WhatsApp AI Agent

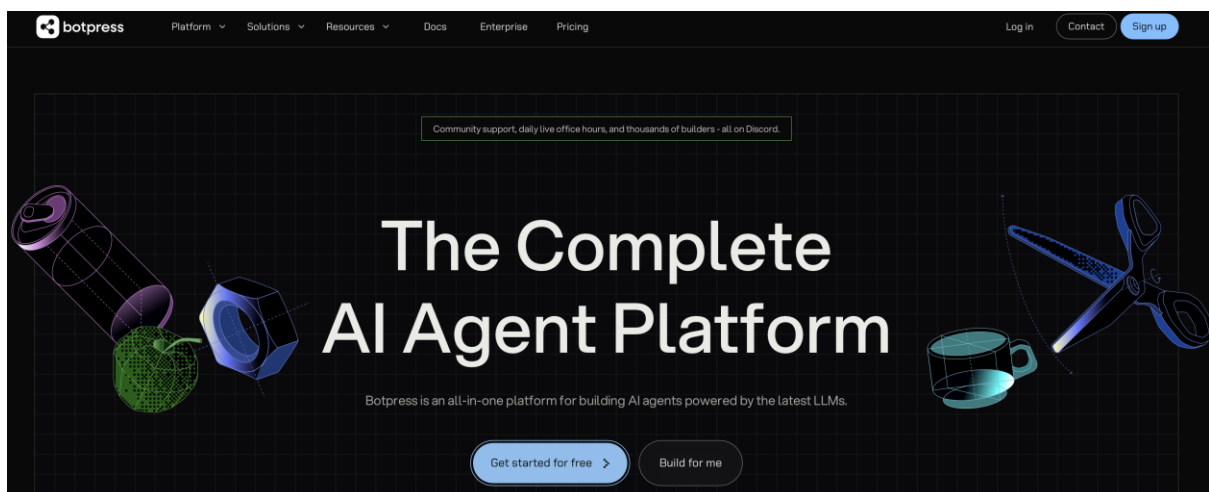**AI Agent for Automated Query Resolution and Customer Support**

The AI agent is designed to intelligently respond to user queries by leveraging a pre-defined knowledge base, which can include documents, web pages, or any other structured or unstructured content. It begins by comprehensively reading and understanding the information provided within this knowledge base. Once trained on the source material, the agent is capable of delivering accurate and context-aware responses to user questions.

The system can be seamlessly integrated with communication platforms such as WhatsApp, where it listens to incoming queries in real time and generates appropriate responses. This makes it a highly effective solution for a range of use cases including:

- **Customer Support**: Instantly resolving customer queries without human intervention.
- **Troubleshooting Assistance**: Providing step-by-step guidance based on technical manuals or help documents.
- **Appointment Booking**: Managing scheduling and confirmations through conversational interaction.
- **General Query Handling**: Addressing FAQs and providing personalized responses.

By automating routine interactions and providing instant, reliable answers, the AI agent significantly enhances user experience, reduces operational costs, and improves efficiency across support and service channels.

Step-1: Visit the website https://botpress.com.

Step-2: Signup with your gmail

Get Started

Sign up with Github

Sign up with Google

Sign up with Microsoft

Sign up with LinkedIn

Sign up with Facebook

Email

Password

Sign up with Email

Already have an account ? Login

By signing up, you agree to our Privacy policy and our Terms and Conditions.

Step-3: You will land up on the page given below.

Dr. Avinash Kumar Singh's Workspace
Workspace profile not set. To edit go to settings

≡ Bots

Find a bot   + Create Bot

🐾 Friday   ✎ ⋮

⚡ ⊕ 12 ⚠ 0   Deployed 1 month ago

+ Create Bot

Usages

Bot Count
1 of 1

File Storage
9.7 MB of 100 MB

View all usages

Recent changes

D 1 month ago
updated the bot information of **Friday**

D 1 month ago
published a bot named **Friday**

Step-4: Click on create bot, you will find the interface as shown below.

Create New Bot

Botpress will create an AI agent tailored to your knowledge and use case.
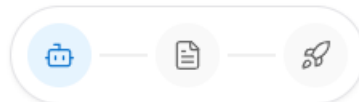
Choose an agent
This will configure how your bot behaves

Customer Support
Resolve issues and guide users

Brand AI Assistant
Help customers with brand-related queries

Product Recommendation
Make relevant suggestions from a catalog

Other
Define a custom behavior

Step-5: Select Customer Support as shown above, you will end with the page shown below.

Whatever the sources that you want to provide as the knowledge source that the system would refer while answering the queries can be selected and provided here.

For example, I want to create the AI agent that would help answer queries about my experiences, skills, afflictions and availability for AI consultancy or corporate trainings. I am going to provide the documents such as my corporate training profile and the CV.

Step-6: Click Next to find the summary of the knowledge sources.

Customer Support
Resolve issues and guide users

Knowledge Base

🗋 Files		2
🔗 URLs		0
🖹 Text Content		No

🚀 **Create agent**

Step-7: Click on create agent

Knowledge Base
Add content for your bot to learn from

🔗 Websites (0)   ⬆ **Files (2)**   🖹 Text

Drag 'n' drop files here, or click to select
702.21 KB / 2 MB used. You will be able to add more later.

Uploading Files:

🗋 **Avinash-CV.pdf**
170.25 KB   Uploaded 🗑

🗋 **Corporate Trainer Profile.docx**
531.96 KB   Uploaded 🗑

The system would take sometime to process the files and deploying the agent.

Customer Support
Resolve issues and guide users

Knowledge Base

📄 Files	2
🔗 URLs	0
📄 Text Content	No

Deployment Progress   25%

Preparing bot for indexing...

✓ Installing integrations

↻ Indexing knowledge sources

— Updating configuration

— Publishing bot

🚀 **Deploying...**

Step-8: Once the bot is deployed you will find the below page. Click on Advance to connect it to the WhatsApp.

Talk to your personalized AI agent.

### What to do next   ▶ Watch a quick guide

Share
Send a link to your bot   →

Style
Customize your bot's appearance   →

Embed
Add your bot to your website or app   →

Advanced
Build custom workflows and analytics   →

Step-9: Connect AI agent with WhatsApp

Under the communication section, select WhatsApp

💬 Communication Channels ⑦

Webchat
Last invoked - 23 seconds ago

Slack   Telegram   Whatsapp   Messenger   Instagram   ⋯ More

Step-10; Click on install integration and further test your agent on WhatsApp

The system would ask for the **confirmation**, confirm it and then it would show you the QR code. Scan it and talk to your agent.

Follow these steps on your computer or mobile device

STEP 1 — Scan the QR code with your phone's camera or go to:

`https://api.whatsapp.com/send?phon…`

STEP 2 — Send the linking code:

`76NEKH`

STEP 3 — Your agent is now ready to be tested on WhatsApp!

Say "Hi"