Ascendo AI Bot and AI Search Implementation Guide

Table of Contents

1 AI Bot Overview

Ascendo predictive service can be used as a backend to any Chatbot. Essentially the AI bot can use the learned responses to help with its own automatic responses to end customer queries.

2 Purpose

This document details how to integrate AI bot into the customer environment. Also, provides details on how to provide entitlement information to Ascendo on invoking AI bot.

Prerequisites:

1. Sign up as a customer on Ascendo Application
2. Go through the Admin process in Ascendo to create Business Unit
3. Set up Data Connection or upload data for Ascendo Self Learning
4. Set up AI Bot Support Channel
5. Create the AI Bot key

3 Implementation Details

3.1 Integrating AI Bot

In order to use the AI bot in a different website as a widget, create an iframe with the given url.

3.1.2 Code Snippet

The following code has been implemented in angular and can be easily converted to any other language. (<org_name> represents your organization name in the following code. For example, if your organization name is acme, replace all the <org_name> in the code with acme)

```
<div id="chatbot-div-active" *ngIf="is_chatbot_active===true">
  <iframe src="https://<org_name>.devaibot.ascendo.in/<email>"
    class="chat-iframe" title="chatbot"></iframe>
</div>

<div id="chatbot-div-not-active">
  <div *ngIf="is_chatbot_active===false">
    <button mat-fab (click)="is_chatbot_active=true;"
      style="color:#ffffff; background-color:#1a73e8;">
    </button>
  </div>
  <div *ngIf="is_chatbot_active===true">
    <button mat-fab (click)="is_chatbot_active=false;"
      style="color:#ffffff;background-color:#1a73e8;">
    </button>
  </div>
```

```
</div>
```

```
<style type="text/css">
#chatbot-div-active{
  box-sizing: border-box;
  position: fixed;
  right: 2rem;
  bottom:88px;
  z-index: 5;
  width:320px;
  max-width: 90vw;
  height:500px;
}.chat-iframe {
    box-sizing: border-box;
    width: 100%;
    height:100%;
    background: transparent;
    border:none;
}
#chatbot-div-not-active{
  box-sizing: border-box;
  position: fixed;
  right:2rem;
  bottom: 1rem;
  z-index: 5;
}
</style>
```

Note: `<email>` should be the end customer email if your organization knows the person that has logged in. If it is not available, they need to enter null.

`iframe src="https://<org_name>.devaibot.ascendo.in/null"`

3.2 Entitlement Integration

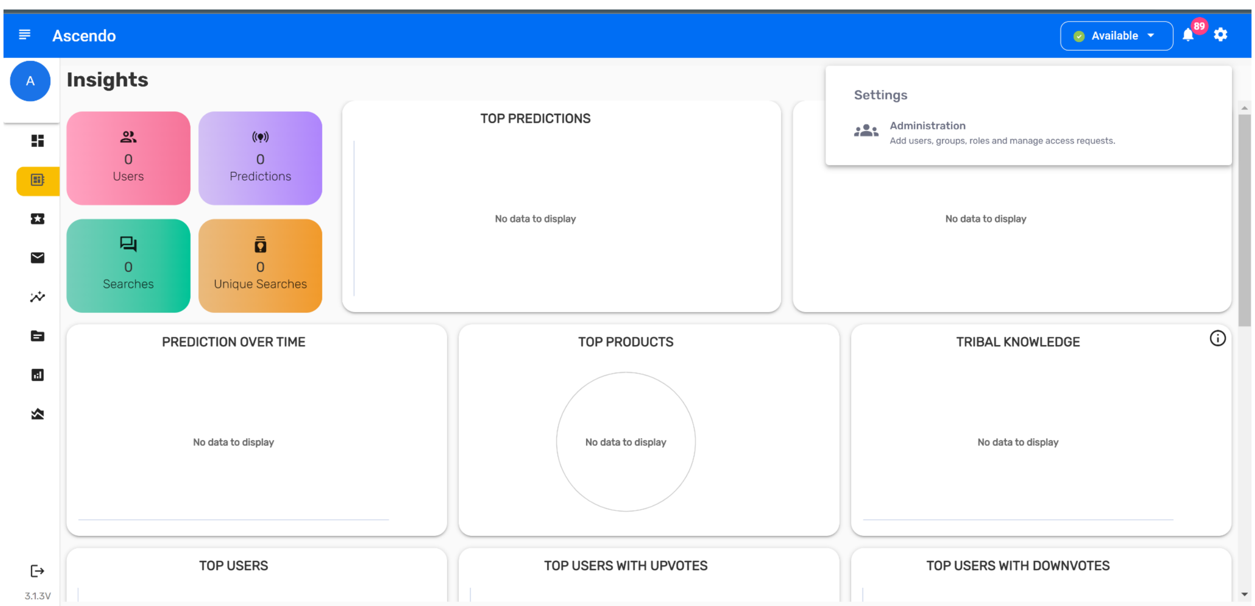
Customers can optionally provide the entitlement details for a given user. This section provides the details of the API.

3.2.1 API overview

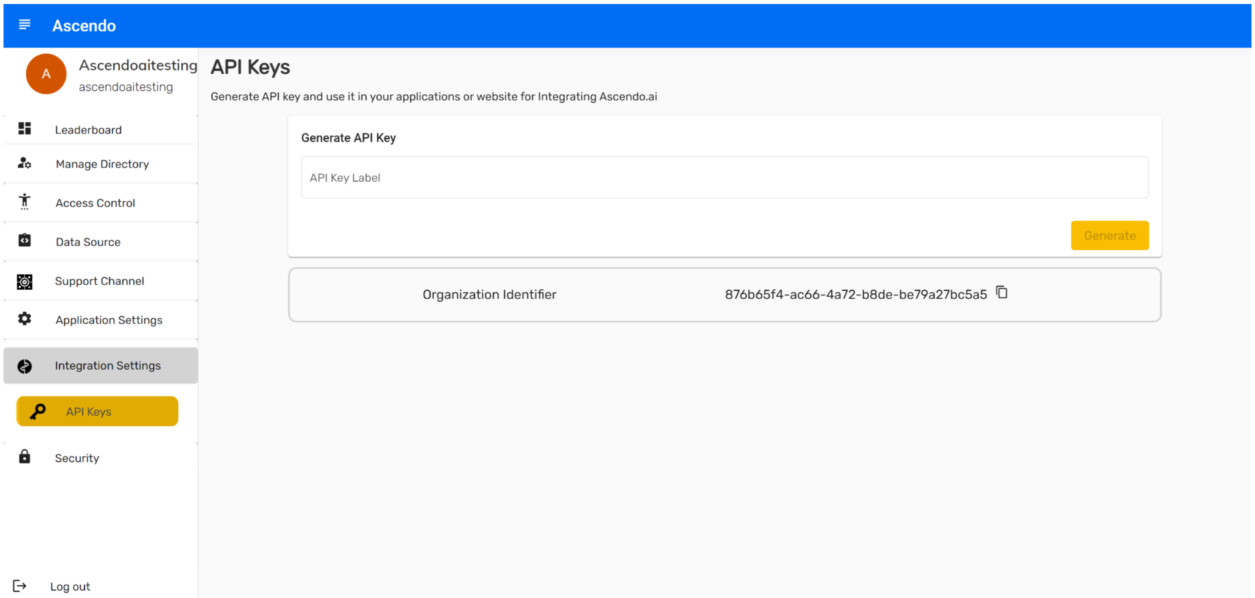
Go to https://ascdev.apis.ascendo.in/docs and under the “User” label you will find a POST API . This API provides the information on the user information for the current chat session. Prior to that, we are required to provide the specific Ascendo customer info and the corresponding API key.
For example, Ascendo customer “Acme” will have its own unique uuid and API key. These will be available under the Admin Portal. The API then will provide the information on the customer email and the name.

3.2.2 Getting the UUID and API Key

Log into Ascendo and go to the Admin settings. Within the settings, click on the API key info.
Step 1: Click on the settings - this is available for the Admin users on the top right corner of the page.



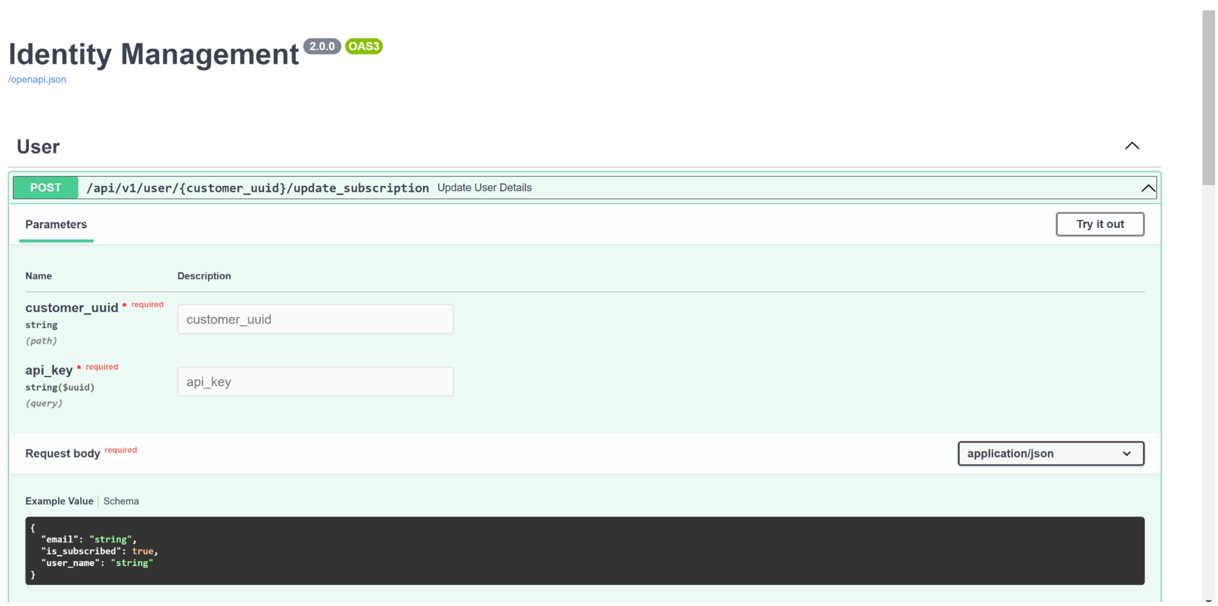
Step 2: Under Integration Settings, on the menu on the left, click on API keys. Get the customer uuid(organization identifier).For getting the api key-
Type ‘ai_bot’ in API KeyLabel fields to generate API Key and click on Generate.
This customer uuid and API key will be required in the POST API.



3.2.3 Post API

Use the POST method to update the user details.

API Link-



https://ascdev.apis.ascendo.in/api/v1/user/{customer_uuid}/update_subscription?api_key={ai_bot_api_key}

Parameters-

- **customer_uuid** - from the admin portal

- **api_key** - from the admin portal
-

Request body(Contains the information about the end customer)

- **email -** the email of your end customer
- **is_subscribed-**
    - **true** if the end customer has subscribed to your enterprise services to give them priority while handling their issues.
    - **false** otherwise.
- **username**-represents the end customer that is initiating the chat(eg-John Doe)

Response:

- status : successful

4 AI Search Overview

Ascendo ai search can be used to power any search. Essentially AI search can use Ascendo's predictive services to give relevant responses to the queries asked.

5 Purpose

This document details how to use the AI search through an API.

6 Implementation Details

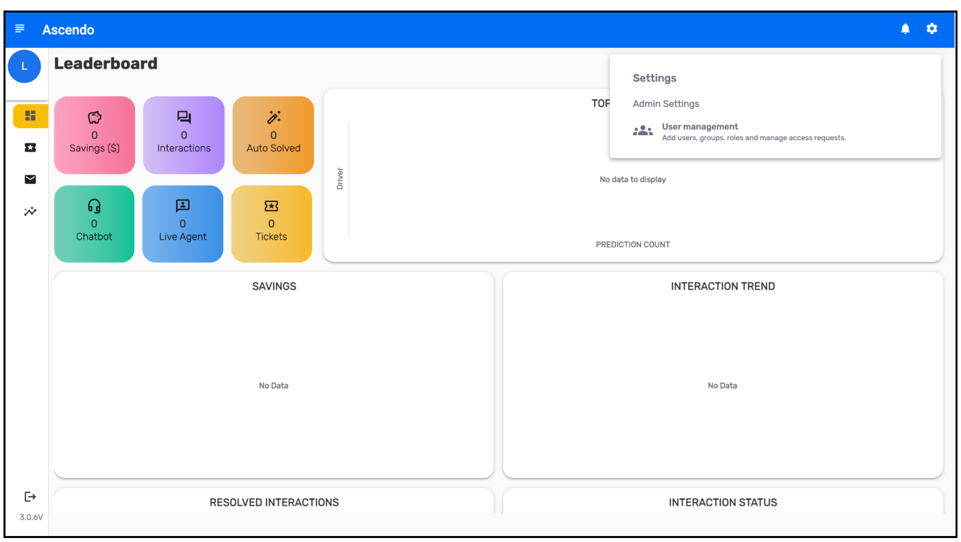
6.1 AI Search API

6.1.1 API overview

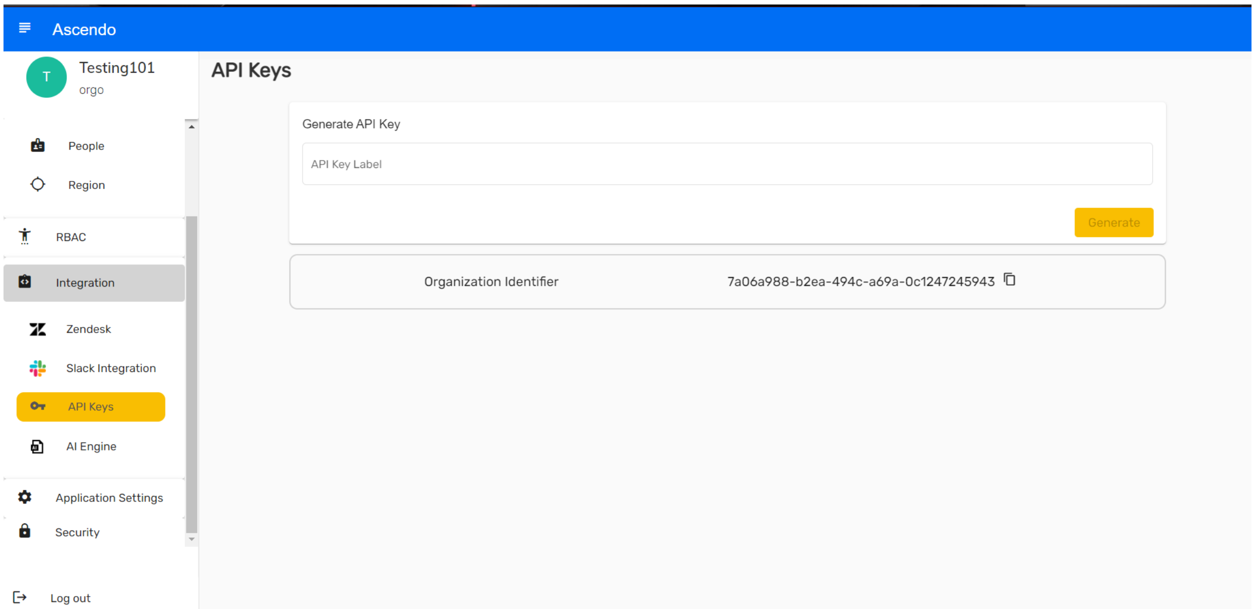
Go to https://ascdev.apis.ascendo.in/docs#.Under "Prediction" label you will find a POST API This API takes the query to be searched through Ascendo's predictive services and returns possible solutions. To use this API you are required to create an API key with the label "ai_search" on your Ascendo web application's admin portal.

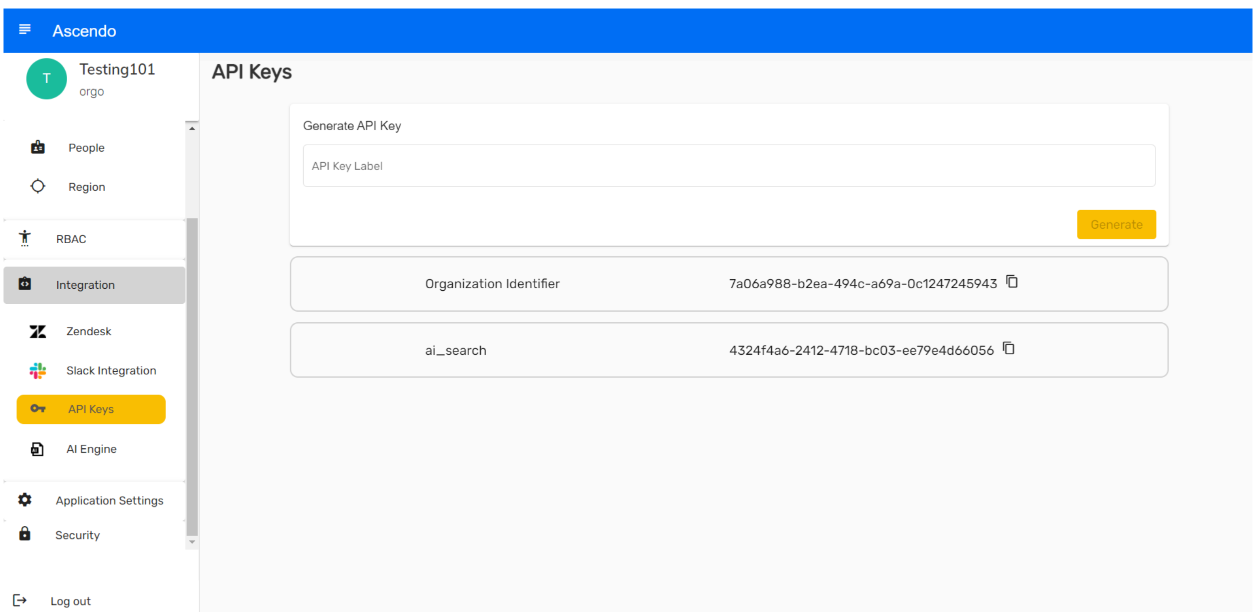
6.1.2 Making the API key for AI Search

Log into Ascendo and go to the Admin settings. Within the settings, click on the API key info.
Step 1: Click on the settings - this is available for the Admin users on the top right corner of the page.



Step 2: Type 'ai_search' in API KeyLabel fields to generate API Key and click on Generate button

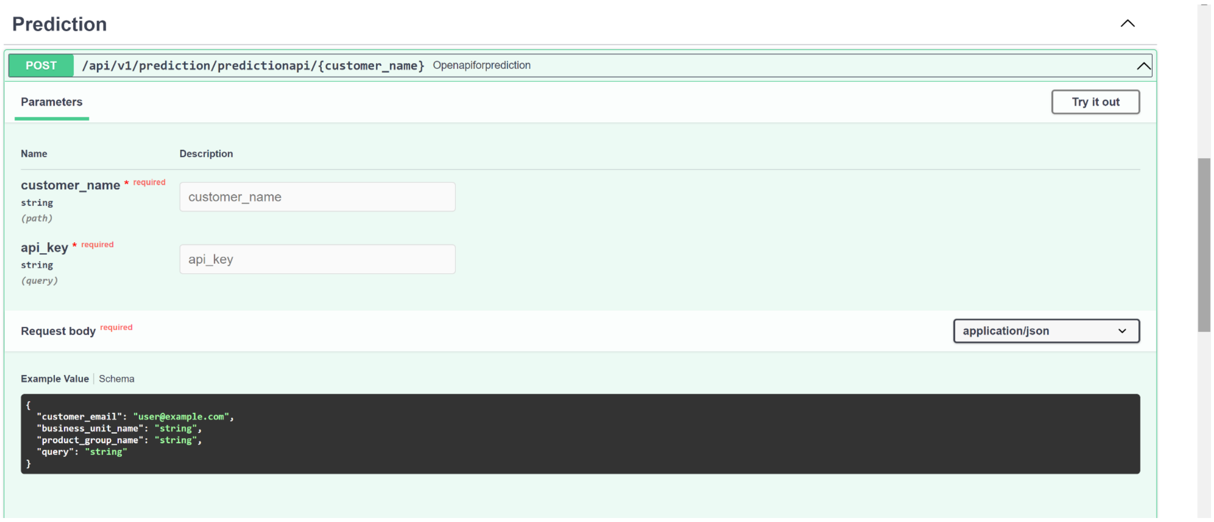




The API_key will be required in the POST API.

6.1.3 Post API

Use the POST method to get results for your queries.



API link-
https://ascdev.apis.ascendo.in/api/v1/prediction/predictionapi/{customer_name}?api_key={ai_search_api_key}

Parameters-

- **customer_name-** the name of your organisation registered with Ascendo
- **api_key**-the ai_search API key generated on the admin portal

Request body:

- **customer_email-** the email of the person using this API
- **business_unit_name-**the business unit corresponding to the product for which ascendo's predictive service is required
- **product_group_name**-The product family for which Ascendo's predictive services are required
- **query**-The query for which solutions will be provided by Ascendo's predictive services

Response body:
The response body of this API is a list containing the solutions provided by Ascendo based upon the parameters in the request body.

7 Zendesk Webhook Overview

A webhook sends an HTTP request to a specified URL in response to an event, such as a trigger or automation firing in Zendesk Support

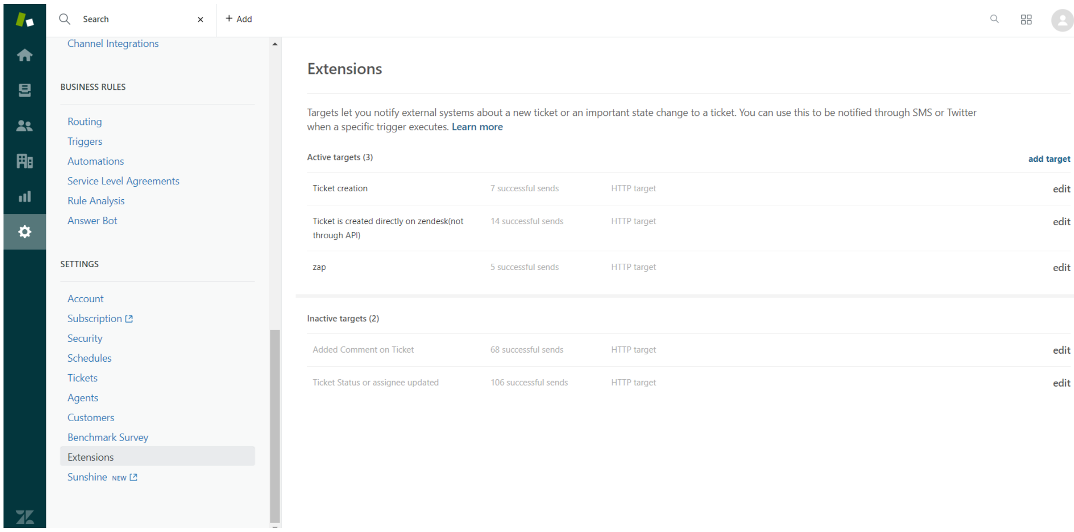
8 Purpose

This document gives an overview about how to set up a webhook to be used by Ascendo .

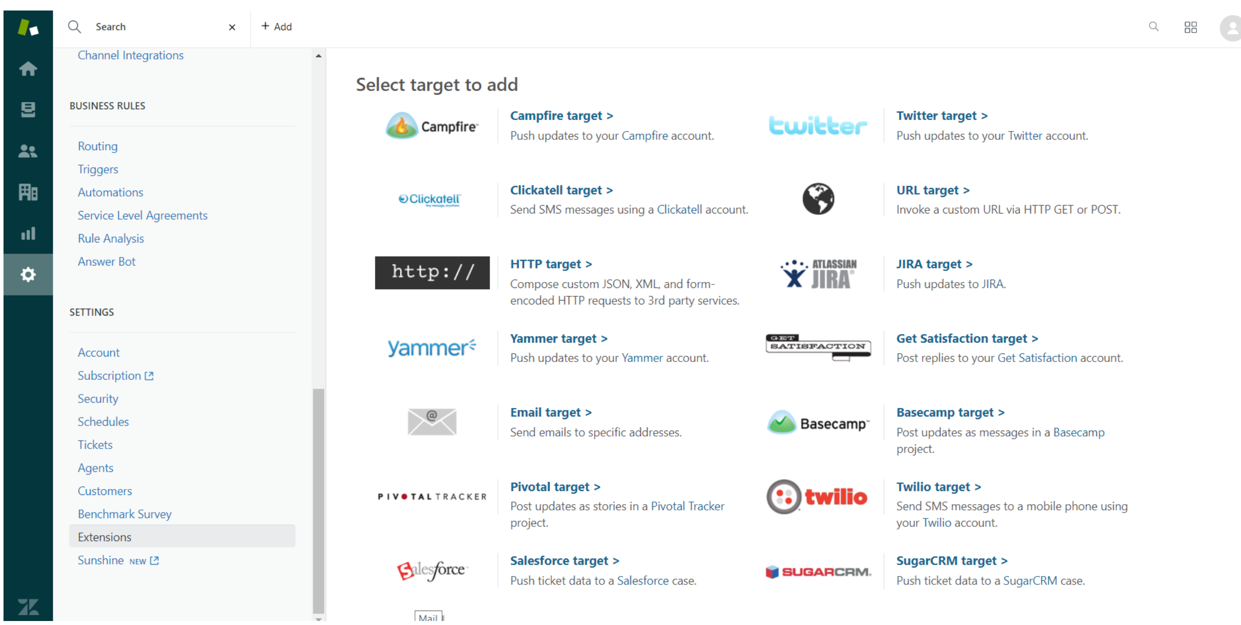
9 Implementation Details

9.1 Creating a target

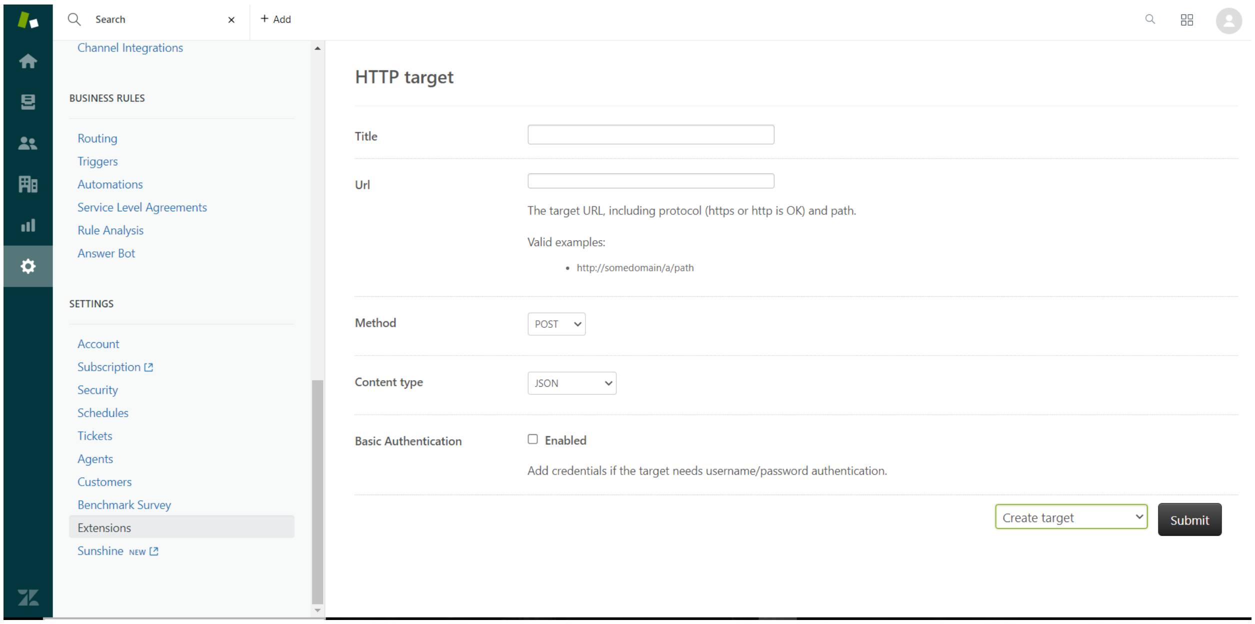
Go to Settings>>Extensions.



Click on **add target** button on the top right corner.Select HTTP target.

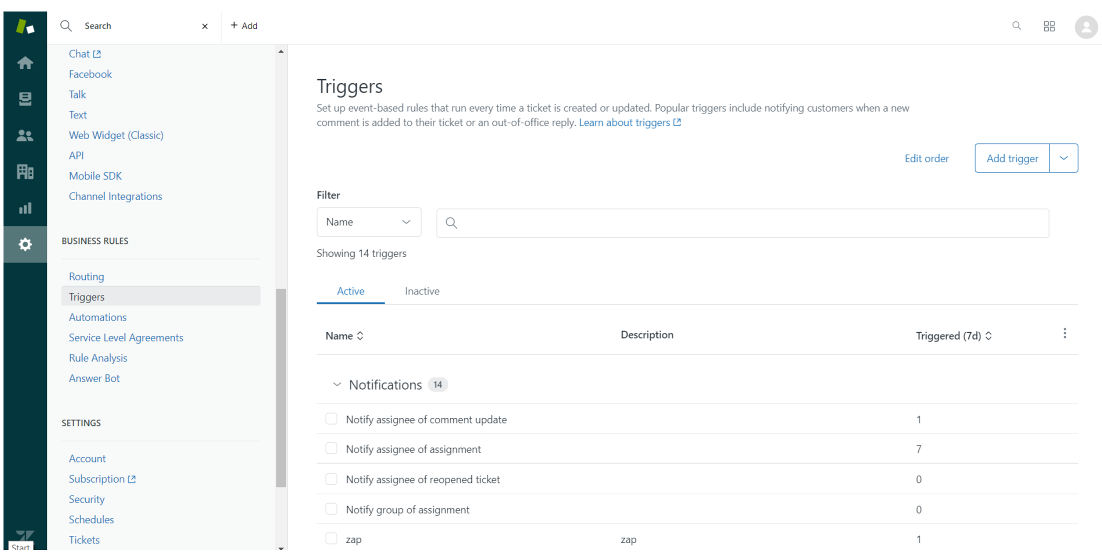


You will be provided with the URL from Ascendo which has to be put in the Url section.The method will be POST.Content type is JSON.No authentication is required.The title can be anything that you want.Select **Create target** option below the Submit button and click on Submit button.

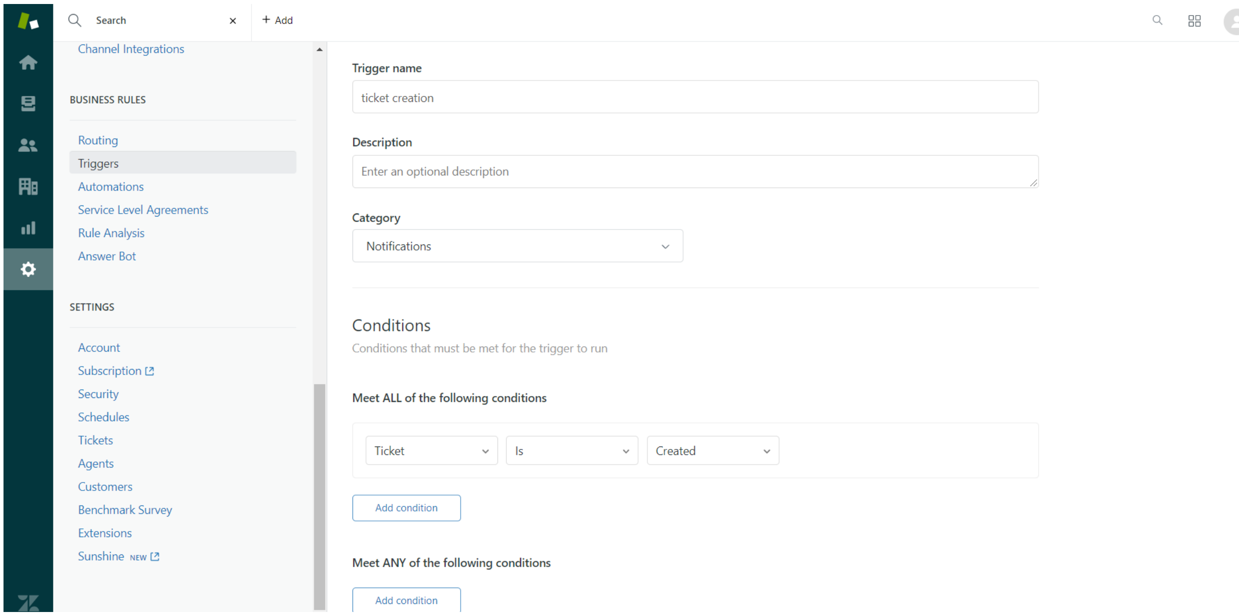


9.2 Creating trigger for Ticket Creation

Under Admin settings go to **BUSINESS RULES>>Triggers**



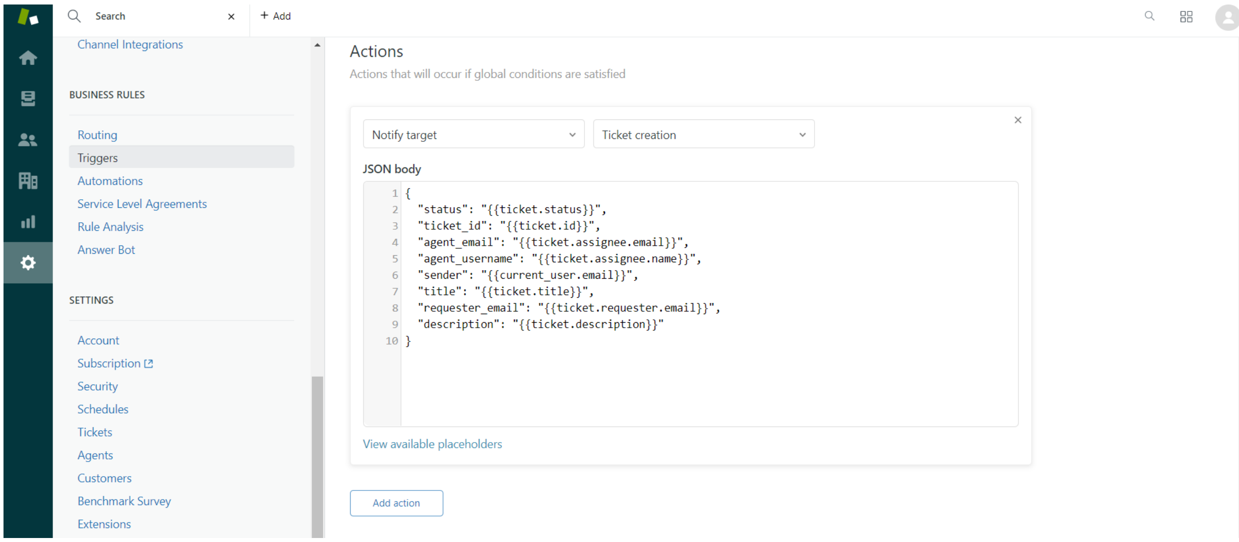
Click on Add trigger and create a trigger for ticket creation.Select the category as **Notifications.Add the conditions to "Ticket Is Created".**Name the trigger as per your convenience



Under Actions select “**Notify target**” and the name of the target you created in the Extensions section above.

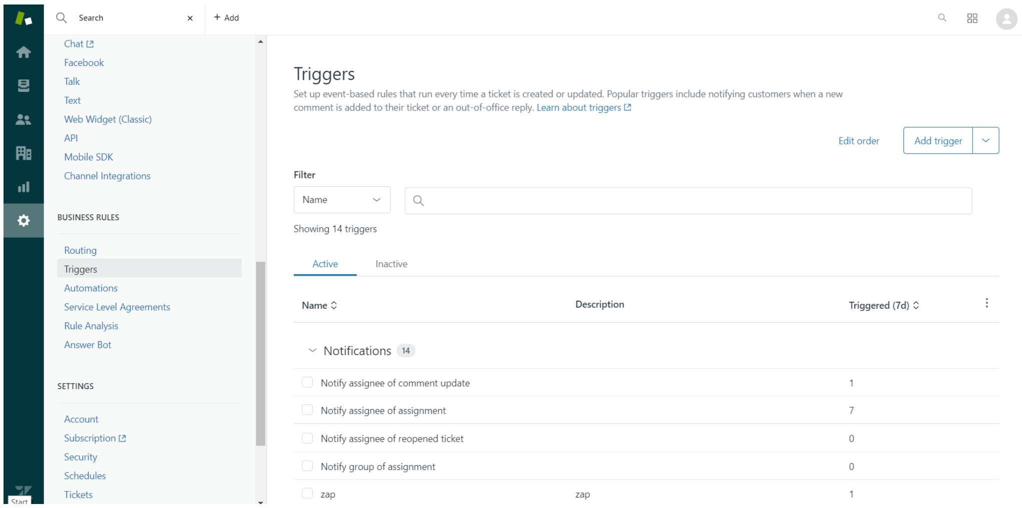
Put the json body as-


```
{
 "status": "{{ticket.status}}",
 "ticket_id": "{{ticket.id}}",
 "agent_email": "{{ticket.assignee.email}}",
 "agent_username": "{{ticket.assignee.name}}",
 "sender": "{{current_user.email}}",
 "title": "{{ticket.title}}",
 "requester_email": "{{ticket.requester.email}}",
 "description": "{{ticket.description}}"
}
```

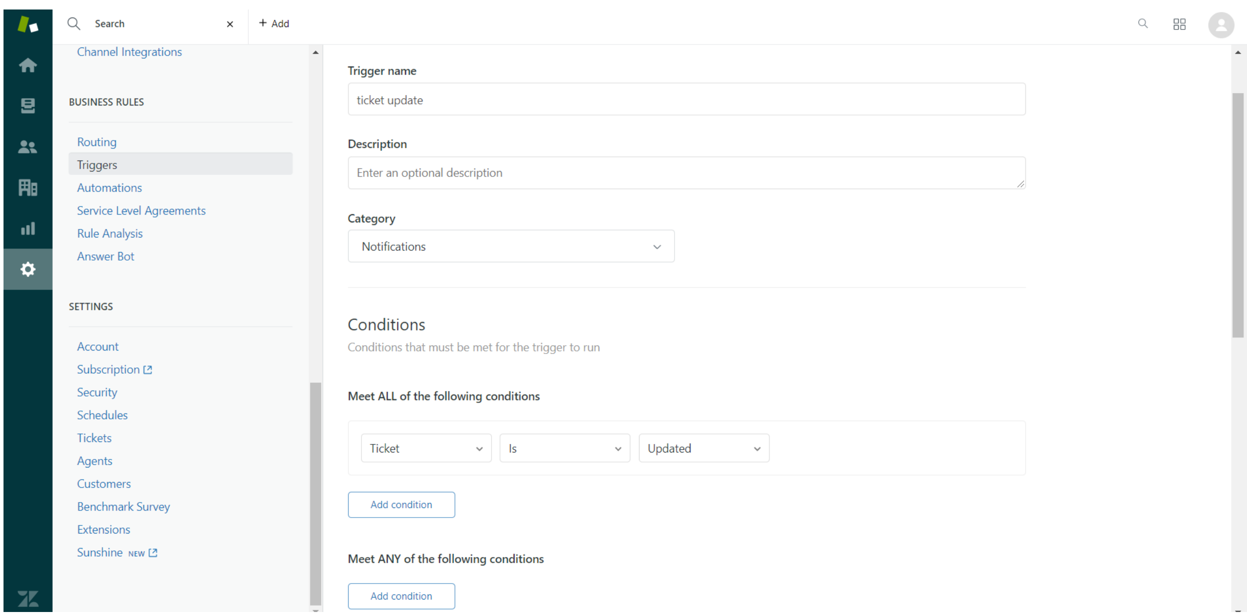


9.3 Creating trigger for Ticket Update

Creating a trigger for ticket update similar to how you created the trigger to create tickets.Under Admin settings go to **BUSINESS RULES>>Triggers**



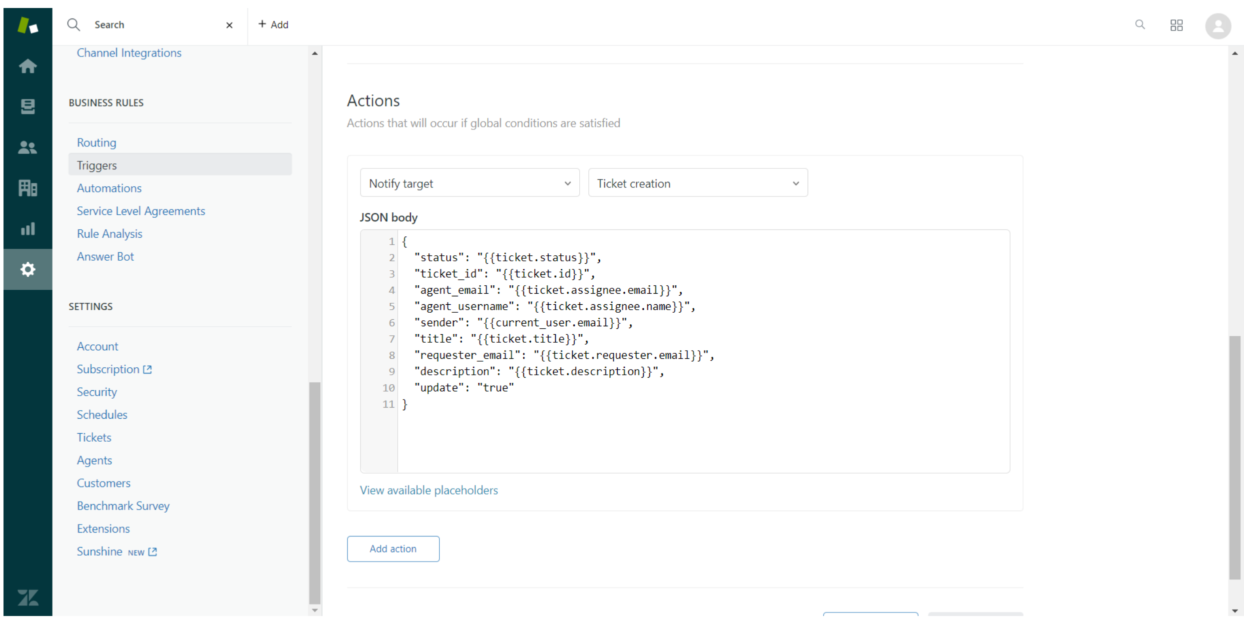
Click on Add trigger and create a trigger for ticket creation.Select the category as **Notifications.Add the conditions to "Ticket Is Updated".**Name the trigger as per your convenience.



Under Actions select "**Notify target**" and the name of the target you created in the Extensions section above.

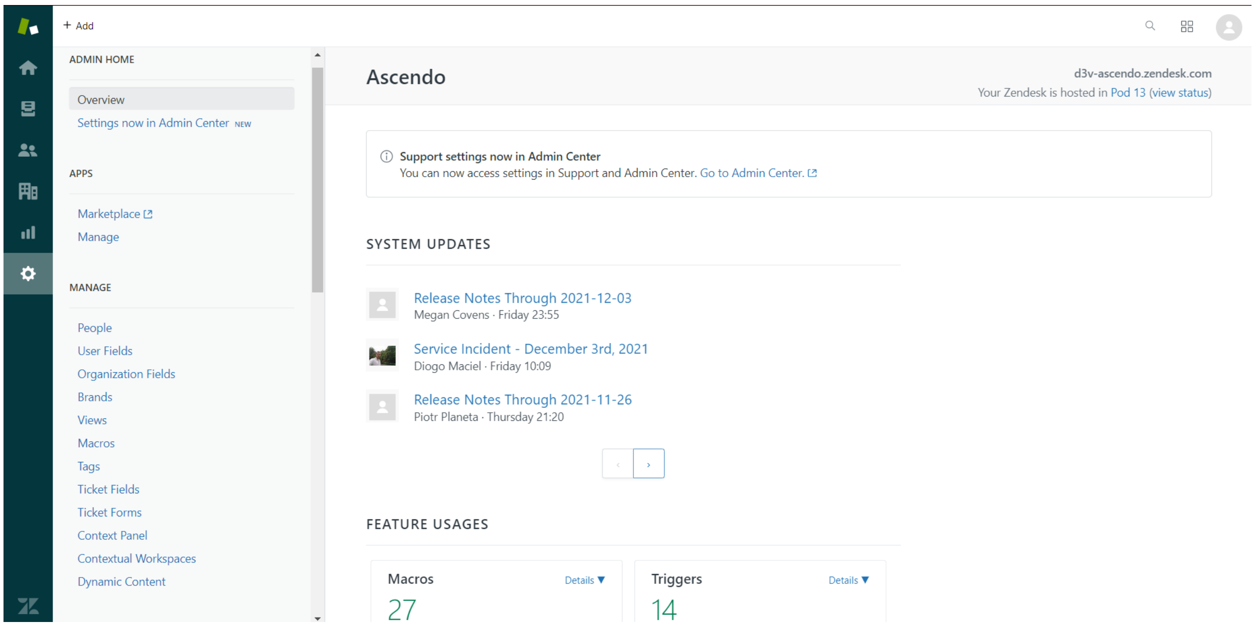
Put the json body as-

```
{
  "status": "{{ticket.status}}",
  "ticket_id": "{{ticket.id}}",
  "agent_email": "{{ticket.assignee.email}}",
  "agent_username": "{{ticket.assignee.name}}",
  "sender": "{{current_user.email}}",
  "title": "{{ticket.title}}",
  "requester_email": "{{ticket.requester.email}}",
  "description": "{{ticket.description}}",
  "update": "true"
}
```

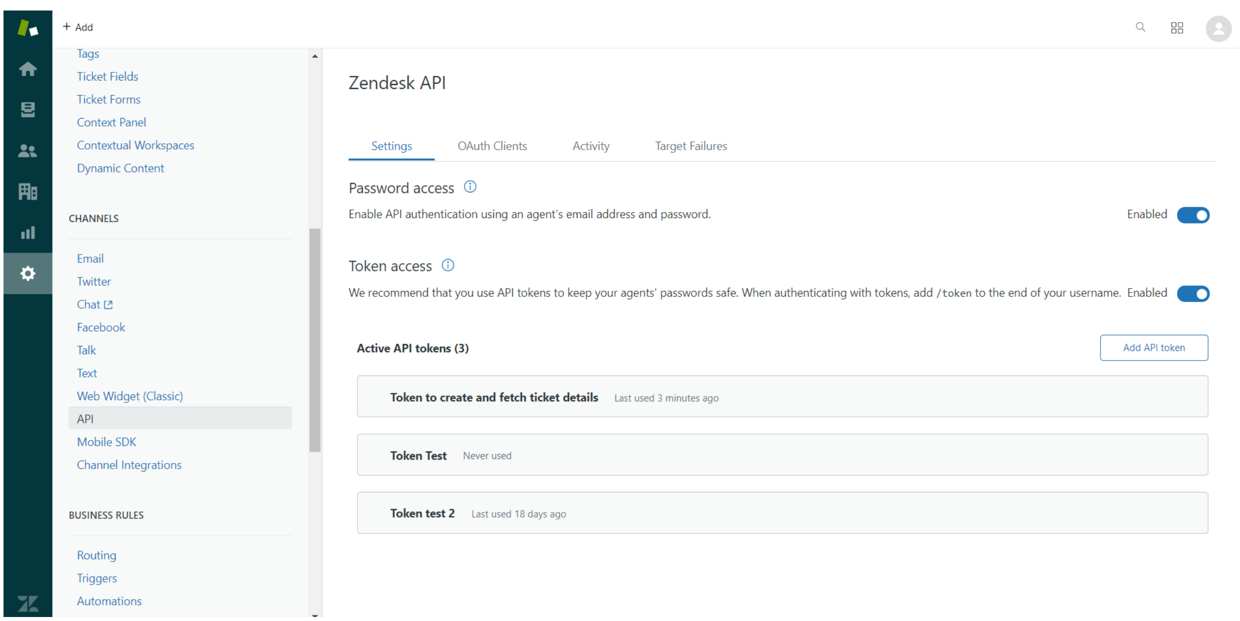


10 Adding Zendesk API Token

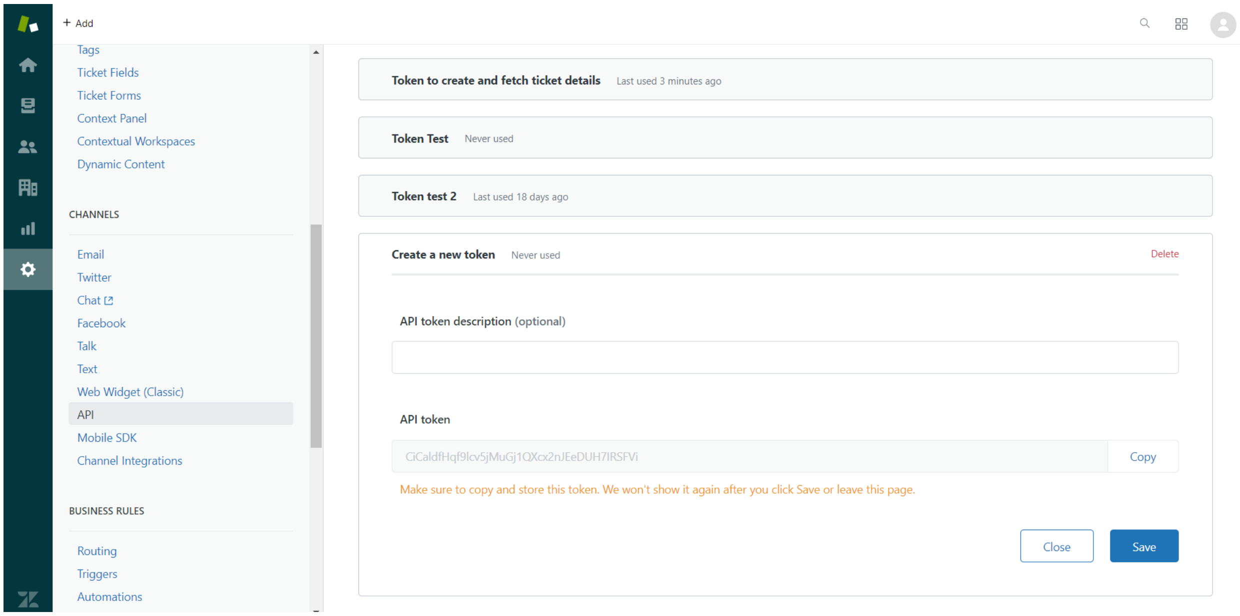
1)Login to your Zendesk Agent workspace.Click on the on settings icon on the left sidebar.



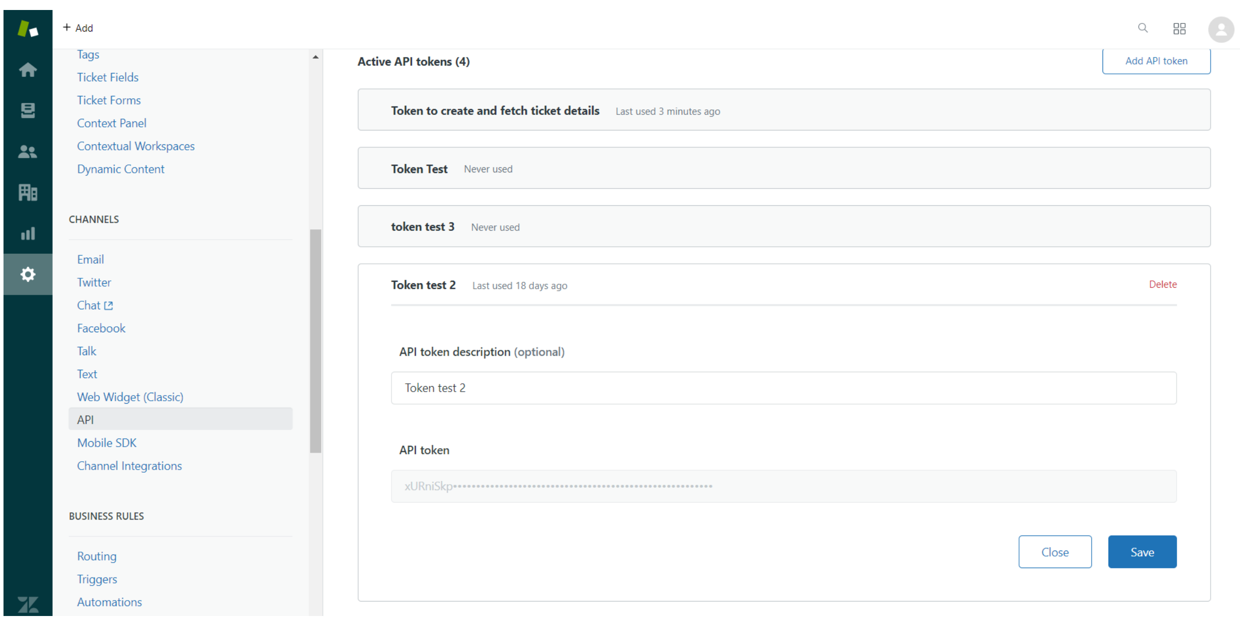
2)Go to Channels section and click on API



3)Click on the Add API Token button.

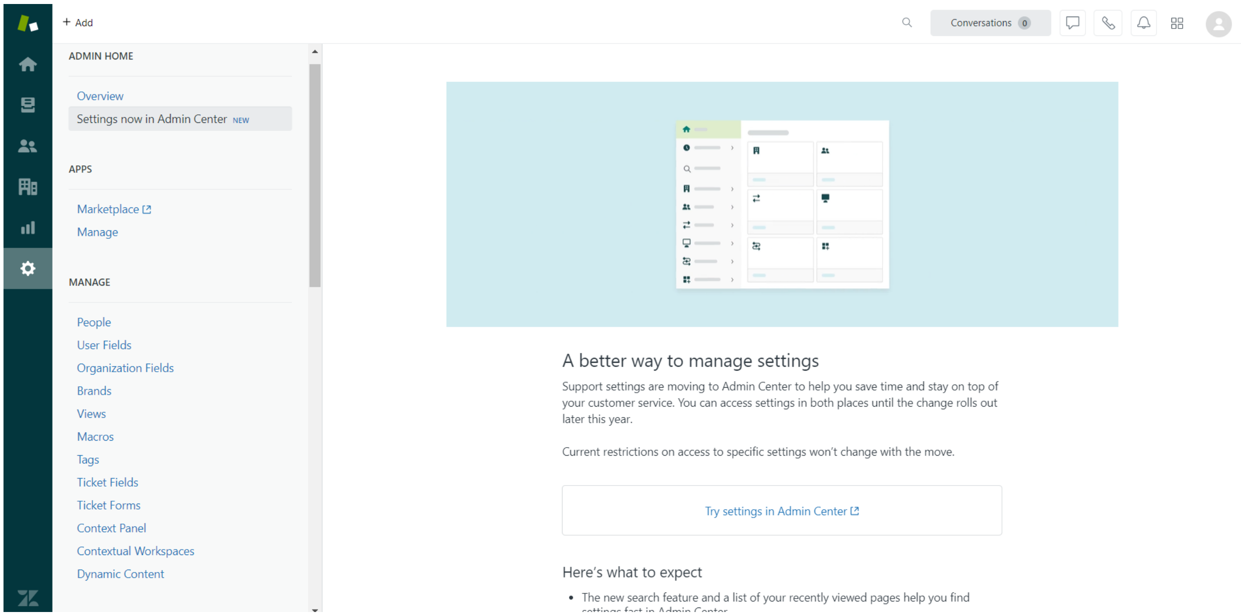


4)Give the API Token description if needed.Copy and store the API Token shown(**It won't be shown ever again**).Click on the Save button.Once saved you can see the API token details in your workspace.

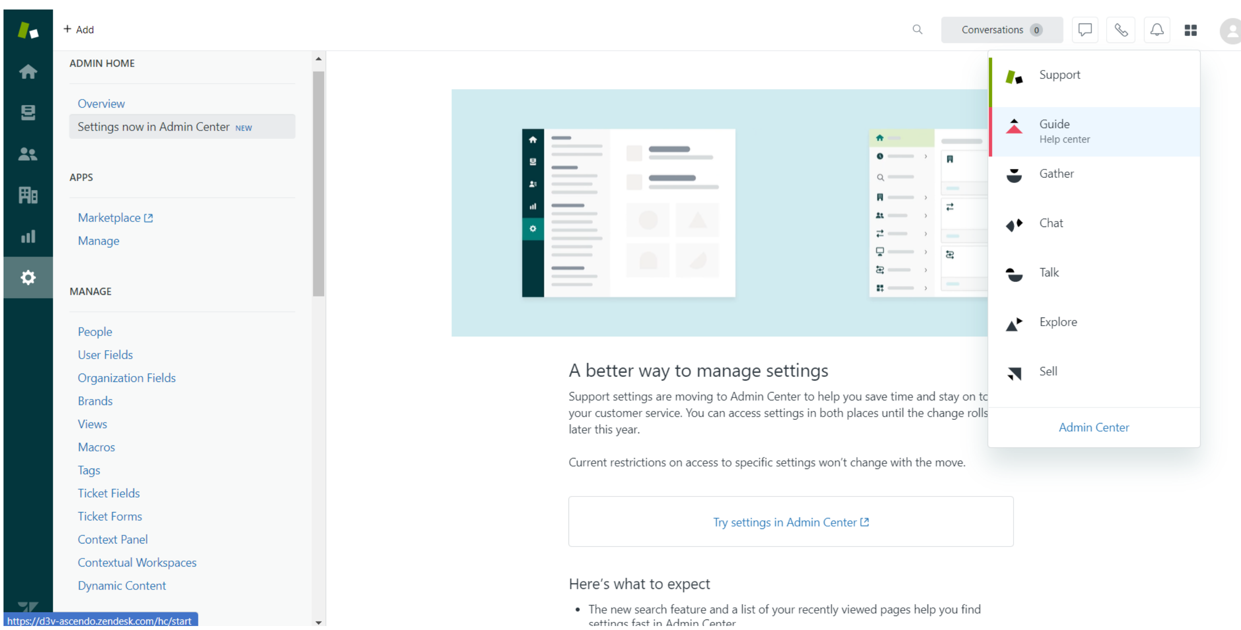


11 Enabling Zendesk Help Articles

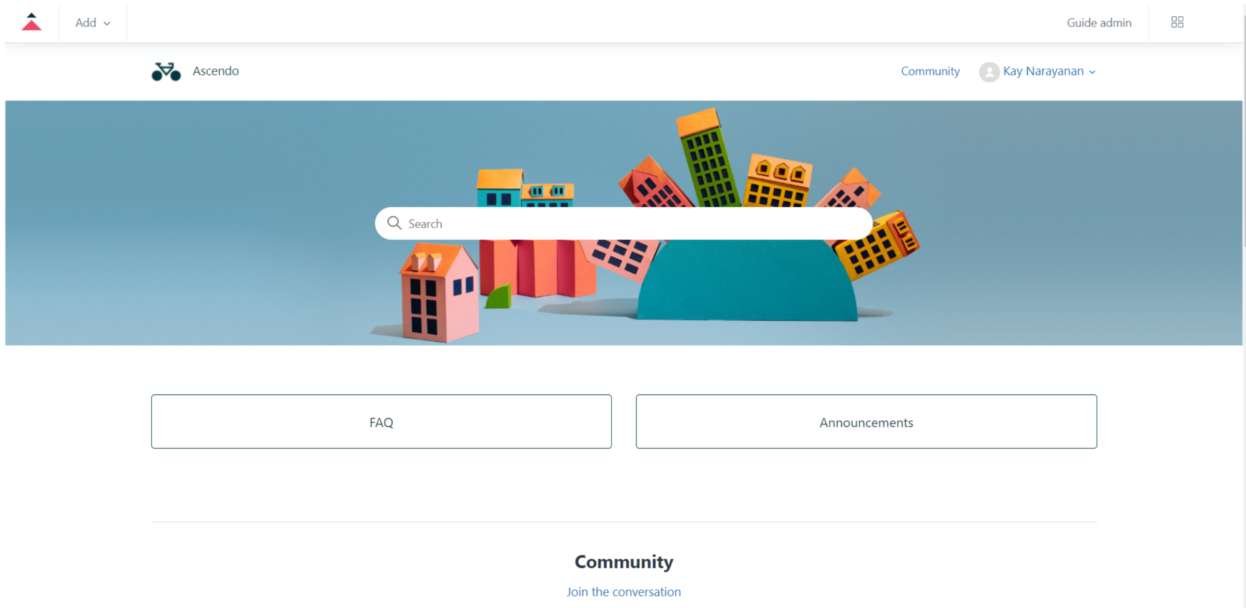
1)Using the owner account login to your zendesk agent workspace.



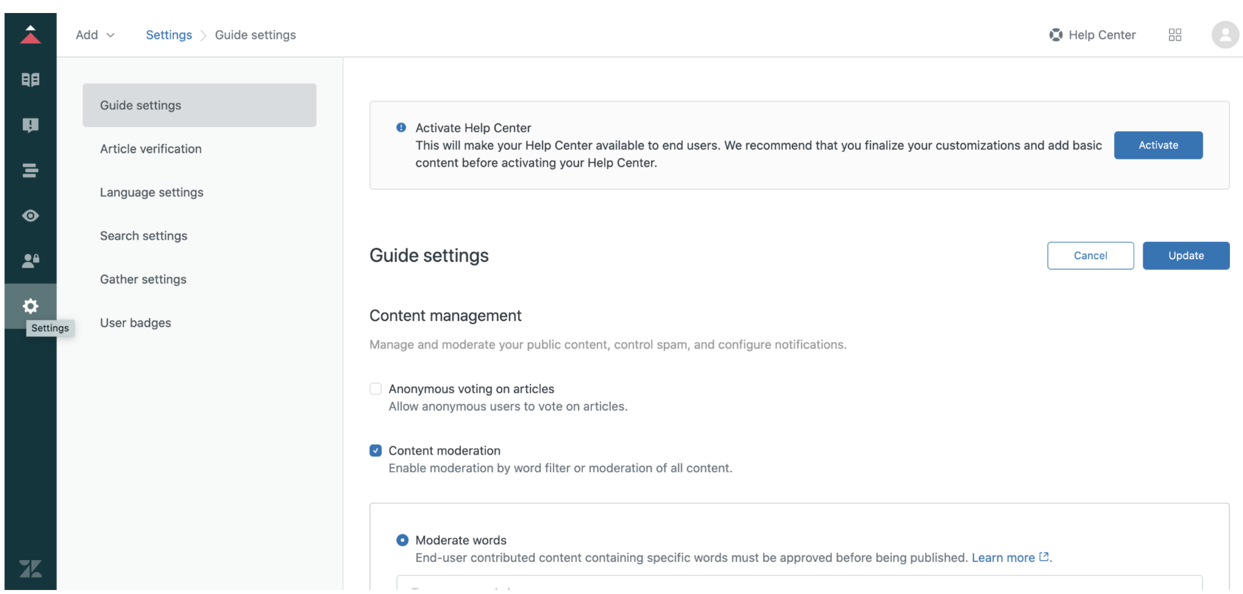
2)Go to Zendesk Product Icon just beside the Profile icon on the top right corner of the page.Click on Guide.



3)You will be redirected to the below page.



4)Click on Guide Admin on the top right corner of the page and go to **Settings>>Guide Settings**.Activate your help center by clicking on the Activate button shown for **Activate Help Center** section



5)You will get a confirmation on successful activation