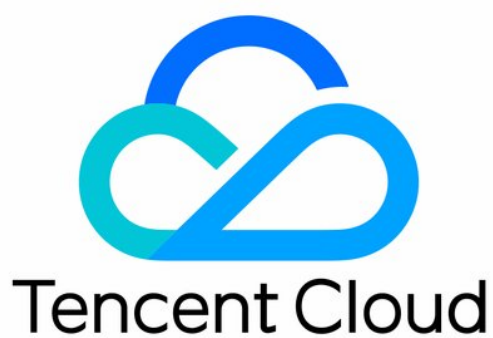


# **Chat**

## **AI Chatbot**

### **Product Documentation**



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# AI Chatbot

## Get started

Last updated : 2024-02-19 14:34:33

AI Chatbot, powered by Tencent Cloud's cutting-edge artificial intelligence technology, accomplishes intelligent Q&A for FAQs, small talk, data operation dashboards, among other functions. With Tencent Cloud Chat, you can swiftly develop chatbots interacting cross-platform and terminals. Moreover, by incorporating [Desk](#), a smart customer service combining human intelligence and machine capabilities can be further realized.

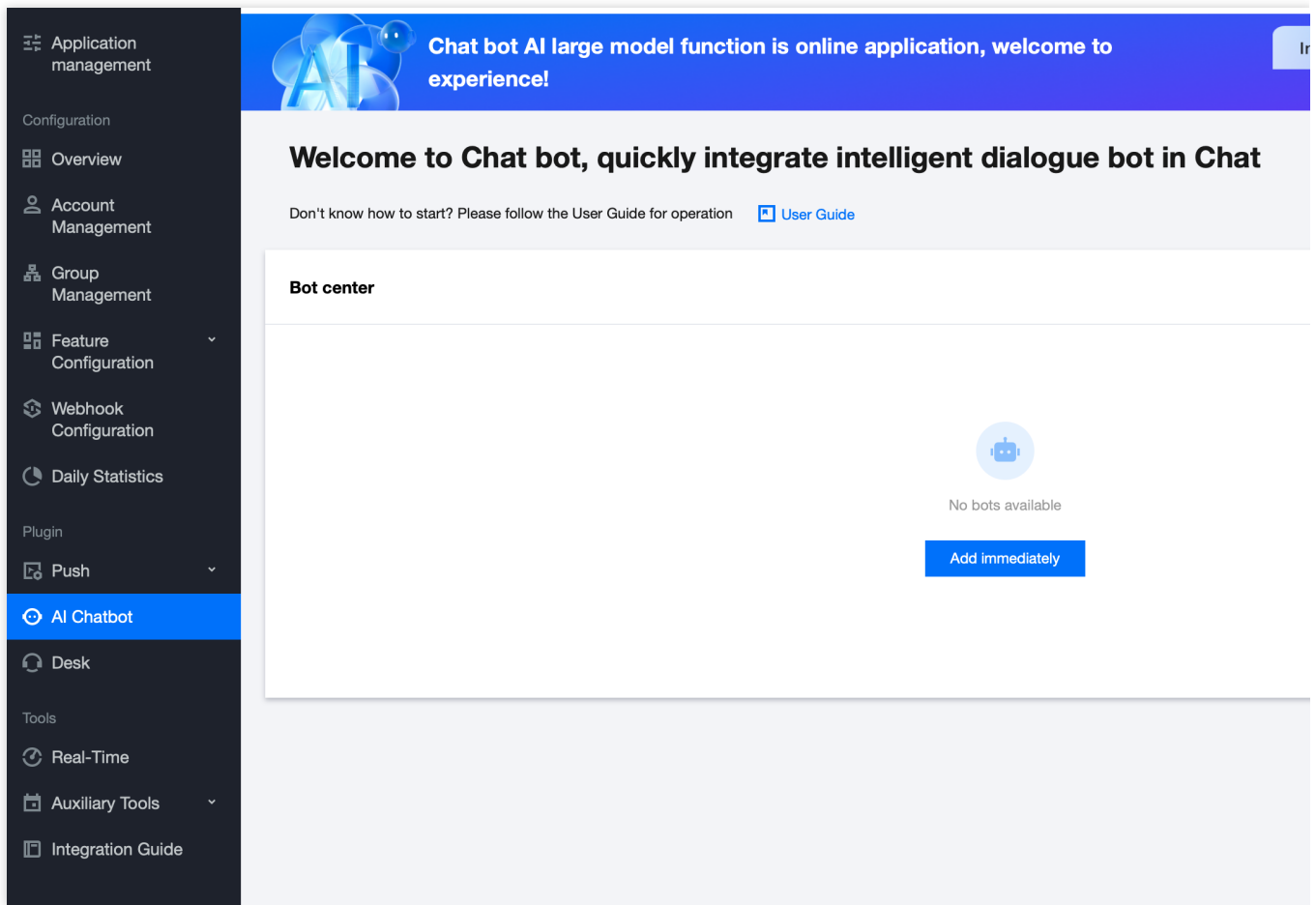
You may refer to the following steps for creating, configuring, testing bot workflows and unleashing them onto your chat applications.

## Prerequisites

You have successfully [created chat application](#).

## Step 1: Creating a chatbot

1. Sign into the [Chat Console](#), select the target application, and choose **AI Chatbot** from the left navigation bar.
2. After activating the bot feature, click on the **Bot Center** area's **Add immediately** button.



3. In the **Add Bot** popup, fill in the bot's name and choose or upload a bot avatar.

4. Click confirm to complete the creation of the bot.

## Step 2: Choose the Chatbot Version

You can choose the bot version in the following way to unlock the chatbot's features.


### Try out a Chatbot

Click on the **Claim/ Purchase** in the Chatbot Card Zone, choose the trial version in the pop-up window and click **Claim** to complete your selection of the intelligent bot version.



#### Note:

Each sdkappid can claim one trial version of the chatbot, valid for 7 days, which can be upgraded to the official version after expiry.


### Purchase bot version package

Bot name111

Select version

 Trial 

Upgradeable to the official version after expiration

 30 days free

✓ Custom Q&A

✓ Welcome card


✓ FAQ cards

✓ Q&A strategy


✓ Bot small talk

✓ Online test


✓ Data dashboard

✓ AI large model access 

Free unlimited Q&A package for a limited time

 Starter

Suitable for needs of basic Q&A function

 JSD /month

✓ Custom Q&A

✓ Welcome card


✓ FAQ cards

✓ Q&A strategy

✓ Bot small talk

✓ Online test

✓ Data dashboard

✓ AI large model access 

Claim

Cancel

## Procure the Bot

1. click on the purchase button in the bot card zone.

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**AI Chatbot**

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Chat bot AI large model function is online application, welcome to experience!

Welcome to Chat bot, quickly integrate intelligent dialogue bot in Chat

Don't know how to start? Please follow the User Guide for operation [User Guide](#)

**Bot center**

111

Near expiry Trial Unpublished

Bot ID @RBT#1707101046Wwx4274i


Creation time 2024-02-05

Expiration time 2024-02-12 **Purchase**

[Basic configuration](#) [Knowledge base](#) [Online test](#)

2. In the invoked pop-up, select the bot version and purchase duration, tick to agree to the agreement terms, then click on **Proceed to Payment**.

### Purchase bot version package

Bot name111Current versionTrialExpiration time2024-02-12 10:45:57


Select version

Free unlimited Q&A package for a limited time

#### Starter

Suitable for needs of basic Q&A function

USD /month


- ✓ Custom Q&A
- ✓ Welcome card
- ✓ FAQ cards
- ✓ Q&A strategy
- ✓ Bot small talk
- ✓ Online test
- ✓ Data dashboard
- ✓ AI large model access 

Validity period

1 month6 months1 yearShow More

Auto-renewal☐ Upon service expiration and sufficient account balance, the chatbot will auto-renew monthly.

Service terms☒ I have read and agree to "Chat Billing Overview".

Total cost USD

Go to pay

Cancel

3. Finalize your payment on the payment page.

#### Note:

**Beta Benefits:** Robot Message Deduction Package **Temporarily Free**(Unlimited Robot Messages for a Limited Time). The date for the planned termination of this promotion is set tentatively for the **31st of March, 2024**, with the official end date yet to be determined. We will release news related to this in a timely manner, and notify you in advance through various methods such as email, SMS, and internal messages. Kindly stay tuned.

## Step 3: Basic Configuration

Click on the **Basic Configuration** area of the robot card. Here, you can preview or edit basic robot information, greetings, reply message effects, and Q&A strategies. For specific operations, please refer to [Basic Configuration](#). If you need to use a large model engine, you can link third-party large model engines on the **Q&A Strategy** card under the **Basic Configuration**. For specific operations, please refer to [Configuration of Large Model Engines](#).



## Step 3: Configuring the Knowledge Base

In the Knowledge Base, you can configure some commonly asked questions, and the bot will respond based on your configured common questions. For detailed operations, please see [Knowledge Base Configuration](#).

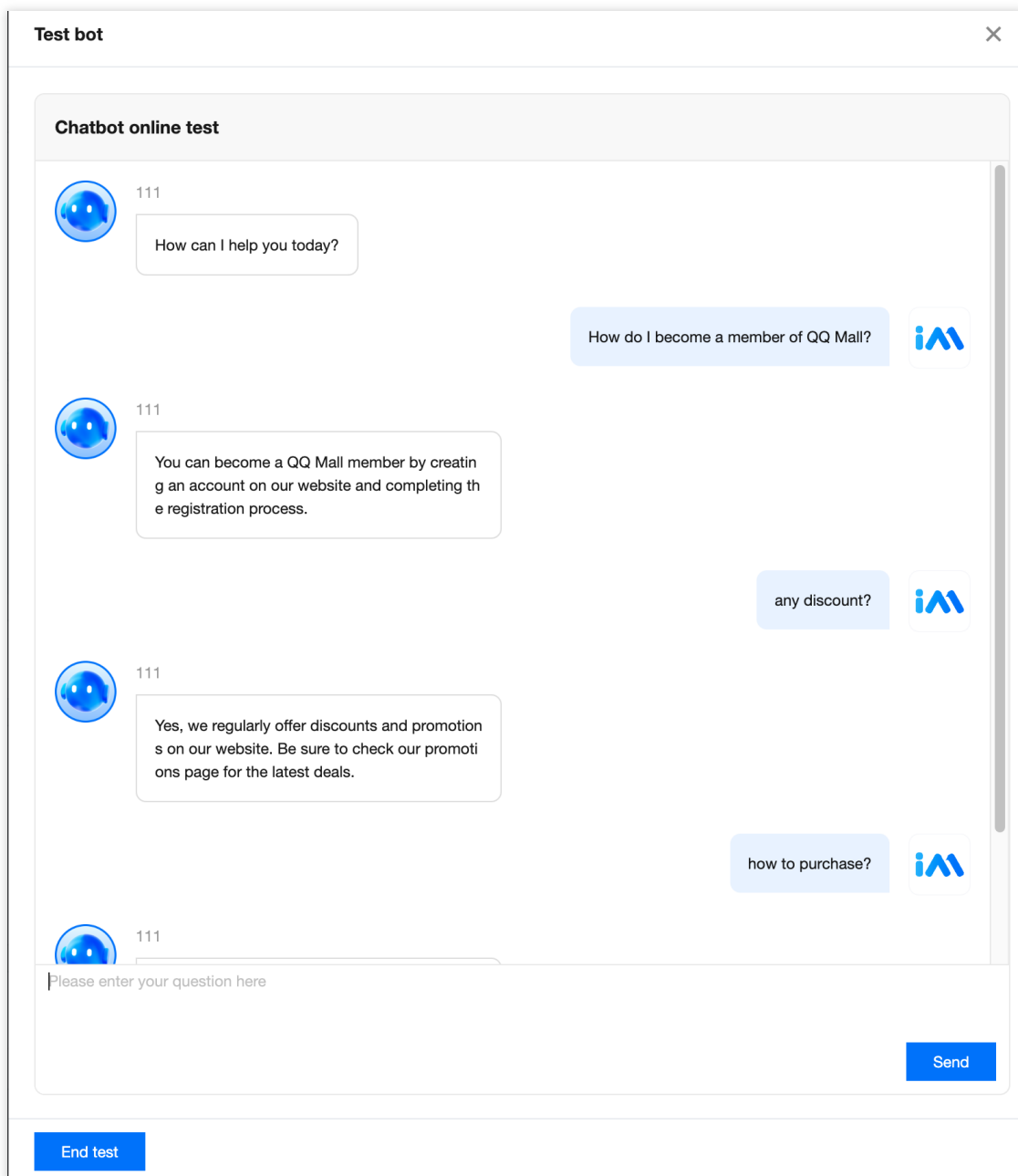
## Step 4: Online Testing

Click on the **Online test** button at the bottom right of the page to summon the online testing pop-up.

The screenshot shows the 'Knowledge base' configuration page in the Tencent Cloud AI Chatbot console. The left sidebar contains navigation options: Application management, Configuration, Overview, Account Management, Group Management, Feature Configuration, Webhook Configuration, Daily Statistics, Plugin, Push, AI Chatbot (highlighted), and Desk. The main content area has tabs for Basic configuration, Knowledge base (selected), Data dashboard, and Release record. Under the 'Knowledge base' tab, there are two sub-tabs: Q&A library (selected) and Small talk library. The Q&A library section includes buttons for 'Add Q&A', 'Import Q&A', and 'Batch operation'. Below these is a table with columns for Question, Last modification time, and Status. The table lists five questions, all with a status of 'Enabled' and a last modification time of 2024-02-01 10:21:36.

Question	Last modification time	Status
How can I purchase items on QQ Mall?	2024-02-01 10:21:36	Enabled
What kind of products does QQ Mall sell?	2024-02-01 10:21:36	Enabled
Do you offer any discounts or promotions?	2024-02-01 10:21:36	Enabled
How do I know if a plush toy is suitable for children?	2024-02-01 10:21:36	Enabled
Are there any additional benefits to becoming a member of QQ Mall?	2024-02-01 10:21:36	Enabled

You can test the bot's performance in the prompted online testing pop-up.



## Step 5: Release the Bot

Click on the **Release** button at the bottom right of the page. You can publish the updated basic configuration and Q&A database to the live network. After publication, you can select **Release record** at the top of the page to peruse the historical publication status.

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Desk

Basic configurationKnowledge baseData dashboardRelease record

Version No.	Release notes	Release time
V202402051142261673823483	new	2024-02-05 11:42:26

Total items: 1

# Operation Guide

## Basic configuration

Last updated : 2024-02-27 16:19:01

Click the **Basic Configuration** button in the robot card zone, where you can peek at or edit the essential robot information, welcoming phrases, message responses, and Q&A strategies.

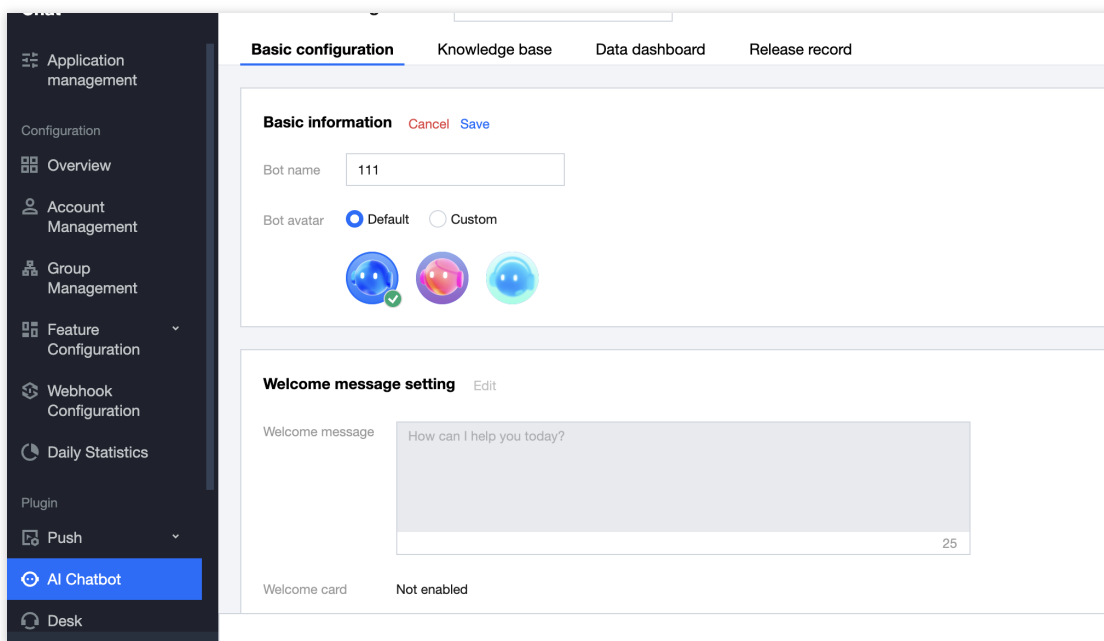
### Basic information

Click **Edit** on the **Basic Information** card to enter the editing status.

In the editing mode, you can modify the robot's avatar and name. Upon completion, click **Save**.

#### Note:

After the robot name and avatar are successfully saved, they will take effect in the current network, please operate with caution.



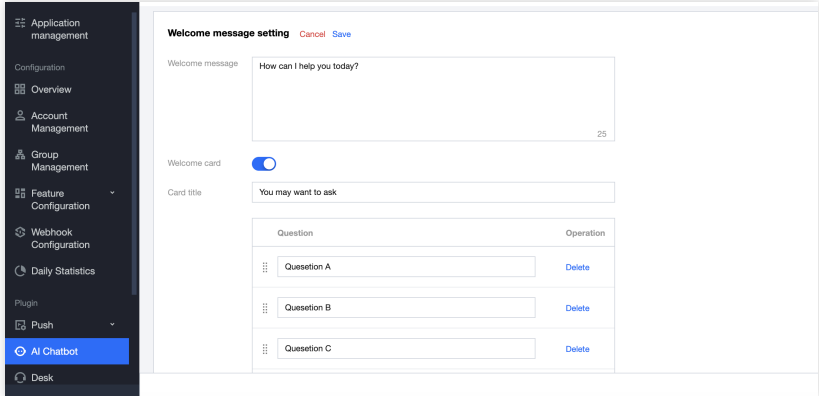
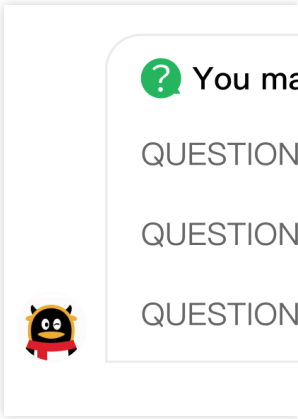
### Welcome message Setting

**Welcome message script:** Upon entering the conversation, the robot will send the first welcome message.

**Welcome Card:** Upon entering the conversation, the bot will automatically push the problem configured here in card form, which can be used to display high-frequency common questions.

You can configure the title and questions for the welcome card, and it supports up to 20 questions.

You can sort the questions on the welcome card by using the sorting button on the left side of the question, the robot will by default display the questions that are sorted higher.

Welcome card control panel configuration	Example of welcome card display
	

## Response message effect

Two response effects are supported:

**Streaming output:** The robot's reply content presents a streaming output animation effect. After the feature is enabled, if you need to achieve a streaming effect, please refer to the [Chatbot Integration Guide](#) to complete the development.

**Synchronous output:** The robot's reply returns directly. For Q&A policies like the affinity large language model, the return time might be long, thus we suggest selecting the streaming output.

### Reply message effect Cancel Save

☐ Stream output (recommended)  
Bot reply content presents stream output animation effect

☒ Synchronous output ⓘ  
Bot reply directly

## Setting for Q&A Policy

We provide you with the following Q&A policies, where **Direct response** is the default policy. In addition, you can choose to enable the **Casual conversation strategy** and the **Guided questioning** based on your business situation.

Feature	Description
---------	-------------

Direct answer	<p>The bot directly addresses the user's queries.</p> <p>When the similarity between a user's question and the question in question bank reaches the established <b>direct answer threshold</b>, the bot will provide the answer corresponding to the query with the highest similarity.</p>
Small talk	<p>The bot responds to casual salutations by users.</p> <p>Upon enabling the feature, if user's inquiry fails to reach the <b>direct answer threshold</b> set in the Q&amp;A library, yet similarities to greeting library reach the set <b>small talk threshold</b>, the bot will respond directly with the answer corresponding to the highest similar greeting.</p>
Clarification	<p>The bot counter-questions the user's intended queries.</p> <p>After enabling the feature, when a user's question does not meet the <b>direct answer threshold</b> set by the Q&amp;A library, and does not reach the <b>small talk threshold</b>, but it exceeds the <b>clarification threshold</b>, the robot will return the questions with the highest similarity.</p>
Fallback Response Rule	<p>When user's question is not recognized by the Q&amp;A library or the small talk library, the robot triggers a fallback response, supporting the following two fallback patterns:</p> <p>Fixed fallback: Upon triggering the fallback response, the chatbot will respond with the fallback dialogue configured here.</p> <p>Large language model fallback: After building an affinity with the <a href="#">large language model engine</a>, it can be enabled. When a fallback response is triggered, it will invoke the large language model engine affiliated with you.</p>

**Note:**

Threshold settings will impact the performance of the robot's responses. Unless there are special requirements, the default threshold is recommended.

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### Q&A strategy settings

Cancel Save

AI large model engine Bound Configuration Unbind

Custom Q&A

Configure Q&A rules independently, prioritize matching knowledge base

Large model answer AI

Completely answered directly by the lar

Direct answer rule

If the similarity with the Q&A library reaches 0.8 then directly answer

Small talk rule

Small talk library

If the similarity with the "Small talk library" reaches 0.8 then directly answer

Clarification rule

Clarification

If the similarity with the "Q&A library" is 0.6 To 0.8 then clarify

Clarification words You may want to ask:You may want to ask:You may want to ask:You may v

Clarification times Each clarification returns the highest similarity 5 knowledge items

Fallback reply rule

Fixed fallback Large model fallback AI

# Knowledge base configuration

Last updated : 2024-02-19 14:35:15

The knowledgebase encompasses both the Q&A library and the small talk library. You may configure common queries within this knowledgebase, which will enable the AI chatbot to respond to user inquiries based on your predefined library.

## Q&A Library

### Add Q&A

Click on the **Add Q&A** located below the Q&A library, in the unique Add Q&A pop-up, select the category that your question belongs to and input the Q&A pair.

Once you **complete** clicking, the Q&A addition is concluded. At this point, the Q&A will by default be enabled in the test environment, enabling you to gauge the Q&A effectiveness via online testing.

The screenshot displays the Tencent Cloud Knowledge base configuration interface. The left sidebar contains navigation options, with 'AI Chatbot' highlighted. The main panel is titled 'Knowledge base' and includes tabs for 'Basic configuration', 'Knowledge base', 'Data dashboard', and 'Release record'. The 'Knowledge base' tab is active, showing sub-tabs for 'Q&A library' and 'Small talk library'. The 'Q&A library' tab is selected, displaying a table of questions. A red box highlights the 'Add Q&A' button. The table lists questions such as 'How can I purchase items on QQ Mall?', 'What kind of products does QQ Mall sell?', 'Do you offer any discounts or promotions?', 'How do I know if a plush toy is suitable for children?', 'Are there any additional benefits to becoming a member of QQ Mall?', 'How do I become a member of QQ Mall?', and 'What is the difference between a member and a non-member?'. All questions are marked as 'Enabled'.

### Bulk Import Q&A

Click on the **Import Q&A** at the bottom of the Q&A library. In the dialog box that is triggered, download the bulk upload template. Complete the relevant Q&A information based on the template content and proceed with uploading.



The screenshot displays the 'Bot management' interface for a chatbot named '29002148 - test chatbot'. The 'Knowledge base' tab is selected, showing a 'Q&A library' with a table of questions and their status. The 'Import Q&A' button is highlighted with a red box.

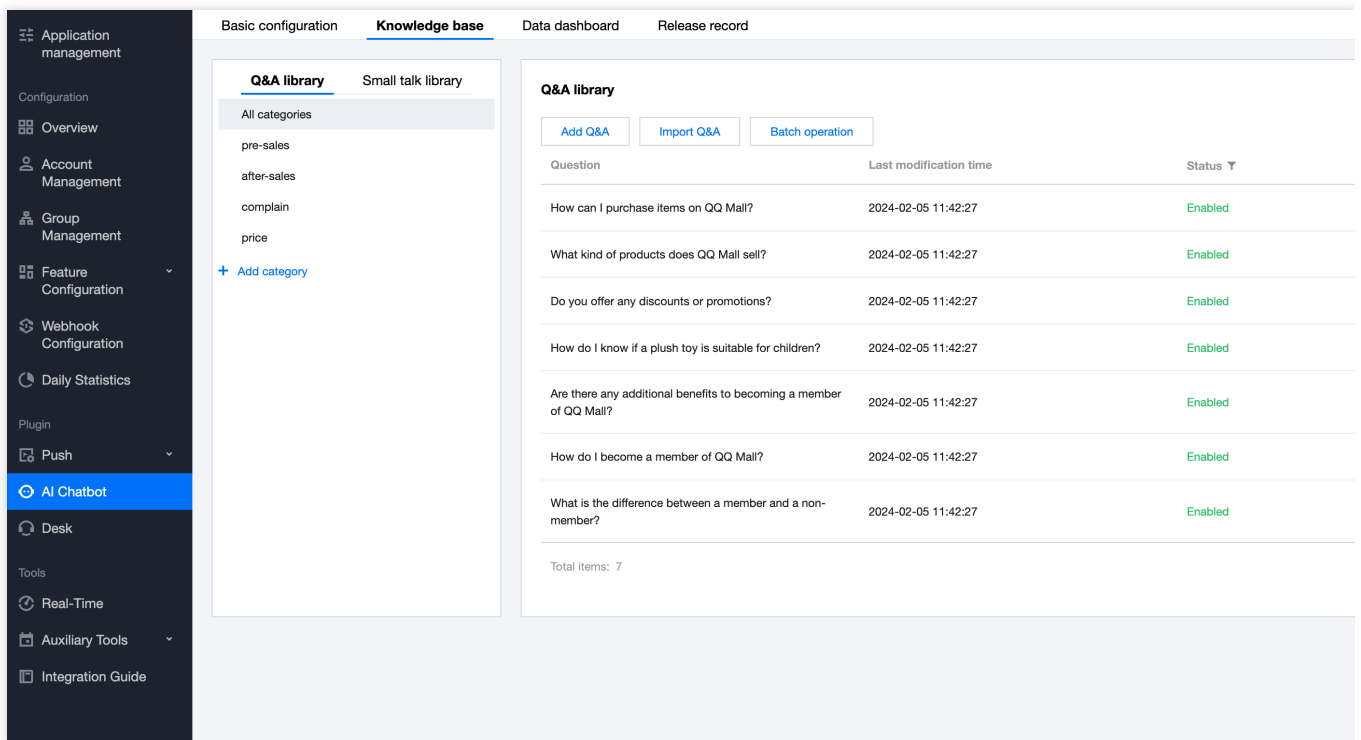
**Q&A library**

Question	Last modification time	Status
How can I purchase items on QQ Mall?	2024-02-05 11:42:27	Enabled
What kind of products does QQ Mall sell?	2024-02-05 11:42:27	Enabled
Do you offer any discounts or promotions?	2024-02-05 11:42:27	Enabled
How do I know if a plush toy is suitable for children?	2024-02-05 11:42:27	Enabled
Are there any additional benefits to becoming a member of QQ Mall?	2024-02-05 11:42:27	Enabled
How do I become a member of QQ Mall?	2024-02-05 11:42:27	Enabled
What is the difference between a member and a non-member?	2024-02-05 11:42:27	Enabled

Total items: 7

## Amend Q&A

After uploading Q&A, you can **edit/delete/disable/enable** Q&A operations in the operation zone to the right of the question. If you need to bulk manage, you can click on the **Batch operation** at the bottom of the Q&A library, to bulk operate selected Q&A.



## Small Talk Library

You may configure greetings Q&A in the greetings library. Go to **Basic Configuration > Q&A Strategy settings > Small talk rule** to enable the greetings feature first.

### System default Library

We have provided a preset small talk library. You can operate the button on the right side of **System default categories** to enable or disable the Q&A of the **system default categories** with one click. For individual questions, you can also change the reply using the **Edit** button on the right side of the question.

The screenshot displays the Tencent Cloud AI Chatbot management console. The left sidebar contains navigation links for various system functions. The main panel is titled 'Knowledge base' and is split into two sections: 'Q&A library' and 'Small talk library'. The 'Small talk library' is currently selected, showing a table of pre-defined questions. A 'Disable' button is located near the 'System default categories' list.

Question	Last modification time
Favorite food	2024-02-05 10:44:07
Are you tired?	2024-02-05 10:44:07
Goodbye	2024-02-05 10:44:07
Happy holidays	2024-02-05 10:44:07
Is anyone there?	2024-02-05 10:44:07
You are so stupid.	2024-02-05 10:44:07
Scared me.	2024-02-05 10:44:07
Favorite season	2024-02-05 10:44:07

## User-defined Classification

You can also configure your own greeting library, reference can be made to the [Q&A Library](#) for related operations.

# LLM configuration

Last updated : 2024-02-19 14:35:34

Through affinity with third-party LLM engines, you can endow intelligent robots with anthropomorphic and diversified response abilities.

Upon establishing affinity with LLM, the intelligent robot will relay messages sent to the bot account by users to the LLM platform, subsequently transmitting the LLM's responses to the users.

## Note:

Should you wish to leverage the grand model's capabilities, kindly commence by registering a grand model account on a third-party LLM engine platform and manage it on the chat AI chatbot. Currently, [OpenAI ChatGPT](#) is supported.

## Configuring the LLM engine

1. Access the **basic configuration** page for chatbot, and click on the **Q&A strategy settings** card and then, proceed to bind.

**Reply message effect** [Edit](#)

☐ Stream output (recommended)  
Bot reply content presents stream output animation effect

☒ **Synchronous output** ⓘ  
Bot reply directly

**Q&A strategy settings** [Cancel](#) [Save](#)

AI large model engine [Go to bind](#)

☒ **Custom Q&A**  
Configure Q&A rules independently, prioritize matching knowledge base

☐ Large model answer [AI](#)  
Completely answered direct

**Direct answer rule**

If the similarity with the Q&A library reaches  then directly answer

**Small talk rule**

Small talk library ☒

If the similarity with the "Small talk library" reaches  then directly answer

**Clarification rule**

Clarification ☒

If the similarity with the "Q&A library" is  To  then clarify

2. In the popped-up window, select the large model engine and enter the account information set up in the LLM platform.


### Bind AI large model ✕

To ensure the Q&A effect, you need to independently access the third-party large model

Large model engine

secret\_key

3. Click **Start using** to complete the large model engine bind.



### AI large model binding successful ✕

Can use AI large model related functions

## Configuring the LLM engine

Upon completion of the large model engine affinity, you are permitted to modify the large model engine's model information and parameters, or initiate customized training for the large model.

1. Navigate to the robot's **base configuration** page and click on the **Q&A Strategy Settings** card's **configuration**.

2. Modify the **Model information and parameters** or **personalized training** within the invoked **large model configuration** pop-up window

Large model configuration

Model information and parameters

Model parameters will affect the model usage effect, please adjust carefully

Large model engine

OpenAI ChatGPT

secret\_key

\*\*\*\*\*

[Go to get](#)

model

GPT-3.5

temperature

—

1.00

+

top\_p

—

1.00

+

token\_to\_generate

—

1024

+

Chatbot personalized training

Function description:

- You can set personalized roles for the bot, and the bot will have conversations according to the role to avoid being unfocused

Personalized training

☒

Personalized description

Please refer to the example below for filling in

Suggested description of role positioning and behavior boundary, example:

Cancel

Save

3. Click **Save** to update the LLM engine configuration.

## Large model response methods

After incorporating the LLM engine into the chatbot, you are able to utilize their combined capabilities through two methods.

### Method 1: Response by the LLM when the knowledge base is not hit



Within the **Q&A Strategy Settings** card, select **Custom Q&A**, then activate **Large model fallback** in the underlying **Fallback reply rule** zone.

Under this format, the user's query shall be given priority for a match in the knowledge base:

If the knowledge base is hit (this includes direct answer, small talk, or clarification), the response shall be given in accordance to the knowledge base query.

If the knowledge base is not hit, the response will be directly supplied by the LLM engine.

**Q&A strategy settings** Cancel Save

AI large model engine Bound Configuration Unbind

☒ **Custom Q&A**  
Configure Q&A rules independently, prioritize matching knowledge base

☐ Large model answer AI  
Completely answered directly by the large model engine

**Direct answer rule**  
If the similarity with the Q&A library reaches  then directly answer

**Small talk rule**  
Small talk library ☒  
If the similarity with the "Small talk library" reaches  then directly answer

**Clarification rule**  
Clarification ☒  
If the similarity with the "Q&A library" is  To  then clarify  
Clarification words   
Clarification times Each clarification returns the highest similarity    knowledge items

**Fallback reply rule**  
☐ Fixed fallback ☒ Large model fallback AI

## Method Two: Direct responses from the LLM engine

Within the **Q&A Strategy Settings** card, select **Large Model Answer** pattern.

With this pattern, questions from the user are answered directly by the LLM engine.

**Q&A strategy settings** [Cancel](#) [Save](#)AI large model engine [Bound](#) [Configuration](#) [Unbind](#)☐ Custom Q&A

Configure Q&amp;A rules independently, prioritize matching knowledge base

☒ Large model answer [AI](#)

Completely answered directly by the large model engine

# Data dashboard

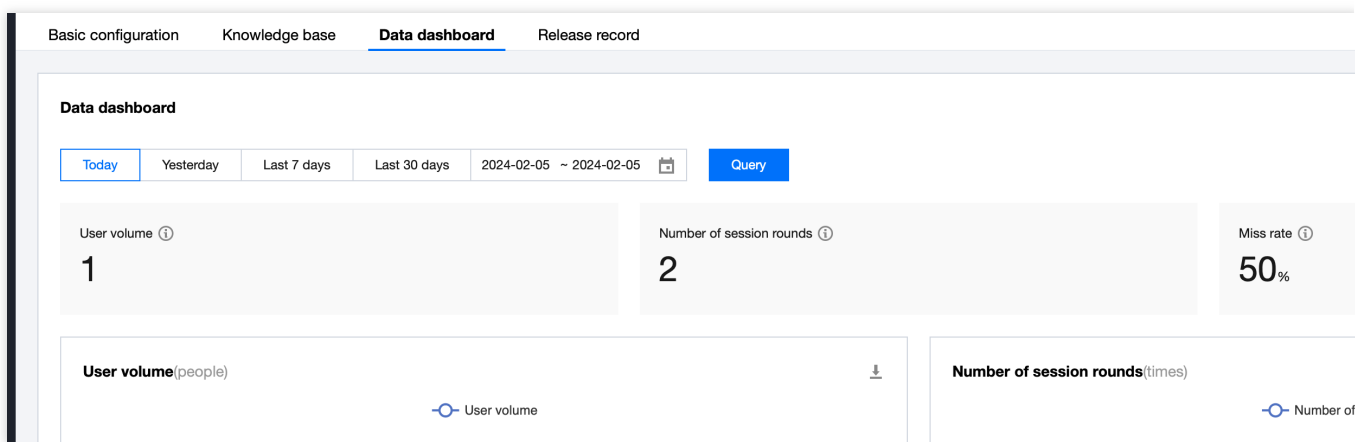
Last updated : 2024-02-19 14:35:53

Through the dashboard, you can peek into the operational data of the robot. The following metrics are provided:

**User Volume:** Count the number of users who have had a conversation with the robot, users will not be counted repeatedly.

**Session Rounds:** Count the number of rounds of conversation with the robot.

**Miss Rate:** Trigger fallback response (not hitting Q&A library or small talk library) session rounds/total session rounds.



# Integration Solution (No UI)

Last updated : 2024-02-27 16:23:55

## Prerequisites

1. Understanding chatbot-related terminology and configurations, and have completed the following steps:  
Created a chatbot in the console, configured the Q&A database, and the chat database.  
Configured the welcome card.
2. Integrated the IM SDK and successfully tested functions such as login and sending one-on-one messages.

## Process

This process explanation illustrates the journey from integrating a chatbot to having a conversation with it.

### Step 1: Create a chatbot

Refer to the [operation guide](#), create a chatbot on the IM console, and [configure](#) the Q&A, small talk libraries, and welcome cards.

### Step 2: Initiate a Welcome Card in the Bot Session

Upon the user's first entry into the bot's chat session, a welcome card trigger message shall be sent to the chatbot. Subsequently, the bot will respond with a welcome card message.

### Step 3: Chat with the ChatBot

A user interacts with a chatbot primarily through text messages. When the chatbot fails to grasp the user's intent, it issues a custom message containing guiding questions, offering multiple options for the user to select. The app is required to interpret these custom messages and respond with a corresponding text message based on the user's selection. Furthermore, the welcome card is another form of custom message.

## Message Formats

The chatbot is designed to handle only text and custom messages. Custom messages are used in scenarios like triggering and returning the welcome card, and when the bot issues guiding question messages. In this context, custom messages refer to the values derived from JSON deserialization of the data field in IM custom messages. Different platforms have their unique methods for accessing the data field of custom messages, detailed in their respective documentation ([Android&iOS&Windows&Mac](#) / [Web](#) / [Flutter](#) / [Unity](#) / [React Native](#)).

In these custom messages, the bot differentiates between message types using the 'src' field within the JSON structure. An explanation and examples of these custom message fields are provided below.:

Field name	Field Type	Field Description
chatbotPlugin	Number	Chatbot self-definition message flag bit, this field is fixed to 1.
src	Number	Define a customized message type; for instance, 15 signifies that this message is a branch-type message of the chatbot.

### Trigger the welcoming card

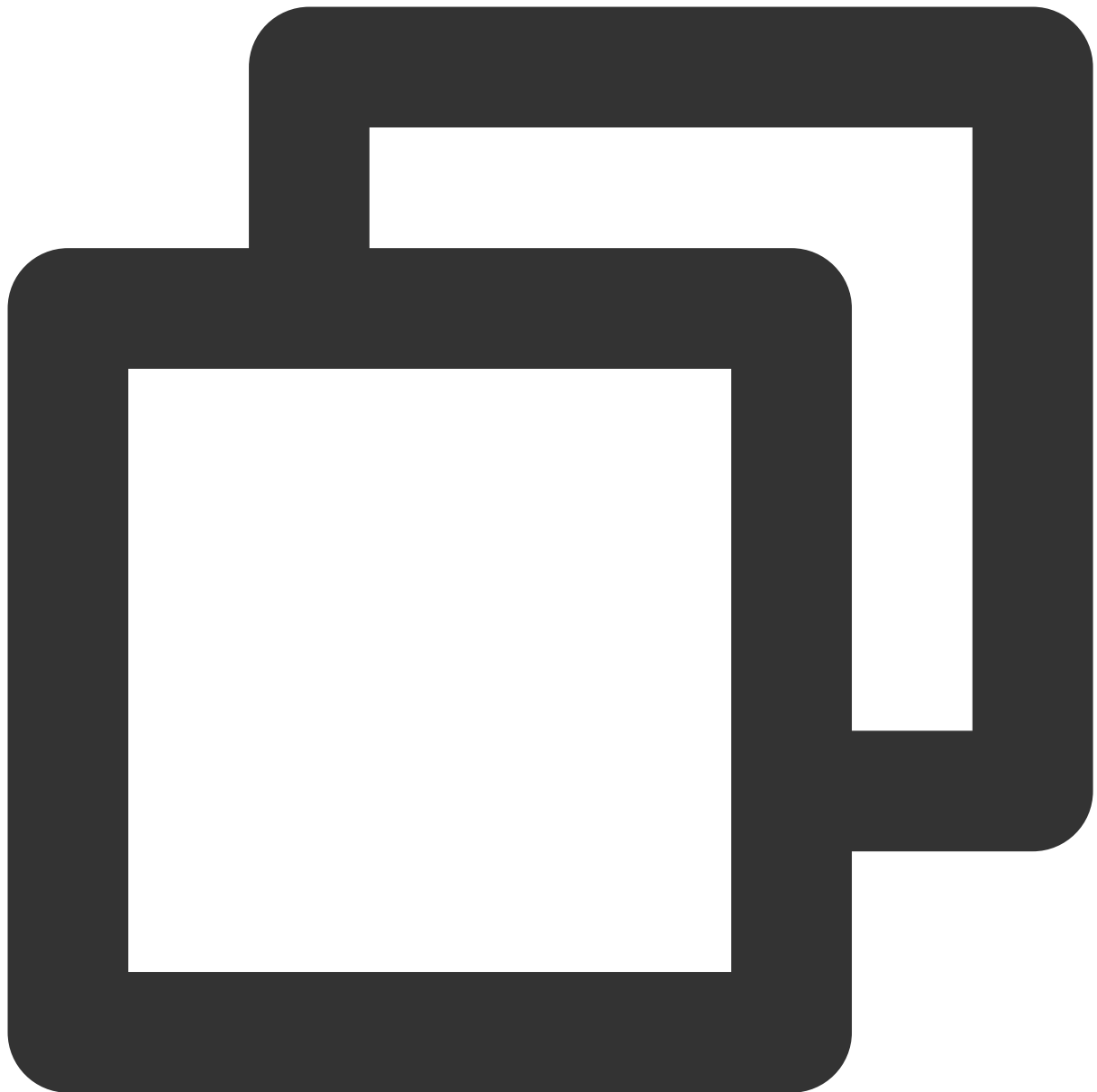
When a user initiates their first chat session with the bot, a message should be sent to the chatbot's account to trigger the display of the welcome card.



```
{  
  "chatbotPlugin": 1,  
  "src": 7  
}
```

### Welcome card message returned by the bot

The welcome card message from the bot includes a selection of questions that users are likely to ask. If a user selects one of these questions, the App should send the text of the chosen question as a message to the bot.



```
{
  "chatbotPlugin": 1,
  "src": 15,
  "subtype": "welcome_msg",
  "content": {
    "title": "Perhaps you might inquire",
    "content": "Welcome to using Instant Messaging intelligent robot!",
    "items": [
      {
        "content": "Where is the Instant Messaging image uploaded"
      }
    ]
  }
}
```

```
{
  "content": "Does the Instant Messaging support obscenity detection"
}
```

### Guiding Question Message

If the chatbot is unable to comprehend the user's intent, it will issue a message with guiding questions, providing a range of options for the user to select from. Upon selecting a question, the App must then sends a text message to the bot that corresponds to the selected question.





```
{
  "chatbotPlugin": 1,
  "src": 15,
  "subtype": "clarify_msg",
  "content": {
    "content": "You might be wondering",
    "items": [
      {
        "content": "Where is the Instant Messaging image uploaded"
      },
      {

```

```
        "content": "Does the Instant Messaging support obscenity detection  
    }  
  ]  
}  
}
```

## Stream Output

### Note:

For users of TUIKit version 7.7.5282 or later, the platform inherently supports the display of a streaming output effect. However, if you're utilizing your own UI library, you'll have to interpret the custom message and ensure that this streaming output effect is visually represented in your App.

When you activate the streaming output feature for Chatbot through the console, the backend will start sending responses using a custom streaming output protocol. The format of the initial output content is as follows.



```
{
  "chatbotPlugin": 1,
  "src": 2,
  "chunks": ["hello"]
}
```

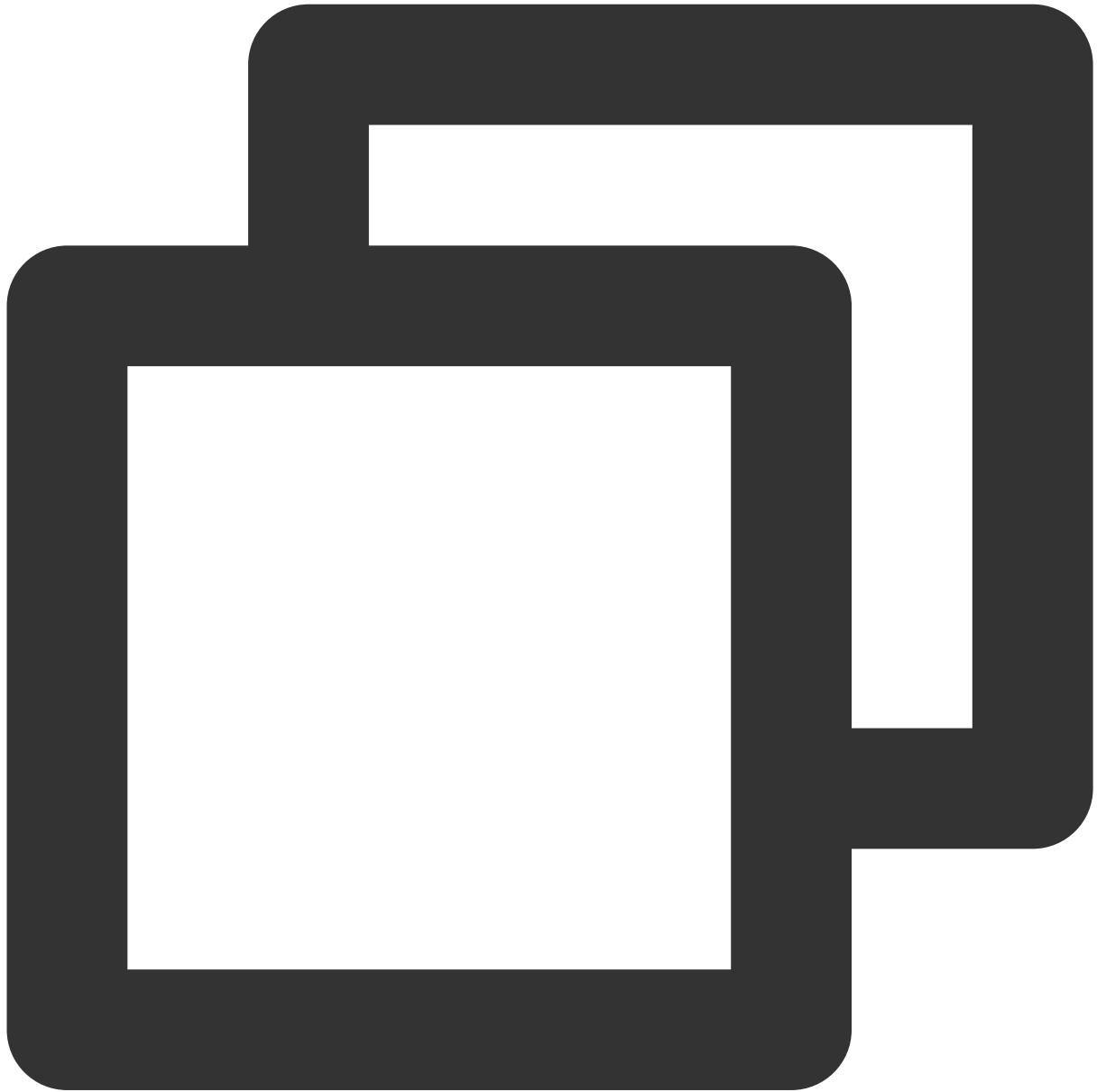
For content updates, the Chatbot backend will employ the '[Modifying History Message](#)' feature. This process involves updating the message by adding new content to the 'chunks' array. Once the output is finalized, an extra field labeled 'isFinished':1 will be set to signify that the process is complete.



```
{  
  "chatbotPlugin": 1,  
  "src": 2,  
  "chunks": ["hello", " world"],  
  "isFinished": 1  
}
```

## Customized Pass-Through Content

Apps have the ability to forward specific content directly to their backend, which can then respond to users on behalf of the chatbot. When the app sends certain content, the IM backend triggers a '[chatbot passthrough message callback](#)' to the app's backend. In response, when the app backend replies, the IM backend forwards this response in the same format back to the app.



```
{
  "chatbotPlugin": 1,
  "src": 3,
  "data": "{\\"msg\\":\\"This is the self-defined passthrough content\\"}"
}
```

