

MODULE 9: CHATBOT PERSONALITY & KNOWLEDGE BASE

Module Objective

This module allows restaurant partners to customize the behavior, language, and knowledge of their chatbot. The goal is to ensure the chatbot aligns with the restaurant's brand and communication style – while being equipped with relevant content.

Frontend – Requirements

1. Section: Language & Tone

Field Name	Type	Description
Language	Dropdown	Available options: “German”, “English” (Default: German)
Tone (Style)	Dropdown + Textarea	Options: “Casual”, “Formal”, “Humorous”, “Professional” + Free text field
Tone Preview	Text output	Displays an example phrase based on selected tone (auto-generated)

2. Section: Knowledge Base

Field Name	Type	Description
URL to Restaurant Website	URL Field	Optional field for automatic content extraction
Custom Knowledge Base (free text)	Textarea	Free field for special facts, philosophy, service style, etc.
Import Content	Button	Starts content analysis (with optional loading indicator)

Note: If a valid restaurant website is provided, the system can automatically extract address, opening hours, and other base data. These can be directly transferred to the restaurant profile (see Developer Notes).

3. Note on Sales Level

The level of upselling intensity is defined in the “Sales Level” module.
[Go to configuration]

Backend – API & Data Model

API Endpoints:

- `GET /api/chatbot/settings` → Retrieve current personality & knowledge base
- `PUT /api/chatbot/settings` → Save chatbot settings
- `POST /api/chatbot/analyze-url` → Extract content from restaurant website

Sample JSON:

json

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```
{
  "language": "en",
  "tone": {
    "preset": "casual",
    "custom": "Use a friendly, relaxed tone with a touch of local charm."
  },
  "knowledge_base": {
    "url": "https://www.ristorante-la-famiglia.de",
    "custom_text": "We focus on fresh Italian cuisine with homemade pasta and a family-style atmosphere."
  }
}
```

Developer Notes

- Language selection applies to all system labels, backend interface, and chatbot dialogs
- Tone preview is generated using GPT based on selected and custom inputs
- If a website URL is provided:
 - Use scraper or OpenAI embedding model for analysis
 - Extract only relevant sections (philosophy, menu, team, events)
 - **New Recommendation:** Also attempt to extract and auto-fill the following fields:
 - Address (street, ZIP, city)
 - Phone number
 - Email address
 - Opening hours (incl. closed days)
 - If found: Prompt user to confirm automatic import into the restaurant profile (Module 2). This reinforces the impression of an intelligent and high-quality system.

- On save:
 - Empty fields are allowed, but show hint: "Incomplete knowledge base"
 - Optional: Validate provided URL (HTTP status 200 + non-empty content)
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Example Display:

Tone: Casual (customized)

"Hey there! Great to have you. Craving something delicious?"

Language: English

Knowledge Base: URL + custom text recognized