

Sales Assistant Final Report

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Context

11/1-12/15 (Done)

- Real-time message storage and analytics
- Automatically produce daily report

12/15-1/15 (Plan)

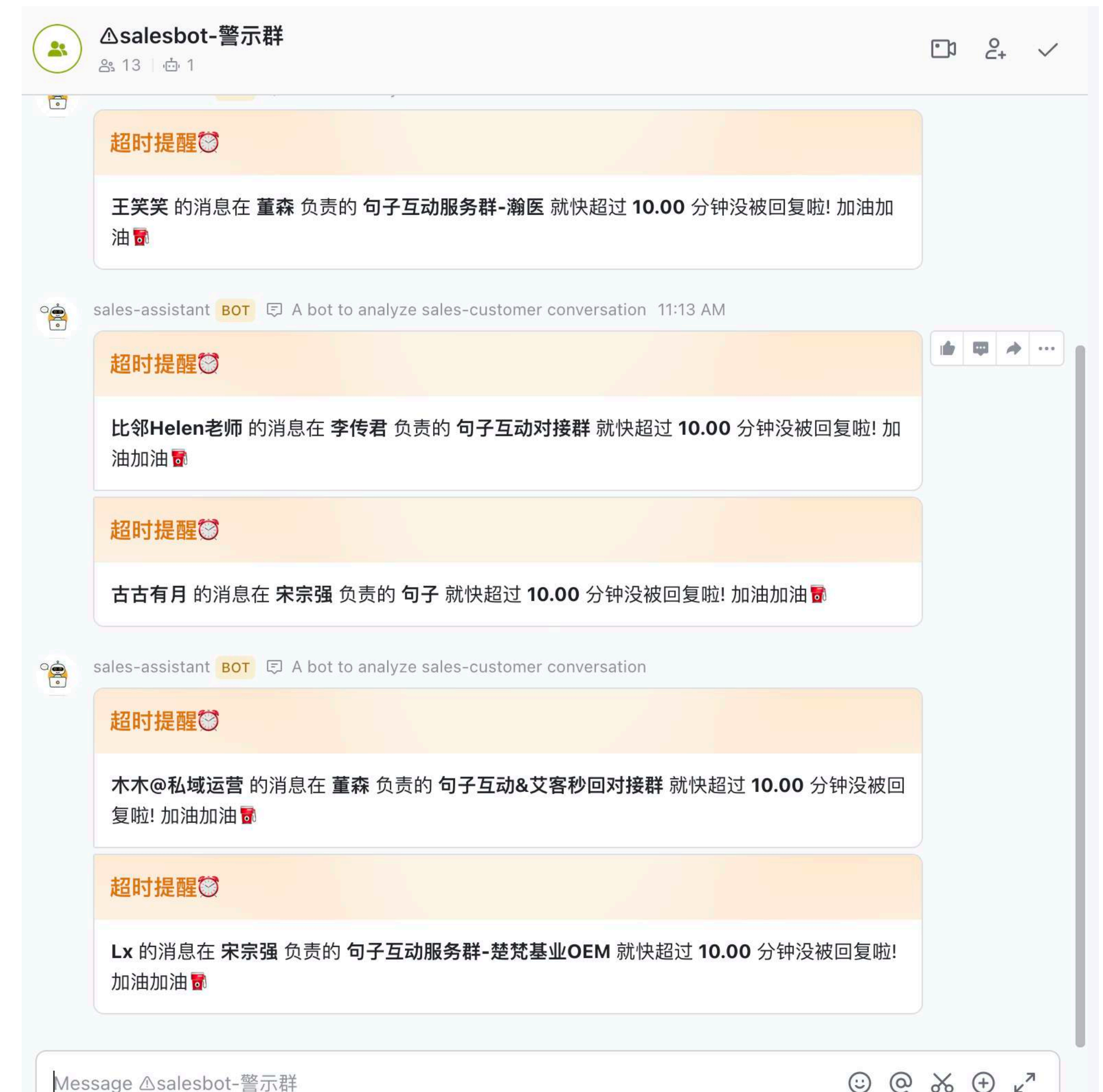
- Integration with Feishu workflow
- Dockerization and documentation

12/15-1/15 (Outcome)

- **Instant Warning** and **Daily Report** in Feishu
- **Dockerization**

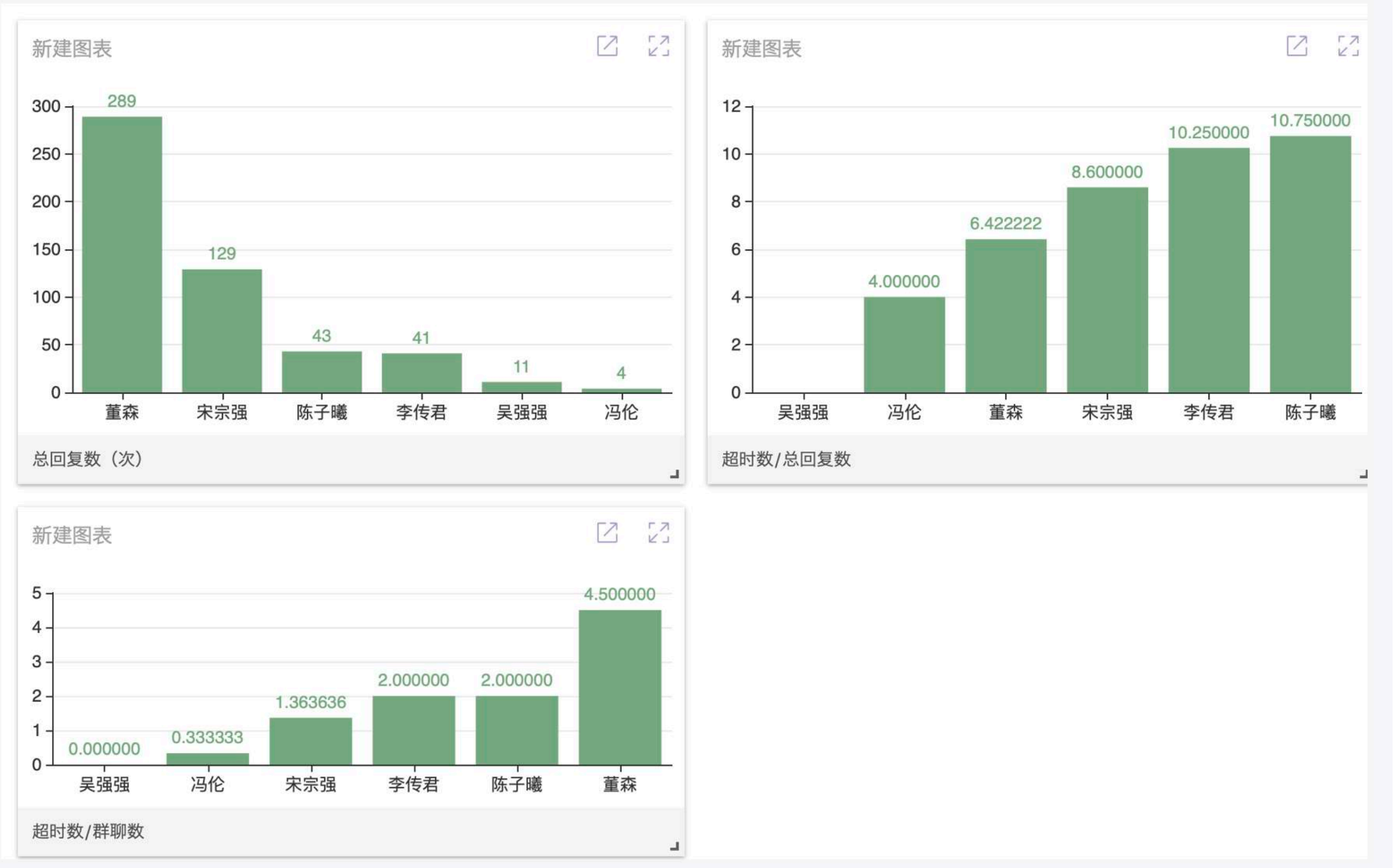
Feature: Instant Warning

- Group Channel + Individual Channel when exceed limits
- Used Feishu Card



Feature: Daily Report

- Current:
 - Send daily reports to group.
 - Visualize through **huoban** cloud
- Future:
 - Automatically Visualize through API



Feature: Dockerization

- Current:
 - Write Dockerfile to build the sales-bot
 - Write the scripts to rebuild the project when the code changes
 - Test that it can successfully restart the project

Implementation

- Feishu JS Connection
- Timer
- Dockerization

Implementation

Timer(1.5)

Implementation

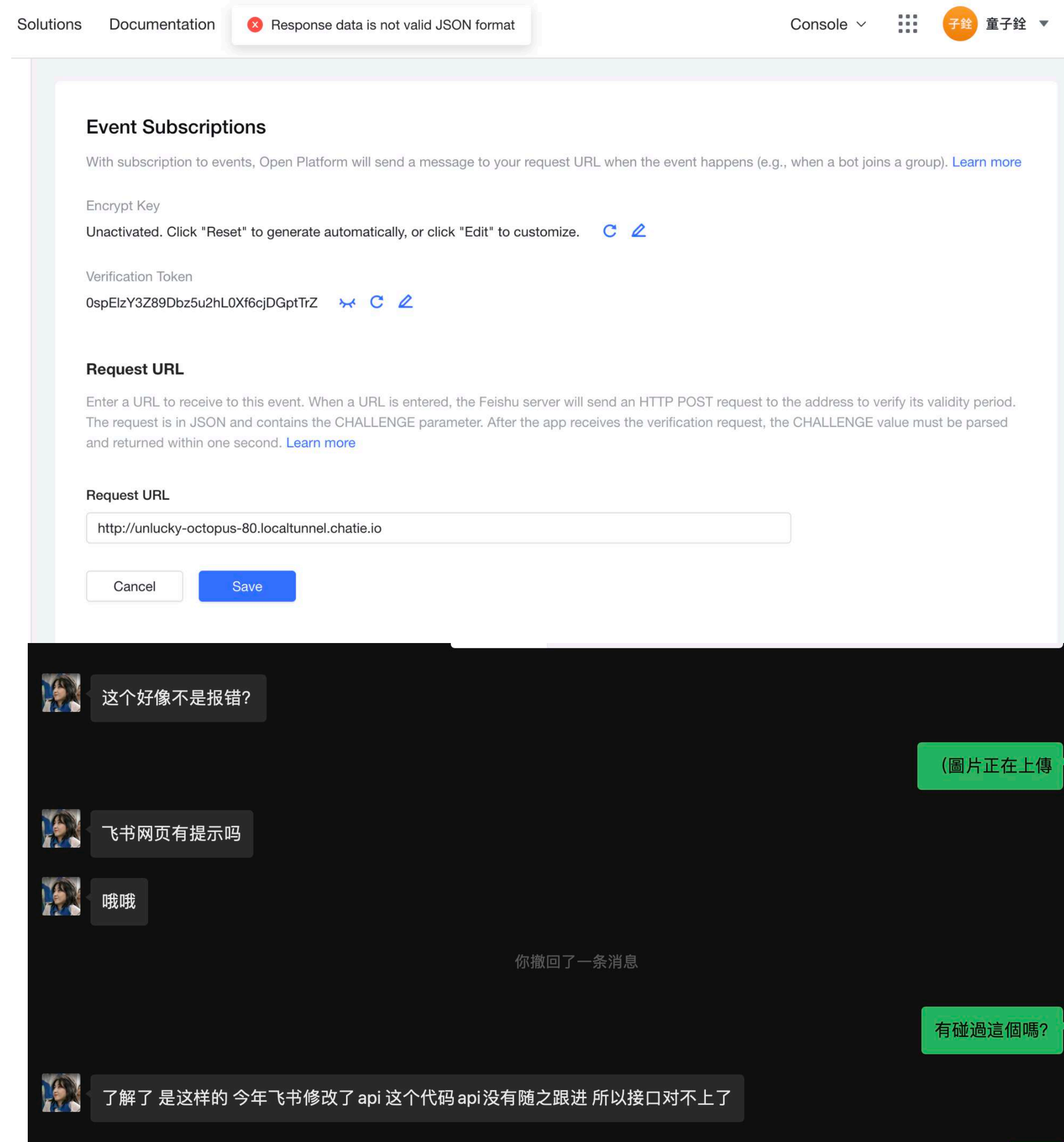
Dockerization (1.18)

- **Video**

Challenges

Feishu API

- Problem:
 - version inconsistency; wrong format; event subscription fail
- Approach:
 - Learn how to efficiently read and test API
 - Reach out to author and utilize her Feishu puppet
 - Modify and publish new version of Feishu puppet
 - Circumvented “event subscription”



Challenges

System Crash

- Problem: System crash and **cannot replicate bugs**
- Approach:
 - Catch error and send message to Feishu (still need manual restart)
 - Use forever (not succeeded, not standard)
 - Dockerization (succeeded and standardized)
- Future: apply best practice to replicate the bug

Challenges

System Crash



sales-assistant **BOT** A bot to analyze sales-customer conversation 5:48 PM

GError: from(`object`): {"gerror":{"code":13,"details":{"Received RST_STREAM with code 2 (Internal server error)","message":"13 INTERNAL: Received RST_STREAM with code 2 (Internal server error)","name":"Error","stack":"Error: 13 INTERNAL: Received RST_STREAM with code 2 (Internal server error)\\n at Object.callErrorFromStatus (/home/asd135441/sales-assistant/node_modules/@grpc/grpc-js/src/call.ts:81:24)\\n at Object.onReceiveStatus (/home/asd135441/sales-assistant/node_modules/@grpc/grpc-js/src/client.ts:577:32)\\n at Object.onReceiveStatus (/home/asd135441/sales-assistant/node_modules/@grpc/grpc-js/src/client-interceptors.ts:392:48)\\n at /home/asd135441/sales-assistant/node_modules/@grpc/grpc-js/src/call-stream.ts:299:24\\n at processTicksAndRejections (node:internal/process/task_queues:78:11)\\n"}}}

at Function.from (file:///home/asd135441/sales-assistant/node_modules/wechaty/node_modules/wechaty-puppet/node_modules/gerror/src/gerror/gerror.ts:87:15)

at WechatyImpl.emit (file:///home/asd135441/sales-assistant/node_modules/wechaty/src/wechaty.ts:760:35)

at PuppetService.<anonymous> (file:///home/asd135441/sales-assistant/node_modules/wechaty/src/wechaty.ts:496:18)

at PuppetService.emit (node:events:390:28)

at PuppetService.emit (node:domain:475:12)

at PuppetService.emit (file:///home/asd135441/sales-assistant/node_modules/wechaty/node_modules/wechaty-



Show More

超时提醒🕒

系統要掛掉了QQ

Challenges

System Crash

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Challenges

Complex Sales Workflow

- Assertion: Every group needs to have sales-assistant and have only 1 sales
- Problem: difficult to check whether the conditions meet
- Approach:
 - Analyze: SDR(Sales Development Representative) find **clues** and create group
 - Set responsibility: SDR maintain the assertion and sales take care

Having an efficient meeting with 祥宇

- Case: discuss the sales workflow; the meeting structure is uncertain
- Collaboratively prepare the meeting materials for 15 minutes
- Talk about our thoughts based on docs
- Clarification, discuss, and record them
- Be careful to control time during extra topics
- Plan actions, deadlines, and next-meeting time



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2021-01-13(周四) 15:30 - 17:00 CST

本次议题：销售群内机器人的使用需求

1. 摘要

- a. 机器人的能力边界
- b. 目前销售流程的机器人需求
- c. 下一步计划

2. 机器人的能力边界

- a. 目前机器人实现了哪些功能?
 - i. 在群内实现了10分钟未应答客户信息的报警
 - 1. 判断逻辑
 - 2. 实现效果
 - a. 在销售管理群内所有人可以共同监督销售在群内的应答情况
 - b. 是否可以根据客户的回复情况做逻辑判断
 - i. 比如客户说“好的”的时候实际上是不需要回复的
 - ii. 在群内实现了可以判断群内无销售的报警
 - 1. 判断逻辑
 - a. 對於每一個 bot 所在的群，搜索唯一的銷售，作為此群的代表銷售。
 - 2. 实现效果
 - a. 当群内无有效销售，显示“未有销售”的字段
- b. 機器人邏輯介紹
 - i. 總體功能流程：拉群 -> 紀錄企微信息 -> 將消息存入數據庫 -> 根據指標分析消息（如超時x

八鐘） 一 日二八折件四

Video Structure