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Chatbot Interfaces

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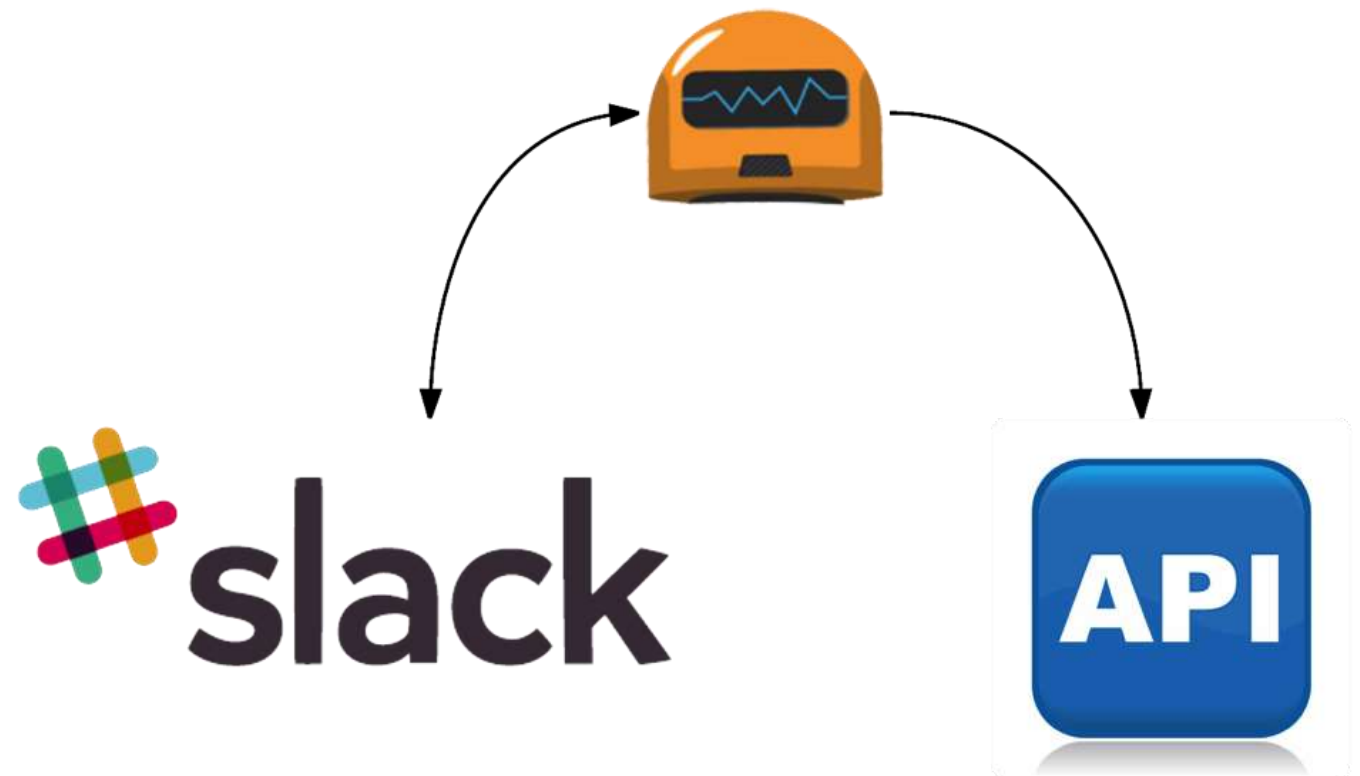
Senior Technical Architect

Web Engineering

What is a chatbot?

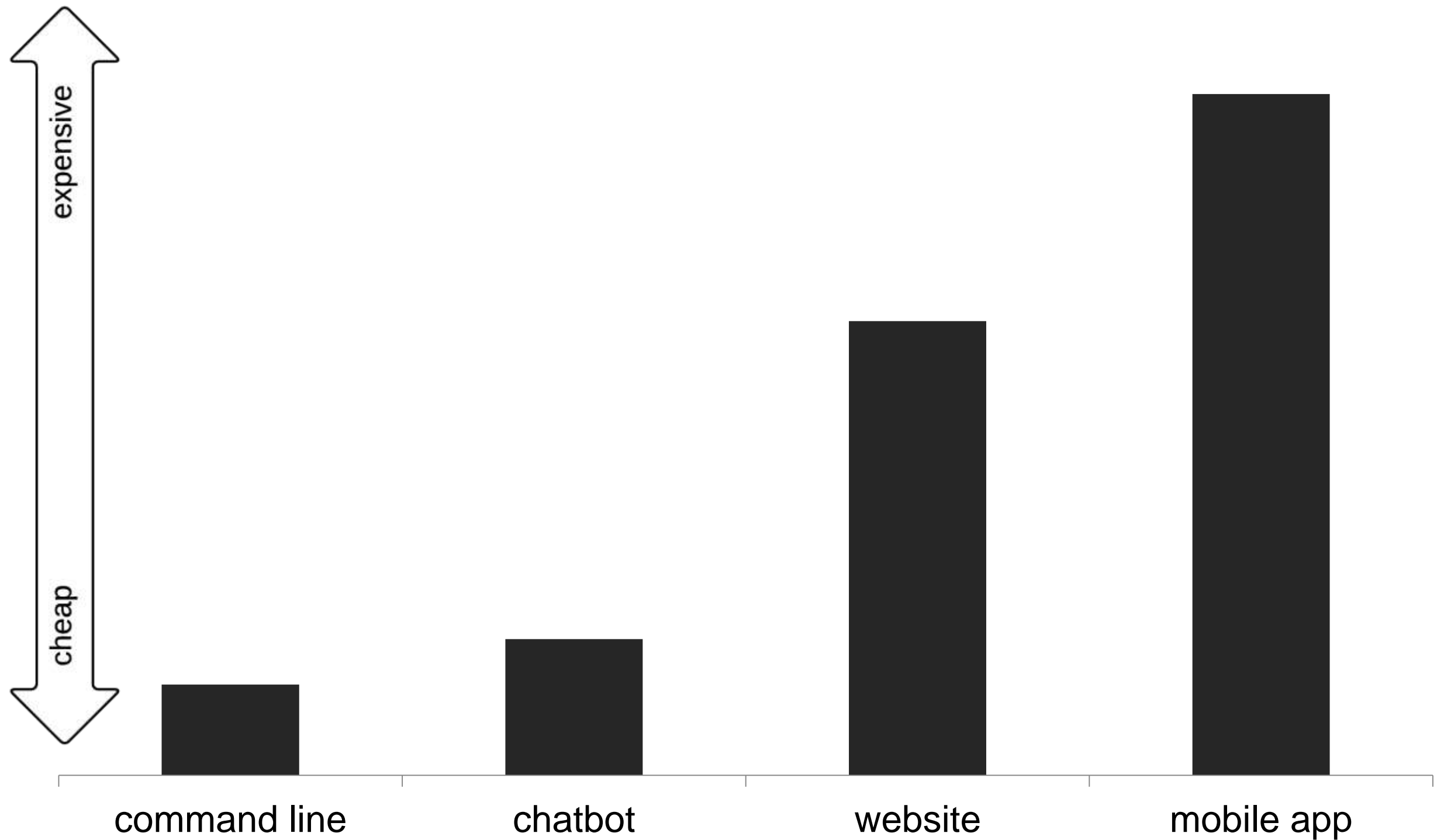
Chatbot 101

- Listens in chat room
- Takes action
- Returns results

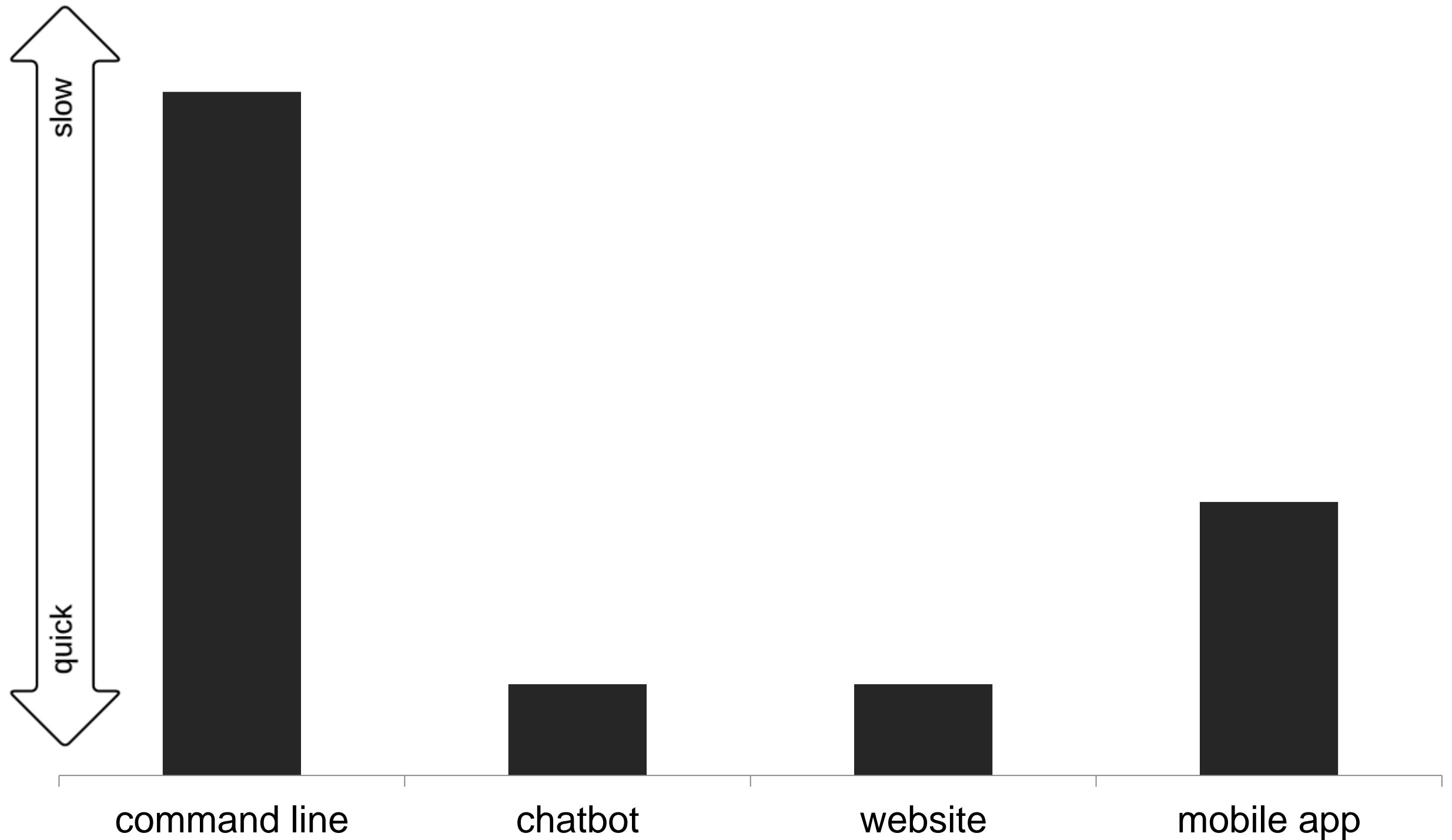


Why use chatbots?

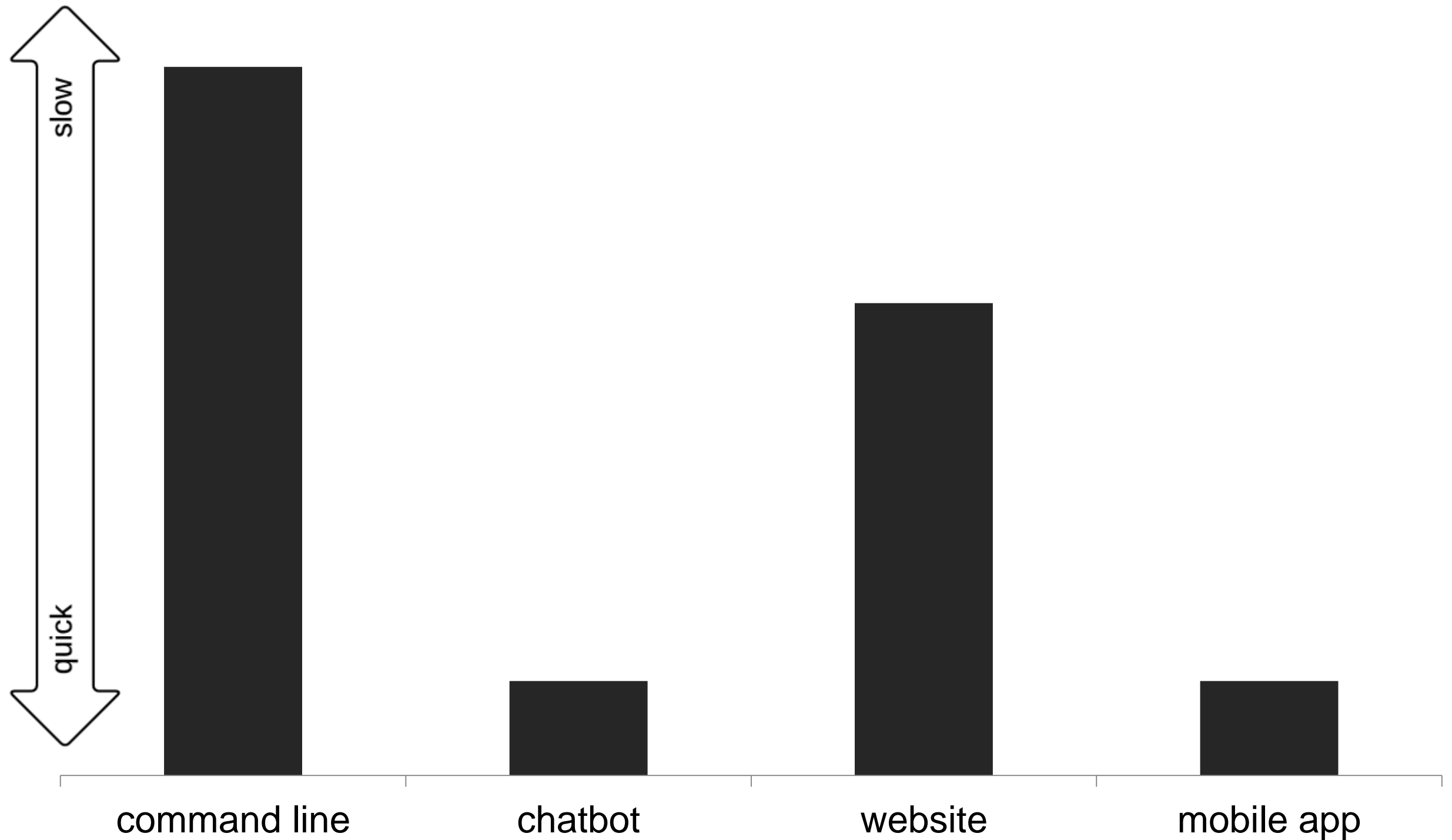
Development cost



Deploying updates

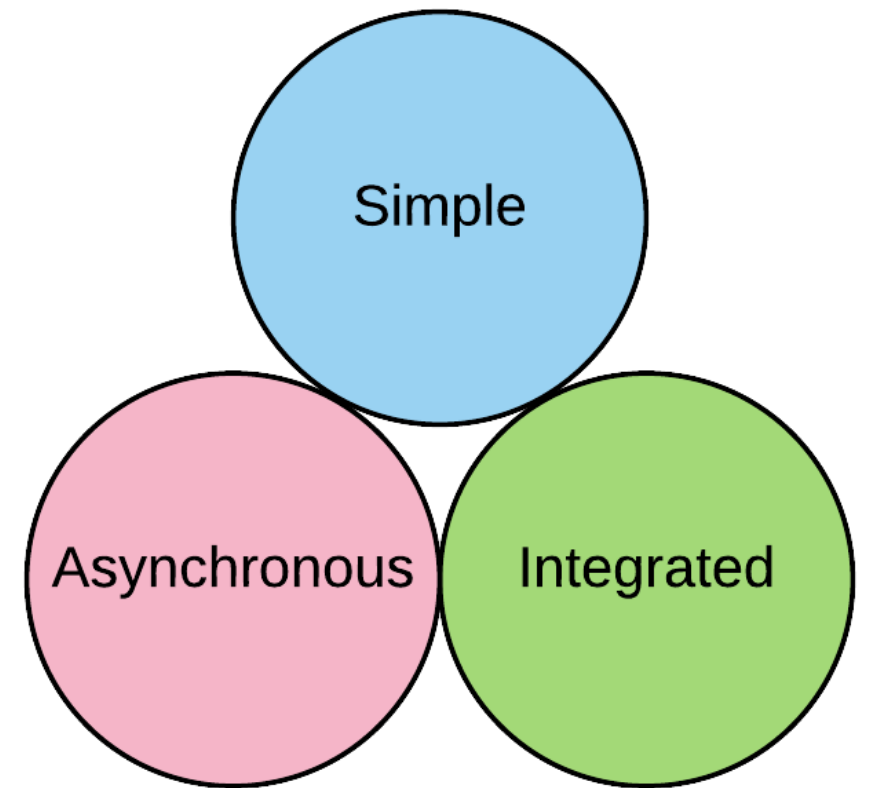


Push notifications



Chatbot advantages

- Simple to develop
- Asynchronous notifications
- Integrates with team



How do I build a chatbot?

Chatbot design

- Define a grammar
- Take action
- Return results

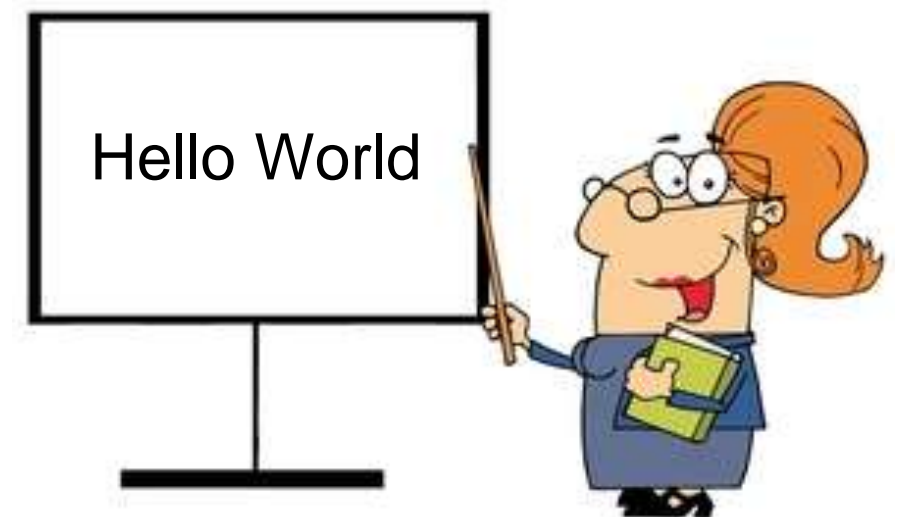


Define a grammar

<Action> <Type> <Parameters>

deploy app rutabaga

show cluster alpine



Take action

me: deploy app rutabaga

>POST <http://api/deploy?app=rutabaga>



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Return results

me: deploy app rutabaga

>POST <http://api/deploy?app=rutabaga>

bot: deploying app rutabaga

bot: app rutabaga is running

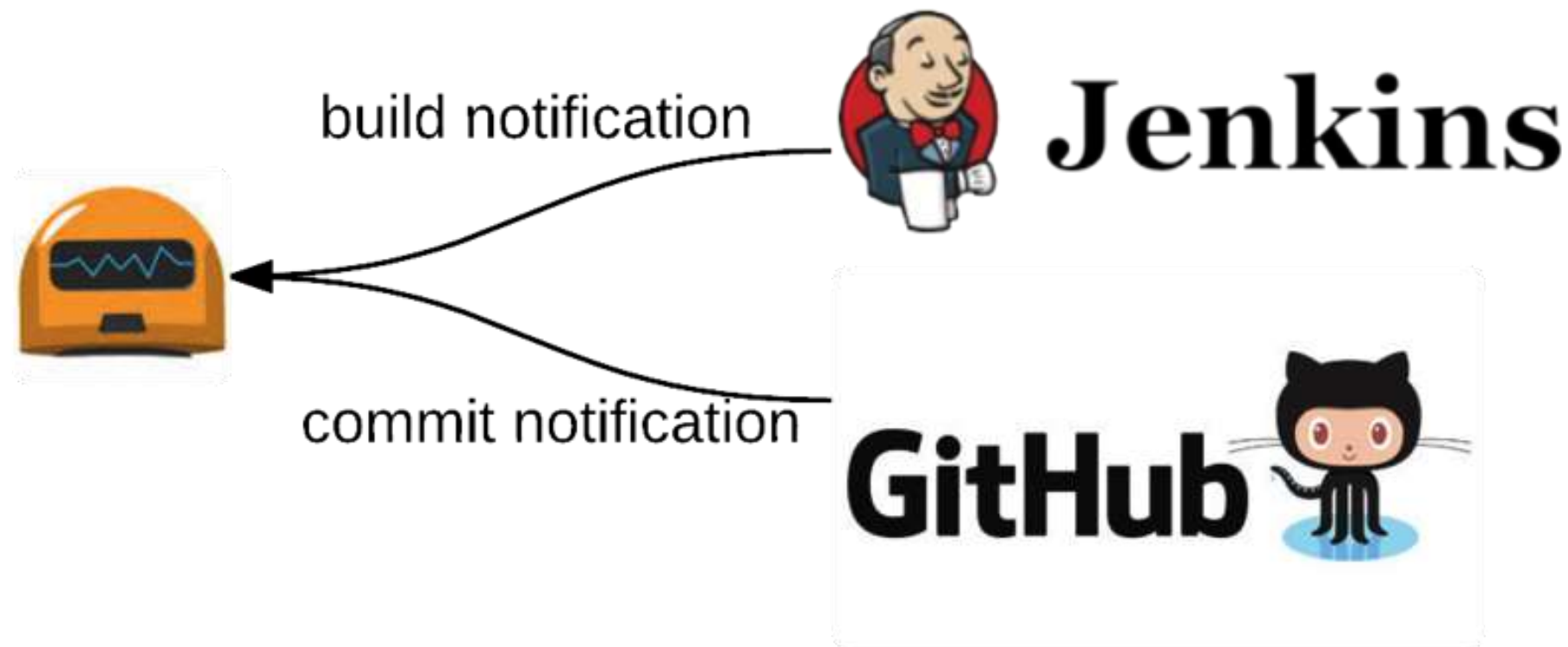


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Advanced topics

Webhooks

- POST endpoint
- Integrate non-chat system



Slash commands

- Shorter commands
- Auto completion
- POST to webhook



Security

- Define security groups
- Restrict commands
- Tokens on webhooks



Nile demo

Questions