myChatBot Documentation

Installation

From your WordPress dashboard:

- Visit 'Plugins > Add New' Click on 'Upload' Click on 'Browse' button and then select 'mychatbot.zip' from file upload window
- Then click 'Install Now' button.
- The plugin will be installed within some moments.
- Then click 'Activate Plugin' link to activate the installed 'myChatBot' plugin.

Manual Installation:

- 'Upload / Copy' 'mychatbot.zip' file to your 'wp-content\plugins' folder
- Unzip the 'mychatbot-pro.zip' file
- Visit 'Plugins -> Installed Plugins' from your site dashboard
- Find 'myChatBot' in the plugins list, and activate it by clicking on 'Activate' link

Getting Started

1. GENERAL SETTINGS

- **Disable MyChatBot to load** enable this feature if you want to disable MyChatBot across the
- Skip Greetings and Show Start Menu enable this feature if you want to skip greetings and show start menu.
- Disable MyChatBot on Mobile Device enable to Disable
 MyChatBot to Load on Mobile Device
- Sound on Page Load enable to Sound on Page Load
- **Disable MyChatBot Icon Animation** enable this feature if you want to disable MyChatBot icon animation on load and click on it.
- **Disable Call Me** enable to Disable Call Me button on start.

- **Disable Send Email** enable to Disable Send Email button on start.
- **Disable MyChatBot Opening Notification** enable to don't display on MyChatBot Opening notification messages.
- Enable RTL Support for Chat Enable RTL for Chat Window
- **Override MyChatBot Icon's Position** To move MyChatBot icon and chat window on the view port of device give value in pixel.
- **MyChatBot Loading Control Options** To load MyChatBot on specific pages and area (by default YES to all).
 - Show on Home Page To show only on Home page
 - Show on Blog Posts To show on blog or articles page of WordPress.
 - Show on Pages To show on WordPress pages (by default to All Pages). if want to show on specfic pages then change radio button to Selected Pages Only and check mark on the pages and hit on the Save Settings
- Predefined Intents
- **Disable Site Search** If you enable this option the default intent site search will be hide from start menu
- **Disable Call Me** If you enable this option the default intent Call me button will be hide from start menu
- **Disable Send Email** If you enable this option the default intent Send email button will be hide from start menu
- **Disable Leave a Feedback** If you enable this option the default intent Leave a Feedback button will be hide from start menu
- **Disable FAQ** If you enable this option the default intent FAQ button will be hide
- **Disable Email Subscription** If you enable this option the default intent Email Subscription button will be hide from start menu

ICONS & THEMES

- MyChatBot Pro comes with a set of MyChatBot icons preinstalled but you can upload your own 2 agent icons and 4 different themes. You can choose any agent icon or upload your own and switch between any themes any time.
- **Upload custom Icon** To set an custom MyChatBot icon, click on upload custom icon and upload it using WordPress Media Manager

- MyChatBot Cutom Agent Image To set a Custom Agent Icon, click on upload custom Agent icon and upload it using WordPress Media Manager
- Custom Backgroud for theme 2 & theme 3 To set a Custom background checkmarck and Change the MyChatBot message board background for Theme 2 and Theme 3. and upload custom background image using WordPress Media Manager. **note : MyChatBot chat board background image's ideal size is 376px X 688px).

FAQ BUILDER

• In the faq builder section, Admin can add questions and answers by clicking on **Add More Questions and Answers** button and remove any previous questions by clicking on the red cross button.

NOTIFICATION BUILDER

- Notification message will be shown on top of the MyChatBot Icon.
- Interval between notifications (in Seconds). put the value. Click on Add button to create message and hit on the Save Settings to save messages.

LANGUAGE CENTER

- All MyChatBot responses can be controlled through Language Center. You can add multiple variations of messages for each node. They will be used randomly and give an appearance of more human like responses. It has been divided into six tabs.
- When you are done, then click on **Save Settings** button to save your settings.

INTEGRATION

Facebook

To enable Messenger application you need a <u>Facebook</u> <u>Page</u> and <u>Facebook App</u>

- To control Messanger you use
 - Enable Messenger
 - Show Messenger Icon beside MyChatBot Icon
 - Facebook App ID
 - Facebook Page ID
 - Messenger Color
 - Logged In Welcome Message
 - Logged Out Welcome Message

Skype

- Need Skype account id to enable on MyChatBot. Options are
 - Show Skype Floating Icon on MyChatBot Message Board Border
 - Skype ID

WhatsApp

Need WhatsApp Phone number to enable on MyChatBot. Find <u>WhatsApp</u> <u>phone number</u> for settings.

- Show WhatsApp Icon on MyChatBot Message Board Border
- WhatsApp Phone Number

Viber

Need Viber public account to enable on MyChatBot. <u>Create Viber public</u> <u>Account</u> for settings

- Show Viber Icon on MyChatBot Message Board Border
- Viber Account

WebLink

Need Web Link to enable on MyChatBot. Options are

- Show Website Floating Link on MyChatBot Message Board Border
- Website Url

Phone

Need Phone number to enable on MyChatBot. Options are

- Show Phone Icon on MyChatBot Message Board Border
- Phone Number

Live Chat

- Need to provide "Direct Chat Link". This is basically a integration with a third party live chat service.
 - Need to enable "Show Live Chat Icon on MyChatBot Message Board Border" to show live chat floating icon like phone, skype etc
 - You can also enable livechat as start menu button by enabling "Enable Display in Start Menu" this feature.
 - You can also change the label for the button by putting your custom lable in this field. "Livechat Button Label".
 - "Upload custom Icon" this will allow you to upload a custom icon for livechat.

RETARGETING

MyChatBot has 3 default retargeting module 1. User Exit Intent 2.Scroll Down 3. Show Message After "X" Seconds.

Global Settings for retargeting

- Hello (When available, we will use user name): You can change the greeting text "Hello". User name will be added automatically.
- Retargeting message container background color: You can change the background color for retargetting message by using this color picker. Please change the as you want but the color settings will only work for your static message. If you interested to trigger any Custom Intent or Default intent then color setting would not work.
- **Retargeting Sound:** You can play a sound when any of the 3 retargeting module has been triggered.
- Window Focus Title: Focus window with a short message appended to page title.
- **Custom Meta Title:** You can also custom meta title by useing this text field.

User Exit Intent

- Enable to show On Exit-Intent Message: If you enable this setting the exit-intent will be triggered when a user about to leave your website.
- Show only once per visit: If you enable this setting the exit-intent will be triggered only once when a user about to leave your website for first time.
- Your Message: Write your message what you want to show when a user before leaving your website.
- **Trigger a Custom Intent Instead:** You can trigger a custom intent to start a conversation instead of your message. Intent Name Must match EXACTLY as what you Added in DialogFlow. Also the intent name must be added in training phrases.
- **Trigger Email Subscription Intent Instead:** You can also trigger Email Subscription intent by click on the check box. *Please note: you cannot trigger multiple intent for exit-intent retargeting. if you enable Email subscription intent then you have to remove 'Trigger a Custom Intent Instead' field value.*

Scroll Down

- Enable to show message once user scrolls down a page: If you enable this setting the Scroll Down retargating will be triggered when a user about to scroll down to your website.
- **MyChatBot will be shown after scrolling down(percent):** You can define setting as percent. Default value is 50. That means when a user scroll down 50% then it will triggered.
- Show only once per visit: If you enable this setting the Scroll Down retargating will be triggered only once when a user about to scroll down to your website for first time.
- Your Message: Write your message what you want to show when a user scroll down on your website.
- **Trigger a Custom Intent Instead:** You can trigger a custom intent to start a conversation instead of your message. Intent Name Must match EXACTLY as what you Added in DialogFlow. Also the intent name must be added in training phrases.

• **Trigger Email Subscription Intent Instead:** You can also trigger Email Subscription intent by click on the check box. *Please note: you cannot trigger multiple intent for exit-intent retargeting. if you enable Email subscription intent then you have to remove 'Trigger a Custom Intent Instead' field value.*

Show Message After "X" Seconds

- Show message after X seconds: If you enable this setting the retargating will be triggered after x second. X mean seconds you defined in the below box.
- **MyChatBot will be opened automatically after(seconds):** Default value is 10 seconds. You can change seconds whatever you want.
- Show only once per visit: If you enable this setting the retargating will be triggered only once after X seconds .
- Your Message: Write your message what you want to show after X seconds on your website.
- **Trigger a Custom Intent Instead:** You can trigger a custom intent to start a conversation instead of your message. Intent Name Must match EXACTLY as what you Added in DialogFlow. Also the intent name must be added in training phrases.
- **Trigger Email Subscription Intent Instead:** You can also trigger Email Subscription intent by click on the check box. *Please note: you cannot trigger multiple intent for exit-intent retargeting. if you enable Email subscription intent then you have to remove 'Trigger a Custom Intent Instead' field value.*

BOT ACTIVITY HOUR

• Enable Bot Activity Hour - If enabled MyChatBot will show only during the time schedule you set below. The timezone you set from WordPress general settings will be used.

EMBED CODE

 MyChatBot Embed Code It will allow you to add your bot to another website. Copy the code & add to any page before closing the body tag. Please note that some features like retargeting will not work on embedded pages.

CUSTOM CSS

• In **Custom CSS** box Enter any custom valid CSS without any wrapping "style" tags.