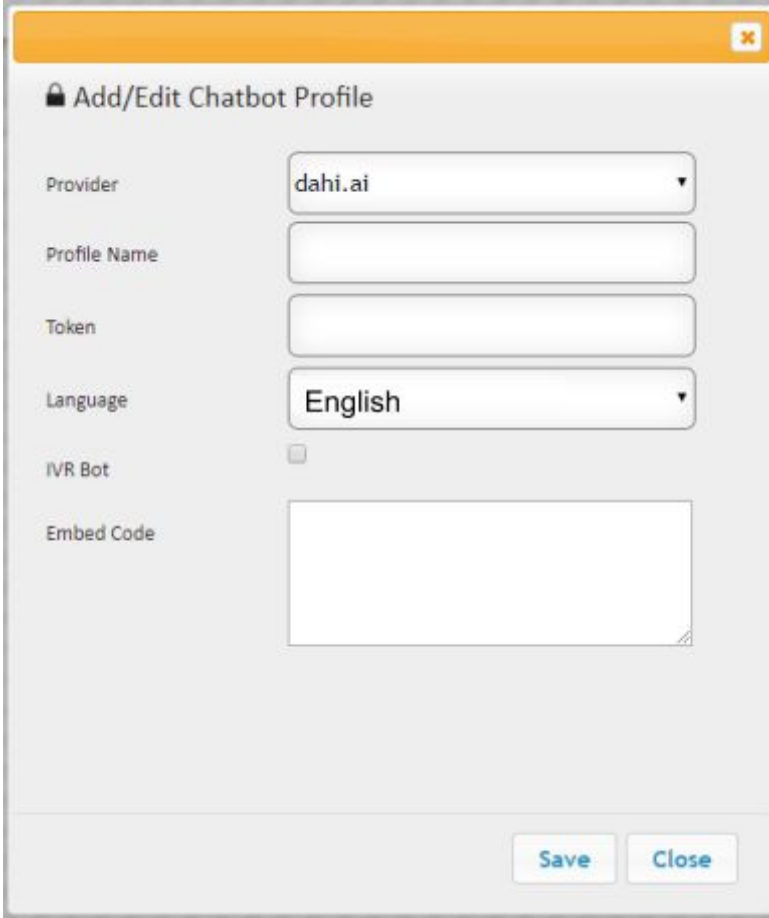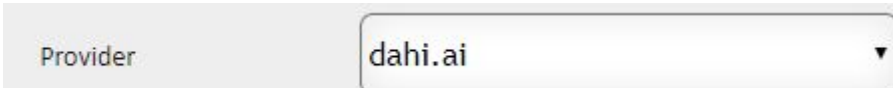# Chatbot

A chatbot is a software application which regulates online chat conversations through the use of texts or texts to speech instead of providing direct contact with a live human agent.
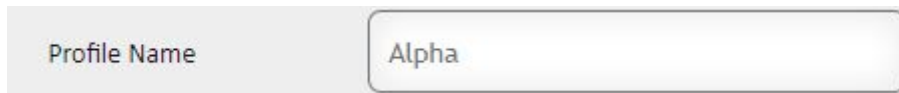
Creating a chatbot

1. Click the new button, , located in the top right corner of the contact screen; the following pop-up screen will appear below:

2. Click the "Provider" input box, a dropdown list of available providers will appear, select the desired provider (Provıders are set up by the Call Center Studio Development Team). An example is shown below.

3. Click the "Profile Name" input box, type the desired profile name of the chatbot; an example is shown below:
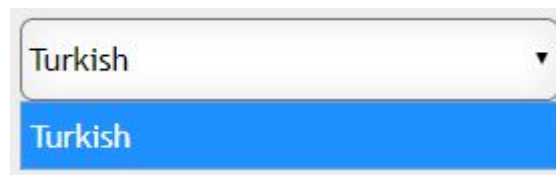

4. Click the "Token" input box, type the desired token of the chatbot, an example is shown below:
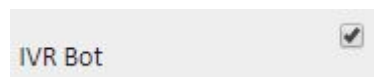
5. Click the "Language layout," a dropdown menu will appear showing the various languages available to choose from, as shown below:

6. Click the "IVR Bot" checkbox if desired, as shown below:

Note: the IVR bot, also known as interactive bot response, is a telephony technology that can read a combination of touch-tone and voice input.

7. No input has to be made in the embedded code field, used in certain situations exclusively by the assigned Call Center Studio Project Manager.

Embed Code

8. Once the desired changes have been completed, the information can be saved by clicking the 'Save" button, **Save** , the following pop-up box will appear:

100%
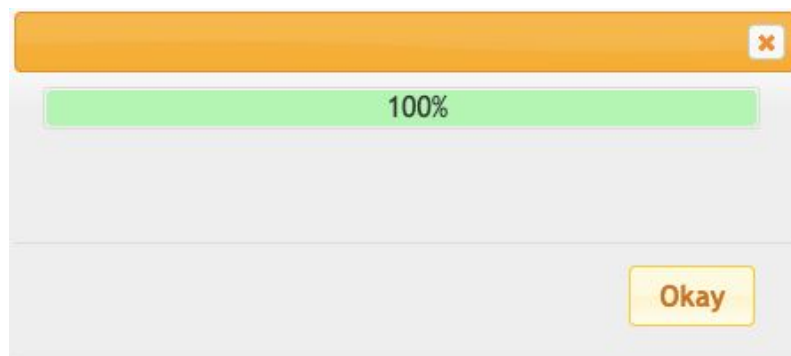
Okay

9. Click the "Okay" button, **Okay** , to confirm the changes.

Deleting Chatbot

1. From the chatbot list, click the delete button, , for the desired chatbot. When the

    delete button is clicked the following pop-up will appear:
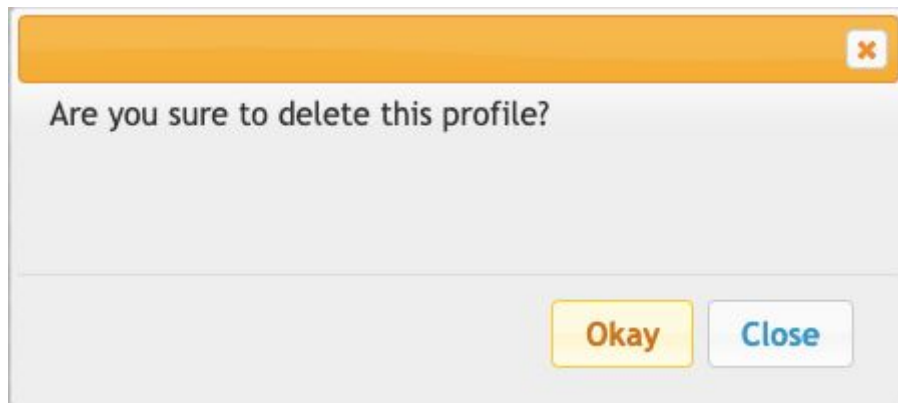
●   *Selecting the "Close" button,* *, will cancel the deletion.*

●   *Selecting the "Okay" button,* *, will confirm the deletion.*

2. Confirm the deletion by clicking the "Okay" button, .

Testing Chatbot

1. From the chatbot list, click the test button, , for the desired chatbot. When the test button is clicked the following pop-up will appear:
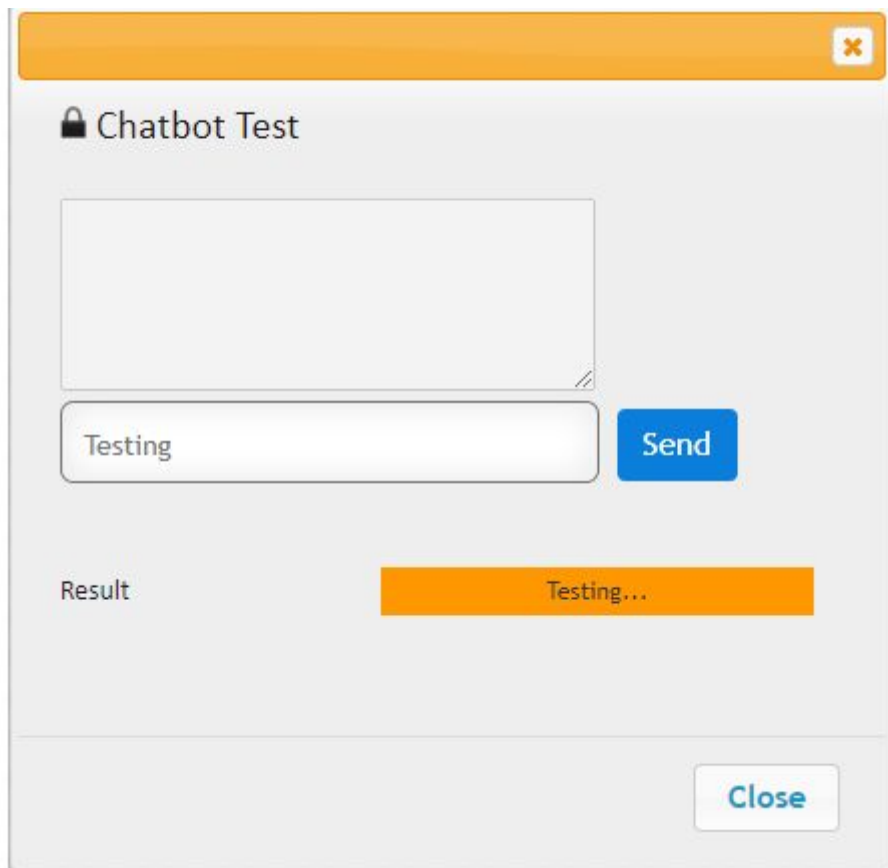

2. What for the result of the test, if positive, the chatbot is ready to use. If negative, please contact Call Center Studio Project Manager for further instructions.