

### DIALOGFLOW CHEAT SHEET PART-1

#### 1. Start Small:-

Start with something small as your chatbot version 1.0 and then iterate for a version 2.0 after you've collected enough data to know what's working well and what needs polishing. You can learn a lot about your users' behavior with simple functionality, which will also help you tweak future versions of your bot. But first, build your infrastructure. To test your chatbot more easily, always set the part you want to test as default. That way you avoid going through the whole flow.

**To-do:** Take a piece of paper and draw a mind map If you don't like paper find mind mapping software First, create your folders Then add the flows Set-up a persistent menu with a "Start again" option

### DIALOGFLOW CHEAT SHEET PART-2

#### 2. Consider Your Chatbot's Personality:-

Poncho the Weather Cat makes jokes, has a story, and sometimes talks in memes. He's also reliable and accurate with the information he provides.

Think about creating a personality for your bot. How should it address your users? Does it say hi, what's up, or how do you do? Does it have a name? Develop a character with a distinct style and stick with it, because if you start mixing different speaking styles, your customers will feel like they're interacting with some random customer service rep, instead of the chatbot you've spent hours developing.

**To-do:** Choose a name for your chatbot Prepare the greeting: Hi, Hello, Salutations... Find an image that represents your chatbot

### DIALOGFLOW CHEAT SHEET PART-3

#### 3. Manage Expectations, and Don't Try to Fool Anyone

Don't try to fool your customers into thinking your chatbot is a human agent. What you can do is give the bot human-like qualities, such as a sense of humor. It might also be a good idea to explain to customers the scope of activities the chatbot can help with. Once you've established the tone of voice, think about the type of content you want your bot to deliver. Preferably this is a combination of text, photos, emojis and videos. Make it rich!

**To-do:** Write the chatbot's introduction line Explain the scope of your chatbot's capabilities Find a set of pictures that you want to use in communication

### DIALOGFLOW CHEAT SHEET PART-4

#### 4. Compose a Greeting Message:-

You have 160 characters in the greeting text to communicate your bot's purpose and set your customer's expectations. Once the greeting text is set up, it will override the description that was pulled from your Facebook company page. The greeting text isn't the same as the first message or conversation. The first message comes right after a visitor engages. It's the first conversational text or media. Your greeting text adds specificity and sets visitor expectations.

**To-do:** Write 2 or more greeting messages for variety



### DIALOGFLOW CHEAT SHEET PART-5

5. Specify Your Customer's Interests:-  
Help customers find what they need by offering a simple selection of choices. You should use a menu bar when building your flows. Think about the structure of choices you want to give your customer. To help select your choices you may choose a gallery accompanied by pictures.

To-do: Define the decision trees your customer will go through  
Decide which decision tree will be better as a horizontal menu with pictures, and which will be displayed as a simpler vertical menu

### DIALOGFLOW CHEAT SHEET PART-6

Buttons:-

### DIALOGFLOW CHEAT SHEET PART-6 (cont)

Chatbots allow the customer to pick the next step by showing a maximum of 3 buttons per bubble. Buttons have many characteristics and functions, including: 20 characters  
Opening a URL  
Calling a phone number  
Opening a shared dialog in Messenger  
Forwarding to another flow  
The shorter you make the text on the button, the better.

### HELPFUL CODES FOR DIALOGFLOW

ADDING IMAGES	ADDING LINKS	ADDING VIDEOS	ADDING BUTTONS
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### HELPFUL CODES FOR DIALOGFLOW (cont)

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IF YOU HAVE ANY DIFFICULTY EMAIL  
ME [TO-aichronicles2482005@gmail.com](mailto:TO-aichronicles2482005@gmail.com).

