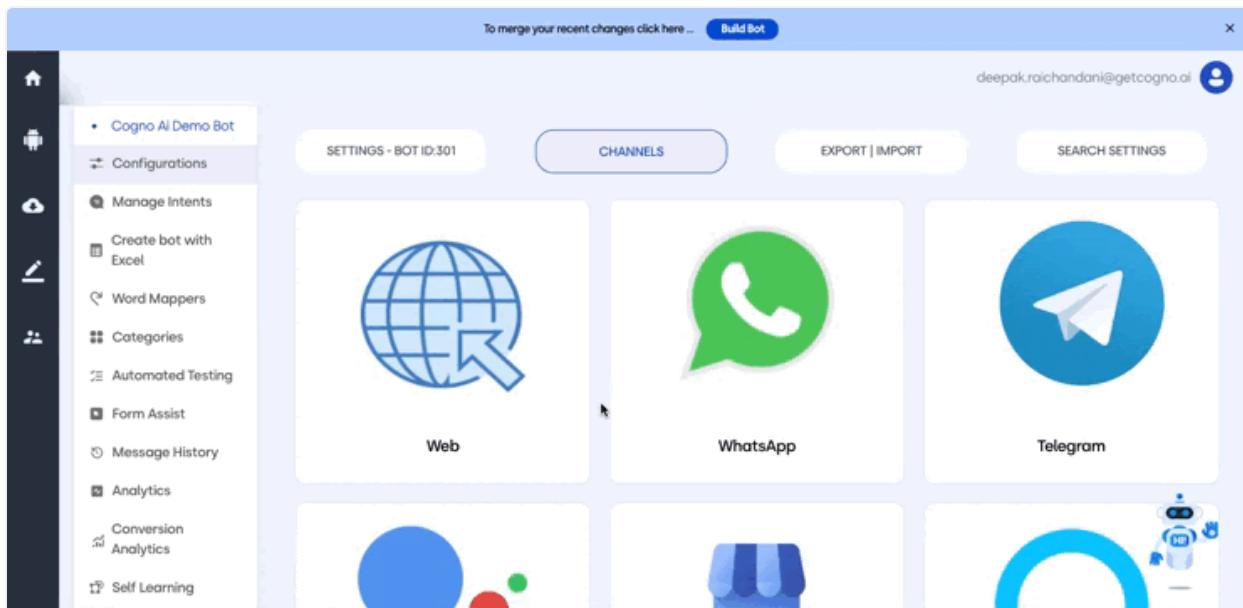
Channels- Instagram

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
3	Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
4	Instagram Configuration	Connect with facebook
5	Deploy Links	Link which we provide to Instagram as webhook URL
6	Other settings	Add image in welcome response. Add video in welcome response.

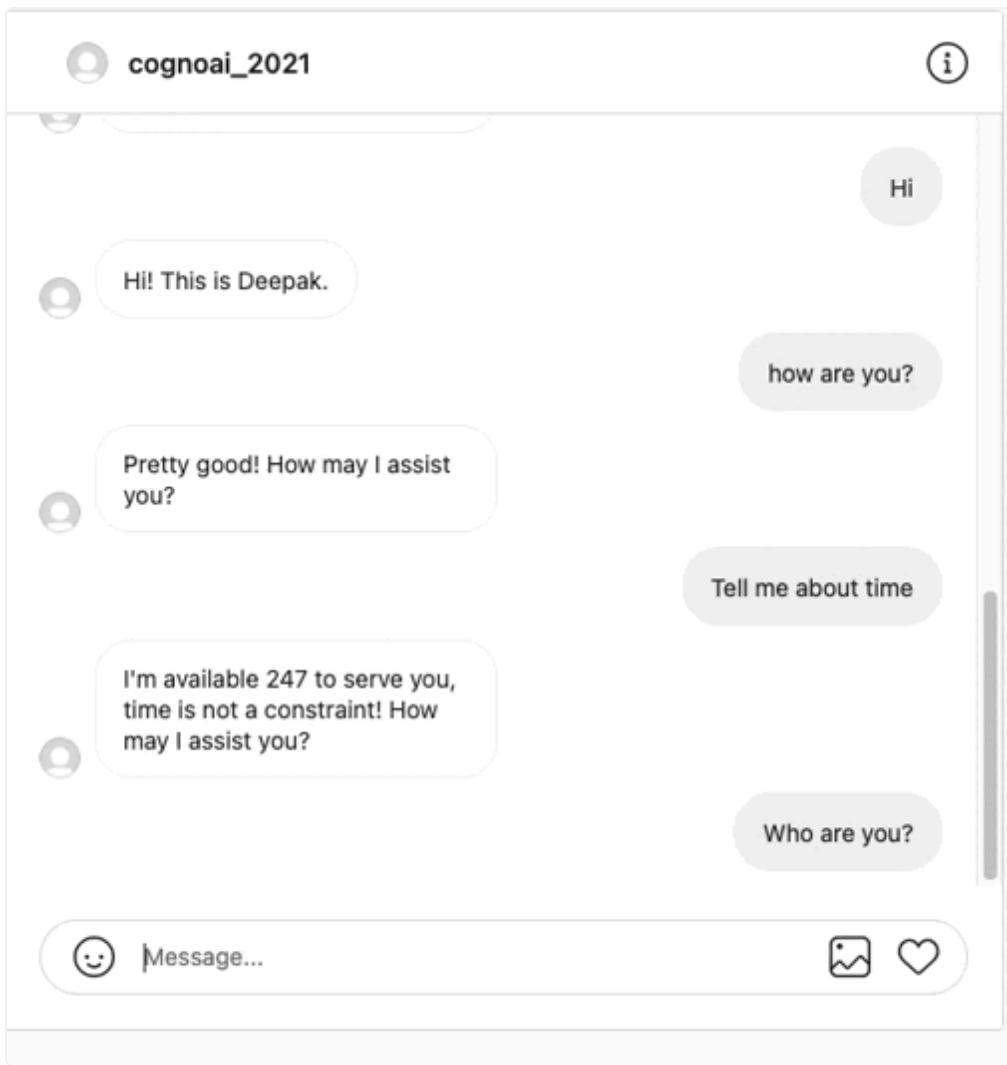
- **Welcome/Failure/Authentication Message**-Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
- Instagram Configurations- Can be integrated by providing Verification Code and Page Access Token.
- Deploy Links- Link which we provide to Instagram as webhook URL

To configure :

This is visible under Configurations > Channel > Select channel (Instagram) > Add Verification Code and Page Access token and Deploy.



Refer the below shown demo for better understanding



This screenshot shows the Cogno AI inbox interface. On the left is a sidebar with icons for Home, Inbox, Active Customers, and Chat Log. The main area shows an "Inbox" section with a header for "Active Customers (0)". There is one active chat listed: "Instag... solve issue" from "instagram_user_45..." at 10:15 AM. A "Resolve" button is next to it. To the right is a detailed view of the chat with "Deepak" (online) and "Instagram User 45" (online). The chat history includes messages like "Hi" and "solve issue". A preview image of a laptop on a desk is shown. On the right side, there are details about the chat: "Email: None", "Phone: Instagram_user_4599704593401173", "Chat initiated at: 10:12 AM", "Chat initiated on: 23-Oct-2021", "Category: others", "Currently assigned agent: Deepak (raichandani(deepak.raichandani@getcogno.ai))", "Previously assigned agent: -", and "Source: Mobile". At the bottom, there is a note to "Start with '/' to select a Canned Response" and standard messaging icons.

Instagram Integration

The improved process to integrate the Instagram channel with the bot and make the bot live.

This is visible under Chatbot Console Login > Home Page > Configure Bot > Integrate Channel > Instagram > Integrate Instagram Credentials

The screenshot shows the 'Instagram' integration configuration page within the Chatbot Console. At the top right, it displays the user's email: deepak.raichandani@getcogno.ai and a profile icon. Below the header, there are three main message editor sections: 'Welcome Message', 'Failure Message', and 'Authentication Message'. Each section has a rich text editor toolbar above it. The 'Welcome Message' contains the text: 'Hi, I am Cogno AI's Instagram Bot.' The 'Failure Message' contains the text: 'I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!'. The 'Authentication Message' contains the text: 'Please complete authentication to use this service'. To the left of these sections, there are several collapsed sidebar panels: 'Add Language to your Channel', 'Initial Questions', 'Failure Recommendations', 'Integrate Instagram Credentials' (which is expanded, showing a 'Connect using Facebook' button and a note: 'Note : To integrate the bot with the Instagram channel, please allow all the permissions asked on clicking "Connect using Facebook".'), and 'Other Settings'. At the bottom left, it says 'Version: 7.0 Date of Release: 31-Mar-2023'. At the bottom right, it says '© 2017 - 2023, Cogno AI or its affiliates. All rights reserved.'

The process to connect the bot with Instagram: [Click here](#)

Please note: For the first bot, integration with the domain is required (Refer [here](#) for the complete integration document). Once this is complete with all required approvals from Meta, multiple bots on the domain can be integrated just by the process shown in the above mention (Process to connect bot with Instagram) document.

Limitations: Mentioned in the integration document.

Instagram Recommendation Button Improvement

Providing an option Short name (Instagram) channel for button text in Instagram channel.

This is visible under Chatbot Console Login > Home Page > Build Bot > Manage Intent > Create / Edit Intent > Channel > Short Name (Instagram)

The screenshot shows the Chatbot Console interface. On the left, there's a sidebar with various icons for managing intents, flows, and other bot components. The main area is titled "Manage intents" and shows a list of intents. One intent is selected, displaying its details: "What is the maximum loan amount for ICICI Bank Home Loan". The "Channel" section on the right is expanded, showing settings for the "Short Name (Instagram)" channel. A red box highlights the "Short Name (Instagram)" input field, which contains "ICICI Bank Home Loa". Below it, the "Button Title (WhatsApp)" field has "What is the maximum lo.." and the "Button Description (WhatsApp)" field has "What is the maximum loan amount for ICICI Bank Home Lo..". A checkbox for "Select all Channels" is checked. At the bottom right are "Reset" and "Save" buttons. The status bar at the bottom indicates "Version: 7.0 Date of Release: 31-Mar-2023" and "© 2017 - 2023, Cogno AI or its affiliates. All rights reserved."

Version: 7.0 Date of Release: 31-Mar-2023

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As Instagram allows a character limit for button text, to maintain the user experience, short name field is added for button text. Maximum character limit for the field is 20.

Please note: the field will only be available if the channel is selected.

Limitations:

Instagram button allows only 20 visible characters. Character more than 20 will be represented as “...” and result in incomplete query.

MicroSoft Teams

Channels **MICROSOFT TEAMS** Walk Through :

Configurations

([Click Here](#) to play the video in a new tab)

MS Teams Bot

([Click Here](#) to play the video in a new tab)

Channels - Microsoft Teams

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Microsoft Teams Configurations	Can be integrated by providing App ID and App password
3	Deploy Links	Link which we provide to Microsoft team as webhook URL

Google Home / Assistant

Channels **Google Home/Assistant** Walk Through :

Configuration

([Click Here](#) to play the video in a new tab)

Google Assistant Bot

([Click Here](#) to play the video in a new tab)

Channels - Google Home/Assistant

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
3	Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
4	Deploy Links	Link which we provide to Google Home/Assistant as webhook URL
5	Auth Setup Page	For Google Assistant is provided in console
6	Other settings	Add image in welcome response. Add video in welcome response.

- **Welcome/Failure/Authentication Message- Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.**

- Initial questions- The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
- Failure recommendations- When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
- Deploy Links- Link which we provide to Google Home/Assistant as webhook URL
- Auth Page setup

This is visible under Channel (Alexa) > Auth Page Set-Up > Fill in the required field

- Other settings- Add image in welcome response, Add video in welcome response.

Google My Business

Channels - Google My Business Walk Through :

Configuration

([Click Here](#) to play the video in a new tab)

GMB Bot

([Click Here](#) to play the video in a new tab)

Channels - Google My Business

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
3	Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
4	Webhook Setup	Link which we provide to Google My Business as webhook URL
5	GBM credentials	Bot Display Name, Bot Display picture, Agent Id, Brand Id, Privacy policy url, GMB API credentials file can be set.

- **Welcome/Failure/Authentication Message- Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.**

- Initial questions- The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
- Failure recommendations- When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
- Web hook Setup: Link which we provide to Google My Business as webhook URL
- GMB credentials: Bot Display Name, Bot Display picture, Agent Id, Brand Id, Privacy policy url, GMB API credentials file can be set.

The screenshot shows the 'Google My Business' interface for configuring a virtual assistant. At the top, there's a navigation bar with a 'Back' button. Below it, three main message templates are displayed:

- Welcome Message:** A template for new users. It includes a toolbar with icons for bold, italic, etc., and a text area containing: "Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?"
- Failure Message:** A template for when an intent is not recognized. It includes a toolbar and a text area containing: "I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!"
- Authentication Message:** A template for authentication requests. It includes a toolbar and a text area containing: "Please complete authentication to use this service"

Below these templates, there are four sections with collapsed dropdowns:

- Initial Questions**
- Failure Recommendations**
- Webhook Set-Up**
- GMB Credentials**

At the bottom left is a green 'Save' button.

Alexa

Channels - **Alexa** Walk Through :

Configuration

([Click Here](#) to play the video in a new tab)

Channels - Alexa

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
3	Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
4	Deploy	Link which we provide to Alexa as webhook URL
5	Auth Setup Page	For Alexa is provided in console
6	Other settings	Add image in welcome response. Add video in welcome response.

- **Welcome/Failure/Authentication Message- Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.**
- Initial questions- The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
- Failure recommendations- When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.

- Deploy Links- Link which we provide to Alexa as webhook URL
- Other settings- Add image in welcome response, Add video in welcome response.
- Auth Page setup

This is visible under Channel (Alexa) > Auth Page Set-Up > Fill in the required fields

The screenshot shows the 'Auth Page Set-Up' section of the Alexa developer console. At the top, there's a header with the Alexa logo and a 'Back' button. Below the header, there are three main message templates:

- Welcome Message:** "Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?"
- Failure Message:** "I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!"
- Authentication Message:** "Please complete authentication to use this service"

Below these templates, there are several navigation links and a save button:

- Initial Questions
- Failure Recommendations
- Deploy links
- Auth Page Set-up
- Other Settings
- Save**

Auth Page Set-up

Project ID	<input type="text" value="Enter googlehome Project ID"/>	<button>Get Auth Details</button>
Auth Page title image	<input type="button" value="Upload From Device"/>	
Get OTP Processor	Pending	
Verify OTP Processor	Pending	
Custom Auth Page	<input type="button" value="Customize"/>	

Android

Channels - **Android** Walk Through :

Configuration

([Click Here](#) to play the video in a new tab)

Android Bot

([Click Here](#) to play the video in a new tab)

Channels - Android

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
3	Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
4	Welcome Banner	customise the welcome banner by enabling automatic scrolling and can also set a time interval for the same (in seconds).
5	Deploy	By providing the website link we can deploy the bot on the provided website link according to business needs.
6	Sticky Buttons	Intents that will be permanently shown to the user at the bottom of the chat screen, above the input text area.Specific intents which are too important can be called by the user

7	Web URL Landing	By specifying the webpage and the intent, the admin can allow multiple webpages to have multiple initial intents to be triggered when users land on the chatbot.
8	Other settings	<ul style="list-style-type: none"> -Image and Video to be shown in welcome response. -Bot position on the website. -Allowing users to minimize the web bot icon to ensure a smooth website browsing experience -Change theme colour of the bot as per business needs -Upload a bot icon as per business needs

- **Welcome/Failure/Authentication Message- Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.**
- Initial questions- The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
- Failure recommendations- When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
- Welcome Banner- customise the welcome banner by enabling automatic scrolling and can also set a time interval for the same (in seconds).
- Deploy- By providing the website link we can deploy the bot on the provided website link according to business needs.
- Sticky Buttons- Intents that will be permanently shown to the user at the bottom of the chat screen, above the input text area.Specific intents which are too important can be called by the user
- Web URL Landing- By specifying the webpage and the intent, the admin can allow multiple webpages to have multiple initial intents to be triggered when users land on the chatbot.
- Other settings-
 - Image and Video to be shown in welcome response.
 - Bot position on the website.
 - Allowing users to minimize the web bot icon to ensure a smooth website browsing experience
 - Change theme colour of the bot as per business needs

-Upload a bot icon as per business needs

Web and Android
Back
Welcome Message
<p>Hi, I am Iris 😊, a Virtual Assistant. I am here to help you with your most common queries 😊. You name it and I do it. How can I help you today?</p>
Failure Message
<p>I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!</p>
Authentication Message
<p>Please complete authentication to use this service</p>
Initial Questions
Failure Recommendations
Welcome Banner
Deploy
Sticky Buttons NEW
Web URL Landing Options NEW
Other Settings NEW

Facebook

Channels - **Facebook** Walk Through :

Configurations

([Click Here](#) to play the video in a new tab)

Facebook Bot

([Click Here](#) to play the video in a new tab)

Channels - Facebook

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
3	Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
4	Facebook configurations	This can be Integrated with the help of Verification code and page access token
5	Deploy	Link which we provide to Facebook as webhook URL
6	Other settings	Add image in welcome response. Add video in welcome response.

- Welcome/Failure/Authentication Message- Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.

- Initial questions- The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
 - Failure recommendations- When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
 - Facebook configurations- This can be Integrated with the help of Verification code and page access token
 - Deploy- Link which we provide to Facebook as webhook URL
 - Other settings-
- Add image in welcome response.
- Add video in welcome response.

Facebook

[Back](#)

Welcome Message

B I = := | = = | = = | = = | = = | = = | ?

Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?

Failure Message

B I = := | = = | = = | = = | = = | = = | ?

I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!

Authentication Message

B I = := | = = | = = | = = | = = | = = | ?

Please complete authentication to use this service

Initial Questions
Failure Recommendations
Facebook Configurations

Deploy links
Other Settings

[Save](#)

Twitter

Channels - Twitter Walk Through :

Configuration

([Click Here](#) to play the video in a new tab)

Twitter Bot

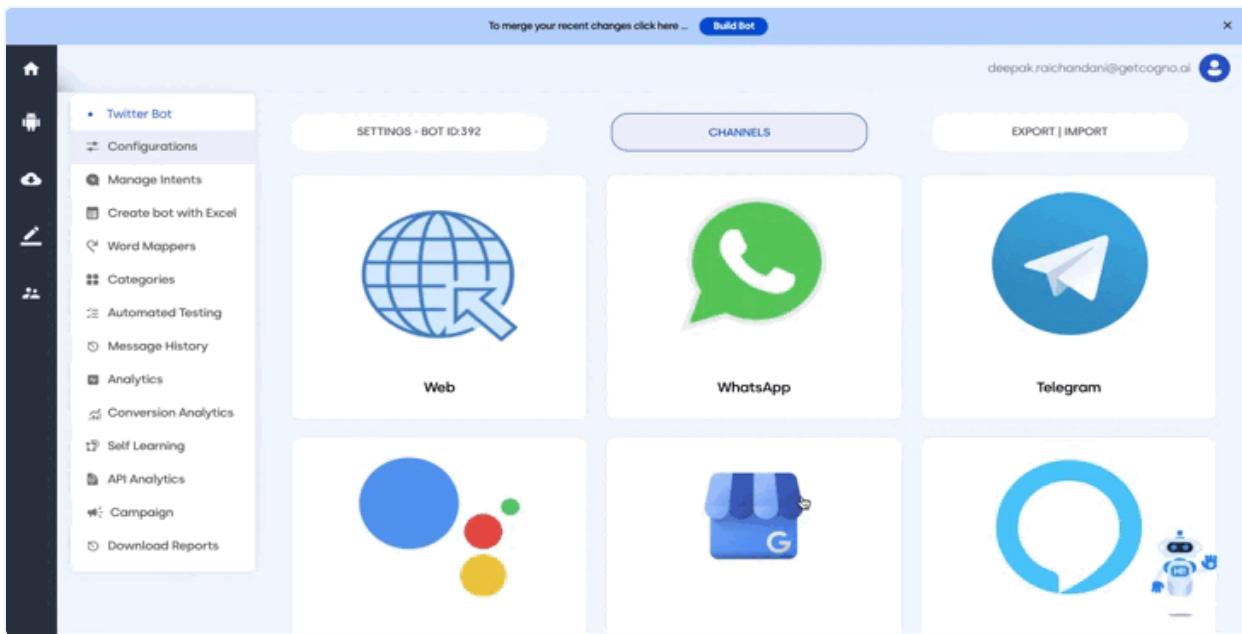
([Click Here](#) to play the video in a new tab)

Channels - Twitter

Sr no.	Feature name	Definition
1	Welcome/Failure/Authentication Message	Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.
2	Initial questions	The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
3	Failure recommendations	When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
4	Twitter Configuration	Various parameters to be completed to configure Twitter Webhook.
5	Deploy	Link which we provide to Twitter as webhook URL
6	Other settings	Add image in welcome response. Add video in welcome response.

- **Welcome/Failure/Authentication Message- Customizable text for Failure and Authentication messages to be shown to the end-user when interacting with the bot.**

- Initial questions- The initial set of queries post welcome message are configurable(you can select which intent to show as suggestions)
- Failure recommendations- When an intent is not recognized a failure message is displayed as a bot response with the provided failure recommendation intent selected.
- Twitter Configuration - To configure a webhook certain parameters need to be filled in this section.
- This is visible under Configurations > Channel > Select channel (Twitter) > Add required details to setup webhook.



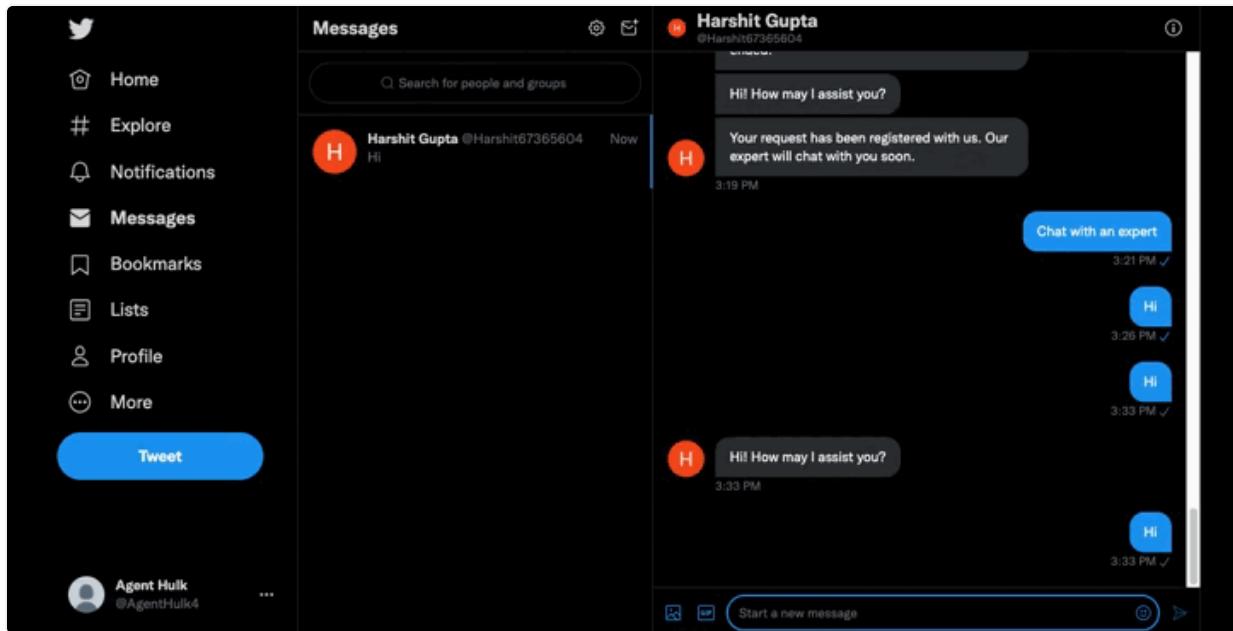
- Deploy Links- Link which we provide to Twitter as webhook URL
- Other settings- Add image in welcome response, Add video in welcome response.
- Please note : LiveChat is also available on twitter once configured.
- Certain Limitations :

(Limitations as Twitter doesn't support the following)

- Response with Table isn't supported.
- Response with card(Image) isn't supported and if the card doesn't contain a link (to redirect), then the card will not appear in the response.
- Response widgets like Calendar picker, Range picker, Radio button etc. are supported.
- Response with italic and bold text isn't supported.
- Twitter does not support the sending / receiving of attachments of doc, pdf format so it will not work in livechat.

6. Also sending video files from agent is also not supported from agent side so for document / video we will be sending the file url as a text message.

Refer to the below shown demo for better understanding or [click here](#).

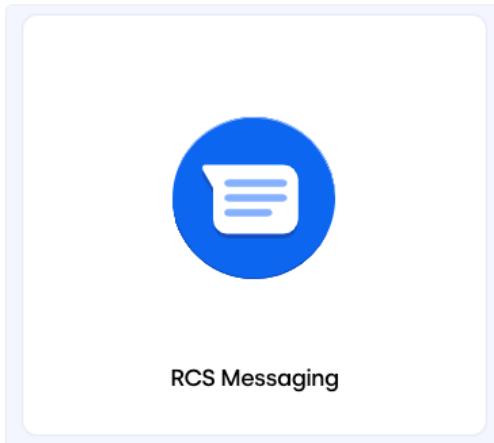


RCS Messaging

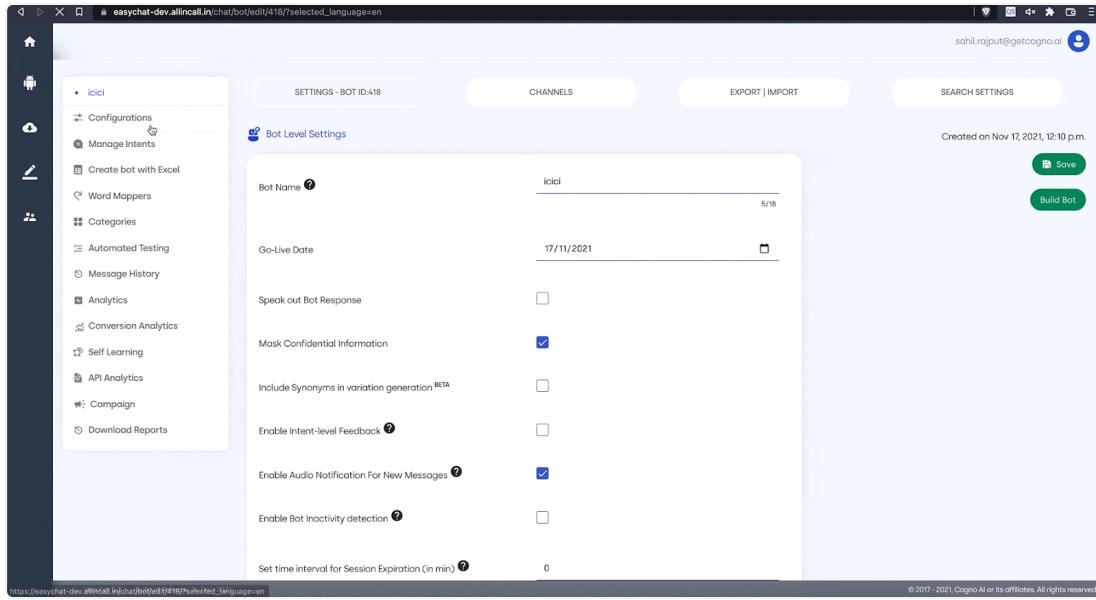
RCS Business Messaging

To configure :

This is visible under Chatbot Console > Configuration > Channels > RCS Messaging

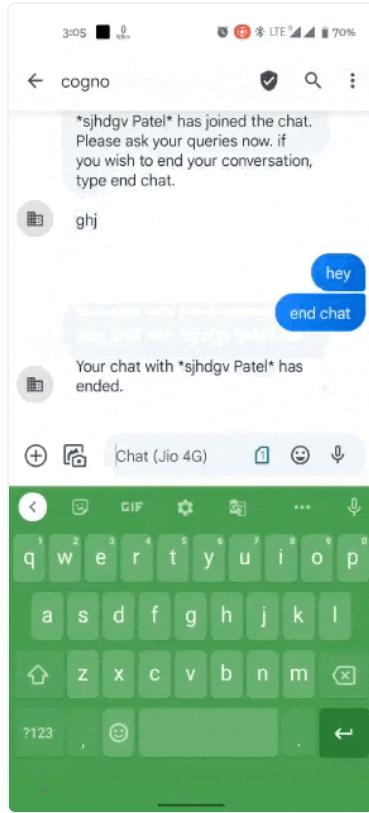


Refer the below shown demo for better understanding



A screenshot of the Chatbot Console settings page for Bot ID 418. The left sidebar shows navigation options like Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Message History, Analytics, Conversion Analytics, Self Learning, API Analytics, Campaign, and Download Reports. The main area displays "Bot Level Settings" for bot "icici". It includes fields for "Bot Name" (icici), "Go-Live Date" (17/11/2021), and various checkboxes for "Speak out Bot Response", "Mask Confidential Information", "Include Synonyms in variation generation (BETA)", "Enable Intent-level Feedback", "Enable Audio Notification For New Messages", and "Enable Bot Inactivity detection". A note at the bottom says "Set time interval for Session Expiration (in min) 0". At the top right, it shows "Created on Nov 17, 2021, 12:10 p.m." and buttons for "Save" and "Build Bot". The URL in the address bar is https://easychat-dev.allincall.in/chat/bot/edit/418?selected_language=en.

Feature Working



Integration Document : [Click Here](#)

Voice Channel

Previously all the Voice configuration were available and configured in the backend using the Django admin which increased the difficulty to make changes and dependency on the development sometimes, So to enable this on the front end we have added a new channel as Voice in the Chatbot under the Integrate Channels section.

Users can click on the Text To Speech Settings option and configure all the settings as per their requirements whenever needed.

The settings are Provider specific and the options will be automatically updated based on the Provider selected in the 1st field.

To configure :

This is visible under :

Chatbot >>> Select the Bot >>> Configure Bot Drop-down >>> Integrate Channels >>> Select Voice >>> Click Text To Speech Settings

The screenshot shows the 'Voice' channel configuration page. At the top right, there is a user profile icon and the email 'kaustubh.shinde@getcognito.ai'. On the left, there is a sidebar with various icons. The main area has a title 'Voice' and a 'Back' button. Below the title, there are three sections: 'Welcome Message', 'Failure Message', and 'Authentication Message'. Each section contains a rich text editor toolbar (bold, italic, underline, etc.) and a preview area. The 'Welcome Message' preview says: 'Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?'. The 'Failure Message' preview says: 'I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!'. The 'Authentication Message' preview says: 'Please complete authentication to use this service'. At the bottom, there is a 'Text to Speech Settings' section with a 'Reset To Default' button and a 'Save' button.

Voice TTS Configurations

Let us try to understand all the configurable TTS options below -

1. **Provider** - Users can select the TTS service provider they want to use and according to the selection all the below options will change. Currently, we support Microsoft (default), Google & AWS Polly.
2. **Language** - We just have 1 language support as English - India.
3. **Voice Type** - We currently do not support any Voice Type or Speaking Style apart from the generic options available from the providers i.e Microsoft (General) & AWS (Standard).
4. **Voice Name** - Users can select the Voice sound they want using this option. The options are different for each provider and the list will auto-update dynamically based on the Provider selected.
5. **Speaking Speed** - Users can set the speaking speed by sliding the bar and this will update the values in the text box or type in the text box which will update the slider position.
6. The minimum and the maximum speed supported by each provider is different hence the default view and this setting will change based on the provider selected. Check the Design and the table below for understanding all the cases.
7. **Pitch** - Users can change the pitch of the speech using this option which shares the same functionality as the Speaking Speed slider, hence sharing the values for each provider below.
8. **ASR Provider** - Users can select the ASR provider from the 2 options we support using this drop-down. Google (default) and Ameyo. Nothing will change based on the ASR provider option selected.
9. **Allow Barge** - Users can enable or disable the Barge-in functionality using this toggle. By default, this will be disabled.
- 10.
11. **Reset to Default** - We will have a Reset to Default button beside the **Save** button using which users can reset all the values for that Provider to default and mandatorily needs to click on Save, else the values will not be set to default.
12. **Save** - Click on this button to save the settings once the configuration is done. This will only save the value for the selected Provider at a moment and users need to save it each time for any changes done on other Provider settings.

Text to Speech Settings

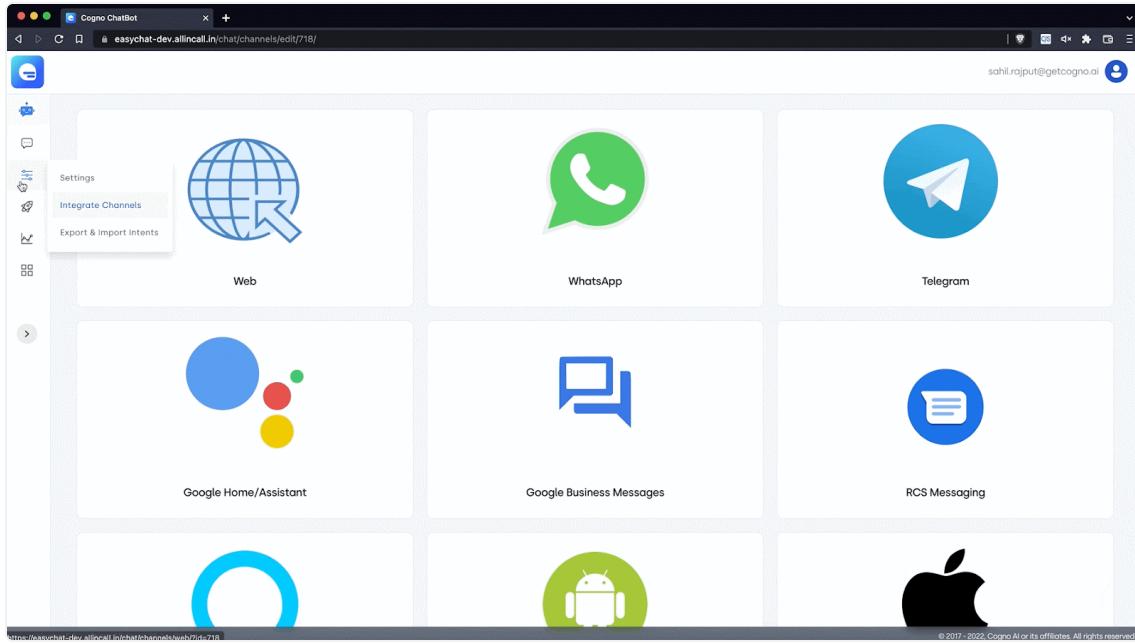
Provider	Microsoft
Language	English (India)
Voice Type	General
Voice Name	Neerja (Neural)
Speaking Speed <small>?</small>	0  3
Pitch <small>?</small>	0  2
ASR Provider	Google
Allow Barge <small>?</small>	<input checked="" type="checkbox"/>

[Reset To Default](#) [Save](#)

Validation

- After clicking on the Save button after configuring the values we save the values permanently for that provider, so that when the user changes the provider in the future and comes back to the old provider the values should be persisted and should not reset.
- We need to support the decimal values up to 2 digits within the range present for that channel.
- eg - 1.87, 0.30, 2.10, etc **while 0. 343 will be saved as 0.34 and 0.345 will be saved as 0.35 only.**
- We have a Reset to Default button beside Save using which users can reset all the values for that provider to default and mandatorily need to click on Save else the values will not be set to default.

Refer the below shown demo for better understanding



Please note : (Limitations)

- We cannot test the settings preview on our product, users will have to test it on the Providers official website.

Handling Global Events in VoiceBot

Added more configuration options to make our Voice bot more dynamic.

To configure :

This is visible under : Chatbot Console > Configure Bot > Integrate Channels > Voice > Voice Event Settings

The screenshot shows the 'Voice' configuration page in the GetCognito AI Platform. On the left, there's a sidebar with various icons for navigation and settings. The main area has three tabs: 'Welcome Message', 'Failure Message', and 'Authentication Message'. Each tab contains a rich text editor with a toolbar above it. The 'Welcome Message' tab contains the text: 'Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?'. The 'Failure Message' tab contains the text: 'I'm not sure if I can help you with your query. Can you please rephrase it? Alternatively, you can connect to our customer care team, who is always there to help you!'. The 'Authentication Message' tab contains the text: 'Please complete authentication to use this service'. Below these tabs are two sections: 'Text to Speech Settings' and 'Voice Event Settings'. At the bottom right is a green 'Save' button.

Silence Detection

The Silence Detection event is when the user is not replying or the bot is waiting for the user to reply for more than 6 seconds (time cannot be changed using the frontend), we will detect silence in the flow and trigger the Silence Detection Event.

Threshold Count - The maximum number of times the bot should retry asking the user for a reply after every 6 seconds and trigger the Silence Detection event. The minimum and default count is 2 and the maximum can be 8 selected from the drop-down option.

Follow Up Response - The response sent by the Bot after it detects silence if the user is not responding for 6 seconds. This will repeat till it reaches the Threshold Count setting.

Termination Response - The final response sent by the Bot before disconnecting the call after the Threshold Count is exceeded.

Voice Event Settings

Silence Detection ?

Threshold Count ?

Follow Up Response * ?

Termination Response * ?

Repeat Detection ?

Hey! we could not hear anything from your side, are you still there?

Sorry, we asked a couple of times but did not get any response from your side. Thanks for calling us!

Repeat Detection

In a conversation with the voice bot, if the user asks the bot to repeat the response by saying "Can you repeat again?" or any other variation then the bot will capture and understand the intent and trigger the Repeat Detection Event. Once this event is triggered the Bot will repeat the current response to the user.

Termination Response * ?

Sorry, we asked a couple of times but did not get any response from your side. Thanks for calling us!

Repeat Detection ?

Variations ?

Click here to view the list or add a new variation by hitting 'Enter'

Loop Detection ?

Threshold Count ?

2

Agent Handover ?

Yes No

Sorry, it seems that we have detected a loop and reached the

Repeat Detection Event will use the same count and response from the Loop Detection Event, It is a subset of the Loop detection Event.

Variations - All the variations and intents present here will trigger the Repeat Detection Event if the user uses the same word/ phrase in between the flow within the similarity % (60).

Users can see all the variations present in the list by clicking on it and can add new variations by typing the phrase and hitting the enter button. The newly added variations will be seen on the top.

Users can also delete some variations if added by mistake using the delete icon which will ask for a confirmation in the modal.

Please note : if the user tries to add the exact similar phrase or word that is already present in the list, then it will not be added

The screenshot shows a conversational AI interface with a sidebar containing icons for termination response, repeat detection, variations, loop detection, threshold count, agent handover, and termination response. The main area has a header with the user's email (deepak.raichandani@getcogno.ai) and profile picture. A message box displays: "Sorry, we asked a couple of times but did not get any response from your side. Thanks for calling us!". Below this is a "Repeat Detection" section with a link to "Variations". The "Variations" section contains a list of phrases: "unable to hear you", "Sorry, didn't get you, can you repeat?", "Sorry, didn't get you", and "did not hear you". Each phrase has a red trash icon to its right. A modal window titled "Click here to view the list or add a new variation by hitting 'Enter'" is open over the variations list. At the bottom of the screen, there is a footer message: "Sorry, it seems that we have detected a loop and reached the".

Loop Detection

If the flow is stuck in the loop without moving ahead to the next intent in the flow, the bot will trigger the Loop Detection Event and keep sending the same message till it exceeds the threshold count and later ends the flow.

Please Note : The count of the Repeat Detection will be counted as Loop Detection hence it will terminate if you reach the Threshold count.

The screenshot shows the 'Loop Detection' configuration page. On the left sidebar, there are icons for Home, Flows, Agents, Metrics, and Help. The main area has a header 'Loop Detection' with a help icon. Below it is a 'Threshold Count' field with a dropdown menu set to '2'. Underneath is an 'Agent Handover' section with a radio button for 'Yes' (unchecked) and 'No' (checked). A note below says: 'Sorry, it seems that we have detected a loop and reached the retry limit. Thanks for calling us!' At the bottom is a green 'Save' button.

Threshold Count - The maximum number of times the bot should repeat the same response after detecting the Repeat Intents from the user. The minimum and default count is 2 and the maximum can be 8 selected from the drop-down option.

Agent Handover - We have 2 cases to solve the abrupt disconnecting of the call, which is handled by giving an option to connect with an agent.

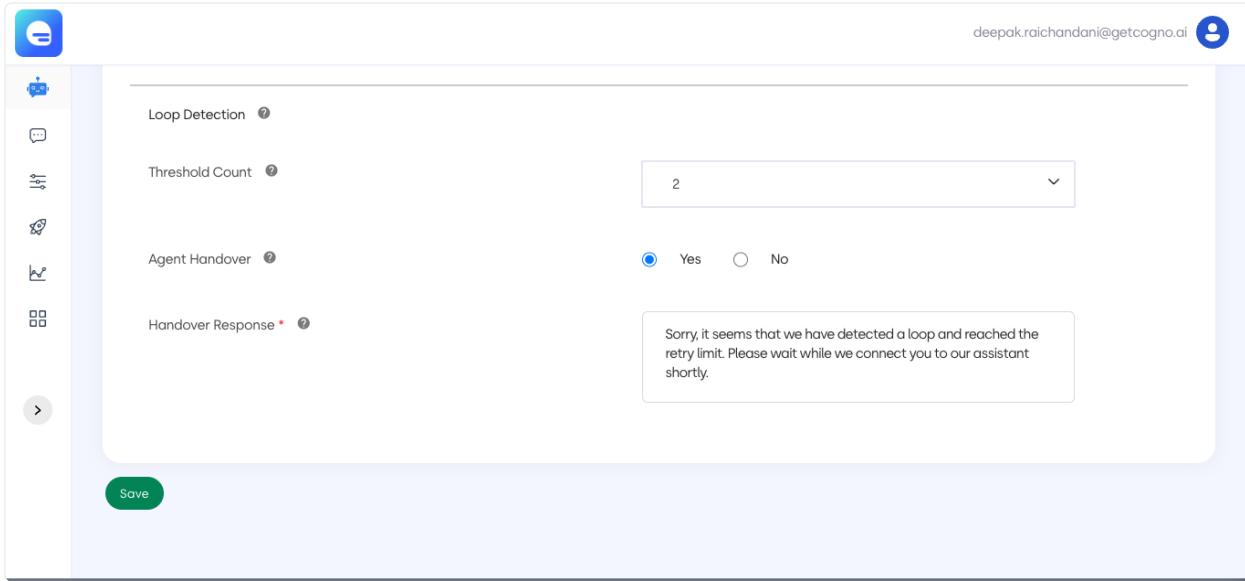
Terminate the flow - By default, the Agent Handover is set to No and you need to add the Termination Response.

This screenshot is identical to the one above, but the 'Agent Handover' section shows 'Yes' is checked instead of 'No'. All other elements, including the threshold count, termination response message, and save button, remain the same.

Flow Termination Response - The final response sent by the Bot before disconnecting the call after exceeding the Threshold Count.

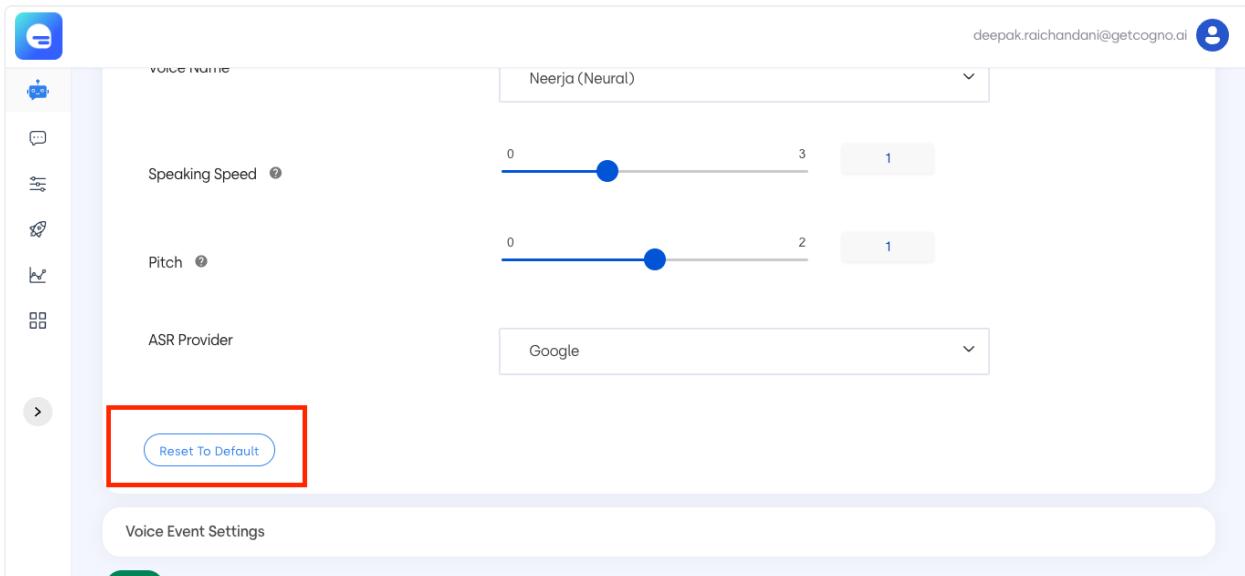
Handover to Agent - You need to set the Agent Handover to Yes and the Termination Response field will be replaced by the Handover Response field. This will be a response shared before the

Agent handover.



Text To Speech Settings

Added a button to reset the settings to default.



Allow Barge Settings

If enabled the bot will always pause and listen whenever the user speaks in between and then reply back with the new response.

Choose Data Validator

Choose Validator

Child intent visible as options ? ✓

Child Order

Final Child ?

Voice Bot Exit Tree ?

Enable transfer call to agent ?

Allow Barge ? ✓

WhatsApp list message header ? Options



Please note : (Limitations)

1. The response field is mandatory and cannot be kept blank.

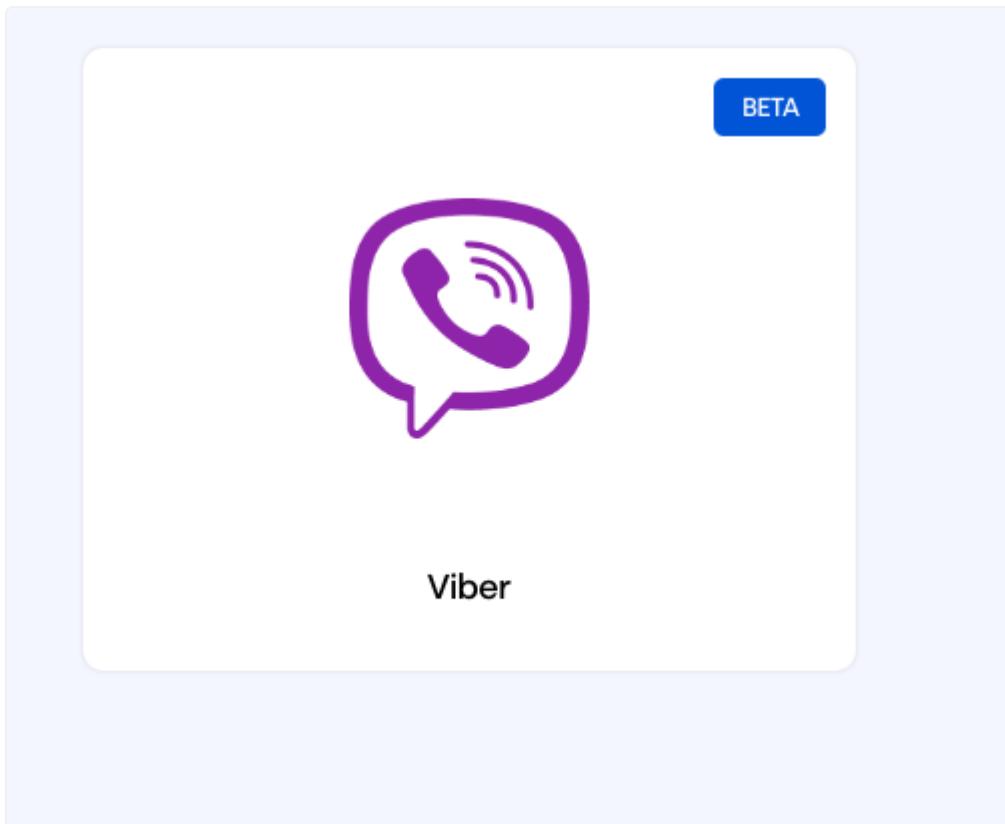
Viber

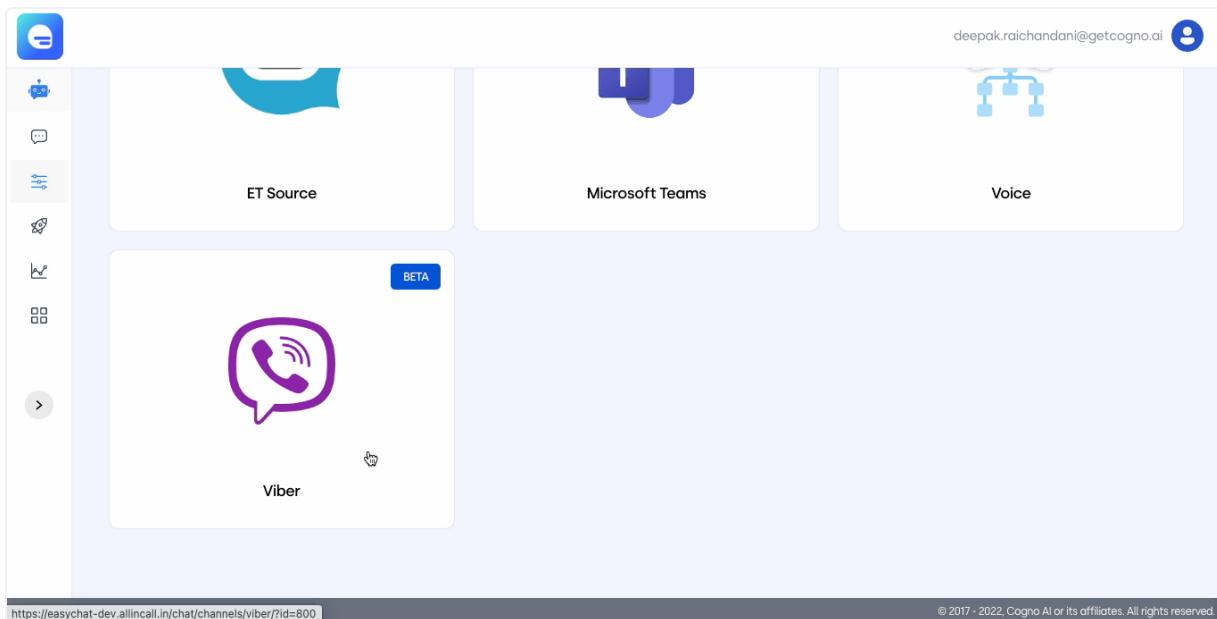
Viber Channel

Providing an option to integrate the Bot with Viber.

To configure :

This is visible under : Chatbot console > Configure Bot > Integrate Channels > Viber





This screenshot shows a Viber chat interface. On the left, a message from a user named 'uurrrr' is displayed, stating: "Hi, I am Iris, a Virtual Assistant. I am here to help you with your most common queries. You name it and I do it. How can I help you today?". This message was sent at 4:38 PM. On the right, a message from the 'cognobot' is shown, saying "Hi" at 4:38 PM. To the right of the messages is a detailed view of the cognobot's profile, which includes a cartoon robot head with headphones and the text "cognobot Commerce". The profile view also lists "7 subscribers" and includes settings for the chat channel, such as "About", "Content", "Participants" (set to 2), "Mute Chat", "Receive Messages", and "Leave and Delete".

Integration Documentation :

Viber Integration Document (<https://doc.clickup.com/d/h/38qfb-27404/6fc73c2b3f796dd>)

The Viber Chatbot has the following functionalities working:

- Welcome, Failure, Auth message
- Initial Questions

- Failure Recommendations
- Welcome image, video
- Intent Level Feedback
- CSAT: The working of CSAT will be similar to Whatsapp CSAT, Add an option of Viber in the dropdown of Channel in CSAT
- Tooltip for Viber Time: A message will be pushed after the specified time to collect the customer satisfaction score.
- Video Response(as video URL)
- Image Response
- Pdf or other Doc response(except image and video)
- PDF searcher, G-Search Functionality, EasySearch Functionality
- Note: References are attached in the Figma, the UI will be finalized during the time of development as it depends on the customizations that Viber allows.
- Bot switch logic
- Abort/Terminate Flow
- Send attachments inflow
- Dollar Separated text response \$\$\$
- Go back functionality
- Emoji Bot Response
- Profanity Response
- Bot Break
- Confirm Reset functionality
- Initiate conversation after welcome message in settings\Other settings.
- LiveChat Functionality
- TMS Functionality
- Multilingual support (Same as WhatsApp)
- Different types in the text response such as bold, italic, etc.
- Language fine-tuning in the Viber channel Page.
- Functionality to change the bot message icon(Working will be similar web channel).

- Bot responses order.

Export/Import

Export/Import Walk Through :

([Click Here](#) to play the video in a new tab)

Configurations - Export/Import

Sr no.	Feature Name	Definition
1	Export your Bot	Under the Export tab, users can export bot on the platform as per the requirement in the following formats (json, zip, FAQ as excel,Alexa json)
2	Upload new intents and entities without deleting the previous ones	Under the Import tab, users can import bot on the platform as per the requirement in the following formats (json, zip). Language fine tuning for multilingual intents.

Export and Import

Under the Export | Import tab, users can export or import a bot on the platform as per the requirement.

Export as	Import as
ZIP file	Zip file
Excel	JSON
JSON	
Alexa JSON	
Multilingual Intent as Excel	Multilingual Intent as Excel

A feature for Multilingual fine tuning Intent in Excel via Import and Export is given below.

This is visible under Configuration > Export | Import > In Export your Bot > Choose 'Export Multilingual Intent as Excel' > Click Export

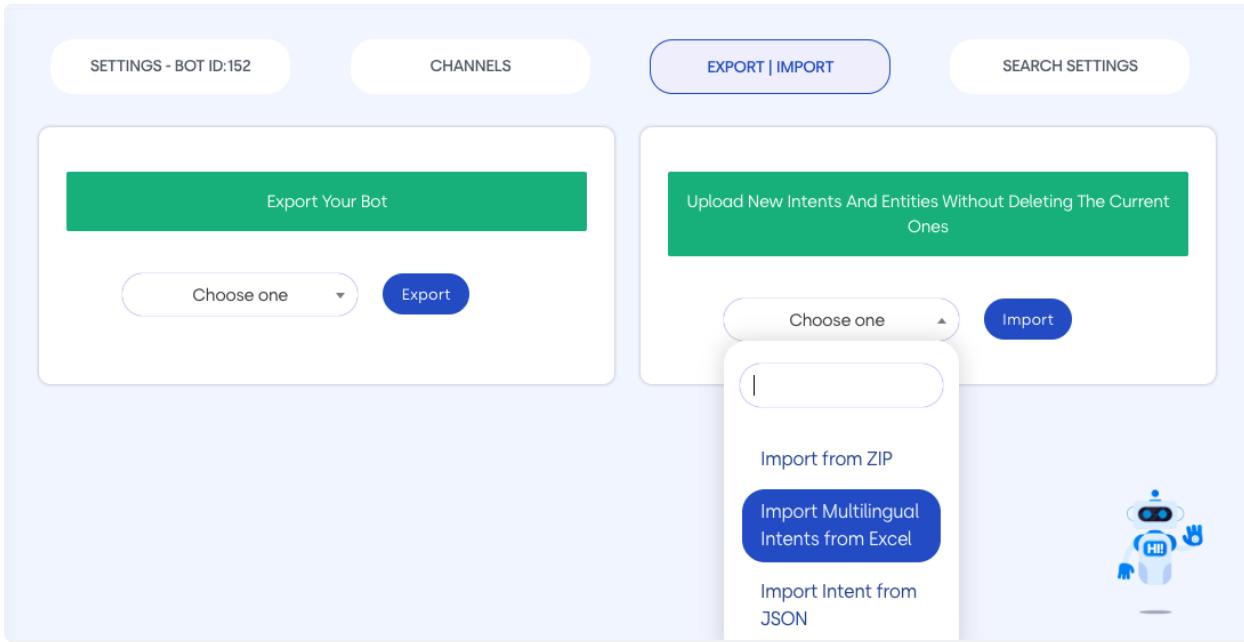
Export the fine-tuning excel from configuration > Export Bot > Multilingual Intents

The screenshot shows the v4point5 configuration interface. On the left, there's a sidebar with various options like 'Manage Intents', 'Create bot with Excel', and 'Word Mappers'. The main area has tabs for 'SETTINGS - BOT ID:152', 'CHANNELS', 'EXPORT | IMPORT' (which is currently selected), and 'SEARCH SETTINGS'. Under 'EXPORT | IMPORT', there are two sections: 'Export Your Bot' and 'Upload New Intents And Entities Without Deleting The Current Ones'. A dropdown menu is open in the 'Export Your Bot' section, listing three options: 'Export FAQs as Excel', 'Export as Alexa JSON', and 'Export Multilingual Intents As Excel'. The third option is highlighted with a blue box. On the right side, there's a sidebar with icons for 'Cog', 'GMA', 'Cognito AI', and 'Sample'.

Modify the excel as per the instruction mentioned in the exported excel in step one.

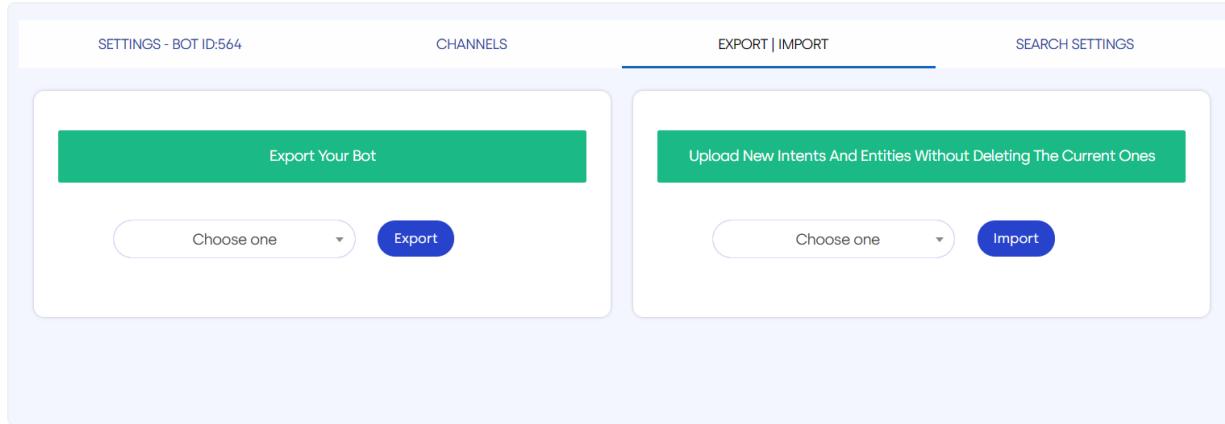
S.No	Instructions/Suggestions
1	This sheet is to import & export intents and add language translations
2	Language text can be translated from "IntentTranslation" & "Response Translation" workbook
3	Keep the first column (English) unchanged
4	Corresponding translated text will be added to the language columns
5	Note: Empty fields will automatically get translated or will not be reflected
6	Note: On response language translation, removing HTML text may create errors
7	Note: It is not suggested to add/remove rows when importing
8	Note: You are not allowed to edit columns Intent/Tree Primary Key columns in "IntentTranslation" workbook
9	Note: You are not allowed to edit columns Response Primary Key columns in "Response Translation" workbook

Import back it into configuration > Import Bot > Multilingual Intents



For better understanding please refer to the demo shown below

This screenshot shows the full Cogno AI platform interface. On the left is a dark sidebar with various icons and a navigation menu. The main area has a light blue header bar with buttons for 'SETTINGS - BOT ID:152', 'CHANNELS', 'EXPORT | IMPORT' (which is highlighted in a blue box), and 'SEARCH SETTINGS'. Below the header are the same 'Export Your Bot' and 'Upload New Intents And Entities Without Deleting The Current Ones' sections as in the previous screenshot. The 'Import' section is also visible. The bottom of the screen shows a footer with the text 'Version: 4.5 Date of Release: 16-Sep-2021' and '© 2017 - 2021, Cogno AI or its affiliates. All rights reserved.'



Improved experience for Export/Import where the number of intents are large.

This is visible under Cogno Chatbot Console > Configurations > Export/Import

Refer the below given links for demo for better understanding

Export:

A screenshot of the Cogno Chatbot Console interface, specifically the 'Configurations' section. On the left, there is a sidebar with various icons and links: 'Export Import' (selected), 'Configurations', 'Manage Intents', 'Create bot with Excel', 'Word Mappers', 'Categories', 'Automated Testing', 'Form Assist', 'Message History', 'Analytics', 'Conversion Analytics', 'Self Learning', and 'API Analytics'. The main area shows 'SETTINGS - BOT ID:394' and 'CHANNELS' tabs. Below these are the 'EXPORT | IMPORT' sections, which are identical to the ones shown in the first screenshot. A small robot icon is visible in the bottom right corner.

Import:

The screenshot shows the Cogno AI platform's interface. On the left, a sidebar contains various icons and menu items: Home, Android, Cloud, Pen, User, Export Import (which is highlighted), Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Message History, Analytics (Conversion Analytics), Self Learning, API Analytics, and Campaign. The main area has tabs for SETTINGS - BOT ID:394, CHANNELS, and EXPORT | IMPORT. The EXPORT | IMPORT tab is active, showing two sections: "Export Your Bot" (with a "Choose one" dropdown and "Export" button) and "Upload New Intents And Entities Without Deleting The Current Ones" (with a "Choose one" dropdown and "Import" button). A small robot icon is in the bottom right. The URL https://easychat-dev.aflinkall.in/chat/bot/edit/394?selected_language=en&export_import is visible at the bottom left, and a copyright notice © 2017 - 2021, Cogno AI or its affiliates. All rights reserved is at the bottom right.

Intents Added:

This screenshot is similar to the previous one but shows the "Import" feature in the "Upload New Intents And Entities Without Deleting The Current Ones" section. It includes a "Import from JSON" dropdown and an "Import" button. The rest of the interface, including the sidebar and other sections, remains the same.

Refer the below given links for demo for better understanding

[Click Here](#)

Search Settings

Search Settings Walk Through :

([Click Here](#) to play the video in a new tab)

Configurations- Search settings

Sr no.	Feature Name	Definition
1	EasySearch	This functionality crawls websites provided by the Admin and acts as a search engine within the bot. It ensures that if a user enters a query that the bot doesn't have an answer to, the user will be redirected to results available on the web instead of leaving them unanswered.

Sometimes, ChatBots are unable to answer certain queries by the customers. This could be due to reasons such as poor phrasing of the query by the customer or out of domain queries that have not been learnt by the bot yet. For example, asking about Mutual Funds to a Human Resources ChatBot.

In cases like these, leaving a customer with no answer and a sorry message can lead to a bad user experience. The EasySearch solution tackles this problem. This functionality crawls websites provided by the Admin and acts as a search engine within the bot. It ensures that if a user enters a query that the bot doesn't have an answer to, the user will be redirected to results available on the web instead of leaving them unanswered.

There are 2 ways to crawl websites:

- G-Search
- For G-search, Admin can provide the CX code for the website that needs to be crawled. You can get a CX code at <https://cse.google.com/cse/create/new>.
-

- E-Search

In E-Search, enter the URL of the website that needs to be crawled and the Depth Value.



Test & Deploy

Test & Deploy Consists Of :

1. Bot Automated Testing
2. Deploy Bot

Automated Testing

Automated Testing Walk Through :

([Click Here](#) to play the video in a new tab)

Automated Testing

Sr no.	Feature Name	Definition
1	Automated Testing	<p>The admin can test the content uploaded into the chatbot from this feature. This ensures that no intent clashes have been made in the ChatBot that could negatively affect the bot performance.</p> <p>Also the users can test a single intent.</p> <p>Data can be filtered and also downloaded.</p>

The admin can test the content uploaded into the chatbot from this feature. This ensures that no intent clashes have been made in the ChatBot that could negatively affect the bot performance.

- 1) Users will now have an option to stop testing and test individual intents
- 2) Faster testing by selecting top intents
- 3) Testing will be on the basis of the last modified date.
- 4) Reports will be exported on Email

To configure :

This is visible under ChatBot Console > Automated Testing

To merge your recent changes click here ...

Build Bot

deepak.raichandani@getcognito.ai



Cognito AI Bot

Configurations

Manage Intents

Create bot with Excel

Word Mappers

Categories

Automated Testing

Form Assist

Message History

Analytics

Conversion Analytics

Self Learning

API Analytics

Campaign

PDF Searcher

Download Reports

AUTOMATED TESTING

Click on the button below to start automated testing. For automated testing of conversation flow, [please click here](#)

Start Bot Testing

Accuracy: 98.53 (2341/2376 Test cases passed)

Automated Testing Results

Last Tested On : 26-November-2021 18:07



Query Sentence	Original Intent Name	Identified Intent Name	Status	Cause
would a pensioner have the option to be exempted from personal appearance at the pension paying branch for submission of life certificate?	Can a pensioner be exempted from personal appearance at the Pension Paying Branch for submission of Life Certificate	Can a pensioner be exempted from personal appearance at the Pension Paying Branch for submission of Life Certificate	Pass	Valid intent identified.
I confused about whether a pensioner can be exempted from personal appearance at the pension paying branch for submission of life certificate?	Can a pensioner be exempted from personal appearance at the Pension Paying Branch for submission of Life Certificate	Can a pensioner be exempted from personal appearance at the Pension Paying Branch for submission of Life Certificate	Pass	Valid intent identified.

Deploy Bot

This will help the users deploy the bot on the preferred websites.

1. Clicking on the deploy bot will redirect the user to the channels page.
2. Users will be able to choose the channel on which they wish to deploy the bot.
3. In the deploy tab of the channels, users can set the configurations accordingly and save changes.

Analyze & Improve

Analyze & Improve Consists Of :

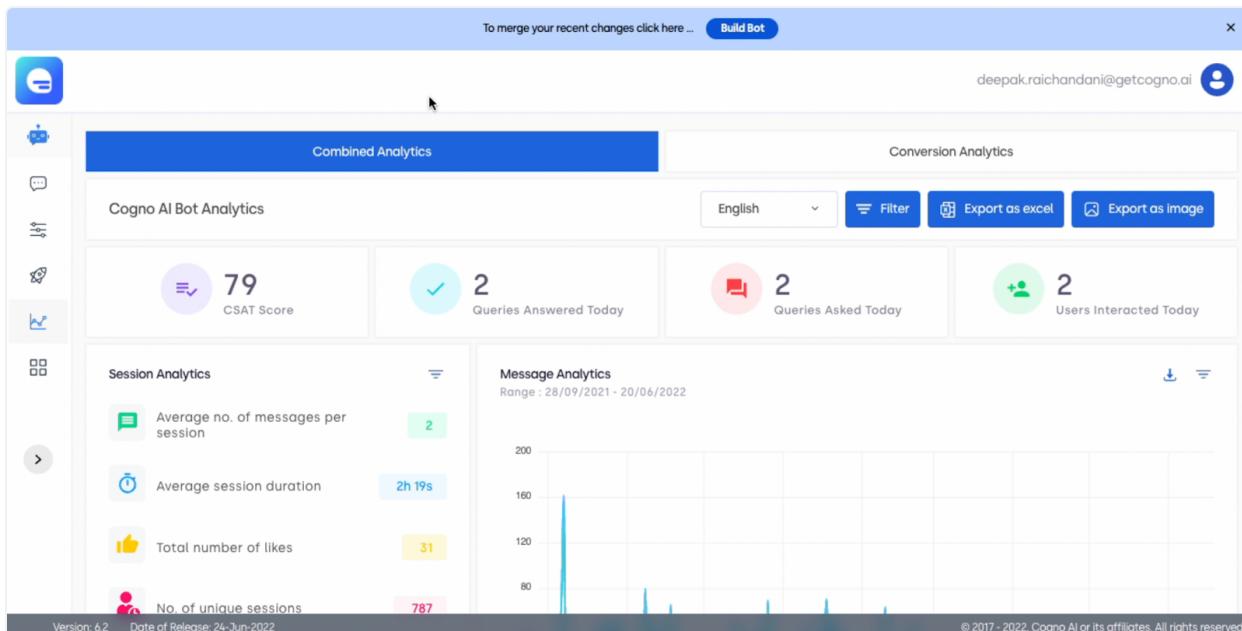
1. Combined Analytics
2. Conversion Analytics
3. API Analytics
4. Message History
5. Self Learning
6. Download Reports

Analytics

Chatbot Analytics consists of two major sections :

1. Combined Analytics
2. Conversion Analytics

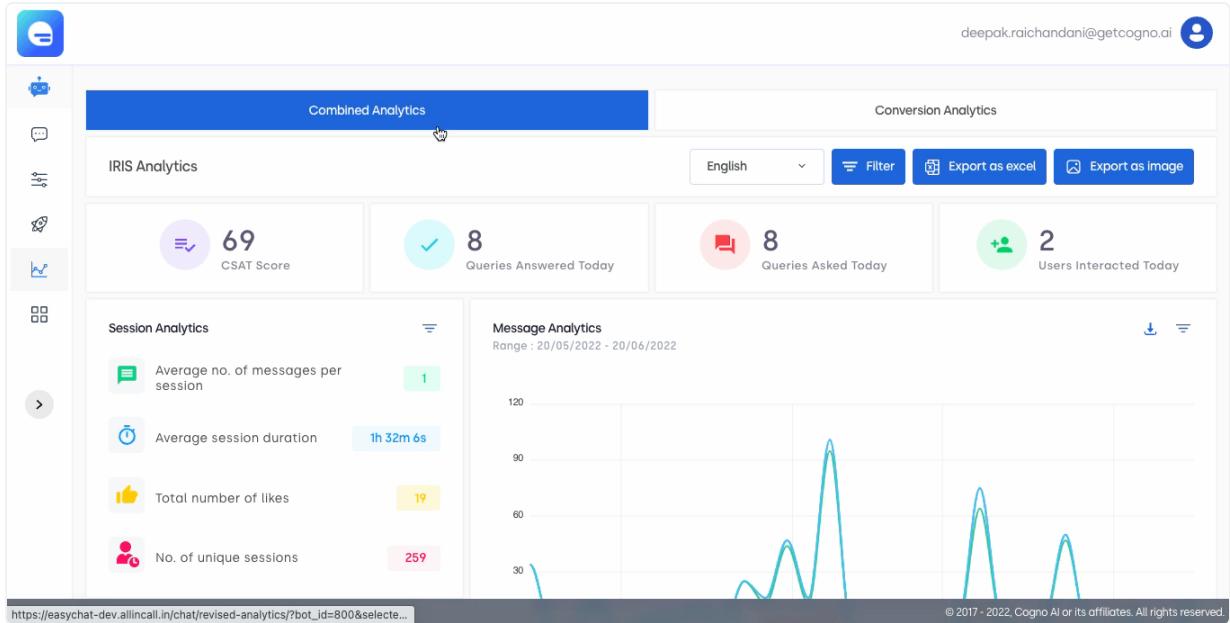
This is visible under Chatbot Console > Analyze and Improve > Analytics > **Combined & Conversion Analytics**



Overall UI for the analytics dashboard has been improved in the Chatbot Console. The analytics page which was earlier divided into Combine Analytics and Conversion Analytics has been now merged into the same tab called "**Analytics**".

Filter and Export functionalities remain the same for the analytics page.

Combined Analytics



CSAT Score is clickable and available with an improved UI.

The screenshot shows a table titled "CSAT Analytics" with the following columns:

Date Time	User ID	Channel	CSAT Score	Comments	Chat History
May 18, 2022, 6:12 PM	102743a4-bfd3-44ea-8d58-761bed8fe359	Web	1/5	Read More	🔗
May 18, 2022, 6:07 PM	5037b845-ce7d-463a-a499-1f8239af9d28	Web	5/5	Read More	🔗
May 18, 2022, 6:06 PM	0b1f7184-36be-4bbc-a34a-9f4321581678	Web	5/5	Read More	🔗
May 18, 2022, 6:05 PM	7a55635d-f33c-4b3d-95a7-283e41cccd45f	Web	1/5	Read More	🔗
May 16, 2022, 2:01 PM	520ea5ca-bb05-4c06-b5f7-953a8ed47c0a	Web	5/5	NA	🔗
May 13, 2022, 1:47 PM	13367753-6e0c-4ee9-a61c-9ff67564d5fa	Web	1/5	Read More	🔗
May 11, 2022, 10:44 AM	8da39f6a-9303-47b1-9236-10b261afc354	Web	4/5	Read More	🔗
May 1, 2022, 10:42 AM	b108cd2e-6e22-4f23-8bef-3cd1de77d190	Web	5/5	Read More	🔗
April 26, 2022, 9:34 AM	05e1366b-2e8c-4af2-833a-b0da699b328e	Web	5/5	NA	🔗
April 22, 2022, 8:16 PM	2a59945c-bd9e-413b-8ec8-50285e079413	Web	5/5	NA	🔗

At the bottom, it says "Showing 10 of 10 Entries" and has a navigation bar with pages 1, 2, 3, 4, ..., Next.

Clicking on the “Read More” in the comments section will show the details related to user feedback.

Demoter feedback and Promoter feedback respective cards are shown below:

CSAT Feedback

Good customer service

Demoter Feedback Form: Happy

Phone number: +91-9182430124

Email ID: samyag.shah@getcogno.ai

Date Time	User ID	Channel	CMT Score	Comments	Chat History
May 18, 2022, 6:12 PM	'0ENOne4HfLkueBd8J7kbeBf0T	Web	4/5	Good customer service	View
May 18, 2022, 6:47 PM	5076484-uwv-1e6uWfF-9E3fDn74E2	Web	N/A		View
May 18, 2022, 6:48 PM	09P7m6-304-n6G-2h4-M9T3Hn74E2	Web	N/A		View
May 18, 2022, 6:49 PM	7d56f5b153-103-403-951-03b3eac0c0f	Web	5/5		View
May 18, 2022, 6:50 PM	E23edee4-6005-4c65-897-15d6ab4a7c0	Web	N/A		View
May 18, 2022, 6:51 PM	02A7176-4e6c-4eef-a6bc-194914a2d6f	Web	5/5		View
May 18, 2022, 6:52 PM	84d9f94-932-412-912-1b50d6a3c51	Web	N/A		View
May 18, 2022, 6:53 PM	1980cde-6403-413-912-Baef-2a2b67f0f0	Web	N/A		View
April 22, 2022, 7:54 AM	Ge055ca-2eb-4c2-933-80094952204	Web	5/5		View
April 22, 2022, 7:54 AM	2af5f59a-6cf-4cb-93b-80284a7f70	Web	N/A		View

Refer to the below-shown demo for better understanding:

Conversion Analytics

UI Improvements are also done for the tables, and graphs on the conversion analytics page.

Combined Analytics **Conversion Analytics**

IRIS Conversion Analytics

Flow Completion Rate
Range : 13 Jun 2022 to 20 Jun 2022

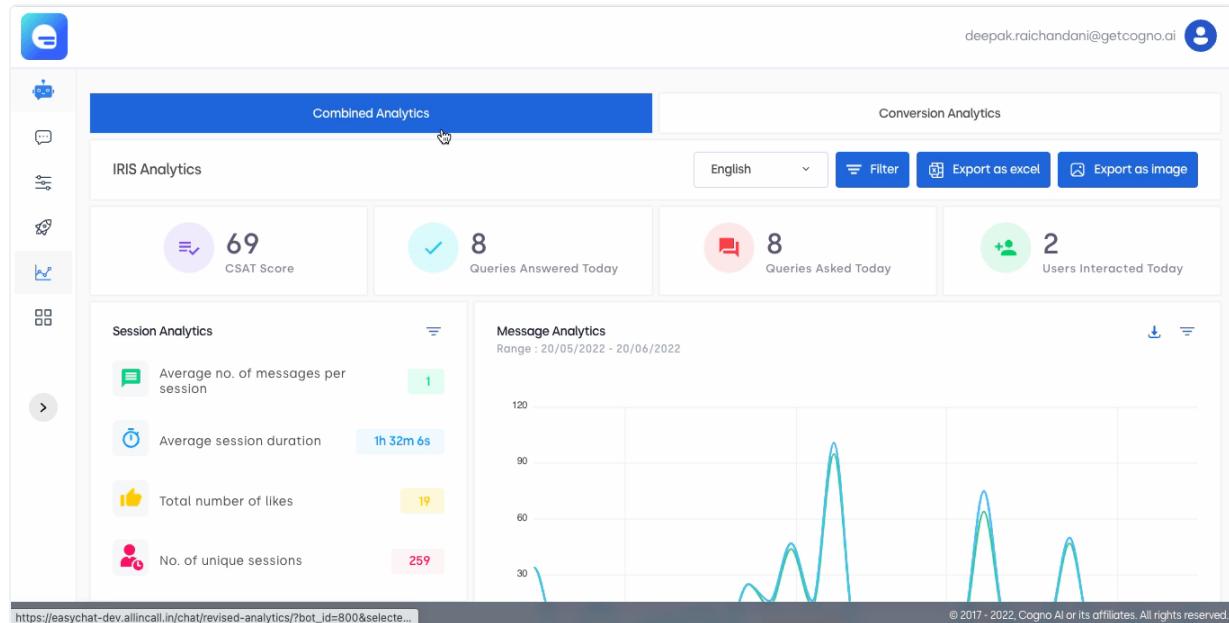
S.No.	Flow Name	Hit	Completion	Flow Aborted/Terminated	Conversion Percentage
1	Congo AI Service	17	7	0	41%
2	Apply for credit card	3	0	1	0%

Live Chat analytics
Range : 20 May 2022 To 20 Jun 2022

https://easychat-dev.allincall.in/chat/revised-analytics/?bot_id=800&selecte... © 2017 - 2022, Cogno AI or its affiliates. All rights reserved.

Combined Analytics

[Analytics Page](#) Walk Through :
([Click Here](#) to play the video in a new tab)



(Please note: UI for the page is updated and is available in the latest version. Functionalities of the features remain unchanged)

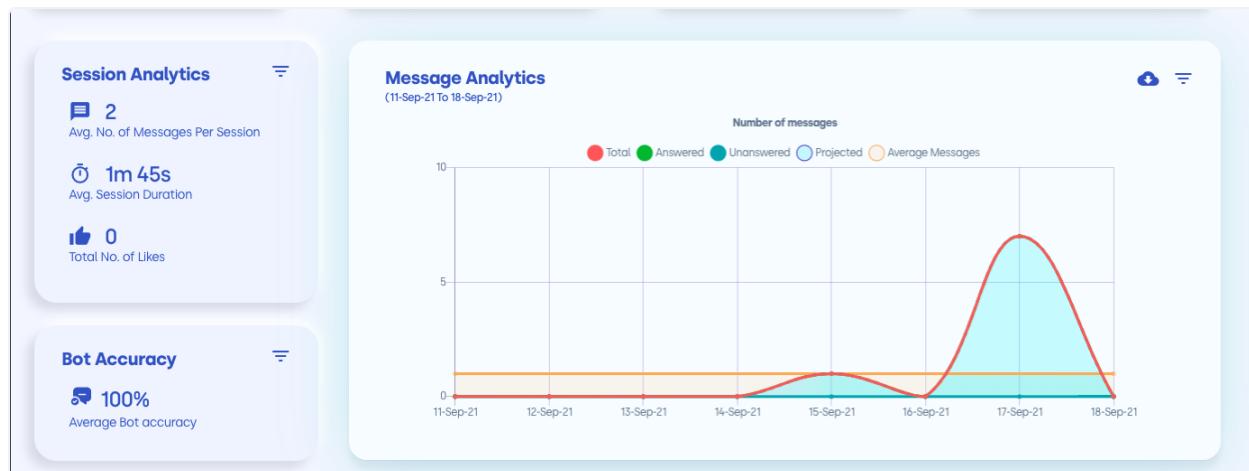
Analytics

Sr no.	Feature Name	Definition
1	CSAT	The likelihood of a user recommending the bot to a friend/colleague
2	Queries answered today	Total number of queries answered by the bot
3	Queries asked today	Total number of queries asked by the user to the bot

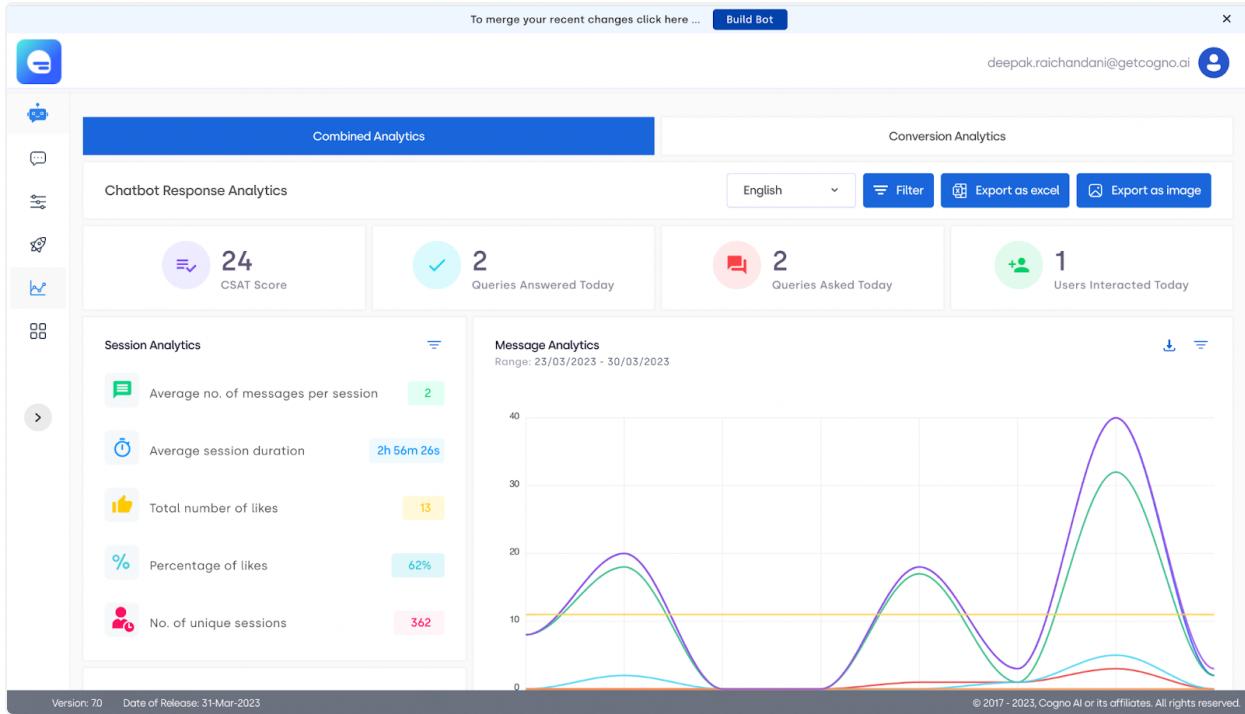
4	Users interacted today	Total number of users that have interacted with the bot
5	Session analytics	<p>Admin can view</p> <ul style="list-style-type: none"> -Average no. of messages per session -Average session duration -Total no. of likes(user provides a thumbs up while intent level feedback) -Percentage of likes
6	Message analytics	<p>Admin can view</p> <ul style="list-style-type: none"> -Total messages -Answered messages -Unanswered messages -Projected messages -Average messages
7	User Analytics	<p>Admin can view</p> <ul style="list-style-type: none"> -No.of total users -Average users
8	Channel usage	Admin can view the bot usage on different channels. Also by number of users.
9	Traffic sources	<p>Provides the admin the count of</p> <ul style="list-style-type: none"> -Page visit count -Bot visit count
10	Wordcloud	Admin can view different words asked by the user
11	Most frequent Questions	Admin can view Most frequent Questions asked by the users
12	Least frequent Questions	Admin can view Least frequent Questions asked by the users
13	Unanswered questions	Admin can view Unanswered questions asked by the users
14	Intent-wise chat flow	The intent-wise chartflow will display the intents with the number of times the user has used that particular intent. On click of that particular intent a new page will open on which the admin can also see the user flow for that particular intent and can also download the user flow in the Excel Format and also the admin can filter and view the user flow for the particular date range.

15	Most frequent Questions (category-wise)	Admin can view Most frequent Questions(category-wise) asked by the users
16	Category-wise usage	Admin can view Category-wise usage of the bot
17	Intuitive Queries	This will show the count of all the "Did You Mean" Queries.
18	User Nudge Analytics	A card is provided in analytics where the EasyChat console user can analyze the greeting bubble and intent bubble clicks count.
19	Hour-wise analytics	Analyze data based on hourly usage
20	Device Bifurcation	Bifurcate traffic based on devices

Usage Analytics



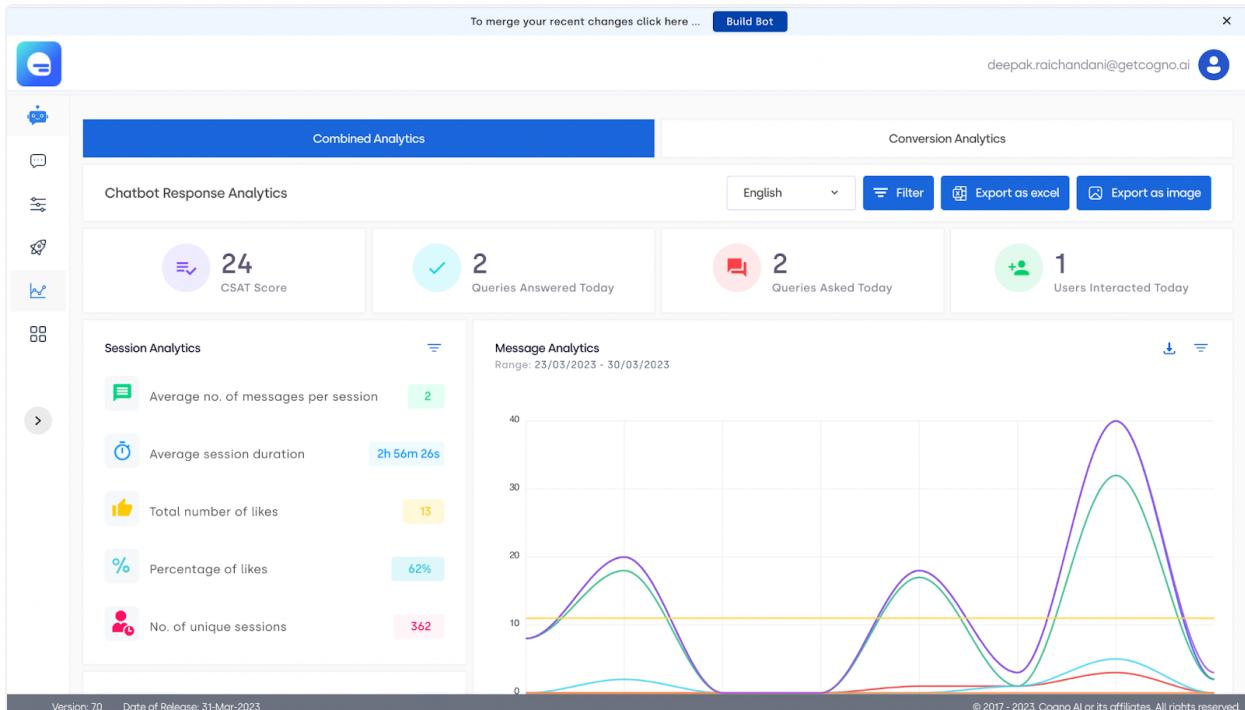
The admin can view various analytics such as CSAT, questions per day, users per day, projected number of messages, etc. The analytics report can be downloaded by the admin in PDF and Excel format.



On clicking on CSAT a page will be displayed

On clicking [read more](#) a modal appears which contains the details of the CSAT score

Session Analytics Card



-Average no. of messages per session:

Average number of messages done per session.

-Average session duration:

Average Session duration for all channels combined is shown.

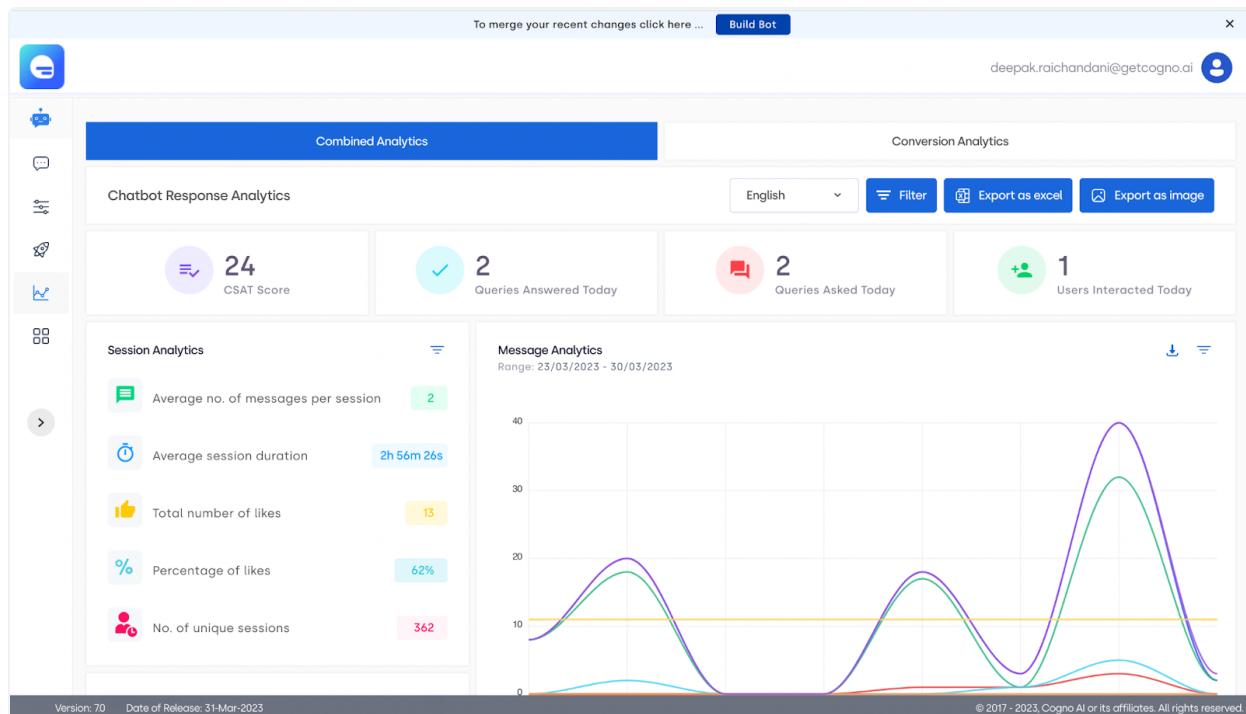
-Total no. of likes(user provides a thumbs up while intent level feedback):

is the number of positive feedbacks provided by users on intent level feedback.

-Percentage of likes

Providing a more informative and meaningful representation of customer feedback by displaying the thumbs-up percentage in the analytics dashboard.

This is visible under Chatbot Console Login > Home Page > Analyse and Improve > Analytics > Session Analytics Card > **Percentage of Likes**



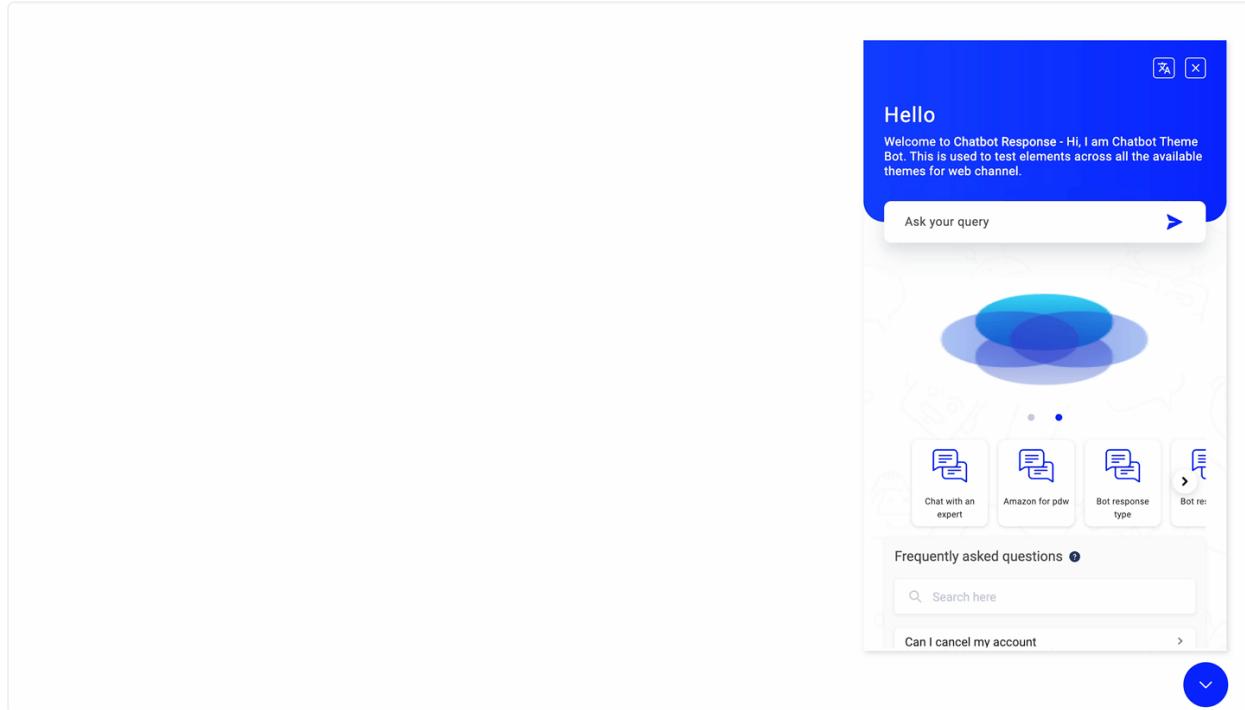
When positive feedback/helpful intent level feedback is given by the bot user, the count of "Total Number of Likes" in "Session Analytics" increases/ decreases based on the positive/negative feedback.

$$\text{Percentage of likes} = ((\text{Number of likes}) / (\text{Number of likes} + \text{Number of dislikes})) * 100$$

Limitations:

Working of the feature is applicable for Web, WhatsApp, Android & iOS Channels.

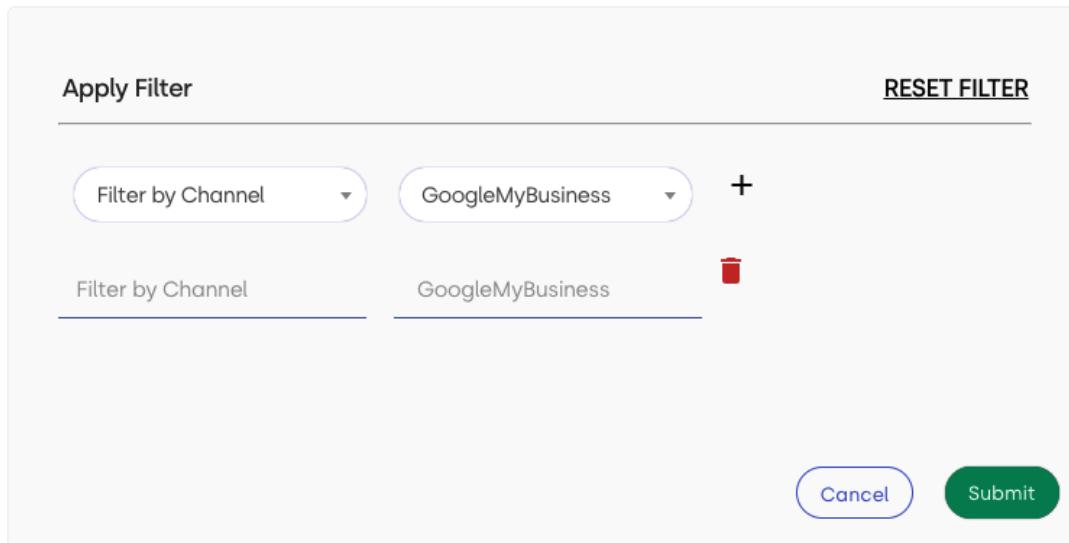
Refer to the working of the feature below:



-Number of unique sessions

GBM Bot Survey Results

This is visible under Analytics > Filter > Apply Filter > Filter byChannel > Submit >



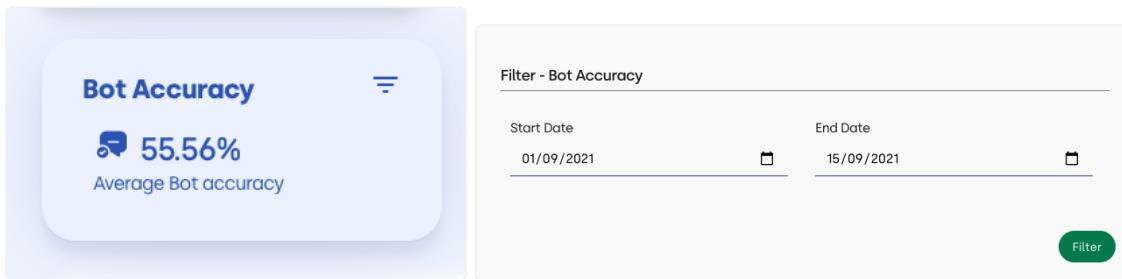
*For CSAT Scores Click on the CSAT card

Bot Accuracy Card Added -

This is visible under the Analytics page > Bot Accuracy Card > Filter by Date to get the accuracy of the date range

Note: Bot accuracy card value will only be effective when EasyChat console user applies filter by channel and filter by date.

By default latest, 7 days' average bot accuracy will be displayed



Average number of users -

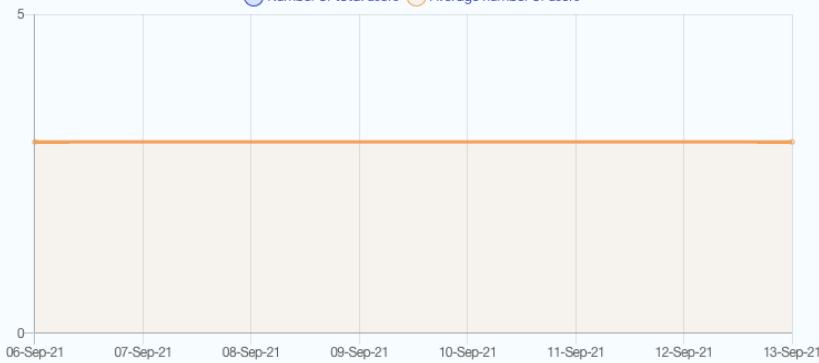
The average user line will be displayed in the graph on the User analytics card in Analytics. On hovering over the graph node the average user's value will be displayed.

User Analytics

(06-Sep-21 To 13-Sep-21)



Number of total users Average number of users



Filter by User in Channel Usage Card -

This is visible under the Analytics page > Channel Usage Card > Filter by Users

Channel Usage

(Number Of Users)

Channel Usage (06-Sep-21 to 13-Sep-21)

Legend:

- Web
- GoogleHome
- Alexa
- WhatsApp
- Android
- Facebook
- Microsoft
- Telegram
- GoogleMyBusiness

The donut chart visualizes the distribution of channel usage. The largest segment is Web (dark blue), followed by GoogleHome (light blue), and then Alexa (purple). Other channels like WhatsApp, Android, Facebook, Microsoft, Telegram, and GoogleMyBusiness represent smaller portions of the usage.

Filter - Channel Usage Analytics

Filter by

Messages

Users: 11/09/2021

End Date: 18/09/2021

Filter

Most Frequent Questions

1. How do I block my Credit Card?
 48474
2. How can I get my Account Statement?
 45627
3. Can I redeem my FD before the original term?
 41236
4. What is the tenure of Fixed Deposit?
 32564
5. How do I pay my credit card bill?
 30216

Least Frequent Questions

1. What is 'Standing Instruction' given in the account opening form?
 43
2. What is the procedure to replace a damaged Debit Card?
 38
3. What is Demat?
 41236
4. What is the tenure?
 32564

Unanswered Questions

1. I want to lumpsum
 27
2. What do I look like
 24
3. Who are we?
 23
4. Why am I here?
 19
5. Can you dance?
 12

Traffic Sources



<https://www.hdfccredila.com/apply-for-lo>

 1

 1

<https://www.hdfccredila.com/students/stu>

 1

 1

<https://www.hdfccredila.com/parents/pare>

 1

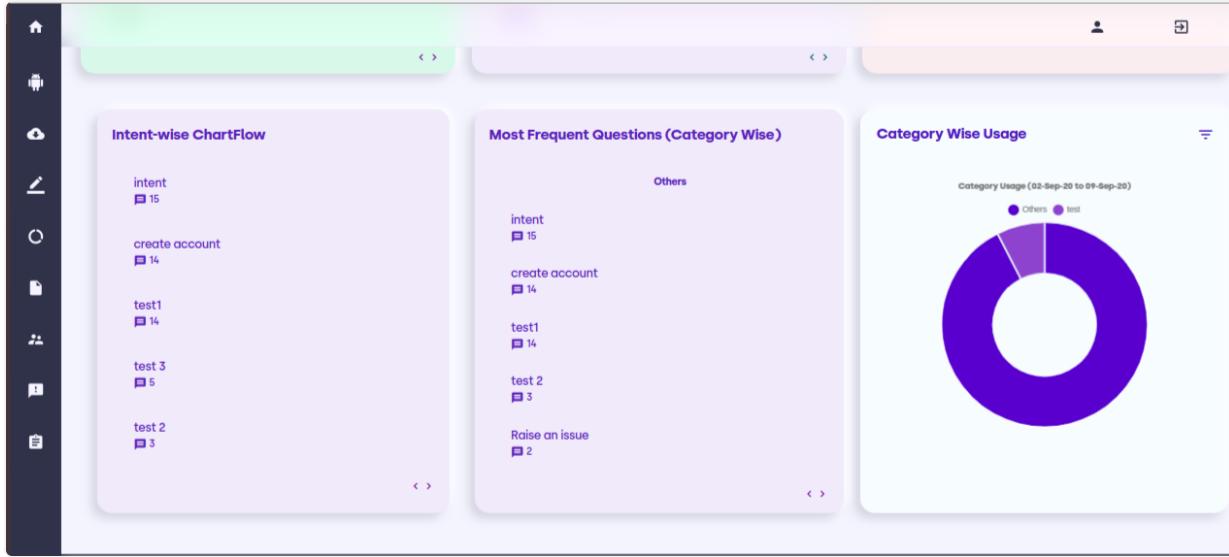
 1

...

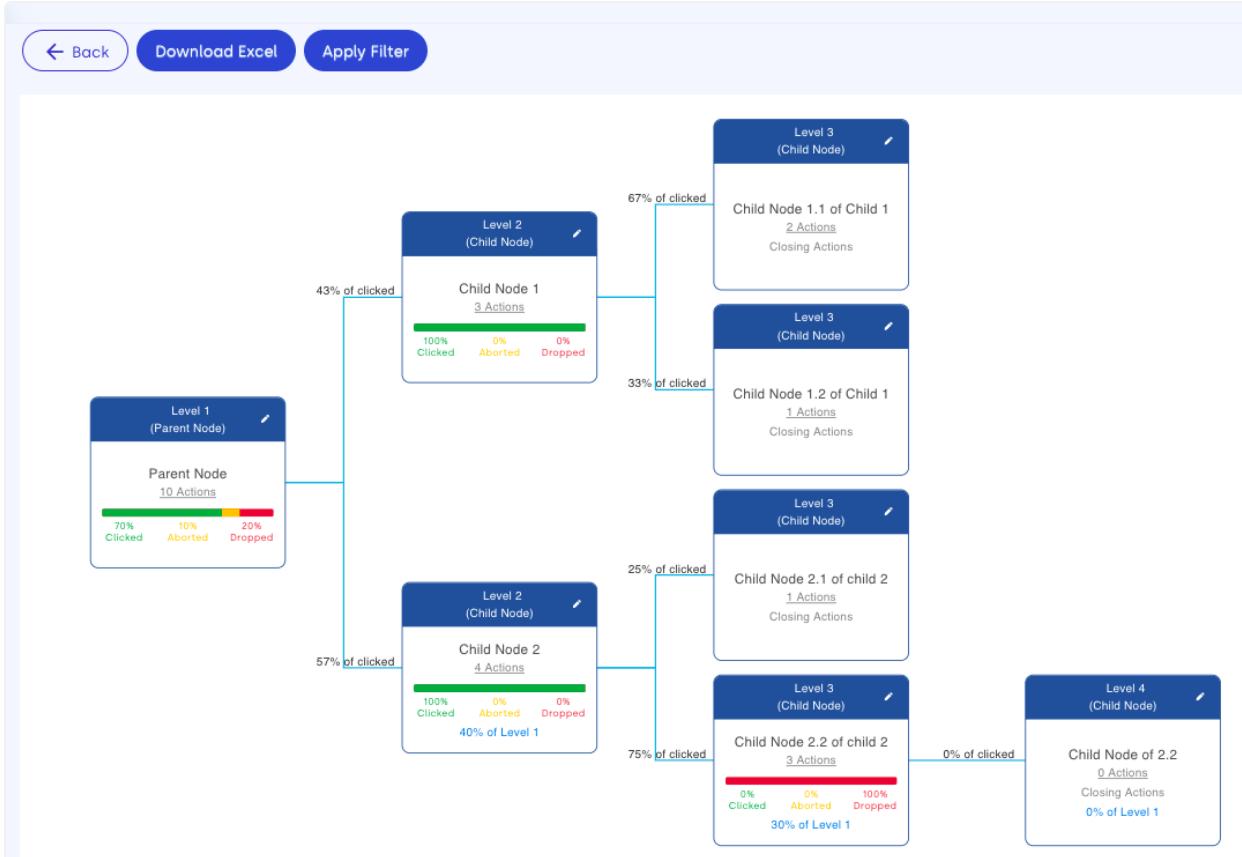
...

User flow Analytics

The intent-wise chart flow will display the intents with the number of times the user has used that particular intent. On click of that particular intent, a new page will open on which the admin can also see the user flow for that particular intent and can also download the user flow in the Excel Format, and also the admin can filter and view the user flow for the particular date range.



This is visible under Analytics > Intent-wise Chart Flow > Click on the intent



Each node will show the Level, based on their role and position in the flowchart (Parent and Child Node).

The number of times intent invoked and actions at any node is recorded and showcased as 'n Actions'().

Progress bar shows the Clicked, Aborted, and Dropped users.

- Clicked - Number of times action was taken using the child nodes
- Aborted - Number of times the child node was not selected and a different intent was called or a different keyword/abort keyword was used.
- Dropped - Number of times the end-user takes no action and closes the tab completely

Edit button is provided which will direct the user to the 'edit intent' section in a new tab.

When any node is selected in this, it will also showcase an additional value- 'X% of Level'. This denotes the % of users that took action on a particular node w.r.t the total action at the parent node.

Incase of selecting a child node, all the nodes before that will showcase the Conversion percentage wrt the parent node. Highlight indicates the path of that selected node.

Filters for this section provided are 'Date based' and 'Channel based'.

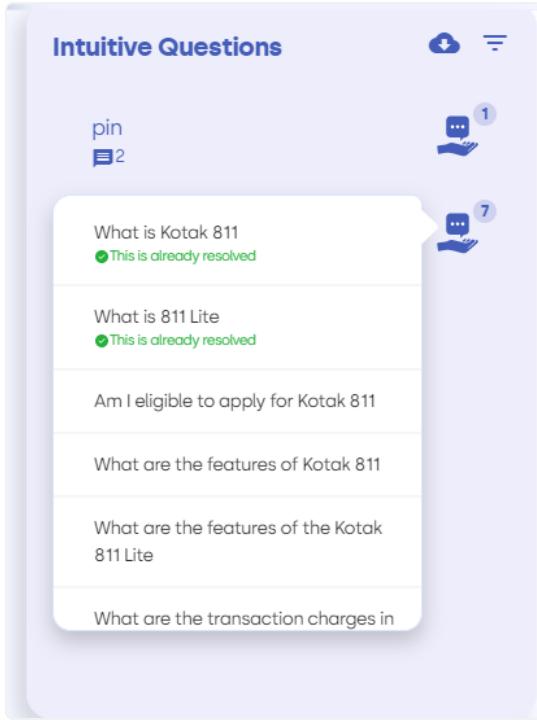
In the Conversion Analytics > 'Flow Completion Rate,' all the flows are showcased. Clicking on any of them will open a modal that will showcase the same flowchart as in the 'Intent Wise Chart-flow'.

A Download Excel option is provided.

Intuitive Queries

New Card Added to Analytics. This will show the count of all the "Did You Mean" Queries.

This is visible under Analytics > Intuitive Queries



The card consists of intents, their counts, and suggested intents, filter, and export.

On clicking the intuitive question icon on the right side all the suggested intents will be displayed in the menu as shown above. The counter above the intuitive question icon will show the number of suggestions displayed while the user query was asked. Clicking on any of the intent it will redirect to that specific intent in the manage intent's page.

The green tick indicates that the query is resolved.

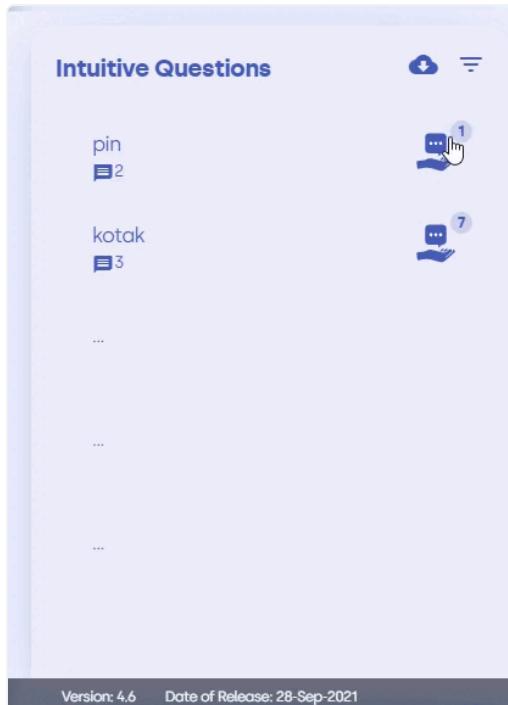
To resolve a query, click on the suggestion intent shown in the intuitive card you wish to resolve. And make changes to the intent and training questions for that intent. Once the changes are made to the intent and its training questions are saved. On calling the same intent again in future the suggestion will be shown as resolved marked with a green tick next to that intent.

Refer the below shown demo for better understanding

*w.r.t demo shown below - deleting training questions is a possibility and not necessary

Note : This can be enabled or disabled from the backend as per the requirement.

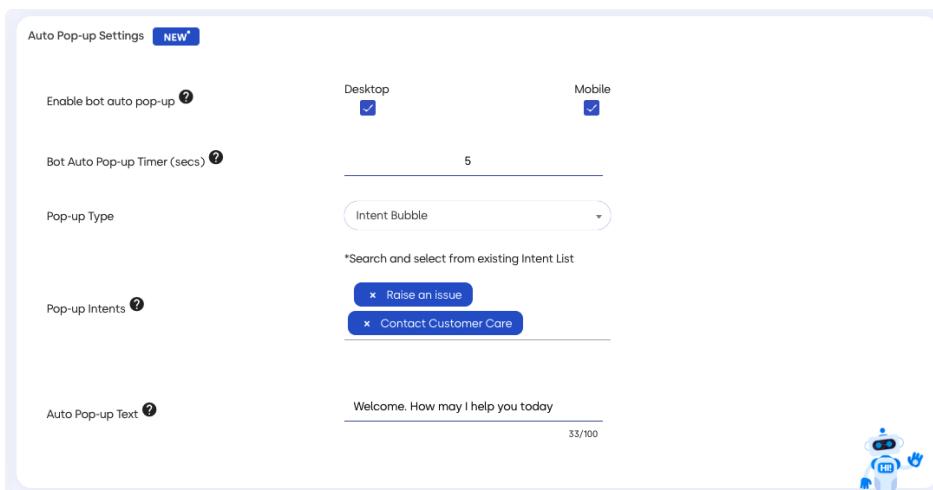
Refer the below shown demo for better understanding



User Nudge Analytics

A card is provided in analytics where the EasyChat console user can analyze the greeting bubble and intent bubble clicks count.

This is visible under Configurations > Channel > Select channel > Auto Pop-up Settings > Pop-up Type > Select Intent (or) Bot Auto Pop-up to set the pop-up and text.

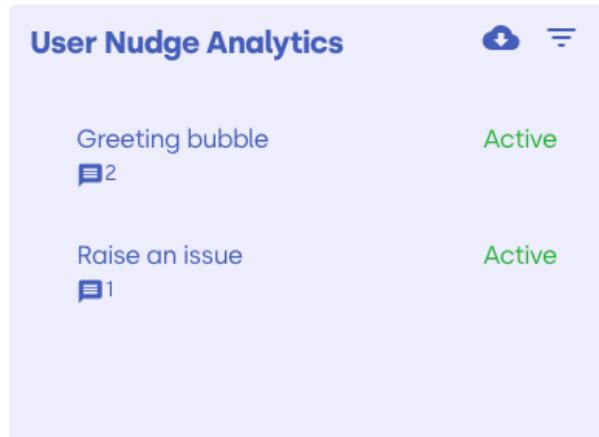


Refer to the below-shown demo for a better understanding

Active next to the Greeting Bubble and Intent Name indicates that they are currently active. This can be disabled by disabling options in Auto Pop-up settings.

Refer to the below-shown demo for a better understanding

Also these analytics can be downloaded in an excel format by clicking on the download option provided in the card. (On downloading analytics globally this will be included in the same sheet). Also filter can be applied as per date.



The screenshot shows a mobile application interface titled "User Nudge Analytics". At the top right are a cloud icon and a refresh icon. Below the title, there are two cards. The first card for "Greeting bubble" has a blue speech bubble icon with the number "2" and the word "Active" in green. The second card for "Raise an issue" has a blue speech bubble icon with the number "1" and the word "Active" in green.

Date	Greeting/Intent bubble name	Click Count	Active/Inactive	
07-10-2021	Greeting bubble	2	Active	
07-10-2021	Raise an issue	1	Active	
08-10-2021	Greeting bubble	0	Active	

Unique session for customer

Unique sessions will be maintained in the following case :

- Customer closes tab and reopens to start chat again
- Customer refreshes the current tab they are on and re-initiates a chat

This is visible under



Unique user details will be captured irrespective of multiple sessions getting created in the following cases :

Customer closes the browser and reopens to initiate a chat

Customer closes a chat by providing feedback

Please Note : This will **not hold sessions and user id.**

Home button click :

In a case where Customer refreshes the chat clicking on the Home button on the bot the chat history will not be saved, nor will it hold the same session.

Analytics Page :

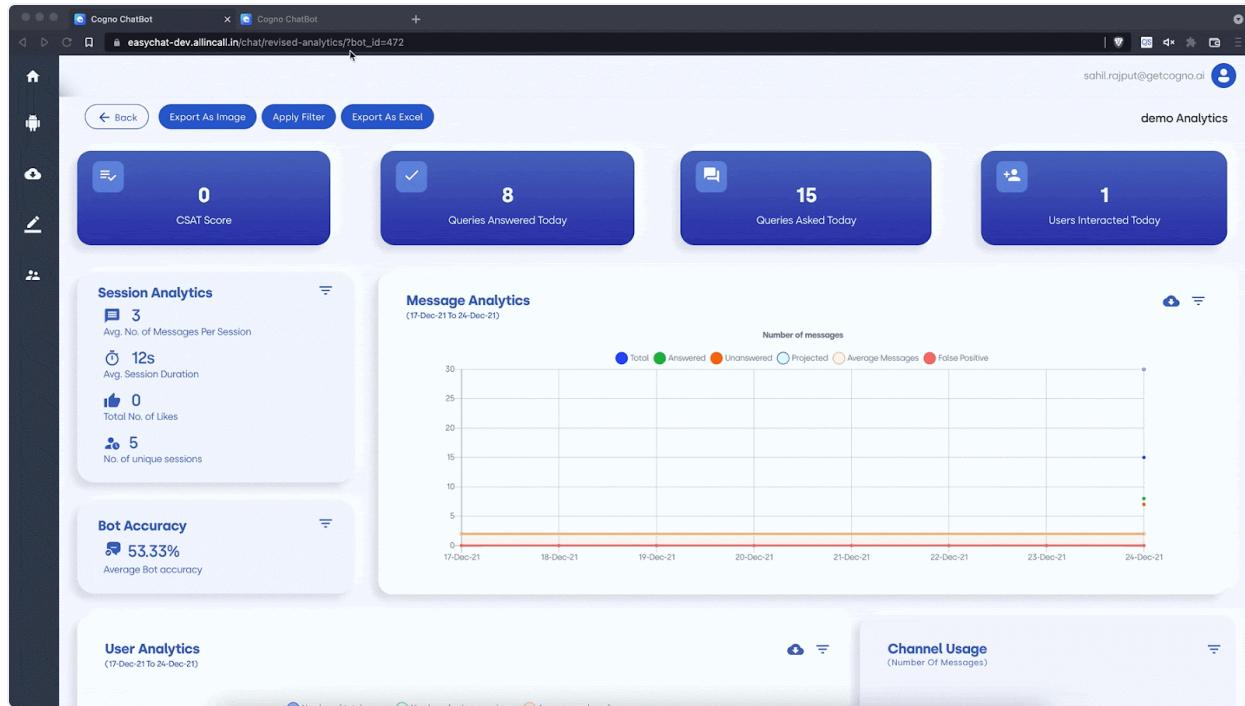
- Providing "**No. of unique sessions**" inside "Session Analytics" card.
- Now, the "**Users interacted today**", where number of users are taken from the unique user details captured
- 3 data fields added in the User Analytics :

"Number of total users"

"Number of unique sessions"

"Average no. of users" (Note : average number of users are calculated based on total number of users on a day to day basis)

Refer the below shown demo for better understanding



Language-Based Analytics

Providing an option in the global filter in the Analytics section where the user can filter and view all the analytics that can be analyzed based on Language.

This is visible under : Chatbot > Analyze and Improve > Combine Analytics > Apply Filter > Filter By Language > Select Language

To merge your recent changes click here ... Build Bot

deepak.raichandani@getcognito.ai

Cogno AI Bot Analytics

CSAT Score: 73

Session Analytics: Avg. No. of Messages Per Session: 3, Avg. Session Duration: 1m 22s, Total No. of Likes: 0, No. of unique sessions: 12

Version: 5.5 Date of Release: 14-Feb-2021

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A “Filter by Language” option is added in the global filter of Analytics. Users can select the option and select the choice of language they wish to see the analytics for.

Please Note :

- By default, all languages will be selected.
- If the user has not selected any channel from the Filter, then Languages added in all channels will be displayed in the dropdown.
- For eg., If the EasyChat console user has added "English, Hindi" in Web Bot and "English, Marathi" in Whatsapp Bot then if the user selects Filter by Channel = Whatsapp and then tries to Filter by Language then in the dropdown only "English, Marathi" will be displayed.

To merge your recent changes click here ... Build Bot

deepak.raichandani@getcognito.ai

Cogno AI Bot Analytics

CSAT Score: 73

Session Analytics: Avg. No. of Messages Per Session: 3, Avg. Session Duration: 1m 22s, Total No. of Likes: 0, No. of unique sessions: 12

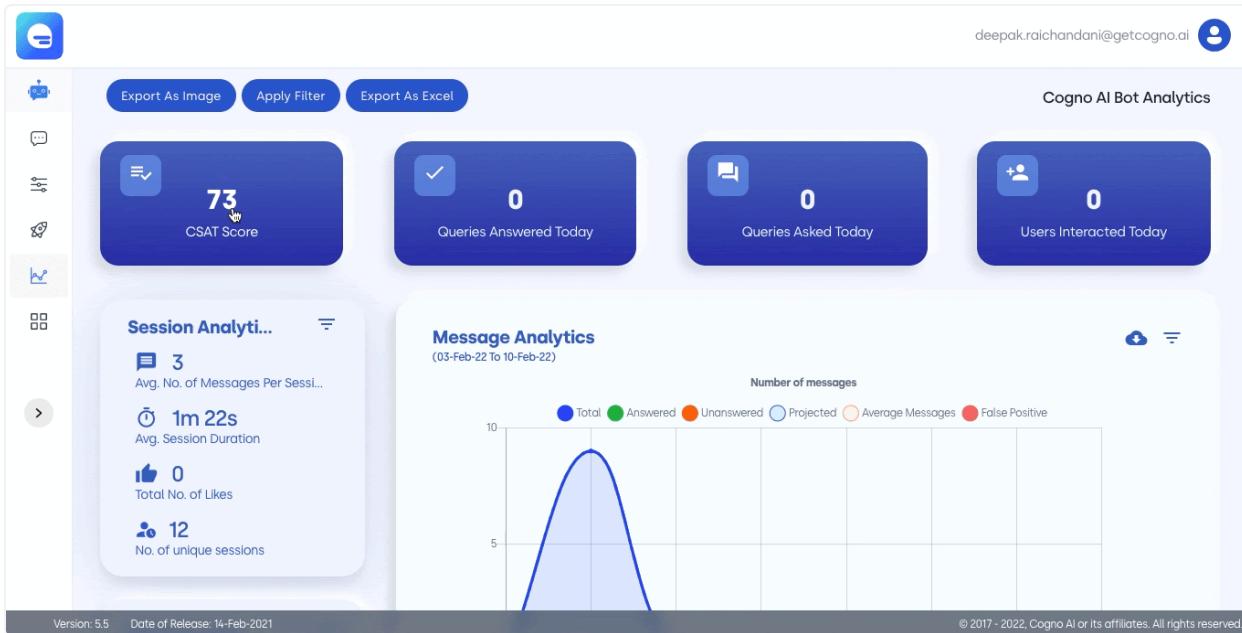
Version: 5.5 Date of Release: 14-Feb-2021

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- Applying this filter will be applicable for all cards available on the combined analytics page.

- Users can also select multiple languages from the global filter dropdown and accordingly the data will be displayed in the above-provided list.

Refer the below-shown demo for a better understanding



Please note : (Limitations)

- If the user initially selects Filter by Language = Hindi and then selects Filter by Channel = Whatsapp, then this will deselect the Language that is not available in the Channel.**
- This will not be applicable in the Form Assist card available on the page.**

Console in different languages - Phase 2

Providing an option to view the intents in the languages available in the bot.

This is visible under :

1. Chatbot Console > Analyze & Improve > Conversion Analytics

The screenshot shows the 'Analytics Dashboard' section of the Chatbot Console. It includes two main sections: 'Flow Completion Rate' and 'Live Chat Analytics'. The 'Flow Completion Rate' section displays a table of flows with completion percentages. The 'Live Chat Analytics' section shows a grid of live chat sessions.

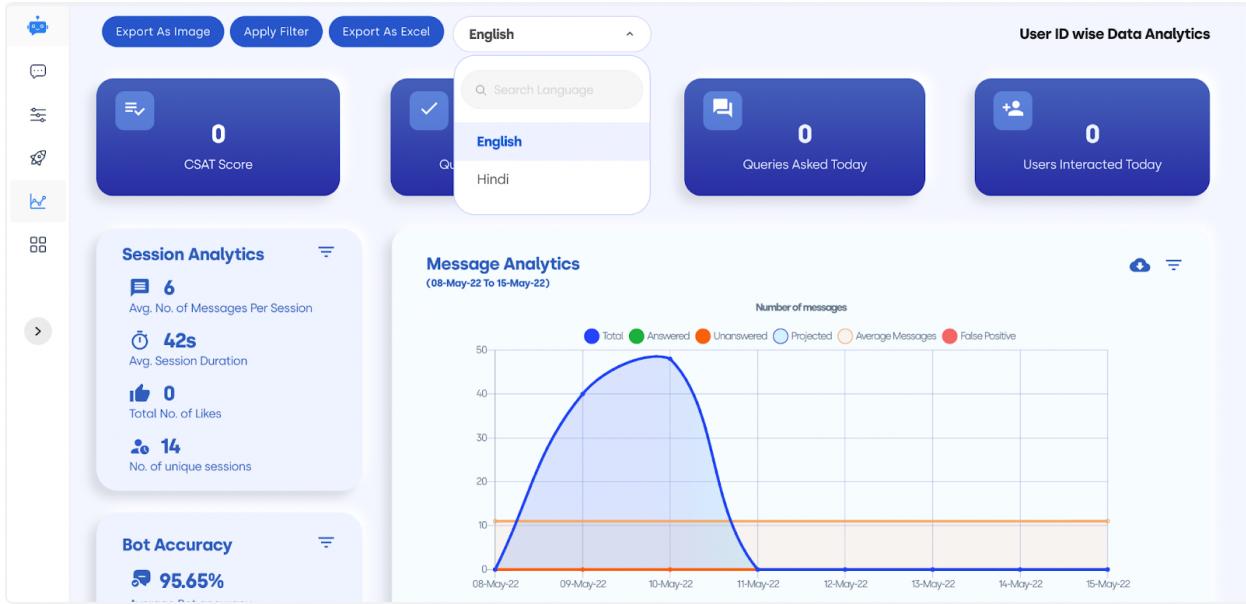
S.No.	Flow Name	Hit	Completion	Flow Aborted/Terminated	Percentage
1	open Axis bank account	11	3	3	27%
2	What is your Education Qualification	1	0	0	0%
3	QQQQQ	5	0	0	0%

1. Chatbot Console > Analyze & Improve > Combined Analytics

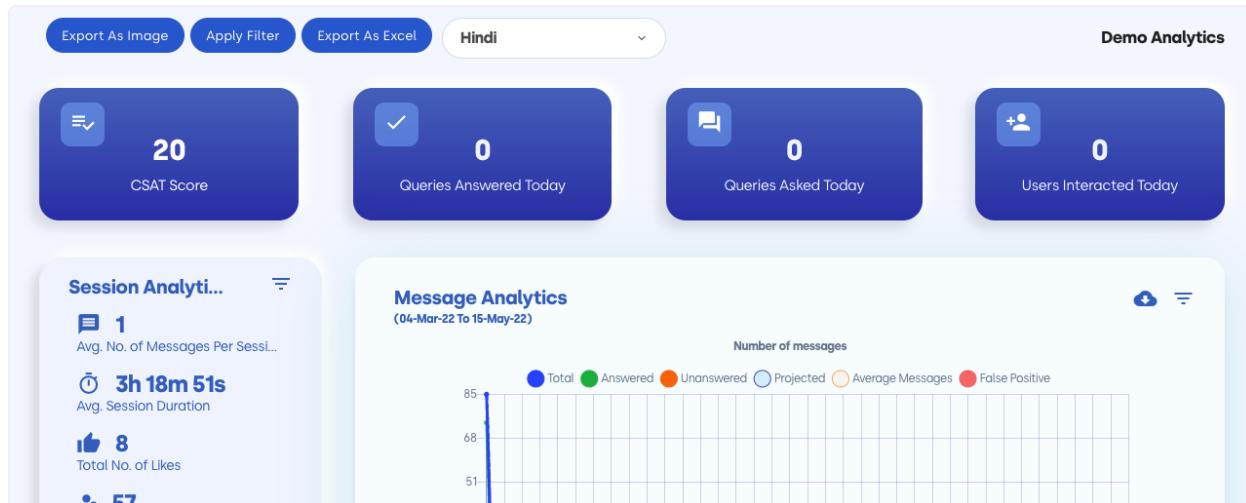
The screenshot shows the 'Combined Analytics' dashboard. It features several cards: 'User ID wise Data Analytics' (CSAT Score, Queries Asked Today, Users Interacted Today), 'Session Analytics' (Avg. No. of Messages Per Session, Avg. Session Duration, Total No. of Likes, No. of unique sessions), and 'Bot Accuracy' (95.65%). A large chart titled 'Message Analytics' shows the number of messages over time from May 8 to May 15, 2022.

For the Combined Analytics

All the languages that are enabled in the bot will be available in the drop-down list, and on selecting any other language the intent name in all the cards/tables will get translated.



When a console user changes the language, these changes can be seen in the following places in the selected language:



Most Frequent Questions, Least Frequent Questions

Most Frequent Questions

क्या मैं इस चैसे को अपने एनआई
में 30

एक मुद्दा उठाओ
में 7

अस्पष्ट
में 5

अस्पष्ट
में 5

मैं मोबाइल वैकिंग ऐप में अपना
में 5

Least Frequent Questio...

प्रश्नों में टाइप करें
में 1

नया संपर्क ग्राहक सेवा
में 1

नमस्ते
में 1

मैं अपनी लॉगिन आईडी कैसे प्राप्त
में 1

मैं कैसे शुरू कर सकता हूँ?
में 1

Unanswered Questions

attachment
में 2

b
में 1

b c d a
में 1

d
में 1

from time: *****:***** to
में 1

Intuitive Questions, Intent-wise Chart Flow (Applicable for the modal which opens when clicked on any intent), Most Frequent Questions(Category-wise)

Intuitive Questions

दिनांक से: 28 फरवरी 2022 समय से
में 1

नमस्ते कैसी हो तुम
में 1

समय: 04:03 अपराह्न
में 1

दिनांक से: 1 मार्च 2022 से आज
में 1

न्यूनतम: 48 अधिकतम: 100
में 1

Intent-wise ChartFlow

एक मुद्दा उठाओ
में 7

कौन-नो एआई सर्विसेज
में 1

प्रश्नों में टाइप करें
में 1

...

...

Most Frequent Questions (Category Wise)

Credit Card

< >

The image shows a mobile application interface with several cards:

- Form** section (top left):
 - Frequently Asked Questions card (green background):
 - আমাদের সম্পর্কে আরো জানুন (20 messages)
 - কার্ড (6 messages)
 - অডিওয়াই (4 messages)
 - মোবাইল নথর আপগেটে করুন (3 messages)
 - ফর্ম (2 messages)
 - Least Asked Questions card (blue background):
 - টিকেট অবস্থা চেক করুন (1 message)
 - কার্ড (1 message)
 - মোবাইল ফোন নথর (1 message)
 - কিভাবে আমি আমার জীবন SBI আগে করতে পারি? (1 message)
 - মোবাইল নথর আপগেটে করুন (1 message)
- Assist** section (top right):
 - Unanswered Questions card (red background):
 - শারীরিক উপহার কার্ড (2 messages)
 - সমস্ত Getways তালিকা (1 message)
 - ব্যবহারকারীরা টি উন্নত করতে সক্ষম হবেন (1 message)
 - MobiSprint পরামর্শ পরামর্শ (1 message)
 - ব্যবহারকারীরা তথ্য গ্রাউন্ড করতে পারেন (1 message)
- Analytics** section (bottom left):
 - Form Assist Analytics card:
 - NO. OF USERS ASSISTED: 0 users
 - NO. OF USERS FIND IT HELPFUL: 0 users
 - ASSISTED PERCENTAGE: 0%
- Intents** section (bottom right):
 - Form Assist Intents card:
 - আমাদের সম্পর্কে আরো জানুন (0 মাস)
 - মোবাইল ফোন নথর (0 মাস)

For Languages following RTL: If the language selected is of RTL logic then content within the card will change i.e all the intent names will get flipped.

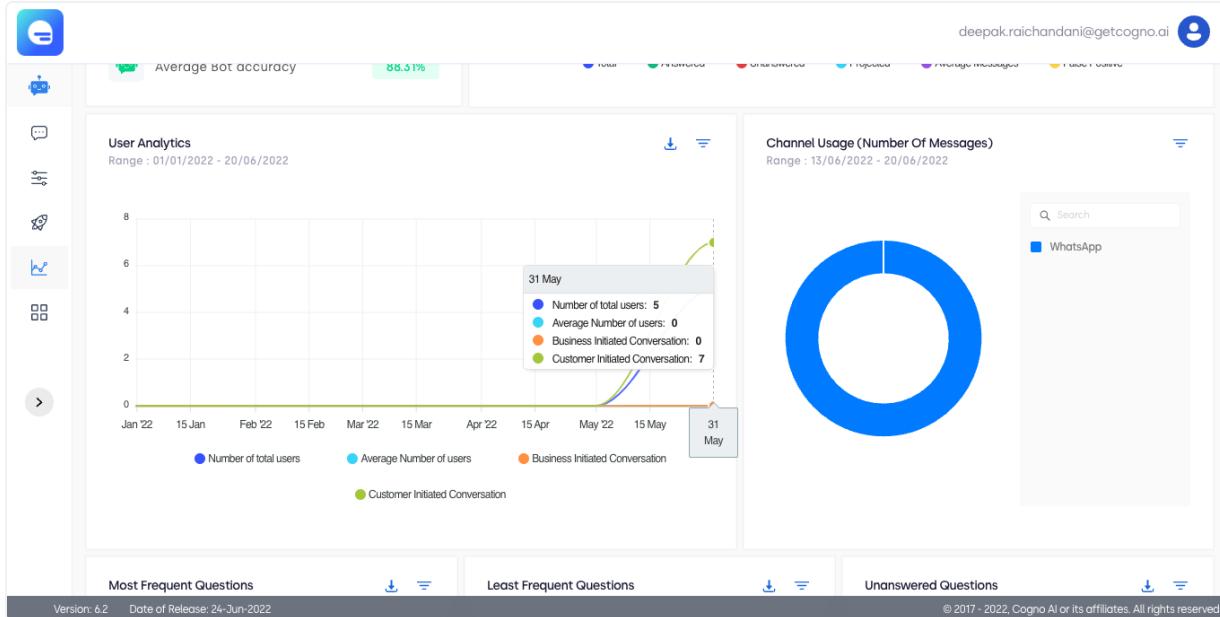
Exporting as image will download the image with text as selected in the console.

Please note : (Limitations)

1. Default language will be english.
2. If the language selected is RTL then intent names within the column will be displayed RTL as done in Combined Analytics.
3. The following cards will not be translated to the languages selected: User Nudge, Word Cloud, Unanswered Query due to tech limitations. .

Business Initiated & Customer Initiated Bifurcation In Message History

This is visible under Chatbot Console > Analyse and Improve > Analytics > Filter = Channel (WhatsApp) > User Analytics Card > Business Initiated Conversations & Customer Initiated Conversations



Please Note: Business Initiated Session and Customer Initiated Conversations has replaced Number of Unique Conversations in Combine Analytics > User Analytics Graph (Image attached only for reference) when Channel= "WhatsApp"

This is applicable only for WhatsApp.

Hourwise Analytics

A new card with a graph containing hour-wise usage analytics is provided.

To configure:

This is visible under Chatbot > Analyse and Improve > Analytics > Combined Analytics > Hour-wise analytics.



A graph containing hour-wise usage analytics with the x-axis as the time during the day and the y-axis as the total number of users and the total number of messages during the day.

Refer to the below-shown demo for a better understanding

The screenshot shows the Cogno AI dashboard interface. The top navigation bar includes a back button, forward button, refresh button, and a search bar with the URL https://easychat-dev.allincall.in/chat/revised-analytics/?bot_id=718&selected_language=en. The top right corner shows the user's email: sahil.rajput@getcognito.ai and a profile icon. Below the header, there are several icons: a blue square with a white 'e', a blue gear, a blue speech bubble, a blue document, a blue magnifying glass, and a blue eye. A sidebar on the left has a 'Analytics' section selected, followed by 'API Analytics', 'Message History', 'Self Learning', and 'Download Reports'. The main content area is titled 'Analytics' and shows a table of intents. The table has columns: Bot Response, Features, and Category. There are 20 intents listed:

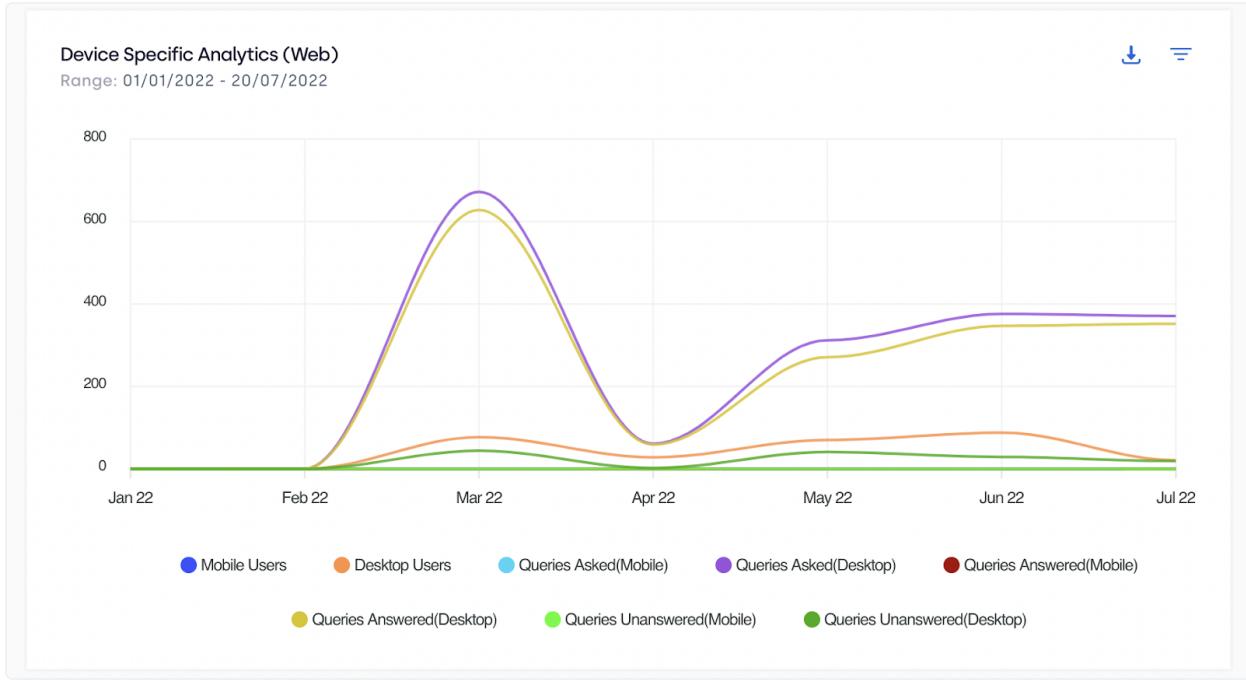
Bot Response	Features	Category
odiubdounbdobno...		Others
This is a PDF<a href="https://wo.me/send?tex...		Others
Raise an issue	Please provide your name?...	Others
Check ticket status	Please provide your Ticket Id?...	Others
Not able to open an account	Sorry to hear that. Our agents are live. Please cl...	Others
Chat with an expert	Your request has been registered with us. Our...	Others

At the bottom of the page, there is a footer bar with the text 'Waiting for easychat-dev.allincall.in...' and '© 2017 - 2022, Cogno AI or its affiliates. All rights reserved.'

Device Bifurcation Analytics

Provided bifurcation for the users based on mobile/desktop.

To configure: This is visible under Chatbot > Analyse and Improve > Analytics > Combined Analytics > Device-specific analytics



The following options are available:

1. Mobile Users
2. Desktop User
3. Queries Asked(Mobile)
4. Queries Asked(Desktop)
5. Queries Answered(Mobile)
6. Queries Answered(Desktop)
7. Queries Unanswered (Mobile)
8. Queries Unanswered (Desktop)

Filter data based on **Frequency & Start Date and End Date**.

Similar data will be added to the excel sheet in case of the global report download.

Similarly, the device from where the user has initiated the chat will be available in the user chat history.

User Chat History

Type and hit enter to search user id

8564dd23-7f00-47f8-b99a-564ff4ad...
Hi! How may I assist you?

UwHpl2P8ZLLmcPHgVVM1g=
Glad that you liked my service!

919073223091
You are blocked for 12 hours due to using har...

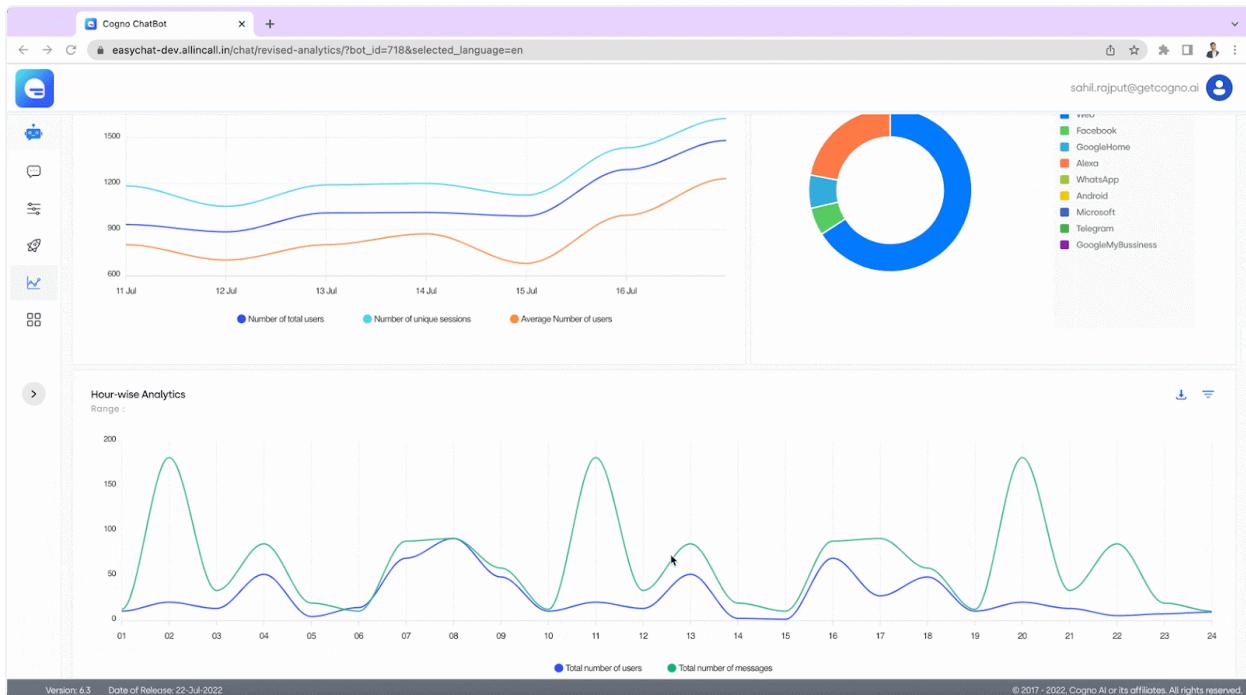
919970370859
youarein theVIP club

918356921745
You are blocked for 12 hours due to spamming...

9db79a8c-2d24-4981-ab2c-2e5b82f7393d, User query count: 1

hi

Refer to the below-shown demo for a better understanding



Please note : (Limitations)

It will only be applicable for chats raised using the Web channel.

Conversion Analytics

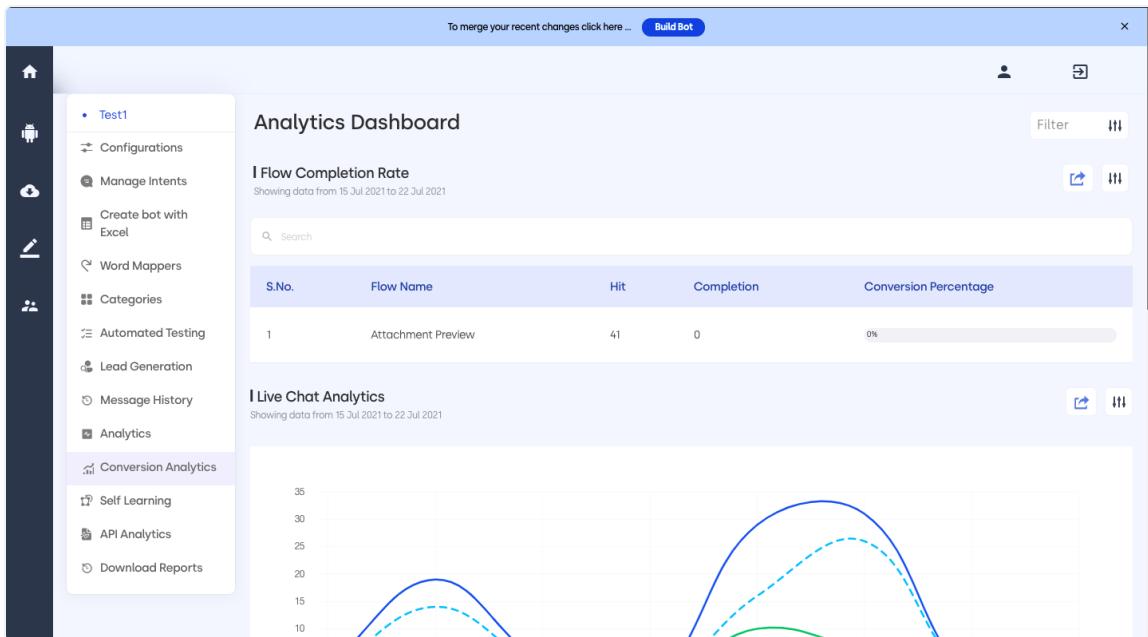
Conversion Analytics Walk Through :
[\(Click Here\)](#) to play the video in a new tab)

Conversion Analytics

Sr. no.	Feature Name	Definition
	Conversion Analytics	Analytics related to Flow Completion Rate, LiveChat Analytics, Intent Analytics and Bot Hit Analytics, Welcome Banner Analytics are provided

To access this feature follow the steps mentioned below:

Select the bot → Go to Conversion Analytics



A filter option is provided that can display data as per the date range and channel selected. Also an option provided for exporting the data.

Filter - Flow Completion Rate

X

Select Date Range

Last Week

Last Month

Last 3 Month

From Beginning

Custom Date

Select Channel

 Android

 Alexa

 Google My Business

 Telegram

 Google Home

 Web

 Microsoft Teams

 WhatsApp

 Facebook

 Google Chat

[Clear Filter](#)

[Apply Filter](#)

Features :

- **“Flow Completion Rate”** - How many times the flows have started and completed. Flows like - account opening, check account balance, invest in SIP, etc. have been initiated and completed successfully by the user.

Date	Flow Name	Start	End	%
12-05-2021	Flow 1	120	100	80%
13-05-2021	Flow 2	100	50	50%
14-05-2021	Flow 3	10	2	20%

Flow Completion Rate

Showing data from 15 Jul 2021 to 22 Jul 2021

Search

S.No.	Flow Name	Hit	Completion	Conversion Percentage
-------	-----------	-----	------------	-----------------------

1	Attachment Preview	41	0	0%
---	--------------------	----	---	----

- **Intent Analytics** - No. of times intent is called, and what is the frequency % ($\text{frequency}/\text{total_frequency} * 100$)

Intent Name	Frequency	%
Intent 1	80	80%
Intent 2	10	10%
Intent 3	5	5%
Intent 4	5	5%
Total	100	100%



- **Live Chat Analytics** - No of times chat with an expert is called, no of times form is filled and request is generated, no of times agent is connected

Date	Chat with an expert	Request Raised	Agent connect count	%
14-05-2021	100	80	75	75%
15-05-2021	100	100	90	90%



Customer Drop-Off Analytics

To analyse the most frequent child intents where drop offs are happening. Also providing the drop-off percentage.

To configure :

This is visible under : Chatbot > Analyze & Improve > Conversion Analytics > Conversion Drop off Analytics

Customer Dropoff Analytics				
Showing data from 12 Jan 2022 to 19 Jan 2022				
S.No.	Child Intent Name	Dropoffs	Main Intent Name	Dropoff Percentage
1	Learn more about us	8	Learn more about us	<div style="width: 100%;">100%</div>
2	Cognito AI Services	3	Cognito AI Services	<div style="width: 33%;">33%</div>
3	Raise an issue	2	Raise an issue	<div style="width: 50%;">50%</div>
4	Chatbot for Car Loans	1	Chatbot for Car Loans	<div style="width: 100%;">100%</div>
5	Mobile Number	1	Mobile Number	<div style="width: 100%;">100%</div>

The table gives a comprehensive view of the Child Intent Drop-offs, along with its frequency and its Main Intent. Also showing the drop off percentage which is calculated based on the (number of child drop offs in same main intent/Frequency) x 100.

Clicking on the intent name redirects to the specific intent settings page.

Filters are available to get data channel wise.

Also the users will be able to search for the child intent names, main intents names & number of drop offs.

This report can also be exported.

Refer the below shown demo for better understanding

The screenshot shows a web-based analytics dashboard for a bot. The top navigation bar includes a logo, user information (sahil.rajput@getcognito.ai), and a filter icon. The main header is 'Analytics Dashboard' with a sub-header 'Flow Completion Rate' showing data from 10 Jan 2022 to 17 Jan 2022. A search bar is present. On the left, there's a sidebar with navigation links: 'Combine Analytics' (selected), 'Conversion Analytics' (highlighted in blue), 'API Analytics', 'Message History', 'Self Learning', and 'Download Reports'. The main content area displays a table for 'Flow Name' with columns: Flow Name, Hit, Completion, Flow Aborted, and Conversion Percentage. The table contains five rows with data: 'cars' (1 hit, 1 completion, 0 aborted, 100% conversion), 'Learn more about us' (100 hits, 95 completion, 2 aborted, 95% conversion), 'Profile' (52 hits, 48 completion, 2 aborted, 92% conversion), 'Measure Customer Satisfaction With' (80 hits, 70 completion, 8 aborted, 87% conversion), and 'banks' (67 hits, 50 completion, 8 aborted, 74% conversion). Below this is a section titled 'Live Chat Analytics' showing data from 10 Jan 2022 to 17 Jan 2022, featuring a chart with values 35, 30, and 25. The bottom of the page shows the URL https://easychat-dev.allincall.in/chat/conversion-analytics/?bot_id=418 and a copyright notice: © 2017 - 2022, Cognito AI or its affiliates. All rights reserved.

• Bot Hit Analytics

Users will be able to see the source/parameters/web page through which the customer has reached its page. Along with this the count of page views and bot view is also available in the table. Average time spent on the bot is also being tracked here in the traffic analytics.

To view the traffic analytics visit the conversion analytics page.

The screenshot shows a sidebar with various icons and menu items, including Multilanguage, Configurations, Manage Intents, Create bot with Excel, Word Mappers, Categories, Automated Testing, Message History, Analytics, Conversion Analytics, and Self Learning. The main area displays a table titled "Showing data from 23 Jul 2021 to 30 Jul 2021". The table has columns: S.No., Page (Links), Source/Medium, Page Views, Bot Views, and Avg. Time on Bot. The data is as follows:

S.No.	Page (Links)	Source/Medium	Page Views ↑↓	Bot Views ↑↓	Avg. Time on Bot ↑↓
1	https://www.getcognito...	direct/(Google)	16	13	01:35:39
2	https://www.primevid...	direct/(Google)	5	7	00:09:20
3	https://www.netflix....	https://www.google.com/	2	2	00:00:00
4	https://www.netflix....	direct/(Google)	2	2	00:00:00
5	https://www.primevid...	https://www.google.com/	1	1	00:20:16

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• Welcome Banner Analytics

Now welcome banner analytics can be analyzed and improved.

This is visible under Conversion Analytics > Welcome Banner Click Rate

Clicking on any Image in the "Image Preview" column will display the preview of the image.

Clicking on any "Redirection URL" link will redirect the EasyChat console user to the URL on which the end customer will be redirected.

User clicks denote the number of users clicked on the welcome banner respectively.

User clicks percentage will show the percentage of clicks on a particular banner.

Filter option is provided to filter by date range.

Clicking on Export a consolidated excel will be downloaded.

Refer the below shown demo for better understanding

User ID wise data for intent - wise chart flow

Providing an option to download user-specific data in intent-wise chart flow.

Console side

This is visible under :

1. Chatbot > Analyze & Improve > Conversion Analytics > Flow Analytics> Click on Intent Name
For eg. Open axis bank account
1. Chatbot > Analyze & Improve > Combined Analytics > Intent wise chart flow > Select the intent



Clicking on **User Specific Dropoff** will download a csv file for the user. This will consist of User specific data related to the intent flow. (Refer the image given below for better understanding)

Please Note: The data is downloaded in a User Specific format.

Dropoff types :

Miscellaneous	Terminate	Timeout
1. Home Button	1. Flow Abort	For cases when the user stops replying on the bot. Applicable for in channels other than Web, Android, iOS.
2. Page Refresh	2. Flow Termination Keyword (Eg. bye, exit, stop)	
3. Bot Closed		
4. Bot Break		
5. Tab Close		
6. No Reply		

User_dropoff_analytics_from_06-05-2022 to 12-05-2022

Date & Time	User-ID	Channel	Parent Intent	Child Intent	Drop-off type	Intent Name/Flow Termination Keyword
2022-05-10 11:31:45		5007198551	Telegram	open Axis bank account	open Axis bank account	Timeout -
2022-05-10 16:11:51		5007198551	Telegram	open Axis bank account	open Axis bank account	Timeout -
2022-05-11 22:57:57		5007198551	Telegram	step 3	step 4	Terminate stop
2022-05-10 13:06:25	5e1e8067-1a04-4d1e-8155-de7062b019f0	Android	open Axis bank account	open Axis bank account	Miscellaneous -	
2022-05-10 13:06:39	5e1e8067-1a04-4d1e-8155-de7062b019f0	Android	open Axis bank account	open Axis bank account	Miscellaneous -	
2022-05-10 13:08:57	5e1e8067-1a04-4d1e-8155-de7062b019f0	Android	step 3	step 4	Terminate stop	
2022-05-10 17:23:53	5e1e8067-1a04-4d1e-8155-de7062b019f0	Android	step 2	step 3	Miscellaneous -	
2022-05-10 17:23:53	5e1e8067-1a04-4d1e-8155-de7062b019f0	Android	step 2	step 3	Miscellaneous -	
2022-05-09 11:42:37	652514ce-9ef3-415f-bb4c-689cd044b4c9	Web	step 3	step 4	Miscellaneous -	
2022-05-11 15:46:41	6fafe9bd-f5ef-4953-9db0-b9abe2f24476	Web	follow steps	step 2	Miscellaneous -	
2022-05-12 17:58:09	cd595a3d-af07-4e59-9374-234208cfb09b	Web	open Axis bank account	open Axis bank account	Miscellaneous -	
2022-05-12 17:58:09	cd595a3d-af07-4e59-9374-234208cfb09b	Web	open Axis bank account	open Axis bank account	Miscellaneous -	
2022-05-10 17:26:05	d6dc2b81-49f7-40f3-a11f-4d9c02c0dafd	Android	follow steps	step 2	Terminate exit	
2022-05-10 17:28:15	d6dc2b81-49f7-40f3-a11f-4d9c02c0dafd	Android	open Axis bank account	open Axis bank account	Miscellaneous -	
2022-05-10 17:28:15	d6dc2b81-49f7-40f3-a11f-4d9c02c0dafd	Android	open Axis bank account	open Axis bank account	Miscellaneous -	
2022-05-09 16:11:21	twitter_user_1501895693811974145	Twitter	open Axis bank account	open Axis bank account	Timeout -	
2022-05-09 17:13:52	twitter_user_1501895693811974145	Twitter	open Axis bank account	open Axis bank account	Terminate qualification	
2022-05-10 17:13:35	twitter_user_1501895693811974145	Twitter	open Axis bank account	open Axis bank account	Timeout -	
2022-05-10 18:18:45	twitter_user_1501895693811974145	Twitter	step 4	step 4	Terminate stop	
2022-05-10 18:18:52	twitter_user_1501895693811974145	Twitter	open Axis bank account	open Axis bank account	Timeout -	

Data shown above consists of :

1. Date and Time of the intent triggered

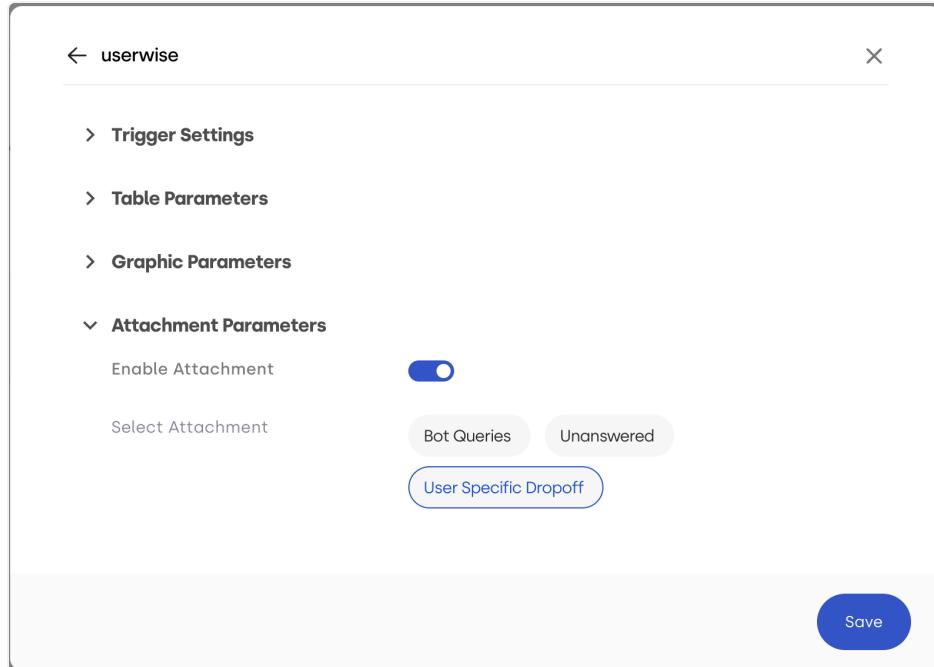
2. **User Id** w.r.t channel
3. **Channel** on which the intent was used.
4. **Parent Intent** of the intent flow.
5. **Child Intent** shows the intent on which the user dropped off.
6. **Drop-off type** (list mentioned above shows the method of dropoff).
7. **Intent Name / Flow Termination Keyword** are words using which the user dropped off from the flow or terminates a flow using the termination keywords.

For Chatbot Mailer > Attachment Parameters

Provided an option on add "User Specific Dropoff" for download.

This is visible under:

Chat Bot console > Enable Email Notification > Configure Notification > Select the profile > Edit/Create > Attachment Parameter > User Specific Download (Attaching image for reference)



User Analytics

Total Users	0	0	0
Form Filled	NA	NA	NA
Authentication Failure	0	0	0
Authentication Successful	0	0	0

Download Reports

[Download Bot Queries](#)
[Download Unanswered](#)

[Download Mail Summary](#)
[Download User Specific Dropoff](#)

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Please Note: Only if **User Specific Dropoff** is selected in the Attachment Parameter then add an option in the mail to download the excel sheet for the same.

Customer Dropoff

Downloading/ Exporting data from Chatbot Console > Analyze & Improve > Conversion Analytics > Customer Drop off will also provide

Customer Dropoff Analytics				
Showing data from 08 May 2022 to 15 May 2022				
S.No.	Child Intent Name	Dropoffs	Main Intent Name	Dropoff Percentage
1	step 3	2	open Axis bank account	<div style="width: 18%;">18%</div>
2	child mob	2	QQQQQ	<div style="width: 40%;">40%</div>
3	step 3	1	open Axis bank account	<div style="width: 9%;">9%</div>
4	step 4	1	open Axis bank account	<div style="width: 9%;">9%</div>
5	step 2	1	open Axis bank account	<div style="width: 9%;">9%</div>

Please note : (Limitations)

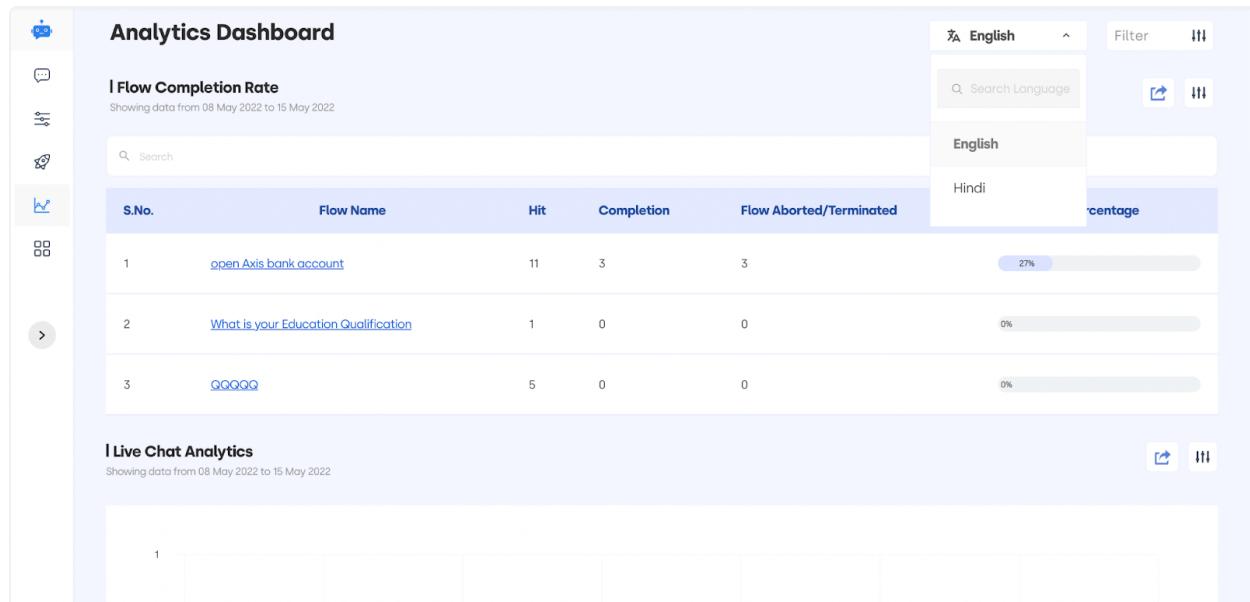
1. **Time-out case** : This is considered till the EOD. Eg. if the user replies till EOD then it will not be considered as time out and if user does not reply till EOD then will be considered as time-out. EOD considered as Cron Job runtime Web, iOS, Android cannot be done.
2. Data will be downloadable till 1 day prior.

Console in different languages - Phase 2

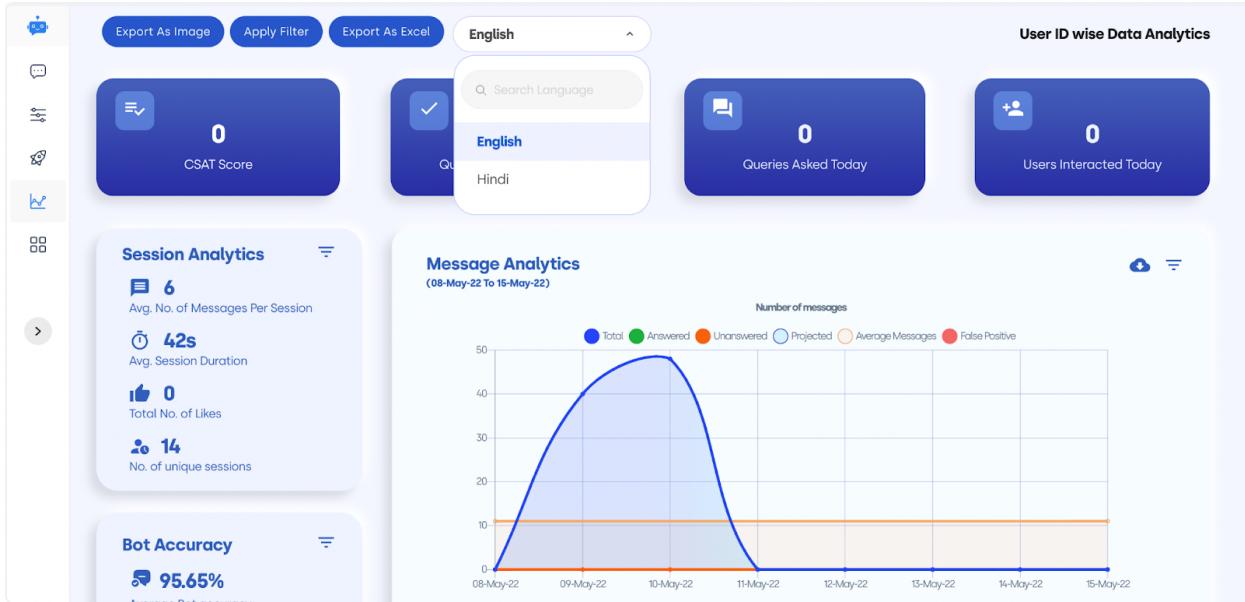
Providing an option to view the intents in the languages available in the bot.

This is visible under :

1. Chatbot Console > Analyze & Improve > Conversion Analytics

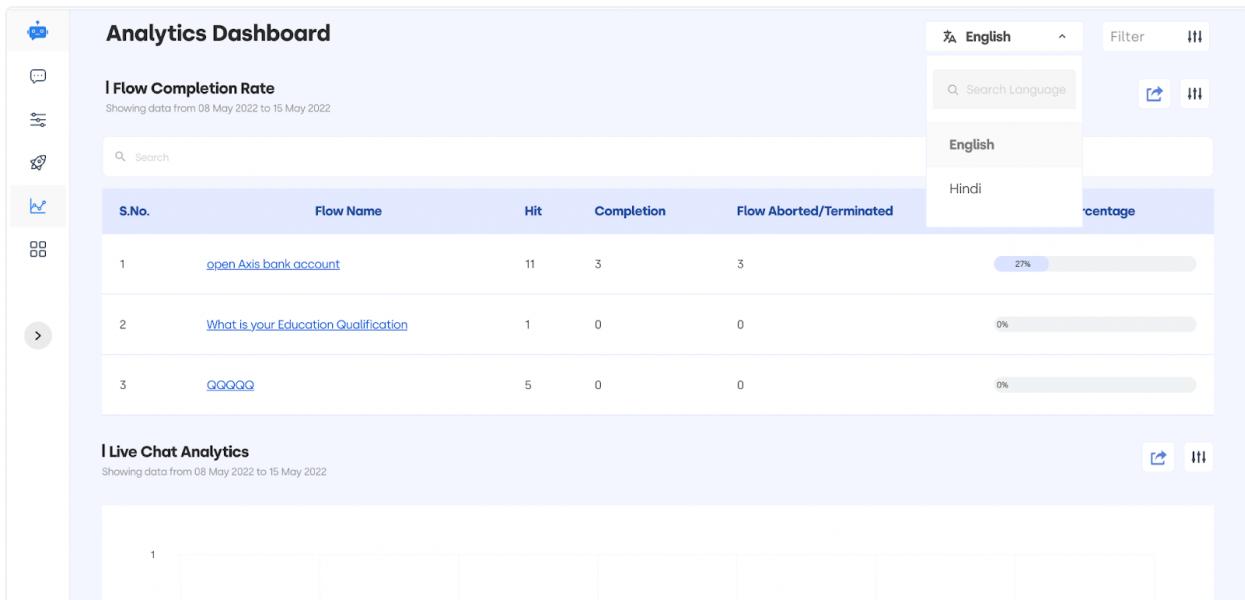


1. Chatbot Console > Analyze & Improve > Combined Analytics



For the Conversion Analytics

All the languages that are enabled in the bot will be available in the drop-down list, and on selecting any other language the intent name in all the cards/tables will get translated.



When a console user changes the language, these changes can be seen in the following places in the selected language:

Flow Name in Flow Completion Rate & within the intent flow

Analytics Dashboard

I Flow Completion Rate
Showing data from 08 May 2022 to 15 May 2022

S.No.	Flow Name	Hit	Completion	Flow Aborted/Terminated	Conversion Percentage
1	एप्पल कैप्चर खाता खोलें	11	3	3	27%
2	आपकी शिक्षा योग्यता क्या है	1	0	0	0%
3	QQQQQ	5	0	0	0%

I Live Chat Analytics
Showing data from 08 May 2022 to 15 May 2022



Intent Name in Intent Analytics

Intent Analytics
Showing data from 08 May 2022 to 15 May 2022

S.No.	Intent Name	Frequency	Usage Percentage
1	आपके बया हाल - चाल हैं	14	44%
2	एक्सेस बैंक खाता खोलें	11	34%
3	QQQQQ	5	16%
4	आपकी शिक्षा योग्यता क्या है	1	3%
Total		32	

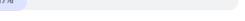
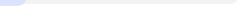
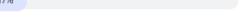
Customer Dropoff Analytics
Showing data from 08 May 2022 to 15 May 2022

Child Intent Name and Main Intent Name in Customer Dropoff Analytics

Customer Dropoff Analytics
Showing data from 08 May 2022 to 15 May 2022

S.No.	Child Intent Name	Dropoffs	Main Intent Name	Dropoff Percentage
1	चरण 3	2	एक्सेस बैंक खाता खोलें	18%
2	बच्चों की भीड़	2	QQQQQ	40%
3	चरण 3	1	एक्सेस बैंक खाता खोलें	9%
4	चरण 4	1	एक्सेस बैंक खाता खोलें	9%
5	चरण 2	1	एक्सेस बैंक खाता खोलें	9%

Trigger Intent in Welcome Banner click rate

S.No.	Image Preview	Redirection URL	Trigger Intent	User Clicks	User clicks Percentage
1	508de49a-2c5d-4...png	https://www.hdfccredila.com/	-	1	17% 
2	4f9fbfb3a-cb93-4...jpg	-	क्या आप गंभीर हैं?	1	17% 
3	4f9fbfb3a-cb93-4...jpg	-	क्या आप गंभीर हैं?	1	17% 
4	508de49a-2c5d-4...png	https://www.hdfccredila.com/	-	1	17% 
Total				6	

API Analytics

API Analytics Walk Through :

([Click Here](#) to play the video in a new tab)

API Analytics

Sr. no.	Feature Name	Definition
	API logs	API logs will display details for User ID, API name, API request and response packets, Elapsed Time, API status/code, Date and Time. Request and Response packets can be copied or downloaded.
	API statistics	API Statistics will display details for API name, Successful API calls, Failed API calls and Total number of API calls.

API analytics will consist of API logs and API statistics.

API logs will display details for User ID, API name, API request and response packets, Elapsed Time, API status/code, Date and Time. Request and Response packets can be copied or downloaded.

API Statistics will display details for API name, Successful API calls, Failed API calls and Total number of API calls.

API logs  API statistics

 Apply Filters

Search:

User ID	API Name	Request	Response	Elapsed Time	API status/code	Created at
1ff61549-5a54-4f7b-92d3-acf6bf53e6b7	AskPanAPI	Click Here	Click Here	0.0	Passed(200)	10:38 AM, 25-Jun-2020
1ff61549-5a54-4f7b-92d3-acf6bf53e6b7	CheckKYC API	Click Here	Click Here	5.534	Passed(200)	10:38 AM, 25-Jun-2020
1ff61549-5a54-4f7b-92d3-acf6bf53e6b7	ProductMenuAPIBot	Click Here	Click Here	0.003	Passed(200)	10:38 AM, 25-Jun-2020
1ff61549-5a54-4f7b-92d3-acf6bf53e6b7	CheckKYC API	Click Here	Click Here	5.531	Passed(200)	10:38 AM, 25-Jun-2020
1ff61549-5a54-4f7b-92d3-acf6bf53e6b7	AskPanAPI	Click Here	Click Here	0.0	Passed(200)	10:38 AM, 25-Jun-2020

Showing 1 to 5 of 5 entries

API logs  API statistics

 Apply Filters

Search:

API Name	Successful API Calls	Failed API Calls	Total number of API Calls
AskPanAPI	2	0	2
CheckKYC API	2	0	2
ProductMenuAPIBot	1	0	1

Showing 1 to 3 of 3 entries

Message History & User Chat History

Message History Page Walk Through :
([Click Here](#) to play the video in a new tab)

Message history / User chat history

Sr no.	Feature Name	Definition
1	Message history / User chat history	<p>The admin can see the comprehensive message history and sentiments of all the users interacting with the chatbot. The admin can export these logs through keyword or for a period.</p> <p>An option to filter by queries, feedback, channels, sentiments, timestamp and location is provided.</p> <p>The user can also toggle between message history and user history. An option to filter by channel and date in the user chat history.</p> <p>Identified Intent Analytics- Analytics to determine how much our NLP was when the bot is responding to a user query.</p>

The admin can see the comprehensive message history and sentiments of all the users interacting with the chatbot. The admin can export these logs through keyword or for a period. The user can also toggle between message history and user history.

Search for message history

Back Export Apply Filter User Chat History Message History Test Bo

User Query	Bot Response	Time	Intent Recognized	User ID	Channel	User Feedback	Intent Feedback	Location
								City
hi	Hi How may I assist you?...	16 Jul 2021 05:32 PM	Hi	05880a79-6f16-4	Web	Content is too complicated	👎	Mumbai
lol	Glad I made you laugh! Ho...	16 Jul 2021 05:32 PM	lol	05880a79-6f16-4	Web	Easy Communication	👍	Mumbai
hi	Hi How may I assist you?...	16 Jul 2021 05:32 PM	Hi	05880a79-6f16-4	Web			Mumbai
how are you?	Pretty good! How may I as...	16 Jul 2021 05:31 PM	How are you doing	05880a79-6f16-4	Web	Good Experience	👍	Mumbai
hi	Hi! How may I assist you?...	16 Jul 2021 05:31 PM	Hi	05880a79-6f16-4	Web			Mumbai
bhfbrhfb	I'm not sure if I can hel...	16 Jul 2021 05:31 PM		05880a79-6f16-4	Web			Mumbai

Message History Filter : This is visible under Message History > Toggle from User Chat History to Message History > Click on Apply Filter

Back User Chat History Message History v4point6 User Chat History

Enter user id and hit enter

Chats Apply Filter

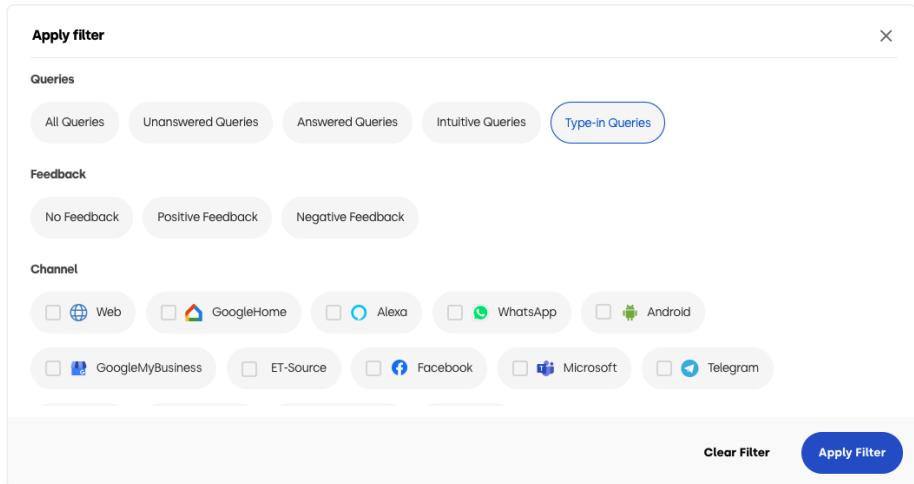
17b19a57-42e2-4...
3998f4d0-6e36-4...
c4838530-a465-4...
066b29c5-f597-4...
c28d54f2-53a1-4...
99efcdcc2-8571-4...
87166230-ec98-4...
d0824abb-1de3-4...

Select a user to see the chat history. 📝

Type-in Queries

These are the queries which are typed in manually or sent without selecting any suggestions, recommendations, menu, sticky, child intents by the customers.

This is visible under Cogno Chatbot Console > Message History > Toggle to Message History > Apply Filter > Type in Queries



Refer the below given demo for better understanding

Intent Name	Bot Response	Features	Category
Account	Please share your account number. ...		Others
Raise an issue	Please provide your name?...		Others
Check ticket status	Please provide your Ticket Id?...		Others
Learn more about us	Please enter your first name and last name...		None

Identified Intent Analytics

Analytics to determine how much our NLP was when the bot is responding to a user query.

This is visible under Chatbot Console > Message History

<input type="checkbox"/>	Intent Name	Bot Response	Features	Category
<input type="checkbox"/>	Account Balance	5 To check your account balance please enter your 16...		Others
<input type="checkbox"/>	City	2 Enter the city as given on the identification proo...		Others
<input type="checkbox"/>	How should I make payment	Click on the respective biller and the same will t...	11	Others

New metrics have been added to the "Message History" table

1. **Variation Responsible:** This indicates when an intent is triggered against a customer query inside the chatbot, which training sentence variation of that intent was having the nearest match with the customer query which led to that intent being triggered.
1. **% Match:** This indicates the percentage match of a particular intent (variation/keyword/intent name) with a customer query when that particular intent gets triggered.
1. **Average Accuracy:** This indicates the average accuracy percentage of the bot's recommendation system and the same get's calculated as a mean of all the values getting displayed on the "%Match" field inside message history at that instant.

% match formula : [(Customer query segmented words (Other than stop words) / Nearest Training sentence segmented words or intent name segmented words)] * 100

Message History
Average Accuracy - 98%

Search for message history

No Of Records Per Page: 10 Filter Export

User Query	Bot Response	Time	User ID	Channel	User Feedback	Variation Responsible	% Match	Intent Recognized	Location	Intent Feedback
what is my account balance	To check your account bal...	26 Nov 2021 02:10 PM	4e340c7f-fda8-4	Web		what is my account balance EVA	75 %	Account Balance	-	-
what is my account balance	To check your account bal...	26 Nov 2021 02:08 PM	6959d7ee-2c8d-4	Web		what is my account balance EVA	75 %	Account Balance	-	-
	To check	26 Nov 2021 02:08 PM								

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User Friendly UI/UX for the message history page.

1. Columns can now be edited to keep the view of only the data the user wants to view. This can be done by clicking on the "edit" icon available on the top right side of the Message History Page.

Message History
Average Accuracy - 98%

Search for message history

No Of Records Per Page: 10 Filter Export

User Query	Bot Response	Time	User ID	Channel	User Feedback	Variation Responsible	% Match	Intent Recognized	Location	Intent Feedback
what is my account balance	To check your account bal...	26 Nov 2021 02:10 PM	4e340c7f-fda8-4	Web		what is my account balance EVA	75 %	Account Balance	-	-
what is my account balance	To check your account bal...	26 Nov 2021 02:08 PM	6959d7ee-2c8d-4	Web		what is my account balance EVA	75 %	Account Balance	-	-
	To check	26 Nov 2021 02:08 PM								

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1. No. of records per page by default would be 10 and the same can be changed to 25, 50, 70 and 100 from the "No of records per page" dropdown available just on the left side of the "Filter" button.
2. Two more filters to filter queries which are available inside the filter.

3. **A dropdown to select intent:** When an intent is selected here only those queries will get loaded where that particular intent has been triggered by the bot against a customer query.
4. **Percentage Bracket Slider:** When a user selects a particular %bracket, only the customer queries where recognized intent % fall under the provided bracket would be displayed.

The screenshot shows the Cogno AI Bot dashboard interface. At the top, there's a blue header bar with a 'Build Bot' button and a user email 'deepak.raichandani@getcogno.ai'. Below the header is a sidebar with icons for Home, Bot, Chat, and User. The main area is titled 'Cogno AI Bot' and shows a 'Message History' section. The table has the following columns: Intent Recognized, User Query, Bot Response, Time, User ID, Channel, Variation Responsible, % Match, Intent Feedback, and User Feedback. There are three rows of data, each corresponding to a user query about account balance. The 'User ID' column contains partially obscured IDs. The 'Channel' column shows 'Web' for all entries. The 'Variation Responsible' column lists 'EVA' for all entries. The '% Match' column shows '75 %' for all entries. The 'Intent Feedback' and 'User Feedback' columns are empty. The bottom of the screen shows a footer with 'Version: 5.1 Date of Release: 30-Nov-2021' and a copyright notice: '© 2017 - 2021, Cogno AI or its affiliates. All rights reserved.'

Intent Recognized	User Query	Bot Response	Time	User ID	Channel	Variation Responsible	% Match	Intent Feedback	User Feedback
Account Balance	what is my account balance	To check your account bal...	26-Nov 2021 02:10 PM	5e340c2f-fd08-4	Web	what is my account balance EVA	75 %		
Account Balance	what is my account balance	To check your account bal...	26-Nov 2021 02:08 PM	6959d7ee-2c8d-4	Web	what is my account balance EVA	75 %		
Account Balance	what is my account balance	To check your account bal...	26-Nov 2021 02:06 PM	30d05d5d-73d2-4	Web	what, account, balance, EVA	75 %		

[Click here](#) - Refer the demo for better understanding

Please note :

1. The "% Match" and "Variation Responsible" data wouldn't get displayed by default. To turn it on the user has to access a toggle button present in the backend currently.
2. When the user exports this table in .xls format the 2 new data fields will also be available in the .xls report. This report would contain data for these 2 fields based on the timings these settings have been kept on from the backend. For eg : If users exports the xls report over a period of 1 week and within that 1 week, the toggle button to turn on these data fields were turned on for day 1 and day 3 and not for the other days, the report would display "Variation Responsible" and "%match" data only in Day1 and Day 3 of that week and not on other days.
3. Queries can be sorted by percentage (High to low, low to high) by clicking on the %match column header. They can also be sorted alphabetically by clicking on the "User Query" column header.

4. The "Average Accuracy" data won't be displayed if the toggle button to turn this setting on is set to off from the backend.
5. Average accuracy gets calculated based on the queries getting displayed at a particular inside message history having %match values (As a mean of this). If somebody has filtered the queries as "Type in" queries. The Average accuracy value would be displayed based on the mean of "%match" for the type-in queries getting displayed at that instant.
6. If Necessary Keywords, Restricted Keywords, and Intent Level Threshold Score are set for an intent, additional validations related to the above-mentioned configurations would be needed, and even if the percentage match stays more than other intents with a user query, absence of one necessary keyword in the query or presence of one restricted keyword in the query would restrict that particular intent from being triggered.
7. "Recognised Intent" filters would only filter queries where a response has been provided by the bot and won't fetch queries where the bot just gave suggestions.
8. There wouldn't be a "Variations responsible" and "% match" value for queries where the bot just gave suggestions.

Tag As False Positive

Providing an option for the users to set a percentage threshold inside django admin.

To configure : To set a percentage threshold inside django admin → "Percentage Threshold for Message History".

All user queries having a percentage match below this will be flagged queries and the percentage representation of those queries would turn red.

(default value = 25%)

Added a filter "Flagged queries" using which users can filter out queries which are flagged (whose percentage match lies below the specified percentage inside django admin).

Apply filter

Queries

- All Queries
- Unanswered Queries
- Answered Queries
- Intuitive Queries
- Type-in Queries
- Flagged Queries

False Positives Not False Positives

Feedback

- No Feedback
- Positive Feedback
- Negative Feedback

Channel

- Web
- GoogleHome
- Alexa
- WhatsApp
- Android

Clear Filter **Apply Filter**

Also providing an option to tag "Flagged Queries" as "False Positives" and "Not False Positives".

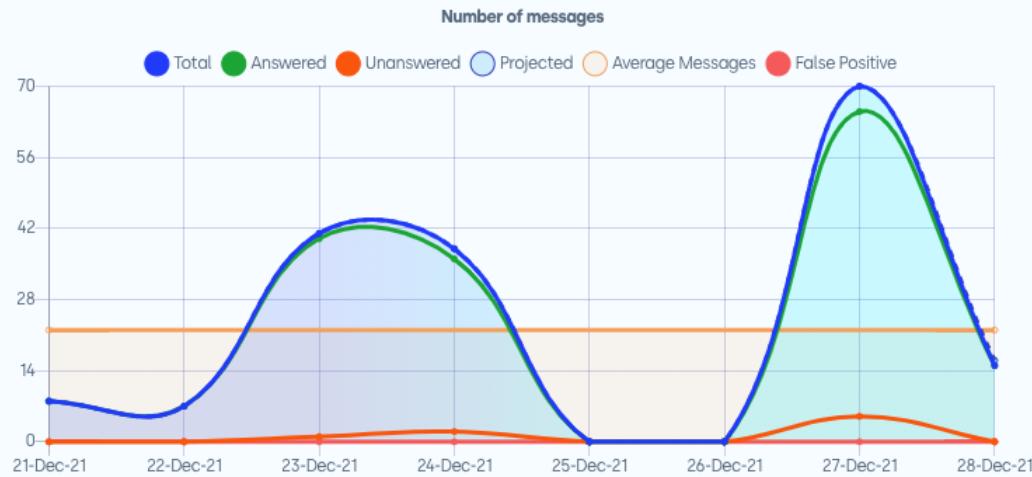
This is visible under Chatbot Console > Message History > Toggle towards Messsage History > Select a user query to view options for False Positive/Not False Positive.

Q Search for message history		No Of Records Per Page:	10	Filter	Export	False Positive	Not False Positive
	User Query ↑	Intent Recognized	Time	% Match ↑	Intent Feedback	User Feedback	Variation Responsible
<input type="checkbox"/>	Chat with an expert	Chat with an expert	30 Nov 2021 05:53 PM	100%			Chat with an expert
<input type="checkbox"/>	did you know the issue with message history?		30 Nov 2021 03:42 PM				
<input type="checkbox"/>	Account bal		30 Nov 2021 03:41 PM				
<input checked="" type="checkbox"/>	what is my account balance	Account Balance	26 Nov 2021 02:10 PM	75% *		what is my account balance EVA	
<input type="checkbox"/>	what is my account balance	Account Balance	26 Nov 2021 02:08 PM	75%		what is my account balance EVA	

Also providing an analytical view of the number of False positives on a day to day basis inside "Message Analytics" card.

Message Analytics

(21-Dec-21 To 28-Dec-21)



A toggle button is provided in django admin to enable the analytical view for False Positives, the column view inside message history for False Positive and Not False Positive status, and filter for False Positives and Not False Positives.

Please Note : By default it will be enabled.

Also while exporting the sheet, these values will only reflect in the exported sheet if the toggle for the same is turned on in django admin.

UI Updates :

Queries with a percentage match below the specified percentage threshold in django admin will be denoted in red colour.

Refer the below shown demo for better understanding

The screenshot shows a web-based chatbot management interface titled "Cogno ChatBot". The URL is "easychat-dev.allincall.in/chat/message-history?bot_id=472". The top right corner shows the user's email "sahil.rajput@getcognito.ai" and a profile icon. Below the header, there are navigation icons for Home, API, Cloud, and User. A "demo" link is visible in the top left. On the right, there are buttons for "User Chat History" (with a toggle switch), "Message History" (with a toggle switch), and "Logout".

The main area is titled "Message History" with a subtitle "Average Accuracy - 94%". It features a search bar "Q. Search for message history" and a table with the following columns: "User Query", "Bot Response", "Time", "Intent Recognized", "User ID", "Channel", "User Feedback", "Intent Feedback", "Location", "Variation Responsible", and "% Match". The table contains six rows of data:

User Query	Bot Response	Time	Intent Recognized	User ID	Channel	User Feedback	Intent Feedback	Location	Variation Responsible	% Match
bye	Bye, have a nice time!...	24 Dec 2021 12:43 PM	bye	0ed93542-2119-4	Web			-	bye	100%
hi	Hi! How may I assist you?...	24 Dec 2021 12:43 PM	Hi	0ed93542-2119-4	Web			-	hi	100%
hello	Hi! How may I assist you?...	24 Dec 2021 12:23 PM	Hi	9cf08c0c-4b4e-4	Web			Delhi	hello	45%
credit card	credit...	24 Dec 2021 12:17 PM	credit.card	9cf08c0c-4b4e-4	Web			-	credit card	100%
credit card insurance	Did you mean one of the f...	24 Dec 2021 12:17 PM		9cf08c0c-4b4e-4	Web			-		
credit details insurance	Did you mean one of the f...	24 Dec 2021 12:17 PM		9cf08c0c-4b4e-4	Web			-		

Please note : (Limitations)

1. If a specific query is not tagged "False Positive" or "Not False Positive", the value for the same query inside "Tags" column in the exported sheet will be blank and will be represented with "-"
2. If the toggle to turn on False Positives release is enabled, the toggle for Variation Responsible and Percentage Match will also be enabled by the user.

Chat History

The screenshot shows the 'User Chat History' section of the v4point4 platform. On the left, there's a sidebar with a search bar ('Enter user id and hit enter') and a list of 'Chats'. The list includes entries like '31423f8e-930d-4840-89e3-3f6034b3f824', 'Please provide your name?', 'Kindly provide your valid fe5f0***c4 digit phone number.', and 'Select a category that best matches your issue'. On the right, a detailed chat session is shown between a user named 'Deepak' and a bot named 'Build Bot'. The user has sent messages asking for their name, a valid phone number, and a category for their issue. The bot has responded with placeholder messages.

Messages can be filtered based upon channels and dates in user chat history

This is visible under Message History > Apply Filter > Select DateRange/Channel(s) > Click on Apply Filter

On applying filter chats would be shown as per the selected parameters in filter

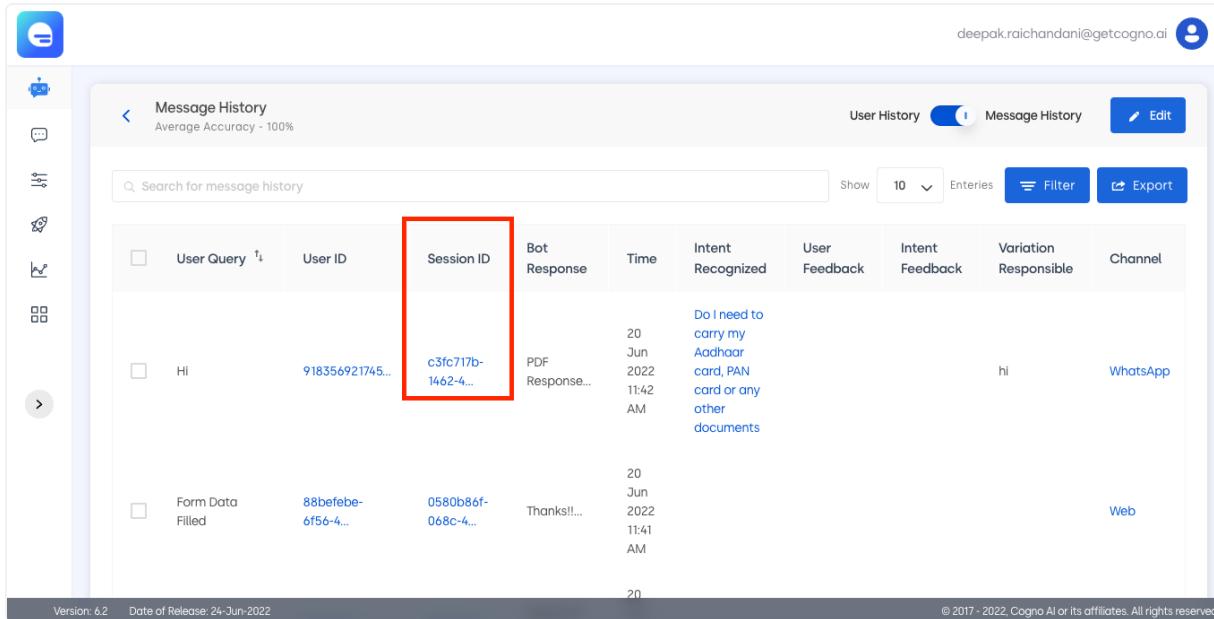
The screenshot shows the 'Filter data' dialog box overlaid on the 'User Chat History' interface. The dialog box contains two main sections: 'Select Date range' (with options for 'Last week', 'Last Month', 'Last 3 Month', 'From beginning', and 'Custom Date') and 'Select Channel' (with checkboxes for various platforms: Android, Alexa, GoogleMyBusiness, Telegram, Google Home, Web, Microsoft Teams, Whatsapp, Facebook, and Google Chat). At the bottom of the dialog box are 'Clear Filter' and 'Apply Filter' buttons. The background shows a list of chats and a user profile for 'deepak.raichandani@allincall.in'.

Unique sessions for the same user

Session IDs will be maintained for multiple sessions created by a unique user.

A session-id column in the message history table will redirect the console user to the particular session in the user chat history when the user clicks on the session-id.

This is visible under Chatbot Console > Analyse and Improve > Message History > User Chat History > Message History



User Query	User ID	Session ID	Bot Response	Time	Intent Recognized	User Feedback	Intent Feedback	Variation Responsible	Channel
Hi	918356921745...	c3fc717b-1462-4...	PDF Response...	20 Jun 2022 11:42 AM	Do I need to carry my Aadhaar card, PAN card or any other documents	hi			WhatsApp
Form Data Filled	88befefe-6f56-4...	0580b86f-068c-4...	Thanks!!!...	20 Jun 2022 11:41 AM					Web

The remaining functionality remains the same as applicable for another column in the table metadata > Message history i.e. add/remove a column, change the position of the column.

Please Note:

Session-Id will be captured for all channels. Also, there is no change done w.r.t the session capture for the following channels.

1. Web
2. Android
3. iOS
4. WhatsApp

Session-Id for all other channels for a specific user will be counted at EOD.

Eg. For User Id: insta_7171828299, Session will end at the EOD (11:59 pm).

Clicking on the specific session-id, the console user will be redirected to the user chat history page.

User Chat History Page

This is visible under Chatbot Console > Analyse and Improve > Message History > User Chat History

The screenshot shows the 'User Chat History' page. At the top right, there's an email icon and the email address 'deepak.raichandani@getcogno.ai'. Below the header, there are two tabs: 'User History' (selected) and 'Message History', with a 'Filter' button. On the left, a sidebar contains icons for Home, Chat, Analytics, and Help. A search bar says 'Type and hit enter to search user id'. The main area displays a list of user sessions:

- 918356921745 PDF Response
- 88befbebe-6f56-4ec1-8030-d92625... Thanks!!
- 919833230771 Hi! How may I assist you?
- 7fea4bc5-1523-4d77-b994-f9bdd3... PDF Response
- 5092591867 I am here to resolve your queries. How can...

Below the list is a large placeholder icon with three speech bubbles and the text 'Select a user to see the chat history.' At the bottom, there are navigation buttons for 'Previous', page numbers '1 2 ...', and 'Next'. The footer includes 'Version: 6.2 Date of Release: 24-Jun-2022' and '© 2017 - 2022, Cogno AI or its affiliates. All rights reserved.'

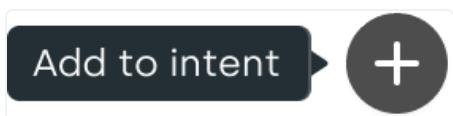
UI and UX improvements have been done on the user chat history page.

A new session indicator is added which displays the session id and user query count. Every time a new session is initiated, the indicator will show the bifurcation in the chat.

Session ID dropdown is added to switch between sessions seamlessly. Selecting a session id from the dropdown will scroll down to the selected session.

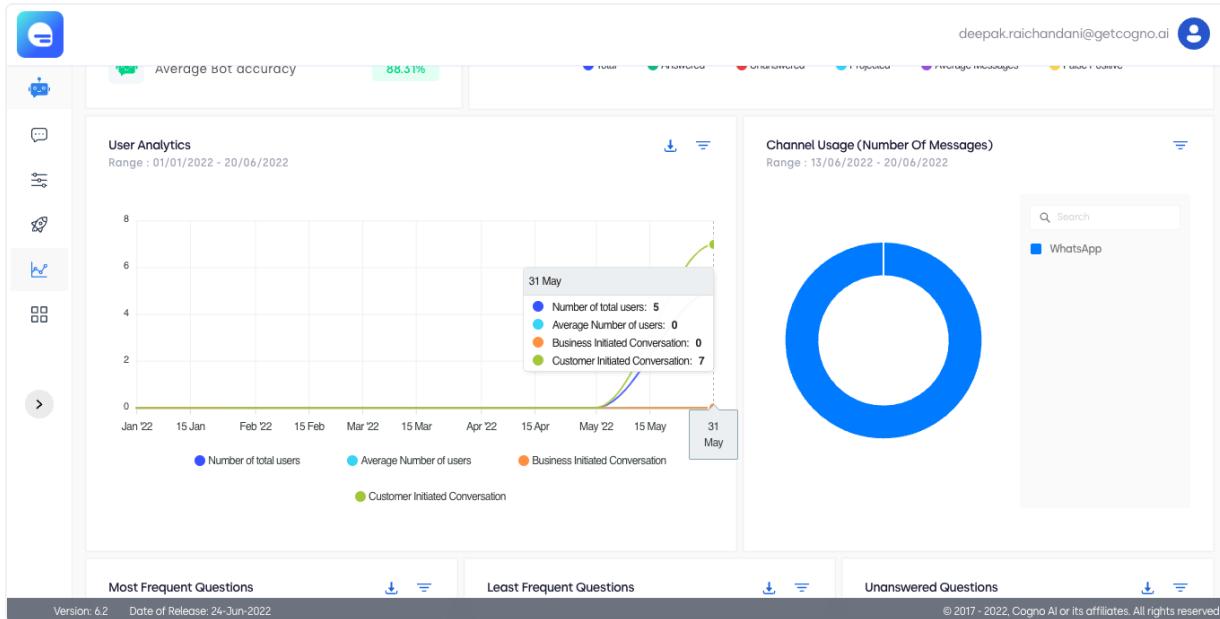
The search bar added in the user id header will help in searching for any particular message(s) of the user. Console user needs to simply type in and hit enter to search for the content.

Adding a user query to the intent's training question can now simply be done by hovering over the particular query > Click on (+) indicator > Select using check bot > Add to intent > Select intent. (refer to the above-shown example for a better understanding of the same).



Business Initiated & Customer Initiated Bifurcation In Message History

This is visible under Chatbot Console > Analyse and Improve > Analytics > Filter = Channel (WhatsApp) > User Analytics Card > Business Initiated Conversations & Customer Initiated Conversations



Please Note: Business Initiated Session and Customer Initiated Conversations has replaced Number of Unique Conversations in Combine Analytics > User Analytics Graph (Image attached only for reference) when Channel= "WhatsApp"

This is applicable only for WhatsApp.

Mailer Analytics

These reports can be added to the mailer analytics as well.

This can be done from : Chatbot Console > Configure Bot > Settings > Enable Email Notification > Configure Notification > Table Parameter > Record Parameter > User Analytics

Self-Learning

Self Learning Walk Through :

([Click Here](#) to play the video in a new tab)

Self-Learning

Sr. no.	Feature Name	Definition
	Self-Learning	The queries that the bot couldn't answer will be available to admin in the form of clusters of similar queries. The admin can create new intents or add the unanswered queries to the existing repository. The admin can also download an excel sheet of these clusters.

Over the period of time, the queries that the bot couldn't answer will be available to admin in the form of clusters of similar queries. The admin can create new intents or add the unanswered queries to the existing repository. The admin can also download an excel sheet of these clusters.

This is visible under Self Learning > Enter Number of classes > Select Date Range > Click Submit

The screenshot shows a user interface for managing intent clusters. At the top, there are input fields for 'Number of Classes' (set to 3), 'From Date' (01/09/2021), and 'To Date' (18/09/2021). A 'Submit' button and an 'Export As Excel' link are also present. Below these, a section titled 'Clustering Result' displays three clusters. Cluster 1 contains intents like 'vv', 'vv', 'qqq', 'rush hour', and 'and 10 more sentences'. Cluster 2 contains 'bot creation', 'bot creation', 'creationbot', and 'bot creation'. Cluster 3 contains 'existing customer', 'existing customer', 'lo butto', 'attachment', and 'and 1 more sentence'. Each cluster has 'Create New Intent' and 'Add To Existing Intent' buttons at the bottom.

Add to existing intent

Select Training Questions to add in to existing intent

choose from dropdown

- existing customer
- io butto
- attachment
- exper chat with

Cancel

Add To Intent

Create New Intent

Select Training Questions for the intent

- existing customer
- io butto
- attachment
- exper chat with

Cancel

Create Intent

Please refer the demo shown below for better understanding

deepak.raichandani@allincall.in 

Number of Classes	From Date	To Date
2	10/08/2021 	09/09/2021 

Maximum number of classes allowed: 89

v4point5

- Configurations
- Manage Intents
- Create bot with Excel
- Word Mappers
- Categories
- Automated Testing
- Lead Generation
- Message History
- Analytics
- Conversion Analytics
- Self Learning
- API Analytics
- Campaign
- Download Reports

Download Reports

Create Form

Form Name*

Form Response

Label Name*

Account Details

Input type*

Radio Button

Existing

New

Enter any value or text and hit "Enter"

Label Name*

Cancel **Save**

Create Form

Form Name*

Form Response

Label Name*

Documents available

Input type*

Checkbox

PAN

Aadhar

Enter any value or text and hit "Enter"

Cancel **Save**

Create Form

Form Name*

Form Response

Label Name*

Range for investing

Input type*

Range Slider

Enter Value

0 - 1000000

Min range Max range

Cancel **Save**

Create Form

Form Name*

Form Response

Label Name*

Dropdown

Input type*

Dropdown list

Dropdown Option 1 x Dropdown Option 2 x
Dropdown Option 3 x

Enter any value or text and hit "Enter"

+ Add Section

Cancel **Save**

All the data collected by the customers through form can be downloaded from the download reports module.

Additional Tools

Additional Tools Consists Of :

1. Campaign
2. Form Assist
3. Lead Generation

Campaign

Campaigns :

1. WhatsApp Campaigns
2. Voice Bot Campaigns
3. RCS Campaigns

VoiceBot Campaigns

Sr No.	Feature	Description
1	Voice Bot Call as a channel	Enablement of Voice Call as a channel with the bot in the campaigns using the Exotels API. User can create, manage, & analyse the voice call campaign end to end using this.
2	Create Voice Campaign	This explains the end to end journey of how to create a Voice call campaign
3	Overview Page	The overview page allows user to see and manage all the campaign created for the bot.
4	Analytics Dashboard	Helps with the Analytical data for the campaigns and channel-wise distribution for multi channel bot.

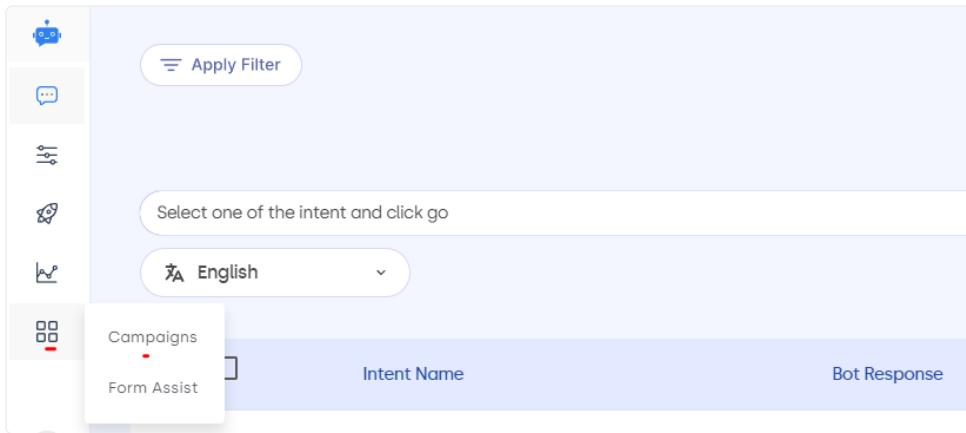
Feature Details:

Voice Bot Call as a channel

Our goal is to build an end-to-end solution where a Voice Bot is connected to a chatbot and users can run the campaigns with minimal use of the Exotel portal.

To reduce the current complexity and bridge the gap we will be enabling Voice Bot as a new channel on our campaign dashboard to help the team to create and maintain the Voice Bot campaigns connected with a chatbot.

You can access Campaigns from the LHS nav bar as shown below.

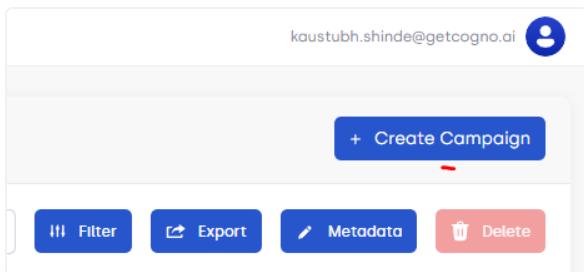


Create Voice Campaign

Prerequisite -

- Procure a valid Exophone number for running the campaigns.
- Keep the Audience batch file ready with valid mobile numbers.

To start click on the **Create Campaign** button from the top right on the Overview page.



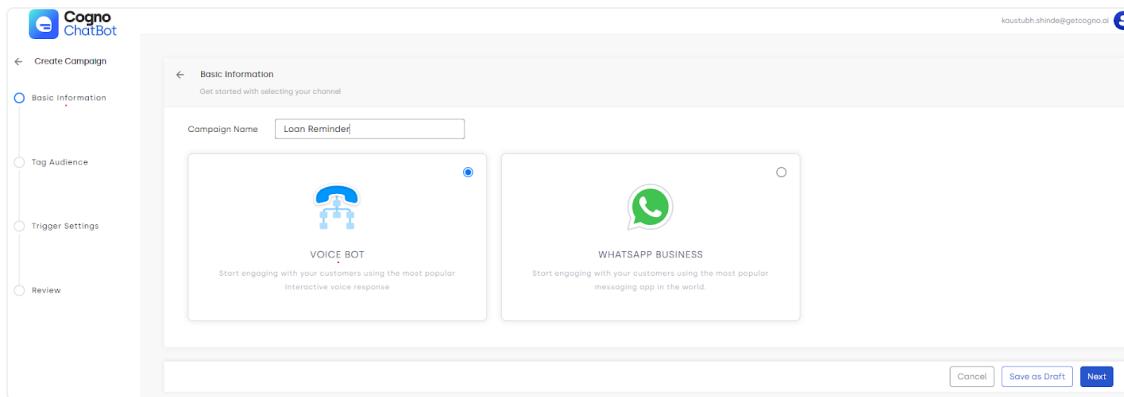
Steps to Create Voice Bot Campaign -

Basic information:

- a. Give a unique Campaign name.
- b. Select Voice Bot card.

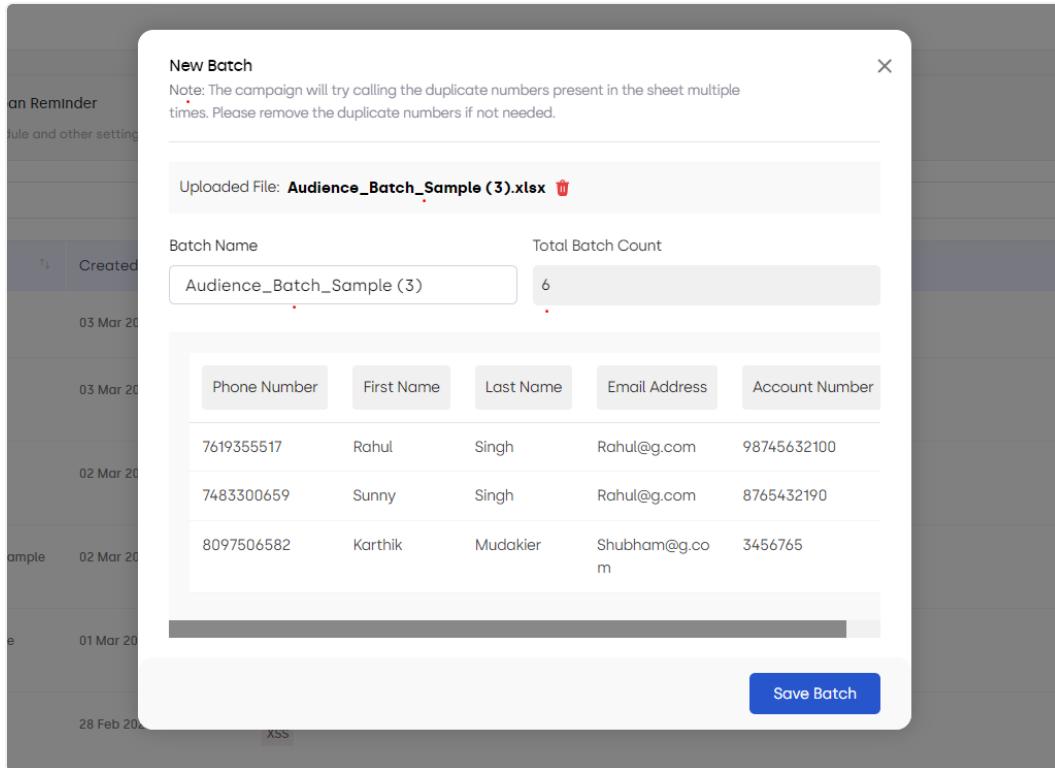
(The LHS bar will auto update based on the channel selected)

1. Click Next.



Tag Audience:

- c. Select an existing batch or create a new batch by clicking the Add Contacts button on top right.
- d. Choose a valid audience file with phone number as mandatory and Upload.
- e. New Batch model will open asking for a Batch name for the audience and preview of the sheet uploaded. Save Batch.
- f. Select the New batch from the table and click Next.



1. **Trigger Settings:** This section is to Configure the schedule and other settings for the Voice campaign.
 - a. **Caller ID** - All the procured Exophone numbers should be updated in the backend using the Django admin and all the numbers will be available here as dropdown. This is the number from which the calls will be made.
 - b. **Start Date** - Default start date will be present date.
 - c. **Start Time** - Default start time will be Current time + 10 mins (To give some buffer time till user configures the campaign).
 - d. **End Date** - Default End date is Start date + 30 days as followed in the Exotel platform.
 - e. **End Time** - Default End time will be blank and user need to fill this.
 - f. **Retry Mechanism** - This helps the user to select the interval mechanism to configure the gap between each retry call
 - g. **Linear** - Equally spaced interval time after each retry.
 - h. **Exponential** - The time interval between each call will increase exponentially every time after with the multiple of the respective retry.
 - i. **Number of Retries** - The number of times a call to a user should be attempted after failing. The user needs to select it from the drop-down option where the default is set to 1 and the max is 3.

- j. **Retry Intervals** - The interval will be the same in the case of Linear and increase by multiples in Exponential. This number is in minutes.
- k. **On Status** - There are 3 statuses for which the retry call will be made. Users can select the statuses for which they want to enable the above retry setting.

Trigger Settings : Loan Reminder
Configure the schedule and other settings for the campaign

Campaign Detail

Caller ID: 8047169880

Campaign Schedule

Start Date	Start Time	End Date	End Time
2022/03/03	At 5:59 PM	2022/04/02	At To Time

Retry Settings

Retry Mechanism: Linear Exponential

Number of Retries: 1 Retry Intervals (Mins): 2

On Status: Busy No Answer Failed

1. Review:

2. After all the configurations, users will land on the Review page where they can check all the campaign details in 2 sections Audience and Trigger Settings before launching the campaign. Click on Start.

3.

Review
Review your campaign

Campaign name: Loan Reminder

Audience

Batch Name: REST Total Contacts: 6

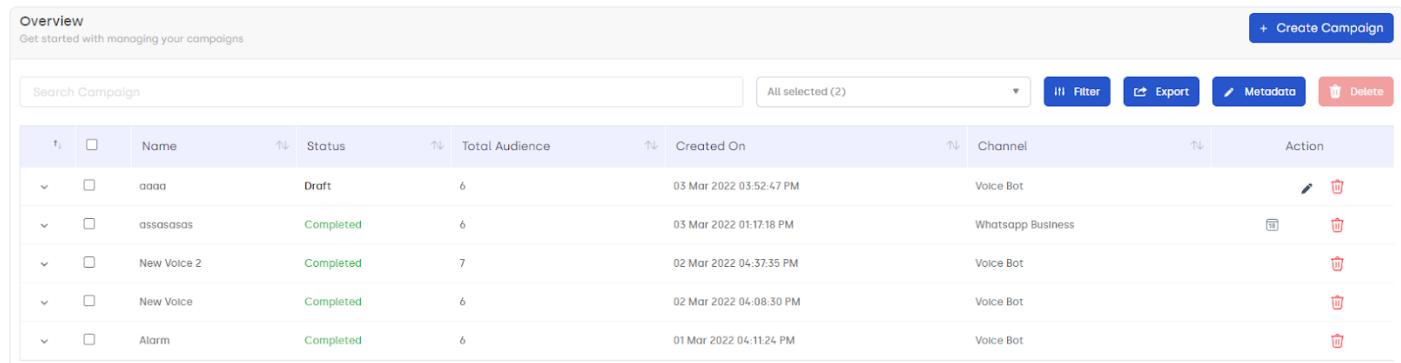
Trigger Settings

Caller ID: 8047169880	Retry Mechanism: Linear
Start Date & Time: 2022/03/03 - 06:21 PM	Number of Retries: 1
End Date & Time: 2022/04/02 - 01:00 PM	Retry Intervals (mins): 2
On Status: Busy, No Answer, Failed	

Overview Page

The Overview page is the first landing page of the Campaigns section which displays all the campaigns that have been created by the users for that particular bot.

- The table allows users to see the basic details and manage all the campaigns at one place.



The screenshot shows a table titled "Overview" with the sub-instruction "Get started with managing your campaigns". At the top right are buttons for "+ Create Campaign", "Filter", "Export", "Metadata", and "Delete". The table has columns: Name, Status, Total Audience, Created On, Channel, and Action. There are 5 rows of data:

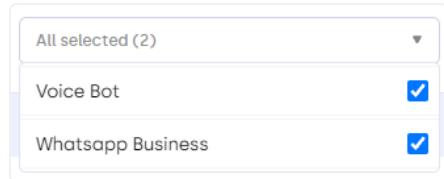
	Name	Status	Total Audience	Created On	Channel	Action
aaa	Draft	6	03 Mar 2022 03:52:47 PM	Voice Bot		
assasasas	Completed	6	03 Mar 2022 01:17:18 PM	Whatsapp Business		
New Voice 2	Completed	7	02 Mar 2022 04:37:35 PM	Voice Bot		
New Voice	Completed	6	02 Mar 2022 04:08:30 PM	Voice Bot		
Alarm	Completed	6	01 Mar 2022 04:11:24 PM	Voice Bot		

- Users can use the **Search Campaign** field to find any relevant campaign from the list of campaigns in the table.

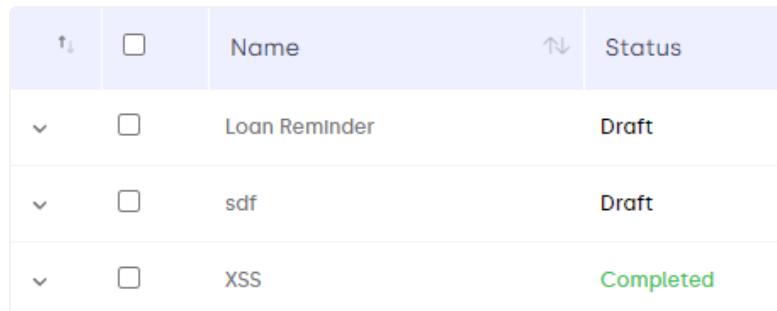


The screenshot shows the same "Overview" page as above, but the "Search Campaign" input field is highlighted with a red border.

- Users can select a specific channel under the **Select Channel** dropdown if they are running campaigns for multiple channels. (By default all channels will be selected.)



- Now let us try to understand all the **table contents** that will be displayed on default.
 - Name** - Name of the campaign given during the campaign creation.
 - Status** - Status of the campaign.
 - Completed - All the completed campaigns
 - In progress - Campaigns that are still ongoing
 - Scheduled - Campaigns that are scheduled for the future with a start and end date.



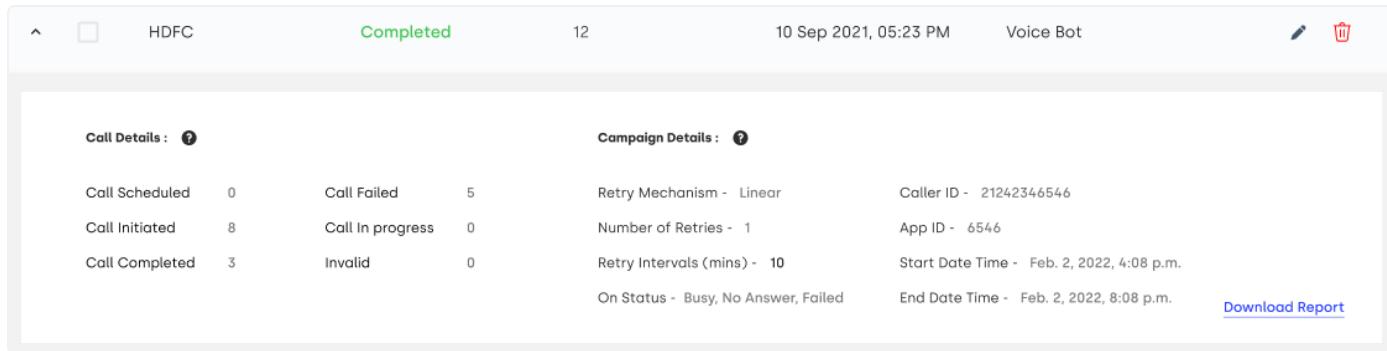
The screenshot shows a table with columns: Name and Status. There are 3 rows of data:

	Name	Status
Loan Reminder	Draft	
sdf	Draft	
XSS	Completed	

- We have added a dedicated section for Campaign specific details as a drop-down by clicking  available in the 1st column, this opens an accordion UI displaying all the details specific to that campaign only.

For **Voice Bot** we have divided the details into two sections

- Call Details** - This consists of details like Call Scheduled, Initiated, Completed, Failed, in-Progress and Invalid.
- Campaign Details** - This consists of details like Caller ID, Number of retries, Retry Intervals, App ID, Start, and End Date - time.
- Download Report** - To download a detailed report in an Excel sheet. (Only available for completed campaigns)



The screenshot shows a campaign summary for a bot named 'HDFC'. The status is 'Completed' with a count of 12. The date is '10 Sep 2021, 05:23 PM' and the bot is 'Voice Bot'. There are edit and delete icons at the top right. Below, there are two sections: 'Call Details' and 'Campaign Details'. Under 'Call Details', it shows: Call Scheduled: 0, Call Failed: 5, Call Initiated: 8, Call In progress: 0, Call Completed: 3, Invalid: 0. Under 'Campaign Details', it shows: Retry Mechanism: Linear, Caller ID: 21242346546, App ID: 6546, Number of Retries: 1, Start Date Time: Feb. 2, 2022, 4:08 p.m., End Date Time: Feb. 2, 2022, 8:08 p.m., Retry Intervals (mins): 10, On Status: Busy, No Answer, Failed. At the bottom right is a 'Download Report' button.

Call Scheduled	0	Call Failed	5	Retry Mechanism -	Linear	Caller ID -	21242346546
Call Initiated	8	Call In progress	0	Number of Retries -	1	App ID -	6546
Call Completed	3	Invalid	0	Retry Intervals (mins) -	10	Start Date Time -	Feb. 2, 2022, 4:08 p.m.
				On Status -	Busy, No Answer, Failed	End Date Time -	Feb. 2, 2022, 8:08 p.m.

- Users can Edit the Campaign if the status is Scheduled and Draft.
- User can Delete the Campaign/s using the Delete icon (single campaign) under Action or button on the Top right (multiple campaigns)

Analytics Dashboard

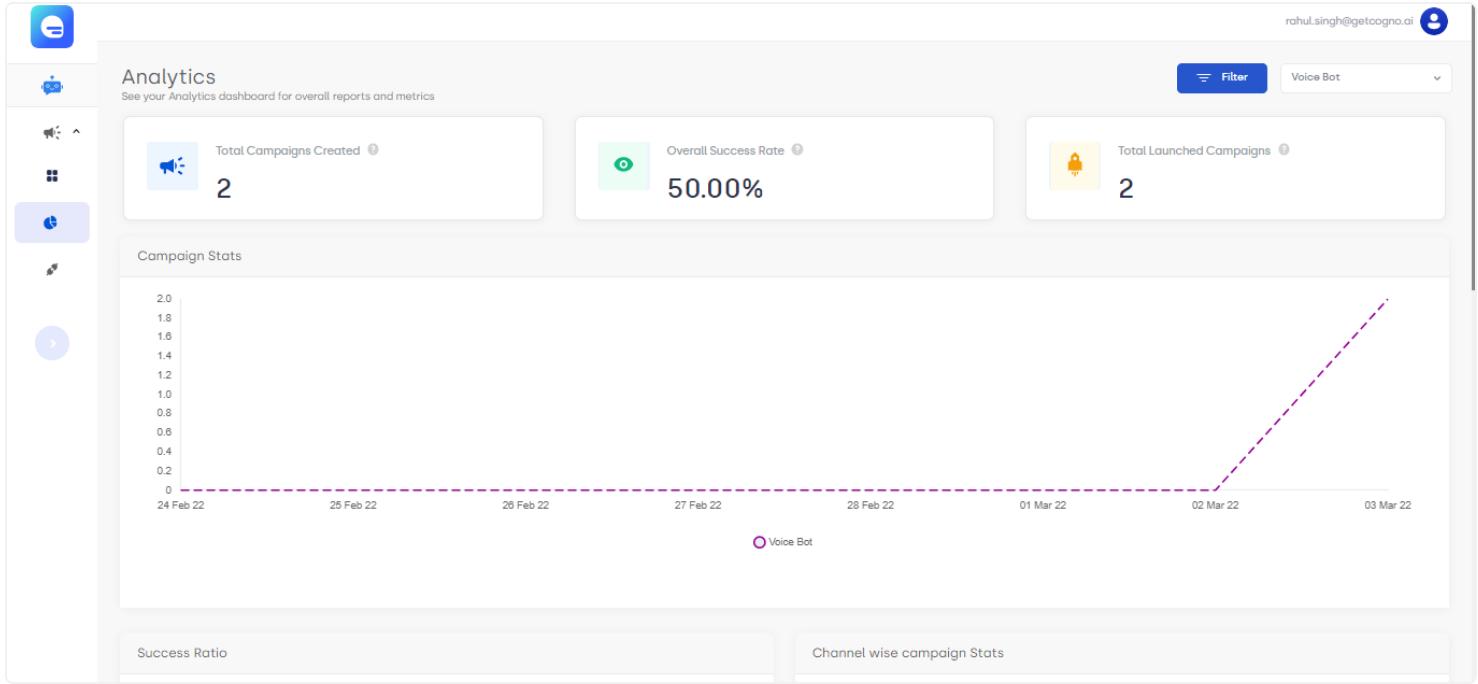
We have added a few more elements in the current design for a better visual appearance and ease out the data interpretation at the same time.

Select Channel - Select the channel from the dropdown for channel specific Analytics.

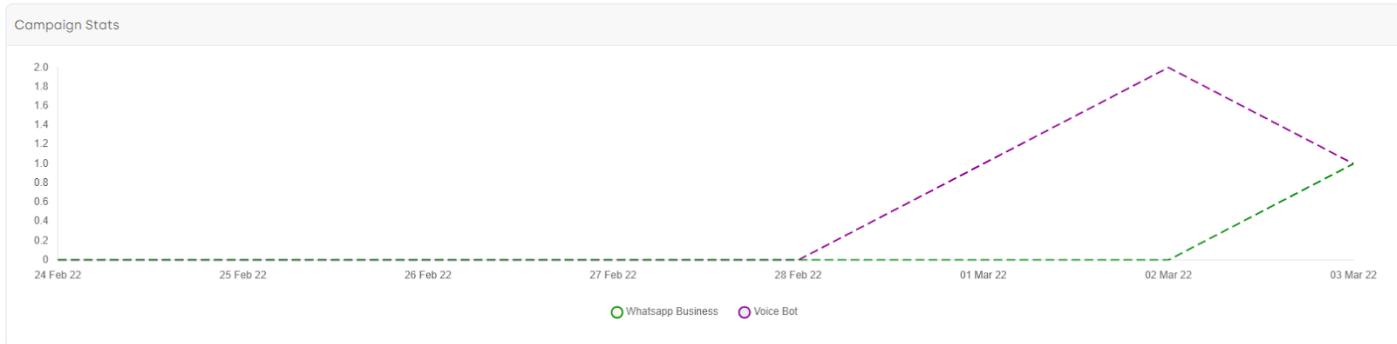
Filters - User can apply filters for date/ time specific Analytics

Campaign Details -

- Total Campaigns Created - Total number of campaigns created across all channels on this bot.
- Overall Success Rate - Average % of successful messages/ calls in the campaign(s).
- Total Launched Campaign - Total number of campaigns launched on this bot.



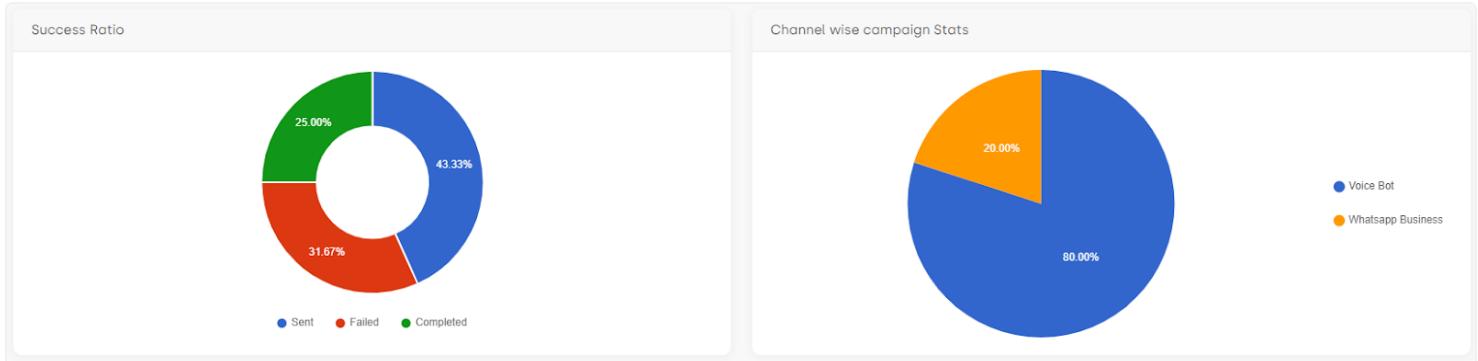
Campaign Stats - This will be a line graph showing the number of campaigns run in that particular time span selected in the filter (by default it is 1 week).



Success Ratio - We have used a pie chart to display the campaign distributions with respect to 3 important data values which are as seen in the LHS section:

- Sent - Ratio of calls In-Progress marked in blue.
- Failed - Ratio of calls failed in the campaigns marked in red.
- Completed - Ratio of all the completed calls in the campaigns marked in green.

Channel wise campaign stats - Display the channel wise campaigns in a pie-chart graph for a better understanding of the distribution.



Channel Stats - The last section has 2 different views based on the number of channel campaigns created on the bot.

- Multiple channels present/ selected (default view) - We will display all the unique data in a tabular format with the stats beside the respective channel name with a dropdown.
- **Dropdown** - All the channels will have a drop-down arrow on the right to further expand and show more in-depth details in a card format as shown below for Voice Bot.
- Single-channel present/ selected - We will directly display all the unique events data in the card format without the drop-down UI to reduce the unnecessary click.

Download Reports

Follow the same report format used by Exotel if the channel is only Voice - [Only Voice channel](#)
Follow this if **multiple channels** are selected - [Multi Channel](#)

Demo

Refer the demo for better understanding - click [here](#)

Please note : (Limitations)

- Do not have certain functionalities like Update campaign where user can pause, Resume, Mark as Complete and Archive the ongoing campaign.
- Need to add an option to set the Number of Retries as 0 if users want to disable the Retry call function.
- Users need to set the Caller ID from the Django Admin as of now.

- Users cannot select the Call flow from the front-end.

WhatsApp Campaigns

WhatsApp Campaign Walk Through :
[\(Click Here\)](#) to play the video in a new tab)

Campaign

Sr. no.	Feature Name	Definition
1	Campaign	Create campaigns using WhatsApp Business
2	Analytics	Analytics of the campaign
3	API Analytics WhatsApp Webhook Configuration	Select the Whatsapp (Business Solution Provider (BSP)) and configure accordingly
4	Whatsapp Campaign Scheduling	Schedule campaigns as per the business needs

Create campaigns using WhatsApp Business

Overview - This the dashboard which displays various parameters like

Name : Name of the campaign(s) that is/are created.

Status :

Completed - When the messages have been triggered to the tagged audience batch and all messages were delivered.

Saved as draft - If the user has saved the campaign to resume editing later.

In progress - When the campaign is just now triggered and not all messages have been sent to the tagged audience batch.

Analytics like

Message Sent : All the messages that were successfully sent.

Message Read : Total number of customers who read the messages across campaigns.

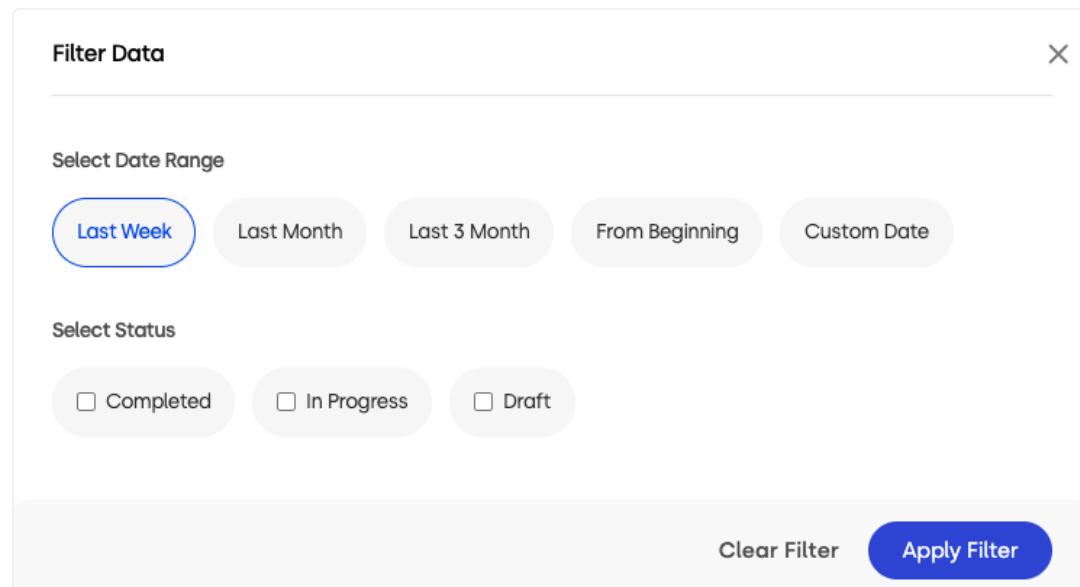
Message Delivered : No. of messages that were successfully delivered to the tagged batch.

Unsuccessful : No. of instances that were not even sent by the third party website.

Open Rate : It is the % of sent messages that were actually read by the user.

Total Audience : Total batch size that was tagged to the campaign.

The filter can be found in the overview page. This will filter the list as per the selections shown.



The campaign report can be exported by selecting the date range.

In this first step, the user has to provide the basics information like the name for their campaign.

In the Tag Audience section, user will have to upload or reuse the existing batch of audience.

If the user chooses to upload more contacts, they will have to upload an excel/csv file, for which the system recognizes the total count of information uploaded along with the columns, and showcases to the user.

Note: The system will provide a sample of Audience Batch, for the user to consider while uploading on the system.

Upload Batch X

Choose File

Download Template Upload

Edit Batch X

Uploaded File: **Audience_Batch_Sample (1).xlsx** X

Batch Name	Total Batch Count			
Audience_Batch_Sample 1	1			
Phone Number	First Name	Last Name	Email Address	Account Number
7977884056	Deepak	R	deepak@gmail.com	1010101

Save Batch

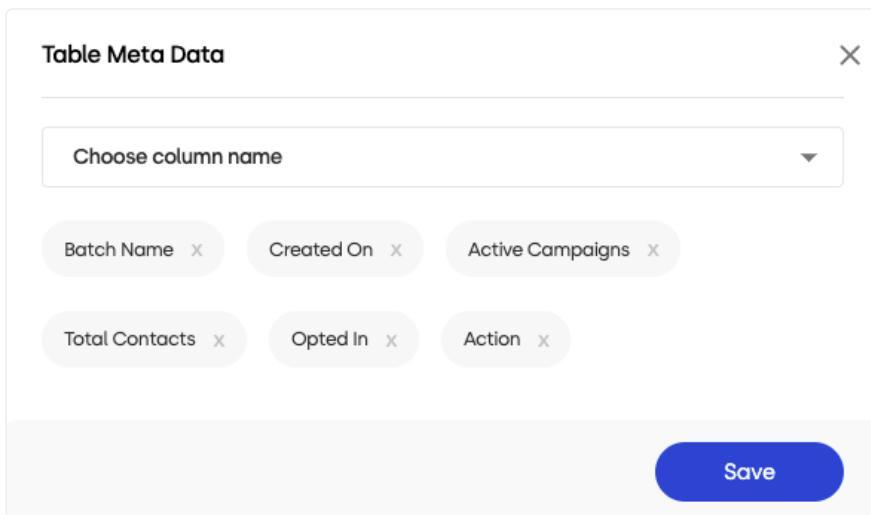
When the audience list is uploaded, the system will recognize the 1st row as the header for each column.

Note: Phone number is a compulsory column in this.

Filter Data as per campaigns



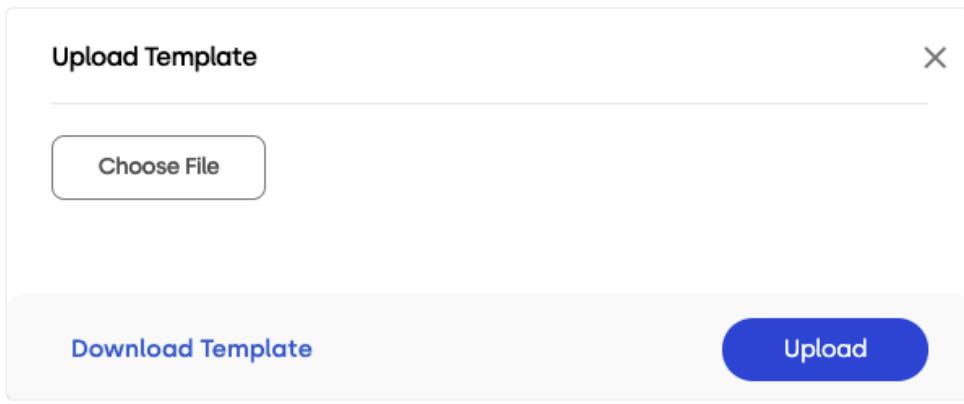
The table columns are customizable here and can be added or removed as per the need/requirement. This can be done simply by using the edit button present on the top right of the table.



In the Message Template section user would be able to reuse pre-existing/already used templates, upload pre-approved templates, upload a list of new templates (using excel) that require approval, create a new template manually, which also requires approval.

Note : For Phase 1, only approved templates will be accepted as templates by the system. This will be checked by the presence of Template ID (Unique ID provided by WhatsApp to each template)

To upload/use a template, this will contain a sample template for the user to consider while uploading a template.



If a user selects an upload **template** (can only use excel/csv), the system recognizes the columns and showcases it to the user so that they can tag which column represents which value from a predefined drop down.

Note : For Phase 1, the values won't be custom selectable and the system will read the first row as headers for each column.

The system will accept template in the same format as the sample provided.

The sample will consist of the following values:

Type - To describe the type of message the template consists of. These can be:

Text | Image | Video | Doc

Template Name - Name to describe the template so that it can be recognized again for reuse.

Template ID - The official ID of a template assigned by WhatsApp to a given template.

Category - These are a list of 11 values, predefined by WhatsApp to categories all templates ever created for push notification.

Language - Language in which the template is created and is to be sent.

Body Text - Text body along with the variables that need to be called for each instance.

CTA - These are the Call to Actions sent to the user apart from the template which can be used to redirect the user to a certain link.

Attachment URL - This only comes into play if any other option is selected apart from 'Text' in the 'Type' value.

Status - This column showcases Whether the template being uploaded is approved or not.

Sample Text - A Sample text to verify the body text provided by the user as well as the variables tagged are exactly as they want it to be.

Note : For Phase 1, the values won't be custom selectable and the system will read the first row as headers for each column.

The system will accept template in the same format as the sample provided.

MAP VARIABLE

Key	Value
1	Choose Value
	Choose Value
	Phone Number
	First Name
	Last Name

The Review screen will showcase all the selections made by the user as well as status of required steps, for a particular campaign, at one screen.

It will consist of the API Integration Status, Audience batch tagged to it, Total Contacts in that list as well as the ones that have opted in, Template Details including Category of the template, its status, type, language and the variables that have been tagged to this particular campaign.

This section will also showcase how the template would look like with a live data example.

Analytics

The Analytics of Campaigns has been added will be captured as follows:

Total Campaign : Total number of campaigns created so far on the console or ones segregated by filtered option.

Average Open Rate : Average number of times collectively, all the successful campaigns were opened by the users.

Total Launched Campaigns : No. of campaigns that had 'Successful' as the status.

Messages Sent : Total No. of Messages sent (Across Campaigns).

Messages Delivered : Total No. of Messages delivered.

Messages Read : Total No. of Messages Read.

Unsuccessful Total : No. of Unsuccessful messages.

Note: If Date range filter is applied, all the campaigns that fall under that date range, are showcased.

If Campaign filter is applied, filters w.r.t selections made by the user.

API Integration

To be handled by the Cognito AI team. To keep a record of all the changes. Everytime a change is made an OTP will be sent to the respective email address.

WhatsApp Webhook Configuration

Campaigns

This setting allows the users to configure WhatsApp webhooks (vendor-specific) inside the 'API Integration' menu. Once configured, while creating a campaign in the 'Review' stage a user would be able to select which WhatsApp webhook configuration (BSP) (Dropdown containing the list of configured BSPs) they want to use with that particular campaign and send the same campaign with the selection.

Please note : In case a single BSP is configured, by default that BSP would get selected and displayed at the 'Review' stage inside the campaign creation process and no dropdown of BSP shall be displayed. In case no BSP is configured, the user would be displayed with a message confirming the same and would provide an option to head on to API Integration settings to configure a new one right there.

On selecting **WhatsApp Webhook Integration** and clicking on go, the user can select a WhatsApp BSP from the "Select WhatsApp BSP" dropdown. Once a BSP is selected for the first time, the default code of that BSP would get displayed in a code window below the dropdown.

Please Note :

1. If a BSP is already configured with a particular bot that selection would automatically get displayed in the BSP dropdown. Trying to change that BSP would show as alert as displayed below.
 1. Selecting a different BSP wiThe "Save Configuration" and "Reset" button will only stay activated if an already configured code has been opened or some changes are made in the default code.
 1. Clicking on "Save Configuration" will save the last code changes present in the code window. and clicking on "Reset" would ask for a confirmation (as displayed below) and clicking on "Confirm" would reset all the changes done and change the code to the default BSP code.
1. If a user shares a bot with a different id then both the users can collaboratively work on the webhook configuration code from their respective ids. (warning message stating "**Somebody is already working on this code**" will be displayed to User 2).
2. Please note : For now, only RML BSP will be visible in the dropdown.

[Click Here](#) : Refer the demo for better understanding

WhatsApp Campaign Scheduling

Providing a feature to schedule campaigns for later dates. Also, the users will be able to view and edit those campaigns.

This is visible under : Chatbot > Additional Tools > Campaigns > Create a campaign > Preview stage of campaign > Schedule.

To create a schedule for a particular campaign user would get a schedule option in the review stage just beside the "send" button.

Clicking on schedule will take users to the below page where they can :

- Schedule for one slot at a later date
- Schedule for multiple slots at a later date
- Schedule for multiple slots over multiple days
- Schedule for multiple slots over multiple days on repeat

To schedule for one slot at a later date

Users can select a date and one-time slot and keep the dropdown to "Does not repeat" and click on "Save".

Clicking on cancel would take the user back to the "Campaign Review" page if the user tries to edit the campaign from the 'Review Page', or Clicking on cancel would take the user back to the "Overview" page if the user tries to edit the campaign from the 'Overview Page'.

Please Note: Clicking on the reset button the date-time will be changed to the current date-time, the value in the dropdown will be 'Does not repeat'.

After selecting date time and clicking on the 'save' button a toast with the "<Campaign name> scheduled successfully" will be displayed and the entry will be added in the below 'upcoming schedules' table. Refer to the image shown below for better understanding.

The screenshot shows the 'Create Campaign' interface in the Cogno ChatBot application. On the left, there's a sidebar with options: 'Create Campaign' (selected), 'Basic Information' (checked), 'Tag Audience' (checked), 'Message Template' (checked), and 'Review'. The main area has a header 'Campaign Name - Scheduling (CREATE)' with a note 'To add time slots click Shift + Enter or Enter'. It shows a date '11-02-2022', a time '3:15 PM', and a button 'Add Time Slot'. A dropdown menu is open, showing 'Does not repeat'. Below these are 'Reset' and 'Save' buttons. The 'Upcoming Schedules' table has columns: 'Action' (checkbox), 'Campaign name', 'Trigger Date', 'Trigger Time', and 'Created On'. One entry is listed: 'Scheduling' with 'Trigger Date' as '11-Feb-2022', 'Trigger Time' as '03:55 PM', and 'Created On' as '11-Feb-2022 03:15 PM'. There are edit and delete icons next to the row. At the bottom, it says 'Showing entries 1 to 1' and has navigation buttons. The footer includes 'Version:' and 'Copyright © AllinCall Research and Solutions Pvt Ltd.'

Users will be able to edit/delete by clicking on the button provided for the particular scheduled campaign.

To schedule for multiple slots

Users can select a date and add more time slots by clicking on "Add Time Slot", keep the dropdown to "Does not repeat" and click on "Save" (Design attached below). To delete a time slot, users can hover on an already added time slot and a cross icon should appear. Clicking on it should delete the time slot. (To save a time added, hold Shift + Enter).

Campaign Name - Scheduling (CREATE)
To add time slots click Shift + Enter or Enter

	Campaign name	Trigger Date	Trigger Time	Created On	Action
<input type="checkbox"/>	Scheduling	11-Feb-2022	03:55 PM	11-Feb-2022 03:15 PM	
<input type="checkbox"/>	Scheduling	12-Feb-2022	03:15 PM	11-Feb-2022 03:21 PM	
<input type="checkbox"/>	Scheduling	12-Feb-2022	06:00 PM	11-Feb-2022 03:21 PM	
<input type="checkbox"/>	Scheduling	12-Feb-2022	09:00 PM	11-Feb-2022 03:21 PM	

Please Note : The maximum number of times a user can add a time slot should be limited to 24.

To schedule for multiple slots over multiple days

Users can select a date, add time slots, then click on the "Does not Repeat" Dropdown. And set it to the available repeat option or select any custom option.

Campaign Name - Scheduling (CREATE)
To add time slots click Shift + Enter or Enter

	Campaign name	Trigger Date	Trigger Time	Created On	Action
<input type="checkbox"/>	Scheduling	11-Feb-2022	03:55 PM	11-Feb-2022 03:15 PM	
<input type="checkbox"/>	Scheduling	12-Feb-2022	03:15 PM	11-Feb-2022 03:21 PM	
<input type="checkbox"/>	Scheduling	12-Feb-2022	06:00 PM	11-Feb-2022 03:21 PM	
<input type="checkbox"/>	Scheduling	12-Feb-2022	09:00 PM	11-Feb-2022 03:21 PM	

Does not repeat

The campaign will be pushed only on the date and time slots specified once.

Daily

The campaign should be pushed daily on the time slots specified. Repeat until stopped manually (Delete schedule).

Weekly on {Current day}

The campaign should repeat on the same day (Which is currently selected as date) of the week, on the specified time slots.

Monthly on last {Selected Day}

The campaign should repeat on the same day (Which is currently selected as date) of the week, on the specified time slots. This is a dependent repeat mode where once a user specifies a date, we need to check what week of the month that day belongs to.

Annually on {Selected Date}

This is a dependent repeat mode. When this is selected the campaign should repeat every year on the same date and time slots as selected by the user on an annual basis. Repeat until stopped manually (Delete schedule).

Every Weekday (Mon-Fri)

This is a dependent repeat mode which comes based on the date selected. If the selected date is a weekday then we should have this repeat mode where the campaign should get repeated every weekday on the specified time slots. Repeat until stopped manually. (Delete schedule). Shouldn't come if the selected date is a weekend.

Every Weekend (Sat-Sun)

This is a dependent repeat mode which comes based on the date selected. If the selected date is a weekend then we should have this repeat mode where the campaign should get repeated every weekend on the specified time slots. Repeat until stopped manually. (Delete schedule). Shouldn't come if the selected date is a weekday.

Custom :

In custom recurrence, users can specify which days of the week they would like to repeat the campaign on the specified time slots, starting from the date specified. Users can also set the repeat mode to "Never" or can run till a "Specific" date.

Once schedules are created they can be viewed in Overview > Campaign specific action item dropdown > Schedule

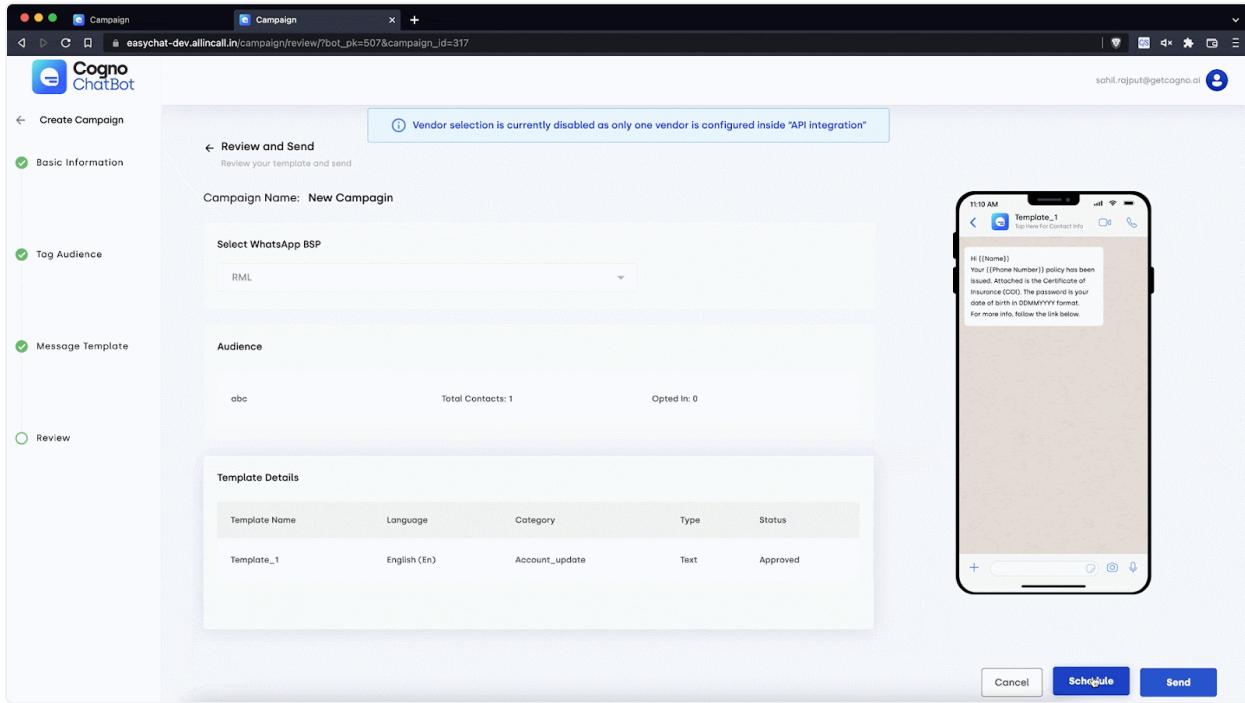
The screenshot shows the Cognito ChatBot interface with the 'Overview' tab selected. The main area displays a table of scheduled campaigns with columns for Name, WhatsApp BSP, Status, Message Sent, Message Read, Message Delivered, Unsuccessful, Open Rate, Total Audience, Data and Time, and Action. One row for 'Hello' is highlighted and has a context menu open, containing 'Edit', 'Schedule', and 'Delete' options.

	Name	WhatsApp BSP	Status	Message Sent	Message Read	Message Delivered	Unsuccessful	Open Rate	Total Audience	Data and Time	Action
<input type="checkbox"/>	New 1	RML	Draft	0	0	0	0	0	0	11 Feb 2022 03:00:51 PM	...
<input type="checkbox"/>	Scheduling	RML	Draft	0	0	0	0	0	0	11 Feb 2022 02:47:06	...
<input type="checkbox"/>	Rahul	RML	Draft	0	0	0	0	0	0	...	Edit Schedule Delete
<input type="checkbox"/>	Hello	RML	Completed	0	0	0	0	0	2	09 Feb 2022 09:55 AM	...
<input type="checkbox"/>	VV7	RML	Completed	2	1	2	0	0.5	2	09 Feb 2022	...

To delete a particular schedule would display a pop-up to allow deleting that particular occurrence (This occurrence only) or all occurrences (This and other occurrences in the series) in that series.

The screenshot shows the 'Create Campaign' process at the 'Basic Information' step. A modal dialog titled 'Delete Recurring Schedule' is displayed, asking the user to choose an option: 'Delete this occurrence', 'Delete this and other occurrences', or 'Delete Complete Schedule'. The 'Delete Complete Schedule' option is selected. The background shows the campaign creation form with sections for 'Campaign Name - Scheduling (CREATE)', 'Upcoming Schedules', and a table of scheduled messages.

Refer the below shown demo for better understanding



Please note : (Limitations)

1. Users can only schedule a campaign if API Integration Status is active (I.e, at least one BSP is configured) otherwise it should stay disabled.
2. Number of time slots allowed to be created while creating a schedule is restricted to 24.
3. Upcoming schedules table won't get displayed until there is a saved campaign schedule.
4. Users will not be able to create schedules if API integration status is not active.
5. Currently upcoming schedules for only a particular campaign can be viewed.
6. Max date range selectable in custom filter in upcoming schedules cannot be more than a year. If specified more than that, an error message : "Selectable custom range cannot exceed 1 year" will be shown.. .
7. If the same campaign has a scheduled clash for the same date and time slot, then the campaign should be sent once only and the same should be viewed once inside "Upcoming Schedules". For example, If a user has set a schedule for push on 8 PM on 1st Feb 2022 and set it to "Doesn't repeat" and he again schedules a repetitive schedule where one of the occurrences fall on 1st Feb 2022, 8 PM, then for the mentioned date and time, the campaign should be pushed only once and the same must not display 2 schedules on the same day and same time slot in the "Upcoming Schedules" table.

8. If the user tries to schedule a campaign at the same date-time, then an error message will be displayed "Time slot already exists, Please select a different slot".
9. The users will not be allowed to add a date of the past.
10. When the user tries to schedule a single time and that time exists, showing an error 'Campaign with the same date-time exists' toast in red can be displayed.
11. When the user adds a single date multiple times but few single date-time slots already exist. Displaying an error "Few Campaign with the same date-time already exists, Campaign with new time slots are added successfully".

Capturing Push Message in Chat History

Capturing campaigns generated in User Chat History.

To configure:

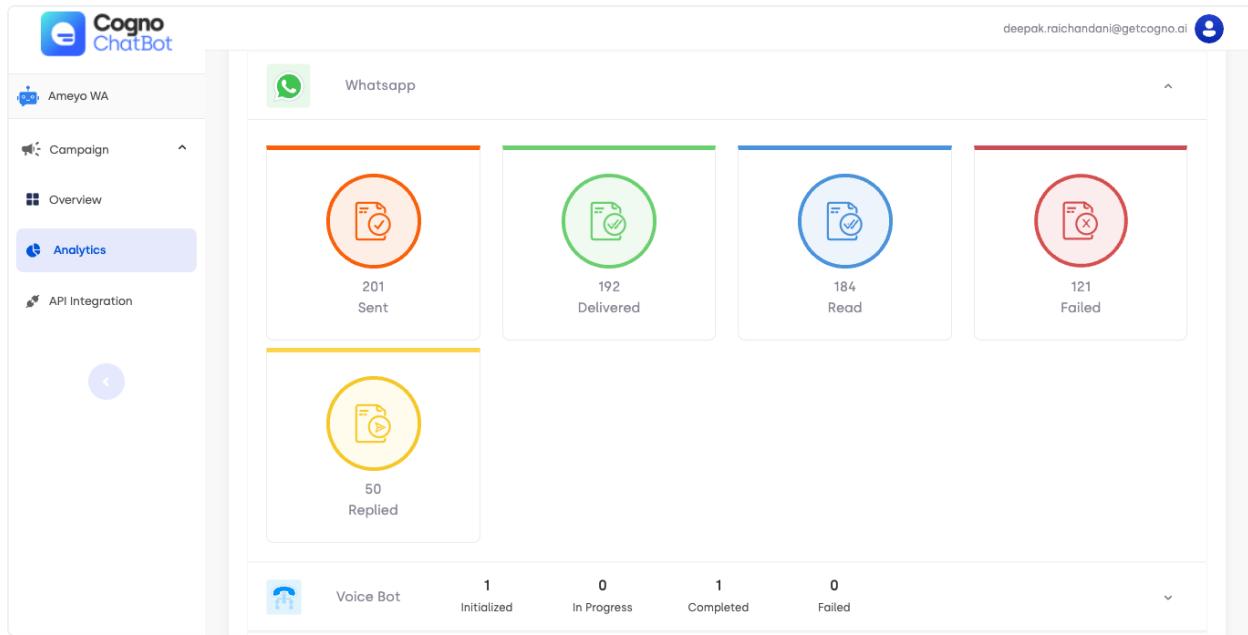
This is visible under Chatbot Console > Analyze and improve > Message History

Displaying all types of WhatsApp Campaign messages in the User chat history as bot responses in LHS and for User replies in RHS.

Also capturing the user replies from the Quick Reply buttons used on the WhatsApp Message Templates.

Replied Card in Analytics

Chatbot Console > Additional Tools > Campaigns > Analytics > WhatsApp > **Replied**



The card will be updated if the user clicks on the QR button in case of the campaign is triggered.

RCS Campaign

Enable RCS push messaging campaign

Feature Description:

We have incorporated Google RCS as a new channel with some additions done in our new existing campaign module (Voice bot version). The Agent can create and manage the RCS campaign from the Overview page and do some in-depth analysis with our new Analytics Page.

To configure :

You need to integrate the Google RBM account with the chatbot for running the RCS campaigns else you won't be able to move ahead of the Create Campaign step.

You can go through this demo video to configure the same - [RCS Integration](#)

Working of the feature

Create Campaign flow

- Basic Information - After clicking on the Create Campaign button, select the RCS card option (with Beta tag) from the basic information page.
- Tag Audience - Select any previously added batch file or Upload a new audience file by downloading the template from the modal.
 - *Note: The template file downloaded from the RCS audience page is different from the WhatsApp file as the phone number format is different. RCS needs the country code mandatorily added in the number. So make sure you do not use the WhatsApp batch file to run the RCS campaigns.*
 - Once you fill in the details, upload the file and you can see the new loader on the modal which is dynamic and gives you an idea how much time it will take. This feature was added to handle the issue when trying to upload the huge data in the past.
 - Next important feature is you can close the modal and work simultaneously on other tasks while the file keeps loading in the background. Once 100% done save the file it

will update on the table.

- We have added another feature to check the count of RCS enabled users before sending the campaign. Once the batch file is created and added in the table we see an extra column named RCS enabled which will update the count of the RCS enabled users for that batch while you can also download the same sheet with this column updated using the Download icon under the Action column.
- After finalizing the audience click on next.
- **Message Template** - You do not need an approval or any sheet uploaded to send the messages. Just create your message using the UI and go ahead. The agent can select an existing message template from the table or else create a new Template by clicking the **New Template** button.
- You will get a modal pop-up on the existing page where we can configure the template. The modal has-
- - **Template Name** - Name given to the template which can be used to access it on the dashboard.
 - **Message Text** - The actual message displayed to the end-user. The message details will be different for every message type selected.
 - **Message Type** - You can select a message type from various options as per requirement.
 -
 - RCS supports 4 types of messages -
 - i. **Text** - This type can be used to send normal text messages to the users. *The text message type can have a maximum of 2000 characters.*
 - ii. **Media** - You can send media using this message type by adding the public URL in the Media URL.
 - iii. **Rich card** - You can use Rich Card to send an image with some other information added as the description. You can only add 1 card in the Rich Card type and add the card replies on it.
 - iv. **Carousel** - When you need to send multiple rich cards use the Carousel message type where you can add more than 1 card using the + Add Card button and fill the same values like Valid Image URL, Description, Card Reply & Suggested Reply. You can also delete the card by clicking on the Delete icon and the Tick icon.

v. Maximum card replies supported for both is 4.

vi. **Card and Suggested Reply** - You can add Suggested Reply to any type of the messages which will be generic while Card Reply can be added only with the cards. You can also do Card reply + Suggested Reply with the card message types.

vii. There are 2 mandatory fields in Reply -

viii **Suggested Text** - The text which will be displayed to the user.

ix. **Suggested Postback** - The text sent to the backend and this will trigger the intent configured on the chatbot.

x. Make sure you add a valid Postback text.

xi. There are 4 types of replies you can add as Suggested reply or card reply.

1. **Simple Reply** - Simple text button to guide the users through the conversation by providing it after any message type.

2. **Open URL Action** - CTA button where you can add an URL and it opens the user's web browser to the specified URL.

3. **Dial Action** - CTA button where you can add a phone number and it opens the dialer pad with that number auto-filled.

4. **Location** - You need to add the latitude and longitude and CTA opens a location in the user's default map app. You can also set a custom label for the pin that displays in the map app.

- Once you configure the message template as per the requirement, Save the template and click on Next.
- Review - After all the details you can check all the campaign details in 2 sections **Audience** and **Template Details** on this Review page before launching the campaign.

Agents will see a **Preview** on RHS in an Android mobile view with the configured message template. The **Preview** will be dynamic which means you can actually check the interactive UI like sliding the Carousels and replies.

After reviewing you can click on Start to send the message immediately or else click on the Schedule button to send the campaign for late dates and time.

On the Schedule page we have added a button "Send" to enable users to move to the next page based on the schedule set.

- If no time is scheduled and clicking on the Send button, the user will go back to the Review page to start the campaign.

- If any schedule is selected and clicking on the Send button, the user will land on the overview page with the status of that campaign as Scheduled.

Overview Page

No major changes on the Overview page except the details present under the Campaign when you click on the Drop-down icon.

For **RCS** we have divided the details into two sections -

1. **Message details** - We display all the message details specific to that campaign.
 - a. Submitted - Total number of the messages submitted for the campaign including the non-RCS enabled customers.
 - b. Sent - Total number of the messages actually got sent from the submitted. This count will be [No. of Submitted - RCS Disabled users]
 - c. Delivered - Total number of messages delivered successfully.
 - d. Read - Total number of messages read by the users.
 - e. Failed - Total number of messages failed to deliver.
 - f.
2. **Campaign details** -
 - a. Templated Name - The Template name given during the template creation.
 - b. Message Type - Type of message selected to the end customers from this campaign. (Text, Rich Card, Carousel, & Media)
 - c. Start and Date End-Time - We will show the campaign Start and End Date-Time.
 - d. Download Report - The agent can download a detailed report in an Excel sheet using this, *Only available for the completed campaigns.*
 - e.
3. Reports -
 - a. Multiple Campaigns - When downloaded from the Export button from top - [Multiple Channels](#)
 - b. Individual Campaign - When downloaded from the download report option under drop-down - [Single Channel](#)

Analytics

The Analytics dashboard is the same as per the Voice Bot campaign design, just an addition of the new channel RCS is done in the Channel Statistics. These are the details you can see -

1. **Submitted** - Total number of messages submitted which is the total count of the users added to the campaign including the RCS disabled users.
 2. **Sent** - Total number of messages sent to the RCS enabled users.
 3. **Delivered** - Total number of messages successfully delivered to users.
 4. **Read** - Total number of messages read by the users.
 5. **Failed** - Total number of messages failed and not received by the users.
- Refer the below shown demo for better understanding -
 - The product is not live yet so sharing the demo video [here](#)

Please note : (Limitations)

- Once you create and save a message template, or try to edit any previously created template you cannot change the message type and the name.
- You cannot rearrange the order of the Suggested and Card replies once added.
- Similarly you cannot rearrange the order of the cards in the Carousel message type once created. To do so you need to delete and create a new one.
- The Suggested Postback text for a CTA/ Dial button gets sent as a hidden message when clicked which triggers an intent and can lead to bot breaks or absurd flow start. Currently added a note to use a valid text.
- Need to fix this in the next phase by sending an empty message at least for the CTA to not start the flow.
- We cannot auto delete the Non- Rcs enabled users from the sheet automatically after uploading the sheet, this is a manual task right now. Maybe we can take this up in the next phase.
- The display of card/ carousel buttons are different based on the mobile screen, some can show 3 buttons while some just show max 1 button.
- Certain limitations for the media support from RBM - Unsupported content-type text/html, the RBM platform determines the MIME type of the file from the content-type field in the HTTP headers.

- The content-type field of the URL provided is unsupported. This content-type must be one of: [image/jpeg, image/jpg, image/gif, image/png, video/h263, video/m4v, video/mp4, video/mpeg, video/mpeg4, video/webm].

Form Assist

Form Assist Walk Through :

Type 1 : Auto Pop Up

([Click Here](#) to play the video in a new tab)

Type 2 : Pop up Text

([Click Here](#) to play the video in a new tab)

Type 3 : Intent Bubble

([Click Here](#) to play the video in a new tab)

Form Assist

Sr no.	Feature Name	Definition
1	Form Assist	EasyChat console users can configure any Intent they wish to popup on the inactivity of that field.

To configure :

This is visible under Chatbot Console > Configuration > Channel (eg. web) > Enable Form Assist.

Auto Pop-up Settings NEW

Form Assist NEW

Enable Form Assist

Enable Voice Based Form Assist ?

Select Form assist type:

Bot Auto Pop-up for Form assist Intent bubble Form Assist

Form Assist auto pop up timer (secs) ?

Form Assist inactivity timer (secs) ?

Welcome Banner 

[Deploy](#)

Enable Voice Based Form Assist

The Bot Response of the Intent associated with the field will speak after the set popup time.
On Enabling this, when the bot auto pops up the associated Intent's Bot response will speak out.

Form Assist NEW

Enable Form Assist

Enable Voice Based Form Assist

Select Form assist type:

Bot Auto Pop-up for Form assist Intent bubble Form Assist

Form Assist Intent Bubble pop up timer (secs) ?

Form Assist Inactivity timer (secs) ?

Pop-up Type

*Search and select from existing Intent List

Pop-up Intents ?

Auto Pop-up Text ?

33/100 

Form assist module

A modal will popup when the user clicks on "Add new tag". EasyChat console users can select any one Intent they wish to popup on the inactivity of that field. All the Intents will be loaded in the dropdown.

Pop up time shown will be the default time set in the channel settings. Users will be able to configure the time individually for every new tag added.

The screenshot shows the Cogno AI Bot interface with the 'Tag Management' page open. The left sidebar has a 'Form Assist' section selected. The main area displays a table with three rows of tag data:

Tag ID	Intent	Pop up Time	Edit	Delete
033583ba3659c0c2fe52e8152e73e470	Confused	10s		
bcc254b55c4a1babdf1dcdb82c207506b	Mobile Number	10s		
0fb6c3b32e46c8c0543dc818d98c251e	Need help	5s		

A blue button at the top right says '+ Add New Tag'.

Users will be able to edit the details of the tag as well by clicking on the edit button in the table.

The screenshot shows the same Cogno AI Bot interface as the previous one, but with a different state. The third row in the table now has a green pencil icon over the 'Edit' column, indicating that the 'Need help' tag is currently being edited.

These can also be deleted if needed by clicking on the delete button.

Tag ID	Intent	Pop up Time	Edit	Delete
033583ba3659c0c2fe52e8152e73e470	Confused	10s		
bcc254b55c4a1babdf1dcb82c207506b	Mobile Number	10s		
0fb6c3b32e46c8c0543dc818d98c251e	Need help	5s		

End customer experience

Mute/unmute option will be provided beside the Bot response when the option "Voice based Form Assist" is enabled.

Refer the below shown demo for better understanding or [click here](#)

- About HDFC Credila
- Students
- Parents
- Education Loan Details
- Apply for Education Loan >

3 Easy Steps

Fill Online Application Form

1

Provide Documents

2

₹ Get the Money!

3

Please complete the online form below, to get education loan from HDFC Credila.

- * You can apply to HDFC Credila from anywhere in India.
- * You can apply before confirmed admission.

A. Student Details

*First Name	<input type="text"/>	*Last Name	<input type="text"/>
*Current Address	<input type="text"/>		
*City	<input style="width: 100%;" type="text"/> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="button" value="Please Select"/> </div>		
*Email ID	<input type="text"/>	*Mobile	<input type="text"/>
*Last College / University Attended	<input type="text"/>		
*Marks Obtained in / the Last Course	<input type="text"/> <div style="display: flex; justify-content: space-between; width: 100%;"> <input type="button" value="Please Select"/> </div>		

* Required Field

Click For Help

Benefits of HDFC Credila:

- ✓ Get Tax Benefits Under Section 80E
- ✓ Door Step Service!
- ✓ Loan upto 100% of Educational Expenses
- ✓ Multi City Co-borrowers Accepted
- ✓ Loan Approval Before Admission
- ✓ Flexibility on Collateral Security
- ✓ Quick Loan Processing
- ✓ Repayment upto 12 Years.
- ✓ Loan Amount More Than Rs. 20 Lakhs Possible

B. Course Details for Which Loan is Needed

*Country of Study	<input type="text"/>	*Current Status	<input type="text"/>	Select Current Status	<input type="button" value="Select Current Status"/>
*Course Type	<input type="text"/>	*Course Duration	<input type="text"/>	Years	<input type="button" value="Years"/>

I got a loan from **HDFC Credila!**

to read my story [Click Here](#)

Education Loan Product >

Why Should I Apply? >

Education Loan Process >

Supporting Documents >

Please note : (Limitations)

The Speakout will only work for the Intent's Bot response which is associated with the field.

If the user has selected "Intent bubble for Form assist" then, at the end customer side, the associated intent bubble will pop up and the intent's response will start speaking on the inactivity when focused on any field.

The Bot will not speak unless and until the user performs any action with the Bot in case of Bot Auto popup. Landing on a different page after interaction with the Bot, the user needs to interact with the bot again for the Voice assist, due to technical feasibility.

The Bot will not speak when the end customer is inactive on the page, the initial question and welcome text pop up.

FORM ASSIST ANALYTICS

Chatbot Console > Analyse and Improve > Combined Analytics > Form Assist Analytics

The screenshot shows the 'Form Assist Analytics' section of the Chatbot Console. On the left, there is a sidebar with various icons for navigation. The main area displays two cards: 'Form Assist Analytics' and 'Form Assist Intents'. The 'Form Assist Analytics' card shows metrics: NO. OF USERS ASSISTED (8 users), NO. OF USERS FIND IT HELPFUL (8 users), and ASSISTED PERCENTAGE (100%). The 'Form Assist Intents' card lists intents with their last update time: Mobile Number (4 mes), Confused (4 mes), City (0 mes), Need help (0 mes), and an ellipsis (...). Below these cards are three tabs: 'Intuitive Questions', 'Intent-wise ChartFlow', and 'Most Frequent Questions (Category Wise)'. The bottom of the screen shows a footer with version information and a copyright notice.

To merge your recent changes click here ... [Build Bot](#)

deepak.raichandani@getcogno.ai

Form Assist Analytics

- NO. OF USERS ASSISTED: 8 users
- NO. OF USERS FIND IT HELPFUL: 8 users
- ASSISTED PERCENTAGE: 100%

Form Assist Intents

- Mobile Number: 4 mes
- Confused: 4 mes
- City: 0 mes
- Need help: 0 mes
- ...

Intuitive Questions

Intent-wise ChartFlow

Most Frequent Questions (Category Wise)

Version: 5.6 Date of Release: 04-Mar-2022 © 2017 - 2022, Cogno AI or its affiliates. All rights reserved.

Lead Generation

Generate Leads by Enabling Lead Generations from

Chatbot Console > Configure Bot > Settings > Solution Settings > Enable Lead Generation

Smart Tools In The Console

This consists of :

1. Audit Trail
2. Additional Features
3. White Label

Audit Trail

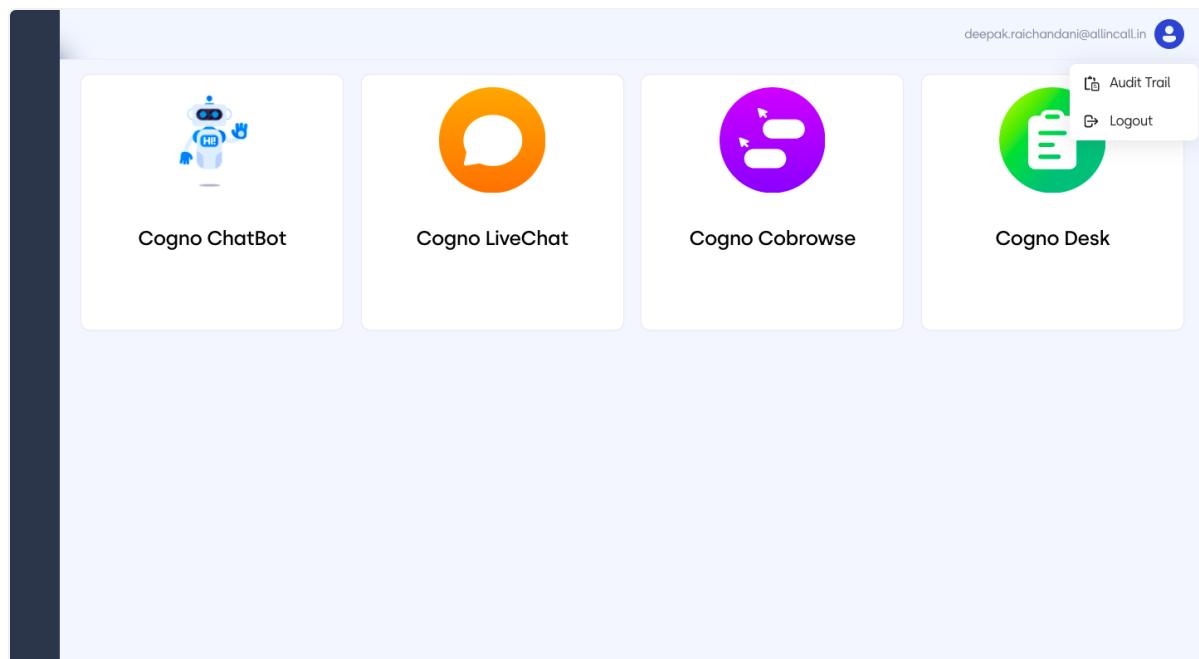
Audit Trail Walk Through :

([Click Here](#) to play the video in a new tab)

Audit Trail

Sr. no.	Feature Name	Definition
	Audit trail	The admin can view the complete audit trail about any changes made in the chatbot. The admin will be able to see who made these changes. This helps in trackability of changes done in the chatbot in case multiple people are accessing the chatbot console.

This is visible under Product Page > Click on Profile Icon > Audit Trail



Audit Trail will record the following :

App Type : Since this audit trail will track the changes across all the subscribed products, the 'App type' column will indicate against which product a change was made.

User : The details of the user (email address) that made the said change on the resp. product.

Time Stamp : The date and time, when the said change/update was made.

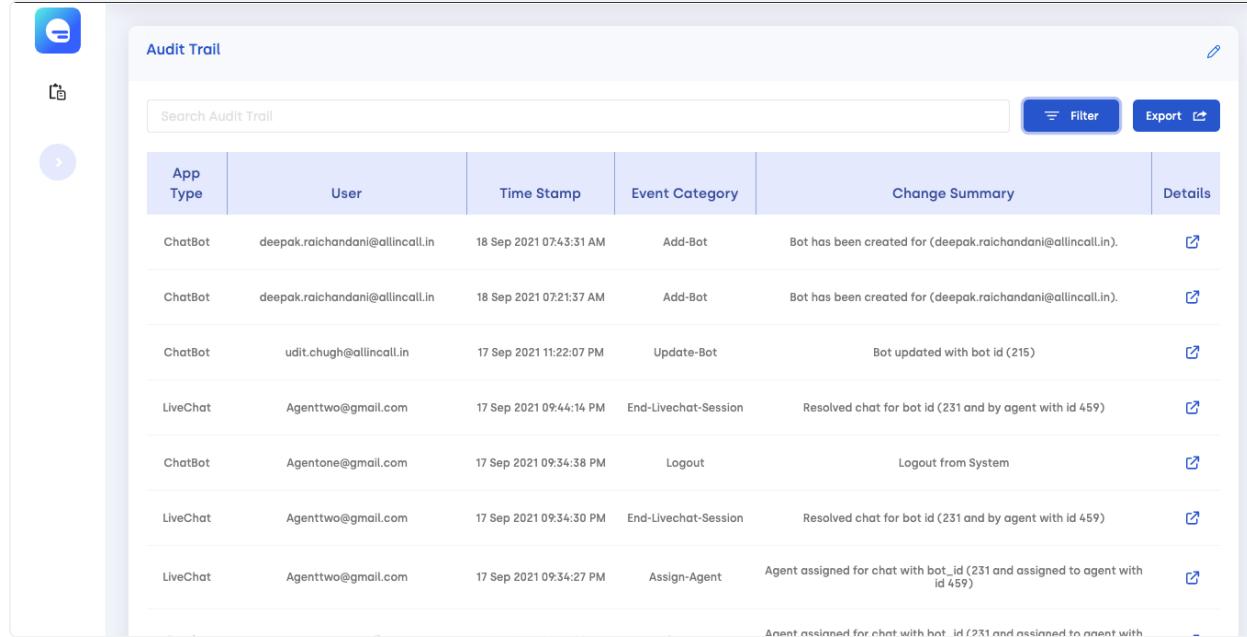
Event Category :The category of event (create/update/delete) that was changed by the user.

Change Summary : A brief summary of the said change.

Change Object : The exact object that is changed.

API Endpoint : The API call was made to make the change.

IP Address : IP Address of the User that made the changes



The screenshot shows a web-based application titled "Audit Trail". At the top, there is a search bar labeled "Search Audit Trail" and two buttons: "Filter" and "Export". Below the header is a table with the following columns: App Type, User, Time Stamp, Event Category, Change Summary, and Details. The table contains seven rows of audit log entries:

App Type	User	Time Stamp	Event Category	Change Summary	Details
ChatBot	deepak.raichandani@allincall.in	18 Sep 2021 07:43:31 AM	Add-Bot	Bot has been created for (deepak.raichandani@allincall.in).	View
ChatBot	deepak.raichandani@allincall.in	18 Sep 2021 07:21:37 AM	Add-Bot	Bot has been created for (deepak.raichandani@allincall.in).	View
ChatBot	udit.chugh@allincall.in	17 Sep 2021 11:22:07 PM	Update-Bot	Bot updated with bot id (215)	View
LiveChat	Agenttwo@gmail.com	17 Sep 2021 09:44:14 PM	End-Livechat-Session	Resolved chat for bot id (231 and by agent with id 459)	View
ChatBot	Agentone@gmail.com	17 Sep 2021 09:34:38 PM	Logout	Logout from System	View
LiveChat	Agenttwo@gmail.com	17 Sep 2021 09:34:30 PM	End-Livechat-Session	Resolved chat for bot id (231 and by agent with id 459)	View
LiveChat	Agenttwo@gmail.com	17 Sep 2021 09:34:27 PM	Assign-Agent	Agent assigned for chat with bot_id (231 and assigned to agent with id 459)	View

Additionally :

Search Box : To Search for specific information from the table.

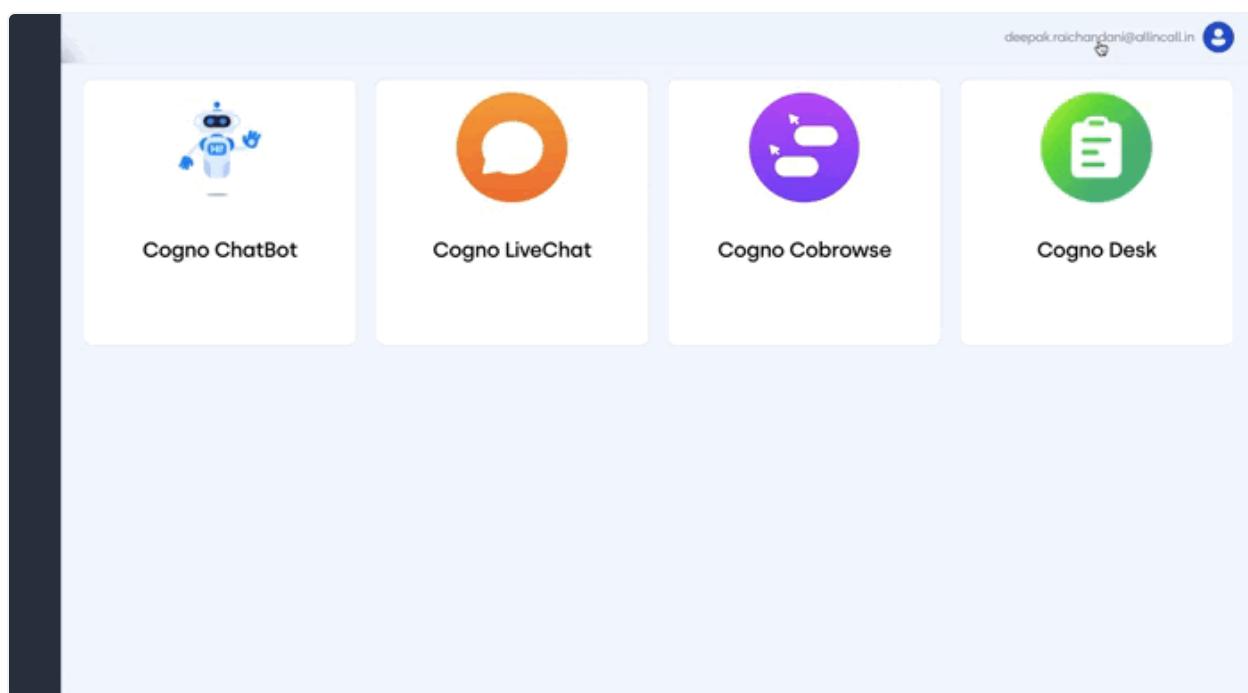
Filter : To filter the table based on 'Time Period' and 'App type'.

Export : To export the information from the table in .csv format as per requirement.

Column Editor : An editor to reorder as well as choose the column to be showcased on the screen.

Audit History Table : Table to showcase all the audit history based on various columns.

Please refer demo show below for better understanding :



Additional Features

Data collection

Feature Name	Definition
Data collection	The admin can crowdsource the content to be fed into the bot by creating a form and generating a link from this feature. Once the content is collected, the admin can add/create new intents as and when required from the crowdsourced data/questions/intents/content.

Bot Build

Feature Name	Definition
Bot Build in chatbot console	To update the version of files, sync word mapper with intent, train spell checker and word splitter and load suggestions & word mappers.

Drive

Feature Name	Definition
Drive	The admin can upload files (PDFs, images) that can be mapped as a response to certain intents as and when required.

Feedback

Feature Name	Definition
Feedback	To report a bug or provide feedback on the console, click on the feedback icon on the far-left in the footer.

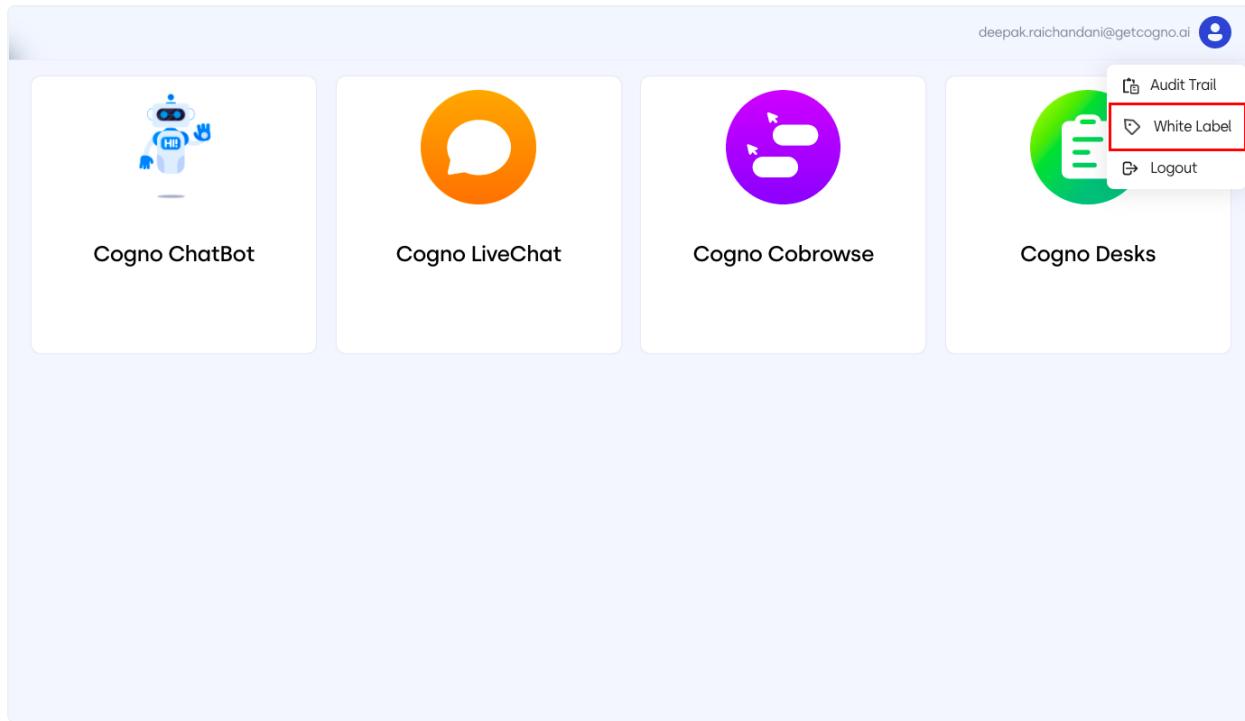
White Label

Phase 1

Different options at the front end are provided which can be used to white label the platform.

To configure :

This is visible under Cogno Console > Home Page > Click on Profile Icon > Select White Label.



White label option available :

General

Cognito AI

Last edited by rahul.singh@getcognito.ai 3 hours ago

General

Login/Sign up page

Logo *
(Preferred image dimensions 220*150)

Primary Color *

Secondary Color *

Hide "Login with GSuite (Cognito AI Team Only)" Button

Tab

Favicon *
(Preferred image dimensions 75*75)

Title Text *

Save

Cognito_Logo.svg

55CFC4

0072BD

cognofavicon.png

Cognito AI

1. Login/Signup Page :

- 1) Logo
- 2) Primary color
- 3) Secondary color
- 4) Hide the "login with G Suite" button
- 5) Disable OTP Authentication (Multi factor authentication option, refer the below attached image for the better understanding on the same)

Cognito AI

deepak.raichandani@getcognito.ai

General

Login/Sign up page

Logo *
(Preferred image dimensions 220*150)

Primary Color *

Secondary Color *

Hide "Login with GSuite (Cognito AI Team Only)" Button

Disable OTP authentication

Tab

Cognito_Logo.svg

0036C1

1336D0

Toggle switch (disabled)

Toggle switch (enabled)



ChatBot



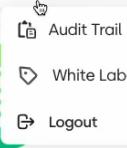
LiveChat



Cogno Cobrowse



Cogno Desk



Also, Login/Signup Page logo can be configured(default logo of Cognito AI will be displayed).

Edit icon : the user can select the logo,

Reset icon : this will be replaced by the Cognito AI logo.

1. **Primary color:** Primary color will be displayed default. The user can select a color from the color palette. (COLOR WITH SAME COLOR CODE WILL BE REPLACED OVER ENTIRE CONSOLE).

Error message- Please provide the primary color code.

1. **Secondary color:** Secondary color will be displayed default. The user can select a color from the color palette. (COLOR WITH SAME COLOR CODE WILL BE REPLACED OVER ENTIRE CONSOLE).

Error message- Please provide the secondary color code.

1. **Hide the "Login with G Suite(Cognito AI Team only)" button:** this will hide the text "or" and the "Login with G Suite(Cognito AI Team only)" button.

Note : By default, it will be on.

1. Users can change the **Tab favicon** and **title text**.
2. **SMTP Email Id and password** can be changed. An eye icon is placed to view the password.
Tooltip text: ID through which mails should be delivered
3. **Replace word "EasyChat" over the entire console:** The word provided in the text box will be replaced by EasyChat over the entire console
4. **Custom Report Template signature:** When the user tries to export a report of custom range, the Signature can be replaced.

5. **Enable footer over the entire console:** This will enable the footer over the entire console and default it will be on.
6. **Enable footer over the entire console:** This will enable the footer over the entire console and default it will be on.
7. **Legal Name:** The text "AllInCall Research and Solutions Pvt Ltd." will be replaced by the text provided in the textbox. It will be displayed in the footer and daily mailers.

ChatBot Page

1. **Change Chatbot logo over the entire console-** The logo of the chatbot can be changed.
2. Users can change the **Tab favicon** and **title text**.
3. **Disable show brand name:** Disable the option Show brand name and hide it from the front end.
4. **Change "Masking PII" emails IDs:** Entering the email id and clicking on "Enter" will add the email id in the chip tag. The same email id will also be displayed in the modal when the EasyChat console user tries to disable the masking PII toggle.

LiveChat Page

Last edited by rahul.singh@getcognito.ai 4 hours ago

Change LiveChat logo over entire console *
(Preferred image dimensions 150*50)

Tab

Favicon *
(Preferred image dimensions 75*75)

Title Text *

Change "Masking PII" Email Id's *

Save

- 1. Change LiveChat logo over the entire console-** The logo of the LiveChat can be changed.
- 2. Users can change the Tab favicon and title text.**
- 3. Change "Masking PII" emails IDs:** Entering the email id and clicking on "Enter" will add the email id in the chip tag. The same email id will also be displayed in the modal when the EasyChat console user tries to disable the masking PII toggle.

Desk Page

Last edited by rahul.singh@getcognito.ai 4 hours ago

Change Desk logo over entire console *
(Preferred image dimensions 150*50)

Tab

Favicon *
(Preferred image dimensions 75*75)

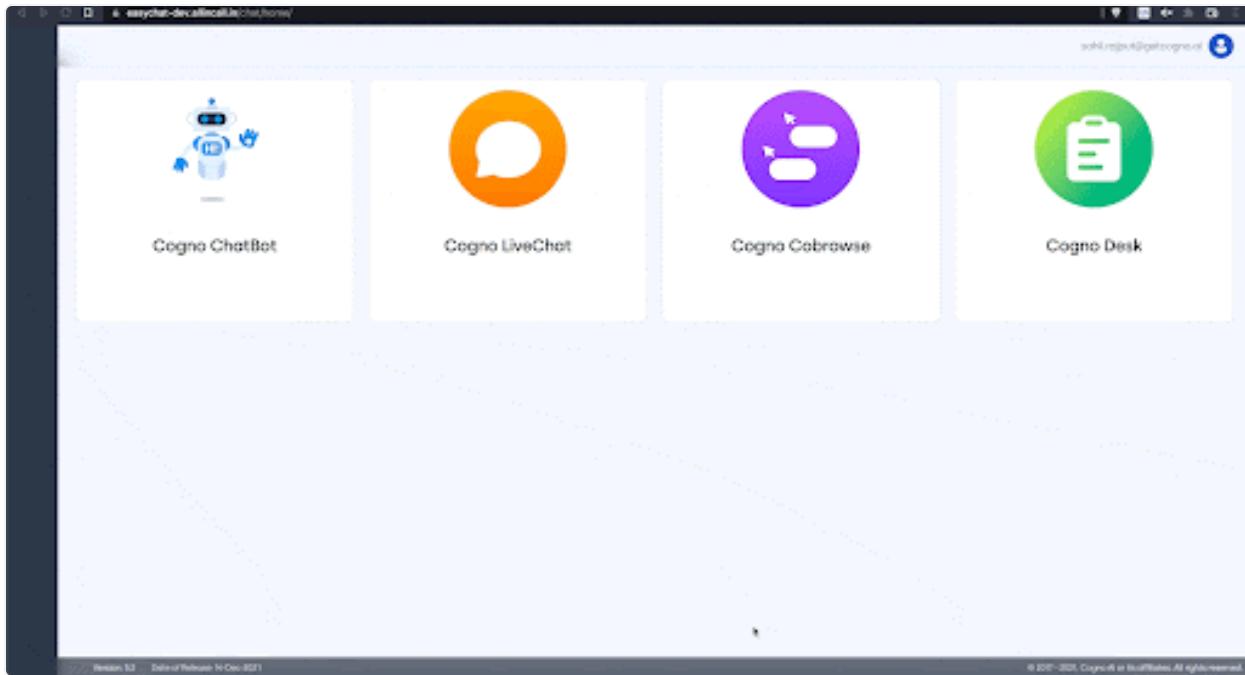
Title Text *

Save

- 1. Change Cobrowse logo over the entire console-** The logo of the Cobrowse can be changed.
- 2. Users can change the Tab favicon and title text.**

Feature Working

Refer the below shown demo for better understanding



Please note : (Limitations)

1. On enabling the White label option from the Django admin hides the option of upload from the Cobrowse and desk product.
2. Once the option of White label is enabled, it will remove the word "cognito" from all the tiles.
3. Places, where red asterisk is marked, should have value, else clicking on the save button error message will be displayed in the toast.
4. Once the white label is enabled, "Cogno" will be removed from the Desktop notifications as well.
5. The last edit activity will be visible on each page.

Console in different language

Console in different language

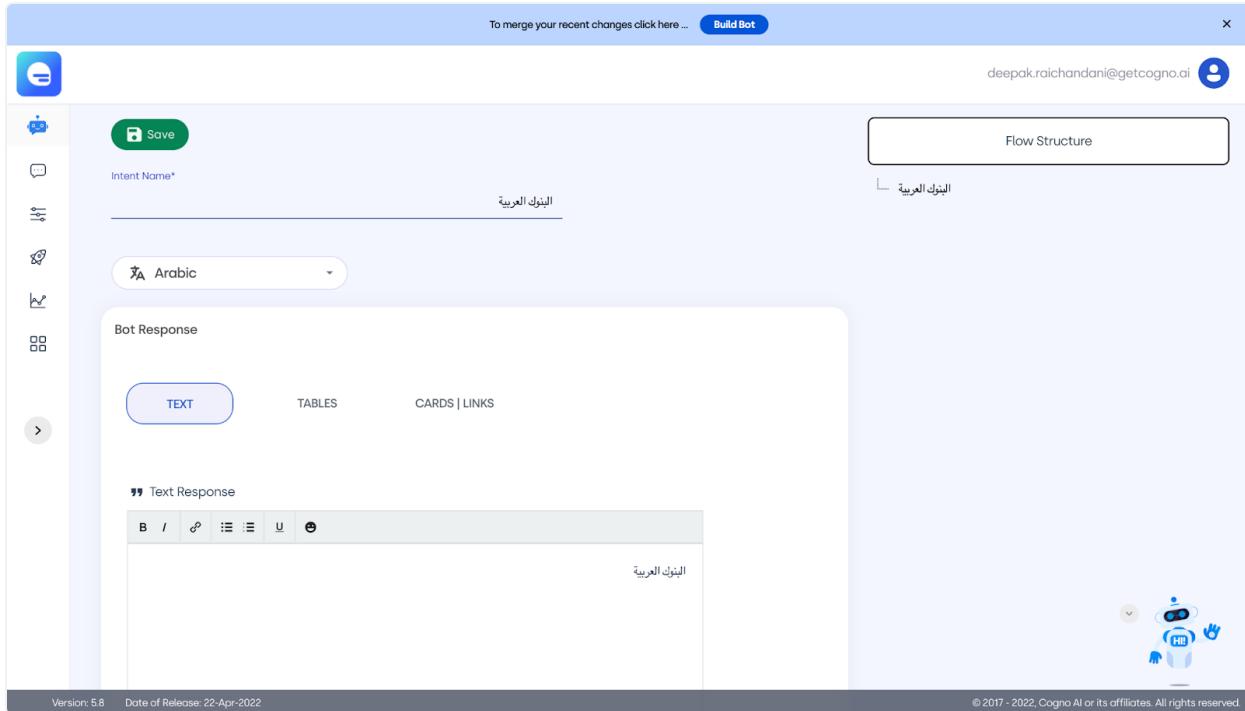
User interface shown in the bot and console will be with respect to the language selected. For example, Right to Left for English & Left for Right for Arabic.

Languages that follow Right-to-Left (RtL) logic (for eg. Arabic, Aramaic, Azeri, Dhivehi/Maldivian, Hebrew, Kurdish (Sorani), Persian/Farsi, Urdu), UI for such languages will be as a mirror image of the regular bot. This will also be applicable in the console.

Console Side

This is visible under : Chatbot console > Build bot > Manage Intent > Select the intent > Language dropdown > Select preferred language (eg. Arabic)

The screenshot shows the 'Manage Intent' section of the GetCognito AI Chatbot Console. At the top, there are buttons for 'Save' and 'Save And Add Another'. Below that, the 'Intent Name*' field is filled with 'Arabic Banks'. To the right, there are 'Delete' and 'Make Flow' buttons, and a 'Flow Structure' panel which is currently empty. On the left, there's a sidebar with various icons and a list of sections: 'Training Questions', 'Bot Response', 'Response Widgets', 'Channel', 'Quick recommendations', and 'Order of Responses'. The entire interface is displayed in Arabic (Right-to-Left layout).



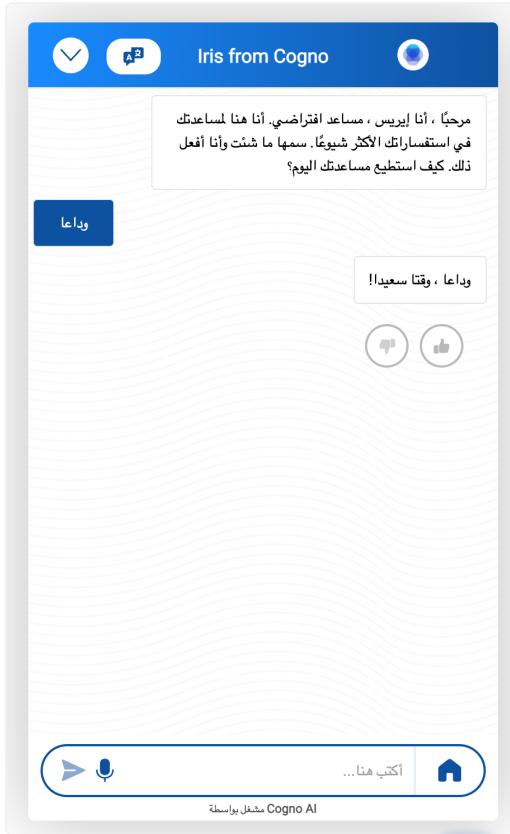
Users will be able to edit the intent name and response once the preferred language is selected.

Please Note : You need to first save the intent in English. Also, that particular language should be available for the channel.

Bot Side

If the selected language follows RtL logic, the bot UI will be as shown below.

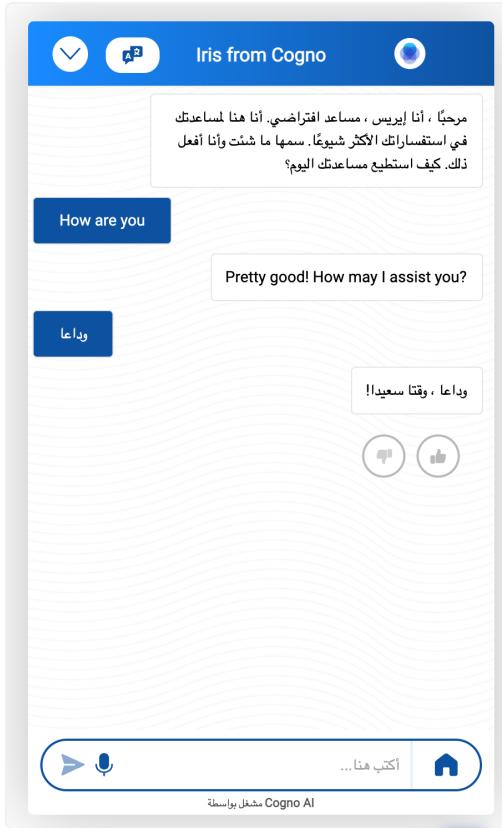
Please note: In this case user queries will be on the LHS. Also, the bot position remains the same and only the content inside the bot will change.



When Bot Language Auto Detection is Off / When user manually changes the language

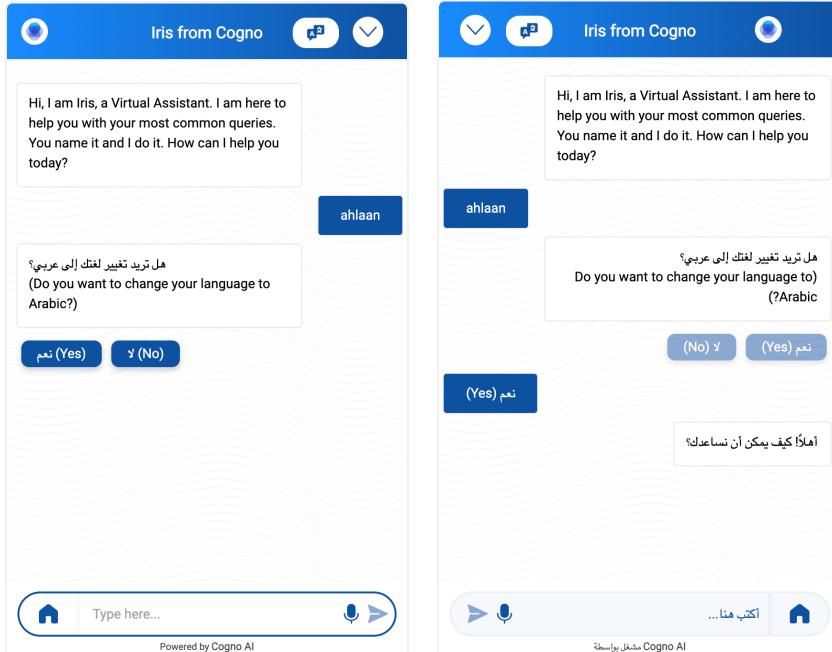
Initially if the bot is in English and if the user changes the language to Arabic, The bot UI will be as shown below.

Please Note : All messages before the user changes the language of the bot will remain in the same language except for the welcome message.



When Bot Language Auto Detection is On

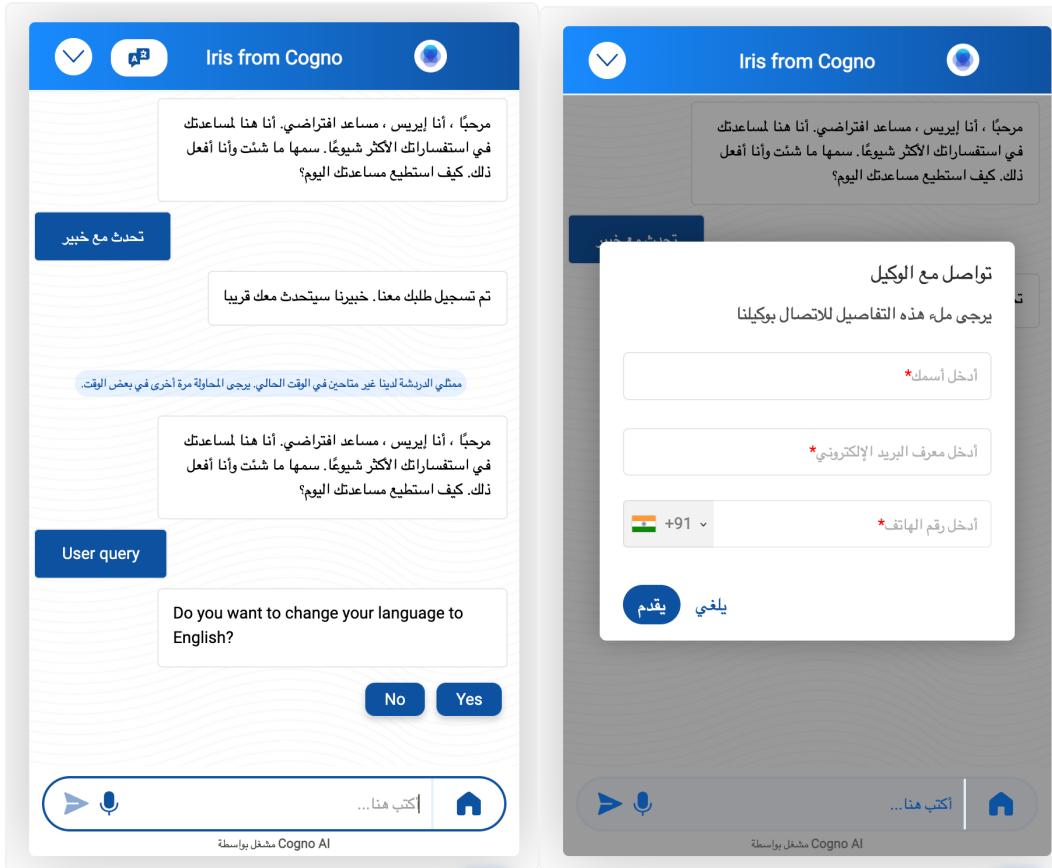
Initially if the bot is in English and if the user changes the language to Arabic, The bot UI will be as shown below. The bot content positions will switch for languages that use RTL logic.



When customer initiates LiveChat

All the user queries will be on the left and bot responses will be on right.

Please Note: The Email ID & Phone number field input will be filled as done currently.

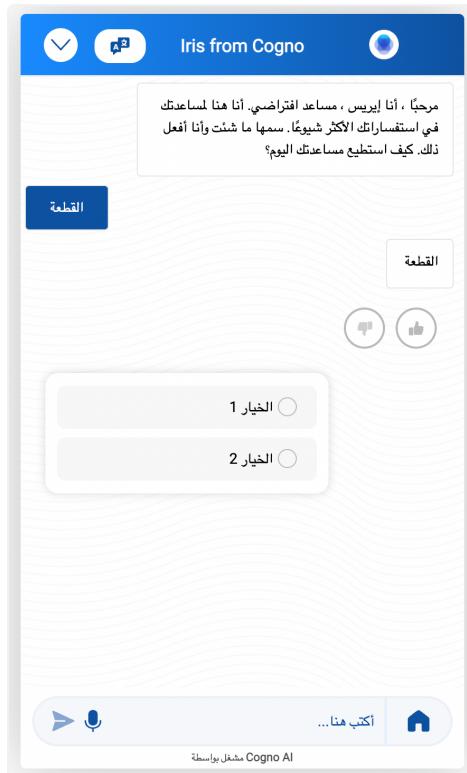
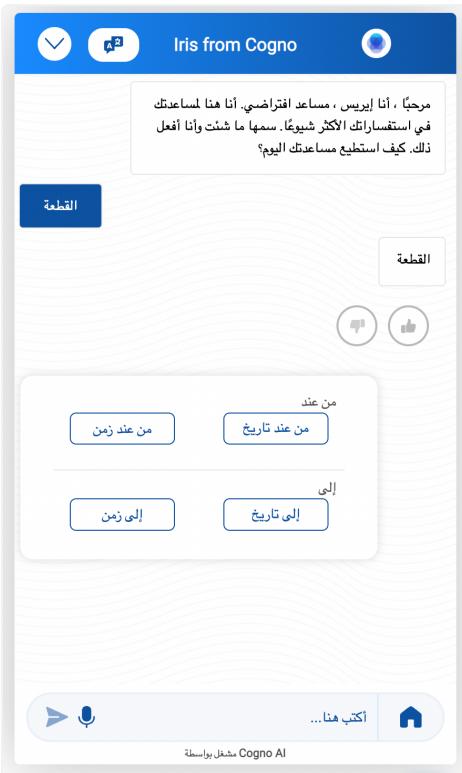


UI changes for languages following Right-to-Left Script Logic : Following elements will be changed based on language selected that follows the the RtL script logic

Bot logo, Minimize button, Cross button, Language Button, and Speaker icon



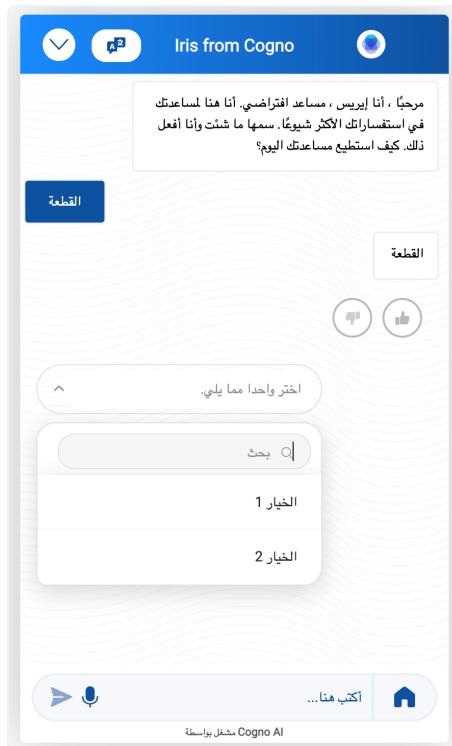
UI changes that will reflect in Response Widgets



Calendar Widget

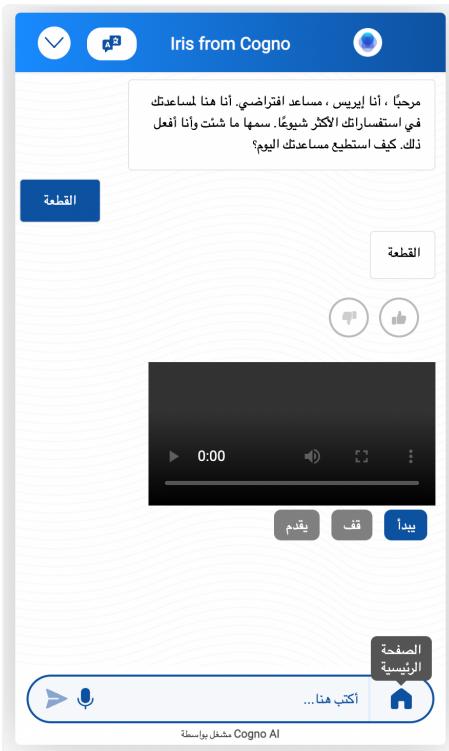


Radio Button

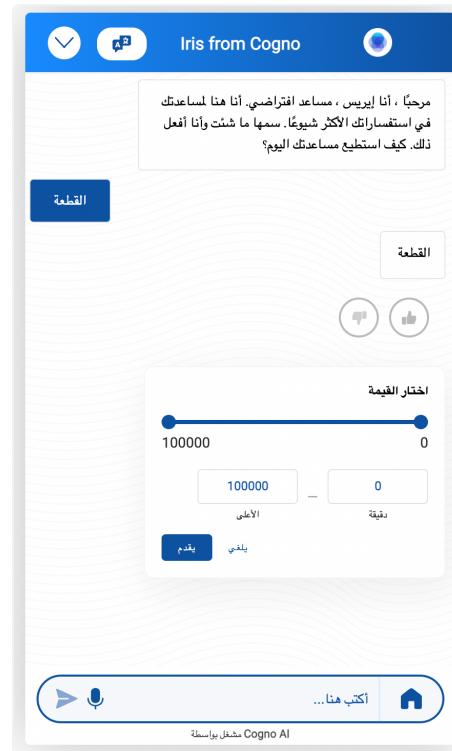


Checkbox Widget

Dropdown Widget



Video Recorder



Range Slider



File Upload



Phone Number

Form Widget

For the CSAT form

The image displays two screenshots of the Iris from Cognito AI mobile application. Both screenshots show a blue header bar with the app's name and a profile icon.

Left Screenshot:

- A text input field contains Arabic text: "مرحباً، أنا إيريس، مساعد افتراضي. أنا هنا لمساعدتك في استفساراتك الأكثر شيوعاً. سمعها ما شئت وأنا أفعل ذلك. كيف تستطيع مساعدتك اليوم؟".
- A blue button labeled "القطعة" is visible.
- An open modal window titled "هل كنت متعاوناً؟" (Were you cooperative?) contains the text "لاملاحتك مهمة".
- Below the text are five yellow smiley face emojis with different expressions: heart eyes, smiling, neutral, sad, and angry.
- Input fields for "أدخل اسمك" (Enter your name) and "أدخل رقم الهاتف" (Enter phone number) are present, along with a dropdown menu showing the Indian flag and the number "+91".
- At the bottom are buttons for "يقدم" (Provides) and "يلغى" (Cancel).
- At the very bottom are icons for a microphone, a play button, and a home screen.

Right Screenshot:

- A text input field contains Arabic text: "نحن نقدر ملاحظاتك. الرجاء، إكمال هذا الموجز لتحسين التجربة." and "هل تم حل استفسارك؟".
- A blue button labeled "القطعة" is visible.
- An open modal window contains the text "أكتب هنا إذا تم تحديد الآخرين".
- Input fields for "أدخل رقم الهاتف" (Enter phone number) and "أدخل معرف البريد الإلكتروني" (Enter email address) are present, along with a dropdown menu showing the Indian flag and the number "+91".
- At the bottom are buttons for "يقدم" (Provides) and "يلغى" (Cancel).
- At the very bottom are icons for a microphone, a play button, and a home screen.

RtL logic is also applicable for the following :

1. Web URL Landing

2. Form Assist
3. Campaign URL
4. Welcome Banner (Redirection URL, Redirection URL + Trigger Intent, Trigger Intent)
5. Bot Response Delay Detection
6. Bot Inactivity Detection.
7. Intent Level Feedback
8. Abort/Terminate Flow
9. Quick Recommendation, Child Intent
10. LiveChat Functionality
11. TMS Functionality
12. Lead Generation
13. Intent Bubble text
14. Esearch/ Gsearch

Refer the below shown demo for better understanding

The screenshot shows the Cogno ChatBot interface for editing an intent. The main panel displays the intent configuration for 'Raise an issue'. Key fields include:

- Intent Name***: Raise an issue
- Language**: English
- Flow Structure** (Panel on the right):


```

graph TD
    A[Raise an issue] --> B[get user email id]
    B --> C[get user Phone no]
    C --> D[Category]
    D --> E[get user issue]
    E --> F[Attachment]
    F --> G[Generate Ticket]
      
```
- Quick recommendations**
- Order of Responses**
- Conversation Flow Description**
- Campaign Links**
- Other Settings**

The bottom of the screen shows the footer with version information and a copyright notice.

Speak out response in Android

Speak out response in Android

Speak out now available in Android application.

Please note : (Limitations)

List of languages that our Android App supports now (excluding WaveNet) -

<https://cloud.google.com/text-to-speech/docs/voices>

Multilingual capability

Multilingual capability

Providing multilingual functionality where the end-user can switch between languages in the channels

The list of channels it is applicable for :

1. Telegram
2. Google Assistant
3. Google Business Messages
4. RCS Messaging
5. Alexa
6. Facebook
7. Instagram
8. Twitter
9. Microsoft Teams
10. Viber
- 11.

Working of this remains as done in WhatsApp channel. Use “Change Language” to switch to another language.

For channels like Whatsapp, Telegram, Alexa and Google Home option added to add change language in Welcome message.

To configure :

Chatbot Console > Configure Bot > Settings > Developer settings > Enable Language Configuration

Add Language to your Channel

(*English language is supported by default)

● Choose Language

English x

Hindi x



Enable bot language auto detection.



Enable choose a language menu for customers with the welcome message.



Please note : (Limitations)

1. "Change language" options for welcome messages are only available for Whatsapp, Telegram, Alexa and Google Home. The other channels don't support that.
2. For Alexa and Google Home if initial recommendations are there then we will not be able to show language change options.

DIY Console

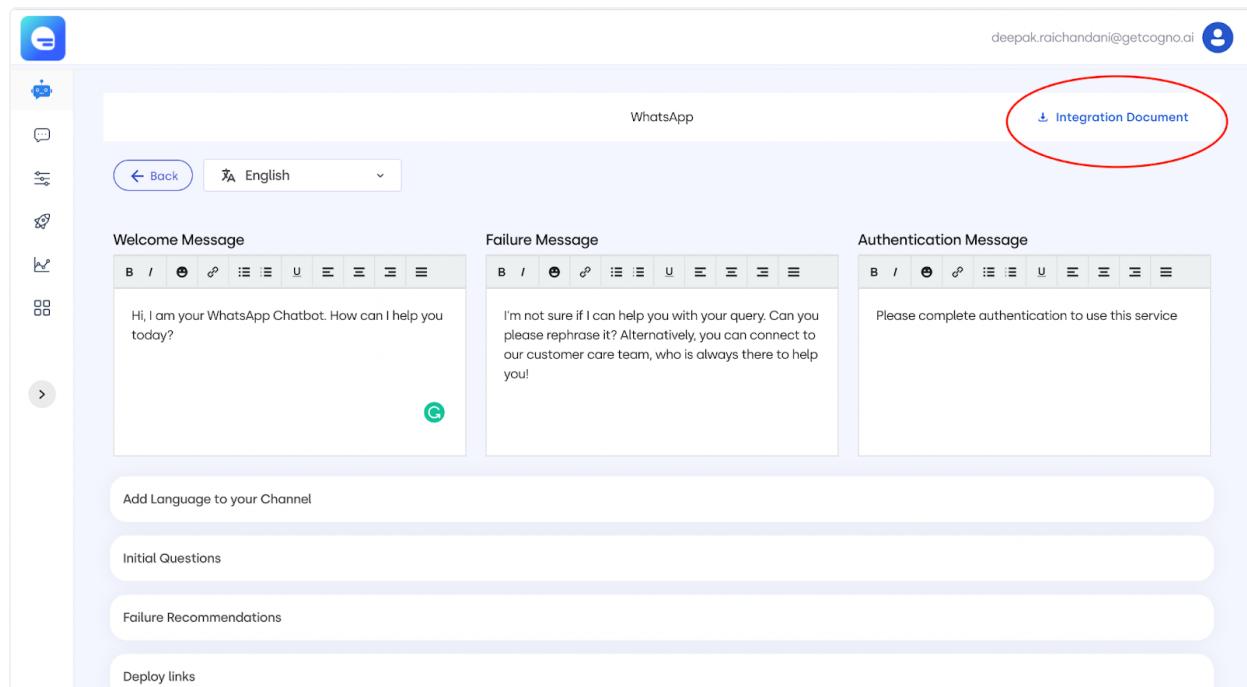
Improved UI/UX according to the DIY needs.

Provided the following for DIY Console:

1. **Integration Documentation:** For every channel available in the console integration documentation is provided within the specific channel settings page.
2. **WhatsApp Webhook Console:** For integration purposes, Configure Credential section is provided in WhatsApp Channel Settings. Users need to fill in the required details to configure WhatsApp.
3. **API documentation:** It is provided in the console to access the API documentation available in the postman collection.
4. **Python will be available as a language to code and integrate.**
5. **UI Improvements for Advanced setting pages**

1. Added Channel Integration Document In Console:

This is visible under Chatbot Console > Build Bot > Integrate Channels > Channel Settings > **Integration Document**



The screenshot shows the WhatsApp Channel Settings page in the DIY Console. On the right side, there is a section titled "Integration Document" which is circled in red. Below this, there are three message preview boxes: "Welcome Message", "Failure Message", and "Authentication Message". Each box contains sample text and a rich text editor toolbar above it. At the bottom of the page, there are several buttons: "Add Language to your Channel", "Initial Questions", "Failure Recommendations", and "Deploy links".

2. Added WhatsApp Webhook Configuration In Console:

This is visible under Chatbot Console > Build Bot > Integrate Channels > WhatsApp Channel Settings > **Configure Credential**

The screenshot shows the 'Configure Credentials' section of the WhatsApp Channel Settings. It includes fields for WhatsApp mobile number (9876543210), URL, Username, and Password. A note at the bottom states: 'Note: Please select the BSP (Advance Settings->WhatsApp Webhook Integration) in the webhook if not selected.'

WhatsApp mobile number to be used for chatbot integration: 9876543210

URL: Enter URL here

Username: Enter username here

Password: Enter password here

Note: Please select the BSP (Advance Settings->WhatsApp Webhook Integration) in the webhook if not selected.

Other Settings

WhatsApp Mobile Number to be used for Integration:

The Bot admin needs to add the WhatsApp number that they wish to integrate with the bot's webhook.

URL, Username, Password:

Needs to be provided by the BSP.

Please note:

Select the BSP (Advance Settings → WhatsApp Webhook Integration) in the webhook if not selected" this is displayed as it is important to select the BSP for the initial integration stage.

3. Chatbot and Campaign API Documentation In Console:

This is visible under Chatbot Console > Additional Tools > **API Documentation**

The screenshot shows the 'Additional Tools' section of the Cogno ChatBot interface. On the left, there's a sidebar with options like 'Build Bot', 'Configure Bot', 'Test & Deploy', 'Analyze & Improve', 'Campaigns', 'Lead Generation', and 'API Documentation'. The 'API Documentation' option is selected. The main area has a search bar and a button to 'Select one of the intent and click go'. A dropdown menu shows 'English'. Below is a table with columns: Intent Name, Bot Response, Features, and Category. The table lists five intents: 'Image response', 'Multiple cards', 'Card Response Doc', 'Create Form', and 'Phone Number'. Each row includes a checkbox and a small icon. A green icon of a person inside a square frame is on the right.

Intent Name	Bot Response	Features	Category
Image response	Image response...	Image	Others
Multiple cards	Multiple cards...	GD	Others
Card Response Doc	Bot response document cards...	GD	Others
Create Form	Form Widget...		Others
Phone Number	Phone number widget - UI/UX check...		Others

Campaign API Documentations added in Additional Tools > Campaign > **API Documentation**

The screenshot shows the 'Campaign' section of the Cogno ChatBot interface. The sidebar includes 'Overview', 'Analytics', 'API Integration', and 'API Documentation'. The 'API Documentation' section is expanded, showing three main categories: 'Auth Token Generation API', 'Campaign Generation API', and 'Send Campaign API'. Under 'Auth Token Generation API', there's a single entry for 'Auth Token Generation API' with a 'Click Here' link. Under 'Campaign Generation API', there are entries for 'WhatsApp Text Message API', 'WhatsApp Image Message API', 'WhatsApp Video Message API', 'WhatsApp Document Message API', 'Voice Message API', 'RCS Text Message API', 'RCS Media Message API', 'RCS Card Message API', and 'RCS Carousel Message API', each with a 'Click Here' link. Under 'Send Campaign API', there are two entries: 'Send WhatsApp Campaign API' with two 'Click Here' links. At the bottom, a URL is shown: <https://documenter.getpostman.com/view/14392910/VUjSF3Ub#7caf3a5a-f1a6-...>.

4. Python will be available as a language to code and integrate:

Please note that all other languages have been removed from the front end.

The screenshot shows the Cogno ChatBot interface. On the left, there is a code editor window titled "Python 3.6" containing the following Python code:

```

1 from EasyChatApp.models import *
2 result_dict = {}
3 try:
4     common_utils_obj = CommonUtilsFile.objects.filter(Bot_Bot.objects.get(pk=1020))
5     exec(str(common_utils_obj[0].code), result_dict)
6 except Exception:
7     pass
8 from EasyChatApp.utils import logger
9 import sys
10 def f():
11     response = {}
12     response['status_code'] = 500
13     response['status_message'] = 'Internal server error.'
14     response['data'] = {}
15     response['cards'] = []
16     response['choices'] = []
17     response['list'] = []
18     response['videos'] = []
19     response['recommendations'] = []
20     response['API_REQUEST_PACKET'] = []
21     response['API_RESPONSE_PACKET'] = []
22     response['dynamic_widget_type'] = ''
23     response['nodes'] = []
24     response['nodes_paron'] = []
25 global result_dict
26 try:
27     #write your code here
28     response['status_code'] = 200

```

Below the code editor is a "Run Processor" button. To the right, there is an "API Tree" panel with the following configuration:

- No email Configured for API Failure.
- Configure Now** button
- Kindly follow this format for logger.info, logger.error and logger.warning :
- logger.info("MESSAGE", extra={'AppName': 'EasyChat', 'user_id': 'None', 'source': 'None', 'channel': 'None', 'bot_id': 'None'})
- Replace bot_id, channel and user_id parameter values with the BOT ID and Channel and User ID for detailed logs.
- API REQUEST PACKET & API RESPONSE PACKET dropdown
- status_code dropdown
- status_message dropdown
- data dropdown
- API List dropdown
- cards | choices | images | videos dropdown

At the bottom of the interface, there are copyright notices: "Version: 64 Date of Release: 14-Aug-2022" and "© 2017 - 2022, Cogno AI or its affiliates. All rights reserved."

5. Edit Intent > Advance Settings Options

- Post processor: Clicking on **Configure Now** will pop up a modal with users to add time interval and email id.
- Pipe Processor
- API Tree
- Data models: A tabular format and search for user id and values.
- Logs
- WhatsApp Number: Search for specific mobile numbers.
- Chatbot JS
- Chatbot CSS
- Export as JSON
- External Trigger