

23. Chat Bot

The screenshot shows a 'CHAT BOT' management interface. At the top, there are three summary cards: 'TOTAL MESSAGES' (value 3), 'STANDARD LANGUAGE' (value EN), and 'TOTAL CHANGES' (value 3). Below these is a form to 'Add Bot Message' with fields for 'Keyword', 'Available Chat Widgets', 'Department', 'Language', and 'Answer'. To the right is a table of 'Bot Messages' with columns for '#', 'Keyword', and 'Answer'. The table contains three entries, with the first one highlighted. A second table below it shows a list of keywords and their corresponding answers.

#	Keyword	Answer
3	sunshine	I fire when someone sends the message with the keyword "Sunshine sunny here at the moment and 24 degrees celsius.
2	*	I have a * that means I always answer if I don't know what to say el Keywords for further help: Products, HelpDesk 3, Chat Bot, Weather,
1	hello,hi,good day,good evening,good afternoon	Hi %client%, I'm Bot the friendly automated service that can help yr is able to pick up your chat.

#	Keyword	Answer
1	hello,hi,good day,good evening,good afternoon	Hi %client%, I'm Bot the friendly automated service that can help yr is able to pick up your chat.

1

As usual you will find the statistics on top of the Chat Bot view.

2

Add new chat bot messages with the provided form. More information about the chat bot can be found here: <https://www.jakweb.ch/faq/a/257/live-chat-bot>

3

All Chat Bot messages are listed in the table on the right.

4

Clicking on the keywords will bring you to the edit chat bot message view.