# MC CHATBOT - User Manual

## Overview

**MC CHATBOT** is a pre-configured, modern chatbot plugin designed for Oracle APEX applications. It features a clean UI/UX and supports predefined main questions, sub-questions, and corresponding answers.

## Description

MC CHATBOT enables an interactive chatbot interface using a database-driven approach where all questions and answers are stored and fetched dynamically. Its advanced architecture makes it easy to integrate into any APEX page using a plugin region.

## Use Case

MC CHATBOT is ideal for scenarios such as:

* Customer support FAQ bots
* Internal employee onboarding helpdesks
* Guided user navigation within applications
* Predefined decision trees for lead qualification

## Features

* Predefined question-answer structure
* Dynamic sub-question loading
* Ajax-driven real-time answers
* Sleek and responsive UI
* Easy setup and configuration

## Installation Guide

### Step 1: Download Plugin

* Download the plugin file from the src folder.

### Step 2: Import Plugin

* Import the plugin into your Oracle APEX app using the *Shared Components > Plug-ins > Import* section.

### Step 3: Create Region

* On your desired page, create a new **Region**.
* Set **Region Type** as: MC CHATBOT

**Note:** Do **not rename** the plugin or process name.

### Step 4: Create Required Tables

Execute the following SQL scripts to set up the data structure:

#### Main Question Table

CREATE TABLE "ASNT\_SMS\_CHATBOT\_MAIN\_QUESTION" (  
 "QUESTION\_ID" NUMBER,  
 "QUESTION" VARCHAR2(100),  
 PRIMARY KEY ("QUESTION\_ID")  
 USING INDEX ENABLE  
);

#### Sub Question Table

CREATE TABLE "ASNT\_SMS\_CHATBOT\_SUB\_QUESTION" (  
 "SUB\_QUESTION\_ID" NUMBER,  
 "MAIN\_QUESTION\_ID" NUMBER,  
 "SUB\_QUESTION" VARCHAR2(255),  
 PRIMARY KEY ("SUB\_QUESTION\_ID")  
 USING INDEX ENABLE  
);

#### Answer Table

CREATE TABLE "ASNT\_SMS\_CHATBOT\_SUB\_QUESTION\_ANSWER" (  
 "ANSWER\_ID" NUMBER,  
 "SUB\_QUESTION\_ID" NUMBER,  
 "ANSWER" VARCHAR2(255),  
 PRIMARY KEY ("ANSWER\_ID")  
 USING INDEX ENABLE  
);

### Step 5: Create AJAX Processes

Go to **Shared Components > AJAX Callback** and create the following 3 AJAX processes:

#### 1. fetch\_main\_question

DECLARE  
 l\_json CLOB;  
BEGIN  
 SELECT JSON\_ARRAYAGG(  
 JSON\_OBJECT(  
 'id' VALUE QUESTION\_ID,  
 'name' VALUE QUESTION  
 )  
 )  
 INTO l\_json  
 FROM ASNT\_SMS\_CHATBOT\_MAIN\_QUESTION  
 ORDER BY QUESTION\_ID;  
  
 SYS.HTP.P(l\_json);  
END;

#### 2. fetch\_sub\_question

DECLARE  
 l\_json CLOB;  
BEGIN  
 SELECT JSON\_ARRAYAGG(  
 JSON\_OBJECT(  
 'id' VALUE SUB\_QUESTION\_ID,  
 'question' VALUE SUB\_QUESTION  
 )  
 )  
 INTO l\_json  
 FROM ASNT\_SMS\_CHATBOT\_SUB\_QUESTION  
 WHERE MAIN\_QUESTION\_ID = TO\_NUMBER(APEX\_APPLICATION.G\_X01);  
  
 SYS.HTP.P(l\_json);  
END;

#### 3. fetch\_answer

DECLARE  
 l\_answer VARCHAR2(4000);  
BEGIN  
 SELECT ANSWER  
 INTO l\_answer  
 FROM ASNT\_SMS\_CHATBOT\_SUB\_QUESTION\_ANSWER  
 WHERE SUB\_QUESTION\_ID = TO\_NUMBER(APEX\_APPLICATION.G\_X01);  
  
 SYS.HTP.P(l\_answer);  
  
EXCEPTION  
 WHEN NO\_DATA\_FOUND THEN  
 SYS.HTP.P('No answer found.');  
 WHEN OTHERS THEN  
 SYS.HTP.P('Unexpected error: ' || SQLERRM);  
END;

**Important:** Do **not rename** any of these process names.

### Step 6: Output Storage (Optional)

You can extend the plugin to store user interactions or answers into a custom output storage table, based on your business needs.

## 📣 Contact for Purchase / Customization

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Thank you for using **MC CHATBOT**! For assistance, custom features, or professional support, feel free to reach out.