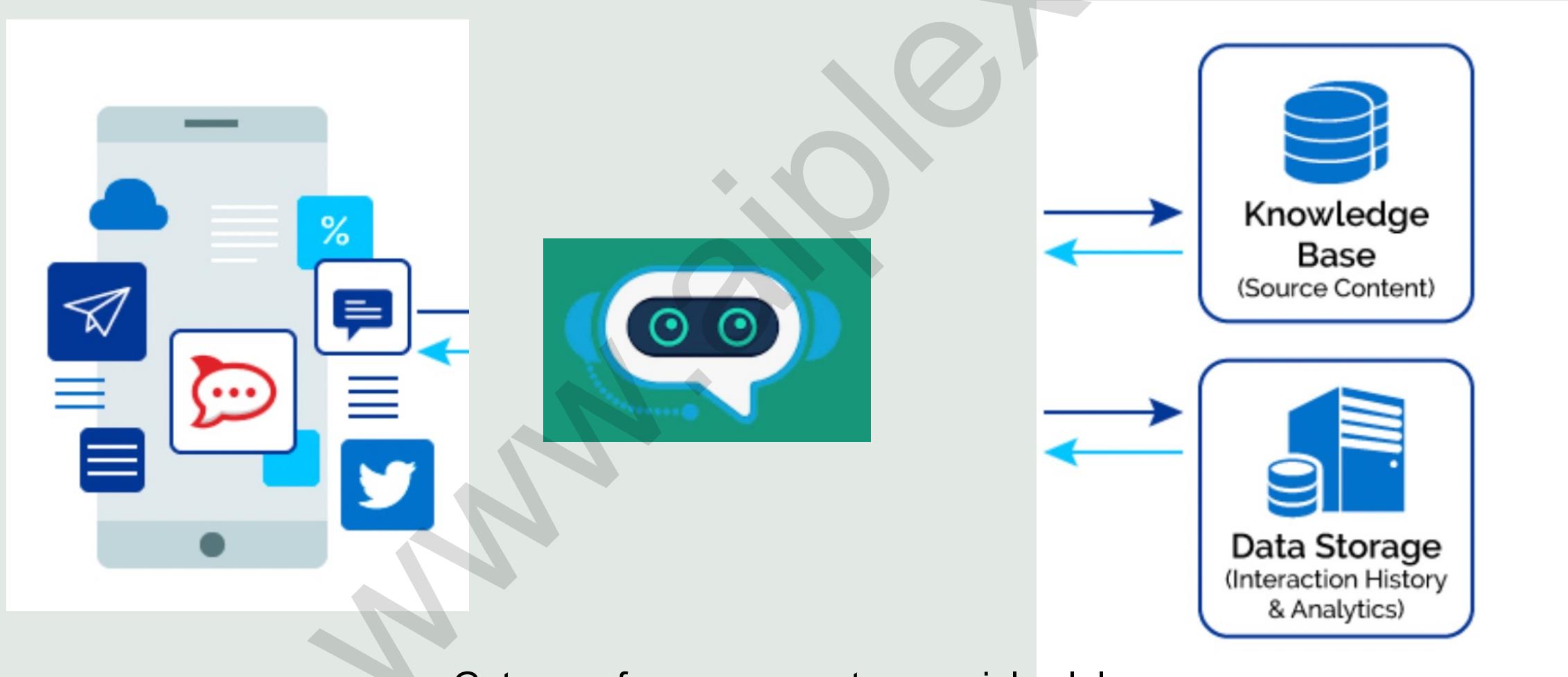


CHATBOT AUTOMATION

BY PRAVEEN SINGAMPALLI

Get more free courses at www.aiplex.lol

A Chatbot is a software that integrates with a messaging app to simulate a conversation with a user in natural language through messaging applications, websites etc.



FAQ Chatbot

FAQ Chatbot FAQ Chatbots are perhaps the most simple form of a Chatbot, which can already bring plenty of value. It can understand questions and gives the user the most relevant answer.

Self-learning Chatbots placed on a webpage can decrease the amount of phone calls to a service desk dramatically answering the most frequently asked questions.

Virtual Assistant

Virtual Assistants decrease service desk workload by, for example, looking up vacation days of an employee, or enabling an employee to buy vacation days through the Chatbot.

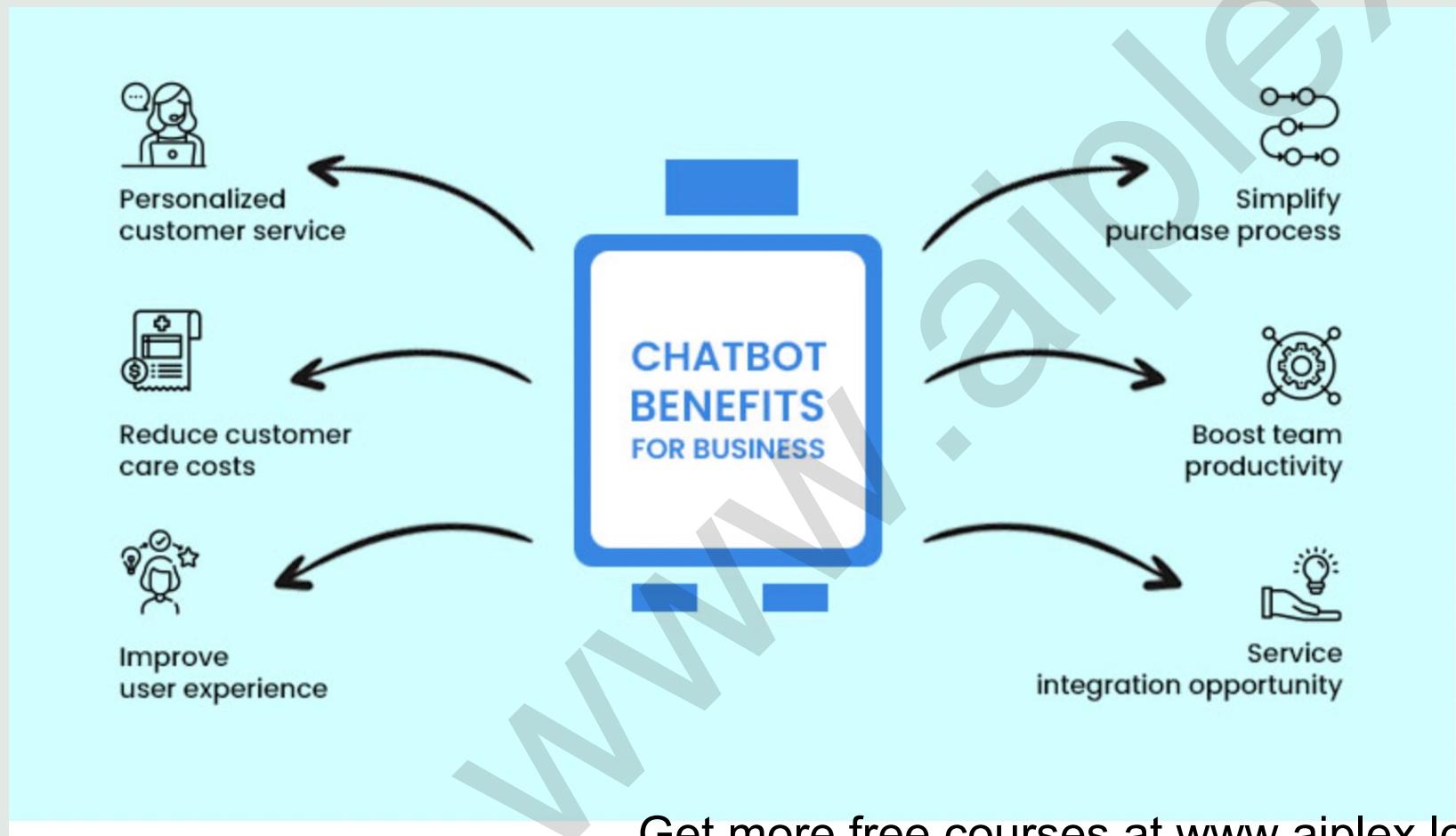
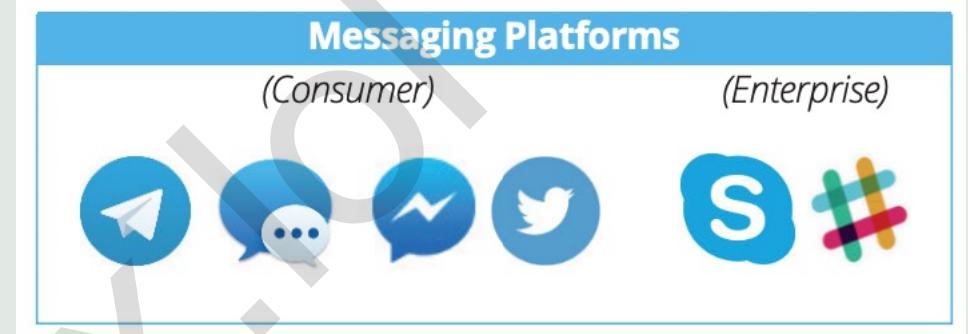
With slightly higher intelligence we find the Virtual Assistant, which has more integration with enterprise systems and therefore can perform basic actions, such as looking up personal information.

Virtual Agent

The most intelligent Chatbots are Virtual Agents, which can completely replace an employee. These bots can handle the most complex dialogs, processes and security protocols

Virtual Agents can handle complex processes, such as walking a client through making a bank transfer or making changes to their personal information, effectively replacing an employee.

ChatBot Benefits



How to build a chatbot?

- **Define your business objectives** – You have to outline your business functions that need to be automated. What exactly will your chatbot do?
- Choose the right channel to engage with your customers – Identify the channels your customers prefer to communicate with you across your website, mobile app, Facebook Messenger, Telegram, or other messaging platforms.
- Train your bot for giving the right response – You can train your bot with comprehensive FAQs depending upon your business needs. This will help the bot to deliver relevant answers to your customers or visitors.
- Give your bot a voice and personality – You can enhance your bot personality by giving a name and picture that complements your brand message.
- Create a balanced approach – Most of the chatbots may not be that effective and customers look for chat support at some point.
You can define at what particular stage, your customers can get a chance to connect with the human agent.
- Test, launch, and iterate – After you have defined your bot flow you can test to check if it is meeting the use case correctly or not.
- Once you launch your chatbot widget you have to measure bot performance and make the required iterations from time to time.

two ways to build chatbots

#1. Use a chatbot platform

Chatbot platforms are a boon for businesses that want to build their chatbot without much effort and time. Here are the criteria to select a bot platform.

- **Easy to use** – A ready-to-use bot platform comprises the predefined template and it makes it easy to build the bot as per your needs and deploy it across multiple channels.
- **No coding** – With zero coding, you can create a chatbot with minimal development with less effort & time, and for better customer engagement.
- **Analytics** – Bot analytics help to measure your customer satisfaction, and what are the successful and failed searches for your bot answers. By measuring these metrics, you can identify the key queries your customers are asking and train your bot accordingly.
- **Live chat** – You can look for a bot platform that supports both live chat and chatbot. Bots can handle the simpler queries and the complex ones can be transferred for human support.

#2. Build from scratch

It is advisable to build a bot completely from scratch if your business requirements are unique or very complex. In such scenarios, it is highly likely that the ready-to-use bot platforms may not be able

Telegram bot Steps

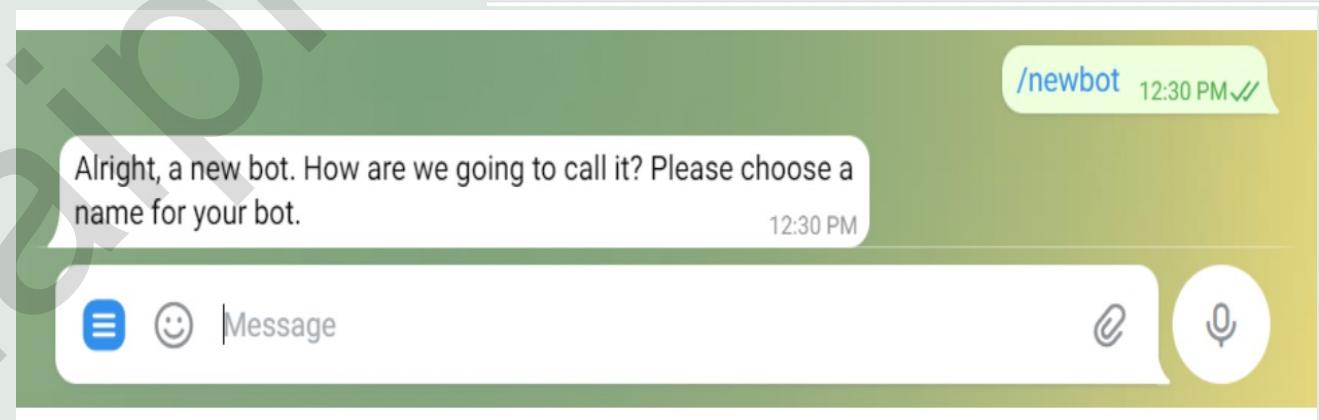
Steps to create a Telegram Bot

Step 1: Open your telegram account and in the search bar type "BotFather".

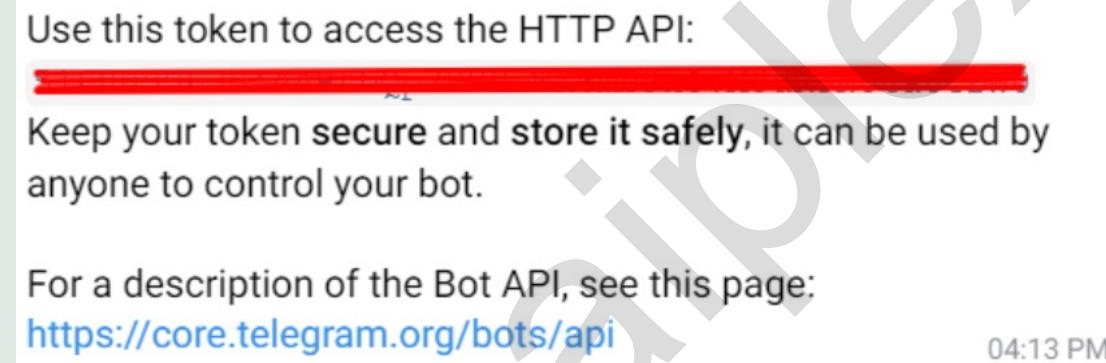
Step 2: Click on the "BotFather" and Click on the "Start" button.

Step 3: Type "/newbot".

Step 4: Type your unique bot name.



Step 6: After giving a unique username you will get a message like the below. it contains a token to access the HTTP API. Keep your token secure and store it safely.

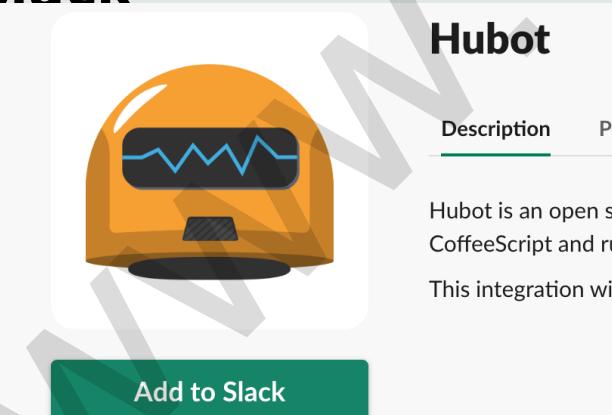


Step 1 - <https://slack.com/intl/en-in/downloads/windows> or MAC

Step 2 – Create a new workspace

**Step 3 – In Slack -> Search for Apps ->
Search for hubot**

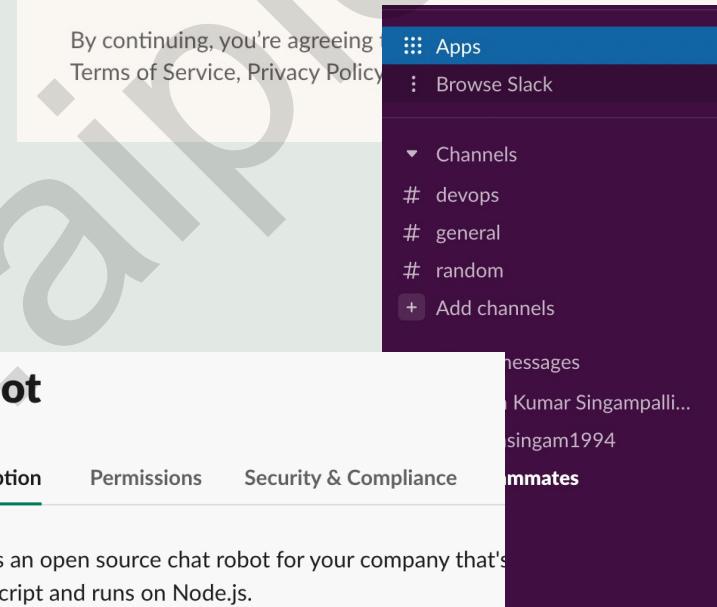
Step 4 – Add to slack



Create a new Slack workspace

Slack gives your team a home — a place where they can talk and work together. To create a new workspace, click the button below.

Create a Workspace



Connect your tools

With each app you add, Slack gets that much more useful. It sy

Next, you could...

[Learn more about apps](#)

[Install Google Calen](#)

Available Apps
 Hubot GitHub's scriptable chat bot. Add

Step 5 - Choose a Username for bot -> Then add hubot to Integration

Step 6 – Save the API token

Step 7 – Install node and create a directory

Step 8 – mkdir slackbot

Step 9 – sudo npm install -g yo generator-hubot

Step 10 – yo hubot

Step 11 – HUBOT_SLACK_TOKEN=Token ./bin/hubot --adapter slack

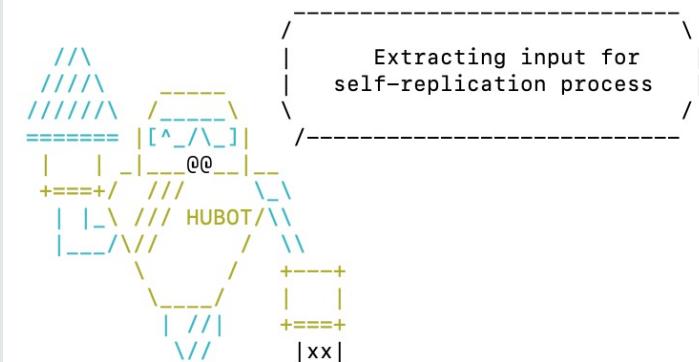
Hubot is an open source chat robot for your company that's easy to program using simple This integration will allow your Hubot instance to connect and interact with your Slack wo

Setup Instructions

Download and install the [Slack Hubot adapter](#) on a machine that has persistent acces is easiest, and there are instructions on the adapter page.

The adapter will want an API token. Set it with the following environment variable:

```
Run npm audit for details.  
[praveensingampalli@Praveen-MacBook-Air slackbot % yo hubot  
(node:1882) [DEP0128] DeprecationWarning: Invalid 'main' field in '/usr  
t it to the module author  
(Use `node --trace-deprecation ...` to show where the warning was creat  
(node:1882) [DEP0128] DeprecationWarning: Invalid 'main' field in '/usr  
t it to the module author  
(node:1882) [DEP0128] DeprecationWarning: Invalid 'main' field in '/usr  
t it to the module author
```



```
[?] Owner praveensingam1994@gmail.com  
[?] Bot name singam_bot  
[?] Description Slack bot  
[?] Bot adapter slack
```