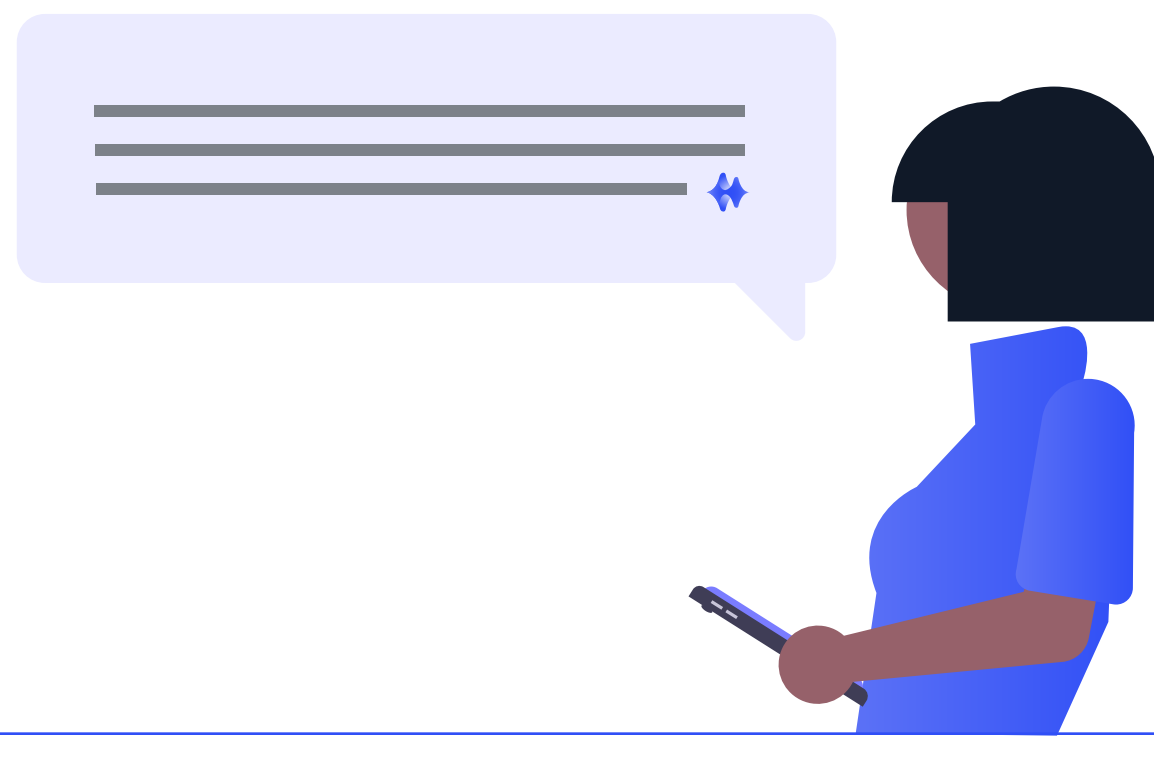




ChatGPT

For your company

Botmaker allows the use of ChatGPT and generative models for companies



Sales and customer service teams can use natural language processing to provide more accurate solutions, improving the effectiveness and efficiency of customer service. ChatGPT was trained not only to interpret human language but also to generate more natural content.

→ FOR AGENTS

Co-pilot: increase agent productivity. Botmaker Co-pilot uses proprietary and Open AI artificial intelligence models. This way, customer service agents can interact by providing more accurate and personalized responses in less time.

→ FOR CHATBOTS

Respond with ChatGPT: to transfer responses in flows for prompts that can be customized including variables, message tone, emojis, and maximum word count.

Knowledge base: to train the bot with web pages, documents, data, and previous conversations with users.

→ FOR ANALYSTS

Design flows with the help of chatGPT for content and triggers. This allows training the chatbot to give contextual responses.

Create the most frequent **flows** that can be edited according to specific requirements.

Co-pilot for agents

allows agents **to receive response suggestions** by ChatGPT in real time.

How does it work?

Co-pilot **acts as a virtual assistant for agents**, providing suggested answers generated by ChatGPT **in real time**. The chatbot can then provide more natural and personalized answers for each user without the agent having to type them manually.

How to use agent responses to use ChatGPT?

Co-pilot uses all **interactions between agents and users as training data** to improve its response suggestions. The data is based on millions of words from several different sources on the internet, such as articles, social networks, and websites. Using all this knowledge, the technology can predict the next word in a sequence based on the context of previous words, which works for both user-submitted interactions and AI-generated text.

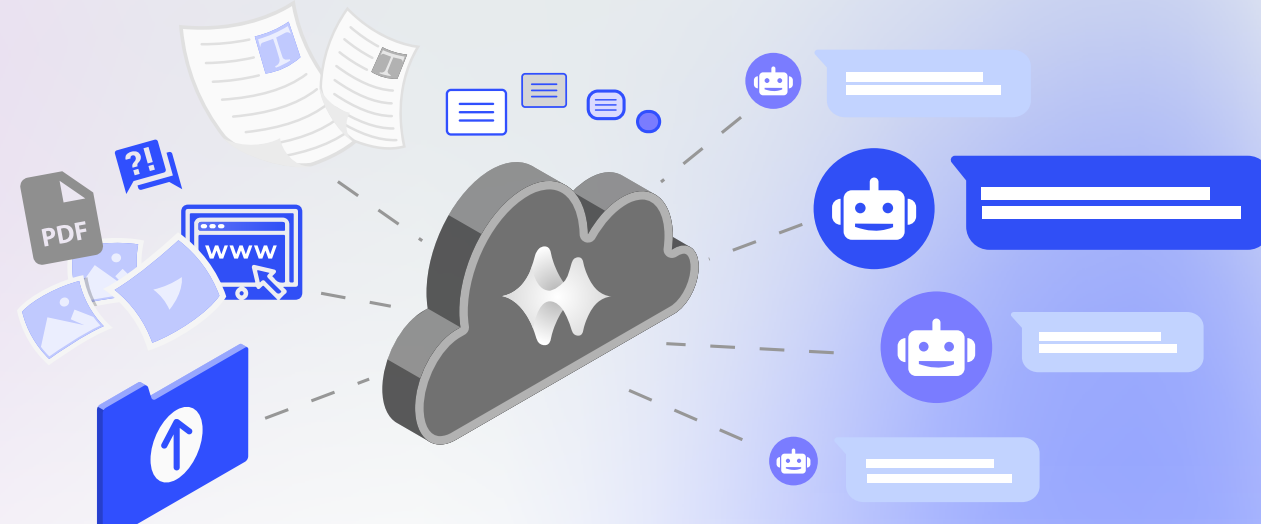
Pre-configured shortcuts

Shortcuts (or quick responses) allow agents to **send pre-configured messages quickly** during conversations with customers, improving the speed and efficiency of their responses. They are configured on the Botmaker platform from Conversations>Quick responses and stickers.

Knowledge base

With the Knowledge base feature, chatbots can be trained with **information from various sources**, such as web pages, documents, and databases of past chats.

This allows the bots to have a greater knowledge and understanding of business-relevant topics. The function of the knowledge base is to collect, organize and store information on a specific topic for use as a reference and help in problem-solving.



Note: Knowledge base is a bot training process that is performed manually per project. At the moment, it is not available as Self Serve.

Design of customized flows

Design your most important conversational flows

With **Bot Designer**, create bots and manage your conversations from flowcharts to interact with your customers. By accessing Menu>Chatbots, you will be able to choose the chatbot where you want to create your conversational flow.

Bot Designer is a **visual and collaborative interface** that allows you to automate complex interactions and interact synchronously with your team members during the creation of the conversational flow.

The integrated AI engine with natural language interpretation will assist you in creating the flow to:

- Choose an answer in case of having more than one valid answer (disambiguation flow).
- Have response options available when the bot does not understand a user's message ("when the bot does not understand" flow).

Real-time demo: test your conversation in real time and check if changes need to be made before making the final version available to your customers.

Templates: You can create your bot from templates provided by the platform by going to the Chatbots>+New Chatbot section.

What are flows in Bot Designer?

The chatbot will be in charge of responding to your users. To do this, you will have to design the **main flow**: a diagram composed of different response blocks (texts, images, actions, and conditions) that will shape the interaction with the user. You will also be able to design **alternative flows**, such as what the bot will say when it does not understand a user's message (because it was not configured for that purpose).

Once you select the chatbot in which you want to create your conversational flow, you will see **two main sections** that display a drop-down menu:

- **Chatbot:** you will be able to move through the different chatbots and select the one you want to work on its configuration.

Flow: it divides the different sections of the conversation, allowing you to define actions to be performed according to the chosen flow. There are **six flows**: main, disambiguation, when you do not understand, agents, notifications, and video calls.

Designer tools

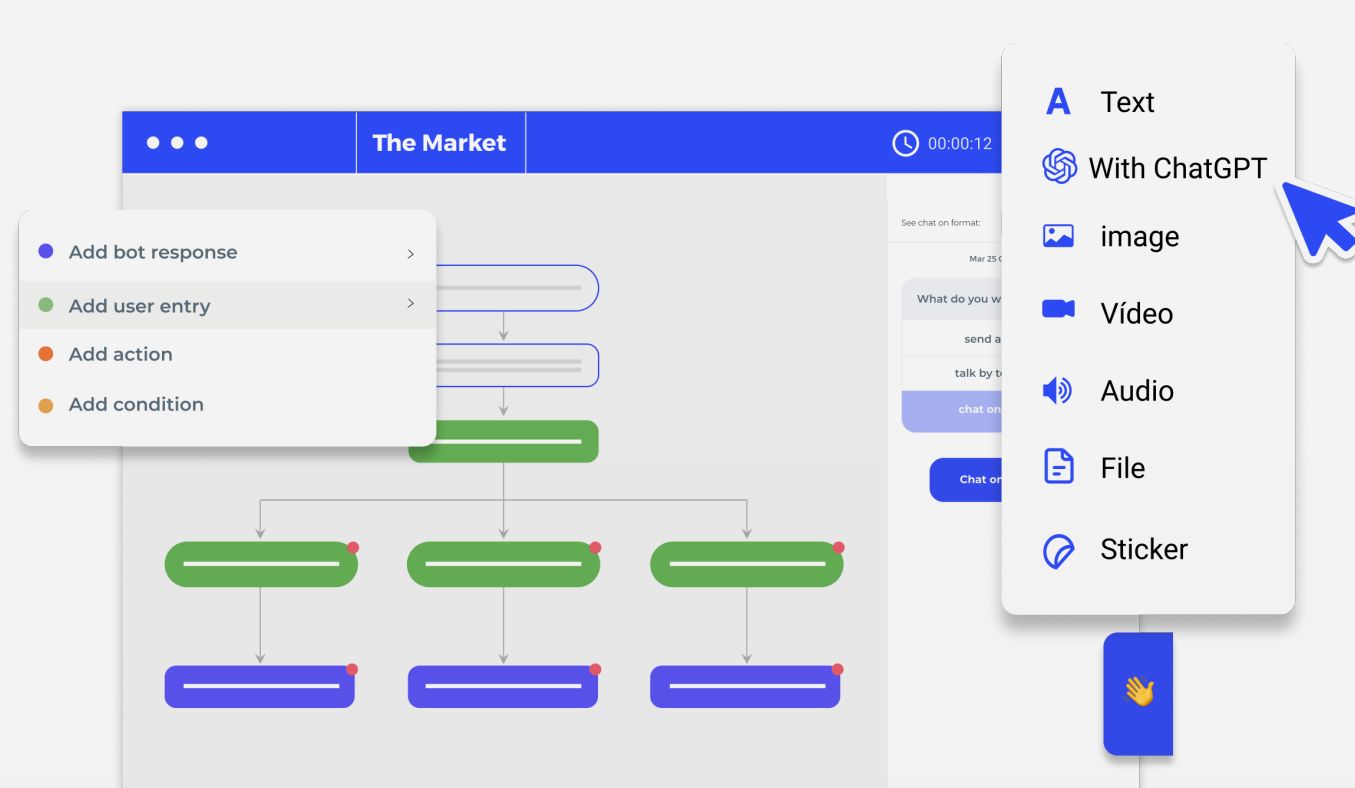
Map and zoom: to visually position yourself within the screen and to zoom in and out of the conversation as needed.

Center function: to display the conversation flow in the center of the screen.

Full screen: to display the conversation and its details.

Play: in the text boxes to display the conversation on the right side of the screen.

Trigger: it is a phrase that will activate a certain action or response, that is, it is the phrase that determines the behavior of the chatbot. Once activated, texts, buttons, and images are displayed, or a certain action is requested from the user. *For example, the trigger "Hello", will execute the start of the conversation.*

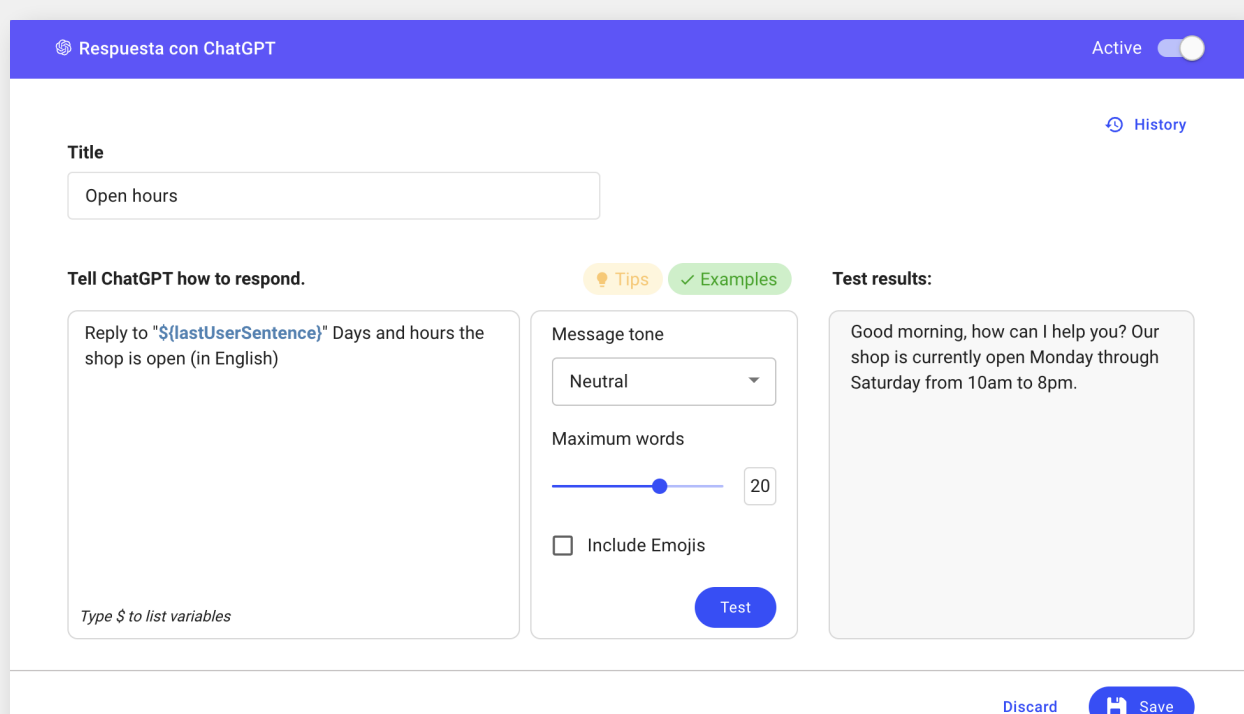


The Bot Designer interface features **interactive tools** to further facilitate the design of chatbots.

Respond with chatGPT by customizing prompts

Create automatic responses in your chatbots, optimizing resources for the creation of conversational flows through the following **features**:

- Automatic generation of responses based on prompts
- Possibility to set the message tone
- Possibility to set the maximum number of words
- Inclusion of emojis
- Use of variables



The ChatGPT **response feature allows you to provide instructions (prompts)** so that the response is tailored to your needs; for example, we will tell it to respond to the user's last message in a simple and clear way. You can also specify variables in that prompt, which will allow ChatGPT to provide a contextualized response based on previous interactions with the user. Variables can be listed by typing the \$ sign.

Test the responses the chatbot will give until they meet your needs by using the Test button you will find when selecting **Add bot response with ChatGPT**. When clicking **Save**, the next time a conversation is generated between the chatbot and the user, ChatGPT will provide contextual responses based on previous interactions with that user.