



# BOT libre!

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 [botlibre.com](https://botlibre.com) (free) or [botlibre.biz](https://botlibre.biz) (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 [tutorial](#) or watch [video](#)

# Hands On

Create your own user account and bot on [botlibre.com](https://botlibre.com) or [botlibre.biz](https://botlibre.biz)

- Sign Up (user, password, email)
- On [botlibre.biz](https://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](https://botlibre.biz) your bots are automatically created in a private workspace
- On [botlibre.com](https://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 in what context the bot uses the response

# Greetings & Default Responses

There are 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

## Training & Chat Logs

Search  Duration  Filter  Type

Restrict

Show

All  Topic  Intent Label  Keywords  Required  Emotions  Sentiment  Confidence  Actions  Poses  Next  Previous  Repeat  Condition  Think  Command

### Conversations

- Chat - 2018-03-27 11:58:38.627
- 11:58:38 **ACME Bot:** Hello, how may I be of service?
- 11:58:48 **UserA:** What can you help with?
- 11:58:48 **ACME Bot:** I can provide information on our products and services.
- 11:59:05 **UserA:** What are your products?
- 11:59:05 **ACME Bot:** Our products include ACME CMR and ACME ERP.
- 11:59:40 **UserA:** How much does it cost?

# 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

## Responses

- % help
- 90 Do you want help with bots or chat?
  - 50 bots
    - 75 chatbot
    - 90 Trying chatting more
    - 87 twitterbot
    - 90 Try tweeting more
  - 50 chat
    - 90 Live chat or a chat room?
      - 93 live
      - 90 Try speaking to a human
      - 50 chat room
      - 90 What is the room's name?
      - 75 live chat room
      - 90 What is the operator's name?



# 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 add 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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