

Introduction to the Bot Libre Bot Platform

Section 1: Bots



What are bots?

- A bot is a program that automates a task
- A chatbot automates natural language chat with a person
- Bot Libre provides a platform for creating, training, and hosting bots
- Bot Libre supports bots for the web, mobile, and social media
 (Facebook, Twitter, Telegram, Skype, Kik, Slack, WeChat, SMS, email,
 and more)

Why bots? Why now?

- Chat and chatbots is a new application paradigm replacing mobile and web
- Chat lets you engage your customers everywhere, on web, mobile, social media, and on the Internet of things
- Mobile and IOT provide an ideal platform for chat (small screen, no keyboard, non-technical users)
- Businesses need to interact with their clients/users on social media
- Most social media platforms provide a chat application interface

How to create a bot

Bot Libre lets you create a bot without any programming required

- Sign Up on <u>botlibre.com</u> (free) or <u>botlibre.biz</u> (commercial)
- Click on Create to create a bot
- Enter the bot's name, category
- Choose a template to create your bot from (choose service_template for a business bot)
- See <u>tutorial</u> or watch <u>video</u>

Hands On

Create your own user account and bot on botlibre.com or botlibre.biz

- Sign Up (user, password, email)
- On botlibre.biz enter your Workspace name (select free trial)
- Create bot (click on "Create" or "New Bot")
- Choose correct template ("service template")
- Choose category ("Misc")
- On botlibre.biz your bots are automatically created in a private workspace
- On botlibre.com select "private" so other users cannot access your bot

Section 2: Training & NLP

NLP - Natural Language Processing

Natural Language Processing or NLP defines how a bot understands and processes natural human language (i.e. English, French, Chinese)

Bot Libre is a hybrid platform and supports several NLP mechanisms

- Responses use a heuristic matching algorithm
- AIML uses pattern matching
- Self uses state machines as well as patterns, and functions

Training

Bot Libre supports several ways to train your bot's responses

- Import response list files, or add responses from the bot's Training & Chat Log page
- Import AIML files, or create AIML from the bot's Scripts page
- Import Self files, or create Self scripts from the bot's Scripts page

Responses

Responses provide the easiest and best way to train your bot

- No programming is required
- Simply enter the user's question and the bot's response
- The bot will automatically use the response when the user asks the question, or similar questions
- Add keywords, required words, topics, previous and other metadata to improve when and it what context the bot uses the response

Greetings & Default Responses

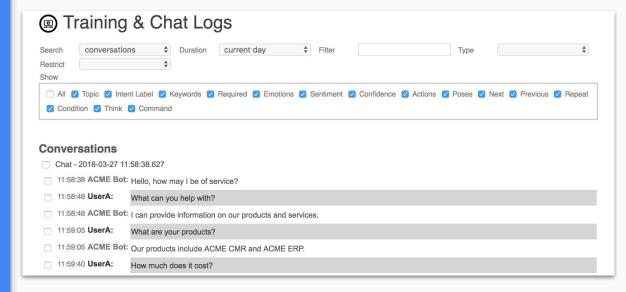
There a few **special** types of responses

- A greeting is the first response the bot will use in a new conversation
- The bot will use its default response when it does not know a good response for the user's question

Training & Chat Logs

The bot's Training & Chat Logs page let you create, edit, and browse your bot's responses.

- Browse conversation
- Correct bot's responses
- Add responses
- Browse and edit responses
- Add greetings and default responses
- Import and export response lists



Hands On

Add a greeting, default response, and a couple new responses to your bot

- Go to your bot's "Admin Console" (gear button)
- Click on its "Training & Chat Logs" page
- Click "Add new greet", enter "Hello world!"
- Click "Home", click "Add a default response", enter "Sorry, I did not understand."
 Click "Home", click "Add a response" or click green +
- Enter a question and response ("what is the answer to life and the universe?", "42")
- Click on "Chat" to test your bot

Section 3: Conversations

Conversations

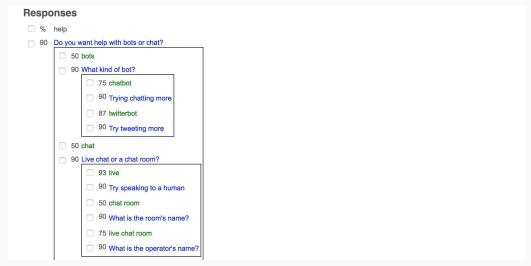
Responses can be grouped together with context to form conversations

- A conversation tree can be defined using a response's next question
- Conversation trees are the best way to define conversations, but you can also use previous and topic
- You can define a previous in a response to have it only used in the context of the bot's previous response
- You can define a topic in a response to have it only used if the topic is active

Conversation Trees

Use the response **next** to define a conversation tree to allow the bot to ask a series of related questions

- Easily define follow-up next questions to a response
- The conversation tree is isolated, the bot will only consider the next questions
- Use patterns and think elements to process data



Previous

A response **previous** ensures the response is only used in the context of the bot's previous response

- Previous lets you define context specific responses
- The previous is the bot's previous response
- Previous is not isolated like next, the bot will use other responses if they are better matches to the user's input
- A response previous can be required or optional

Topics

A response topic ensures the response is only used in the context of that conversation topic

- Topics lets you define context specific responses
- A conversation has an active topic
- A topic can be required, optional, or isolated
- Optional topics do not require the topic be active, and set the topic as active
- Isolated topics only consider responses using that topic until the conversation topic is changed

Hands On

Create a conversation in your bot's Training & Chat Logs page using next

- Go to your bot's "Training & Chat Logs" page
- Click on "next" checkbox
- Click "Add new response", enter "joke", "Knock knock"
- Under "next" enter "who's there"
- Click on "save"
- Click the "who's there" question and edit
- Enter "Boo" as the response
- Add "boo who" as a next question
- Edit the question and enter "Don't cry" as the response.
- Edit the questions again and a #default question "Say 'Who's there?"
- Click "Chat" to test your bot

Review

What have we learned?

- Bots let you interact with your clients and users on web, mobile, social media, and IOT
- Creating a bot is easy and does not require any programming
- Bots can be trained using questions and responses
- Conversations can be given context using next, previous, and topics

"Bots are the new apps"

Write once, deploy everywhere

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