inbenta

Chatbot Technical Challenge

1. Disclaimer

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2. Table of Contents

3. **Introduction**

This practical exercise will walk you through the process of creating your first Chatbot contents, manipulating the SDK to get the features you want to use in the Chatbot, and create more complex Chatbot contents that would interface with an external system.

The intent of this exercise is for Inbenta to gauge your ability to face a new system, and through documentation, be able to understand it well enough to use it.

The document contains nine milestones, each with an increased level of difficulty over the previous ones. Each milestone needs the previous ones to be completed, so try to follow the milestones in order.

Each of the milestones will have the following information:

Task: Short explanation of the task at hand
Details: more detailed explanation (when applicable)
Documentation: Links to the different documentation sections that are relevant to the milestone.
Proof of Completion (PoC): Details on what we are expecting to see as proof of completion of the milestone. We will send you a link to a Google Drive folder where to upload each milestone's PoC.

The help documentation (help.inbenta.io) is only accessible through Inbenta credentials. With the mail asking you to take this exercise, you will have received an instance name and a separate email granting you access to the Inbenta tools.

Contact the person who has sent you these instructions for any issues with access or general questions. We will not solve individual queries on milestones other than to disambiguate or clarify what is being asked.

Complete all the milestones you are able to within the allotted time. None of the tasks are meant to take >20 min each, and the whole exercise should typically be completed in a few hours.

Note: If you complete milestones after (5.-), you only need to deliver one HTML file, the one that fulfills the most milestones.

4. Create your own Chatbot

4.1. Content Creation

Create Chatbot contents and publish the new contents:

- Create at least 1 content that uses ANSWER_TEXT.
- Create at least 1 content using both ANSWER_TEXT & SIDEBUBBLE_TEXT. - Publish the created contents.

Documentation

- https://help.inbenta.com/en/chatbot/manage-knowledge-base/managing-intents/creating-and-editing-intents-in-chatbot/
- https://help.inbenta.com/en/chatbot/manage-knowledge-base/managing-intents/publish-intents-in-chatbot/

PoC
- Screenshot of the content as seen from the Chatbot user interface "se_1.png"

4.2. Generate interface with the default Configuration

Create a default Chatbot configuration with a **public** URL, using the tools available in Backstage.

Documentation

- https://help.inbenta.com/en/chatbot/test-improve-your-solution/preparing-test-chatbots/manage-configurations/

PoC

- Same screenshot as (1.-).

4.3. AIML (pattern-based responses) Edition

Edit the .aiml files in the AIML section of Backstage to provide a unique answer for the user question "hey bot".

Documentation

- https://help.inbenta.com/en/chatbot/manage-knowledge-base/working-with-aiml/

PoC
- Screenshot of the AIML response as seen from the Chatbot user interface "se_3.png"

4.4. Configure the Chatbot SDK

Modify, using the Chatbot configuration, the following parameters (to any other value) and extract the JavaScript initialization code:

- Change the Chatbot title.
- Enable ratings.
- Validate ratings are active.

Documentation

- https://help.inbenta.com/en/chatbot/test-improve-your-solution/preparing-test-chatbots/manage-configurations/creating-and-editing-a-chatbot-configuration/
- https://developers.inbenta.io/chatbot/chatbot-js-sdk/sdk-configuration#rating

PoC

- Screenshot that shows both the title and the ratings as seen from the Chatbot user interface "se_4.png"

4.5. Hosting your Chatbot demo

- Extract the configuration code from the Chatbot Configuration. - Create a valid HTML file, and integrate your Chatbot in it.
- Upload the HTML file into some publicly available server (for example [Heroku](#) or [GitHub](#))
- The file will need to have the Chatbot correctly configured and able to return content.
- Ensure the domain the file is in is covered by the DomainKey configuration.

Documentation
- https://help.inbenta.com//en/finding-your-instance-s-api-credentials/
- https://developers.inbenta.io/chatbot/chatbot-js-sdk/sdk-setup#authorizati [on-and-build](https://developers.inbenta.io/chatbot/chatbot-js-sdk/sdk-setup#on-and-build)

PoC

- HTML file "se_5.html"

4.6. Dong it in Style

Modify the HTML file to add some custom styling (CSS). You may use a

separate file.

Documentation

- https://developers.inbenta.io/chatbot/chatbot-js-sdk/sdk-s

tyles

PoC

- HTML file with the custom CSS. "se_6.html"

4.7. Modify the SDK JS configuration

Change the following values from the configuration in your file:

- The placeholder text "Enter your question" to "Ask me anything you want".
- Enable the closeButton.
- Change the conversation Window position.

Documentation

- https://developers.inbenta.io/chatbot/chatbot-js-sdk/sdk-configuration#rating

PoC
- HTML file with the custom JS. "se_7.html"

4.8. Implement a JavaScript customization

Add a 'subscription' on the Chatbot SDK to show a System Message with the text "here's your alert" when a user types "show me an alert".

Documentation

- https://developers.inbenta.io/chatbot/chatbot-js-sdk/sdk-customization
- https://developers.inbenta.io/chatbot/chatbot-js-sdk/sdk-customization/subscriptions

PoC

- HTML file with the custom JS. "se_8.html"

4.9. Create a "form" content

Create a new content, this one, with a form attached, and give it a JavaScript callback so the chatbot responds with the output of that callback.

- Title the new content "A Colorful form".
- The form needs to ask for a variable "color" and, on submission, execute a JavaScript callback.
- Implement the JavaScript callback to present in the chatbot a link to search Google for the specified color. So if the users says "red", the chatbot should reply to the user with this link: "https://www.google.com/search?q=red&source=lnms&tbm=isch"

Functional expected behavior:

1. User searches "colorful form".
2. Chatbot asks for the color to the user.
3. User inputs the string.
4. Chatbot returns the link as a message.

Documentation

- https://help.inbenta.com/en/chatbot/manage-knowledge-base/managing-intents/forms/
- https://help.inbenta.com//en/integrating-actions-in-inbenta-chatbot/
- https://help.inbenta.com/en/chatbot/manage-knowledge-base/working-with-variables/

PoC
- HTML file with the JS callback. "se_9.html"