

Facebook Chatbot For Magento 2

 webkul.com/blog/facebook-chat-bot-magento2/

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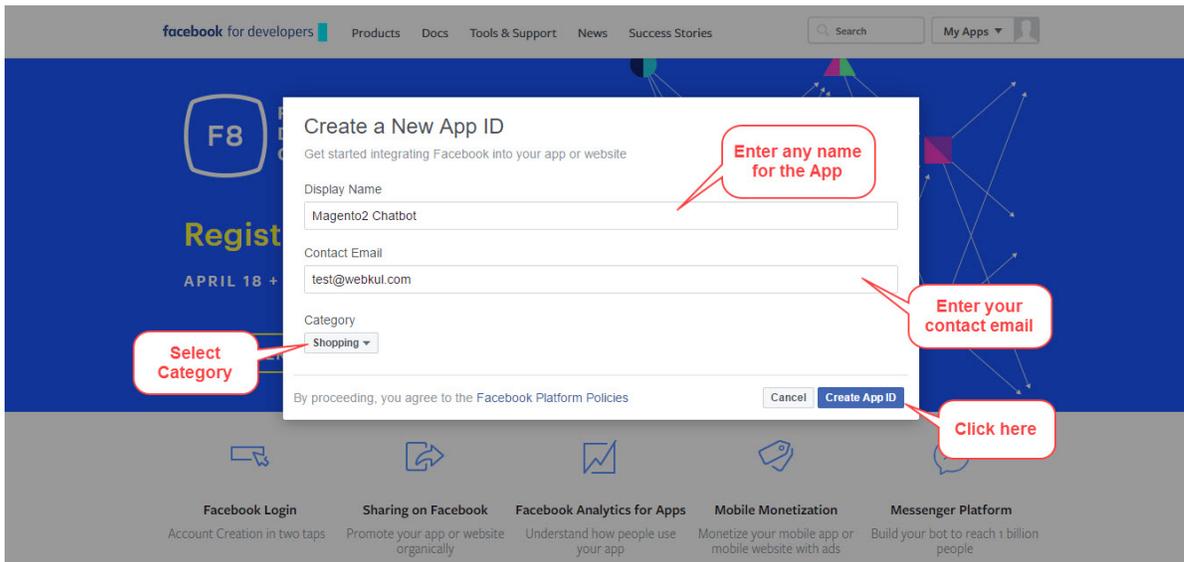
Facebook Chatbot is a program developed for Facebook Messenger platform. It allows businesses to do automated communication with their customers. Chatbots can send and receive messages from the users. With the help of this extension, you can set up Facebook Chat Bots on your Facebook Page. The customers will get instant replies for their questions. Add reply message templates for salutation, not found, greeting, product search.

Features

- Enable or Disable Facebook Chatbot status.
- Add content to various messages – greeting, not found, product search.
- Add various product search keywords.
- Show products from the store in the messenger.
- The user can click the link to view the site, products, category.
- Supports Multiple language translations.
- The source code is open for customization.

Facebook Configuration

Before you begin, you need to get Facebook Access Token from [here](#). Log in with your Facebook account and create an app. After opening the page, go to My Apps and click Add a New App. The following pop-up window will appear:

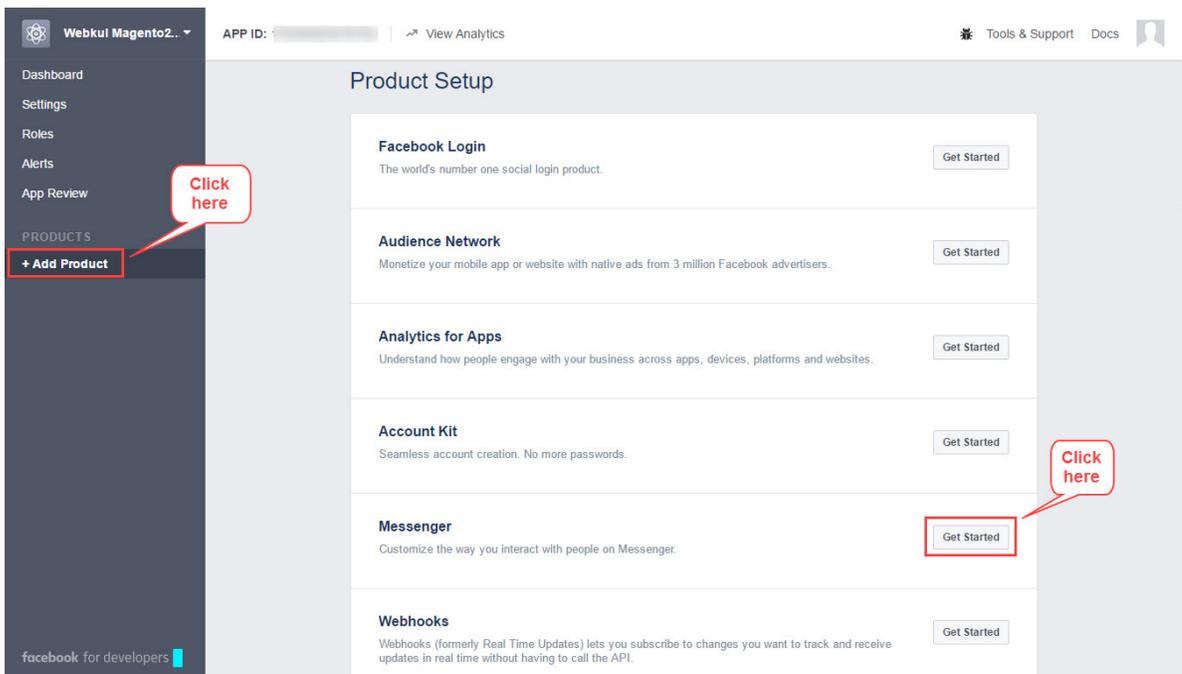


The screenshot shows the Facebook 'Create a New App ID' form. The form is titled 'Create a New App ID' and includes the following fields and elements:

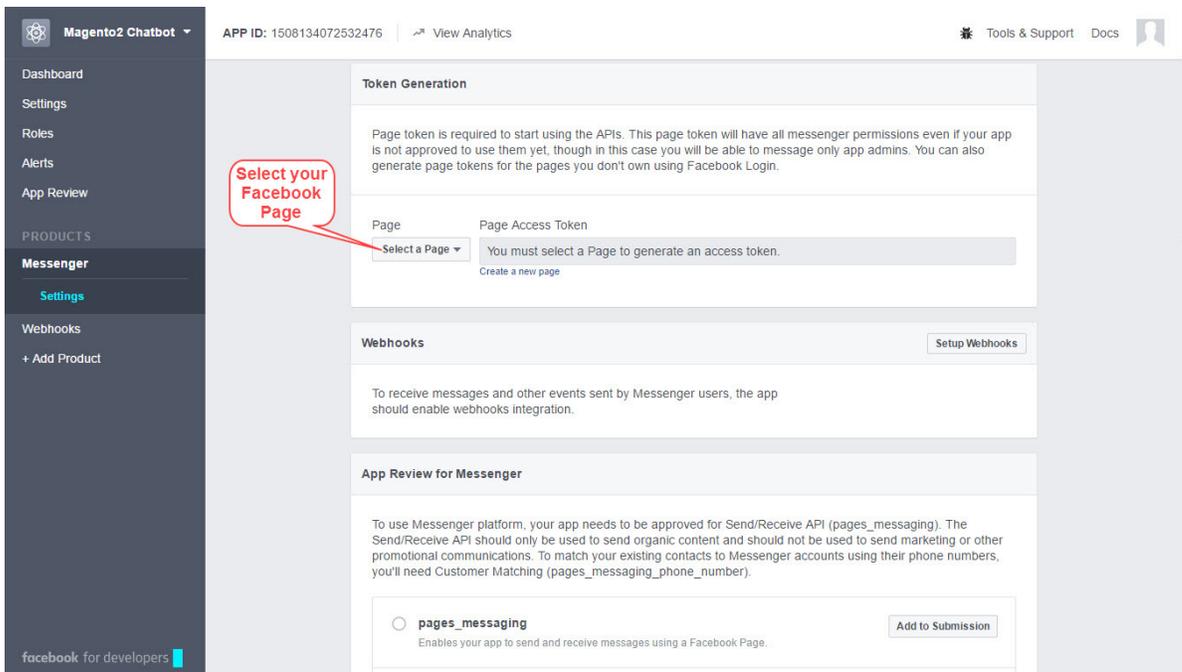
- Display Name:** A text input field containing 'Magento2 Chatbot'. A red callout box points to this field with the text 'Enter any name for the App'.
- Contact Email:** A text input field containing 'test@webkul.com'. A red callout box points to this field with the text 'Enter your contact email'.
- Category:** A dropdown menu with 'Shopping' selected. A red callout box points to this dropdown with the text 'Select Category'.
- Buttons:** A 'Cancel' button and a 'Create App ID' button. A red callout box points to the 'Create App ID' button with the text 'Click here'.

At the bottom of the form, there is a checkbox for 'By proceeding, you agree to the Facebook Platform Policies'.

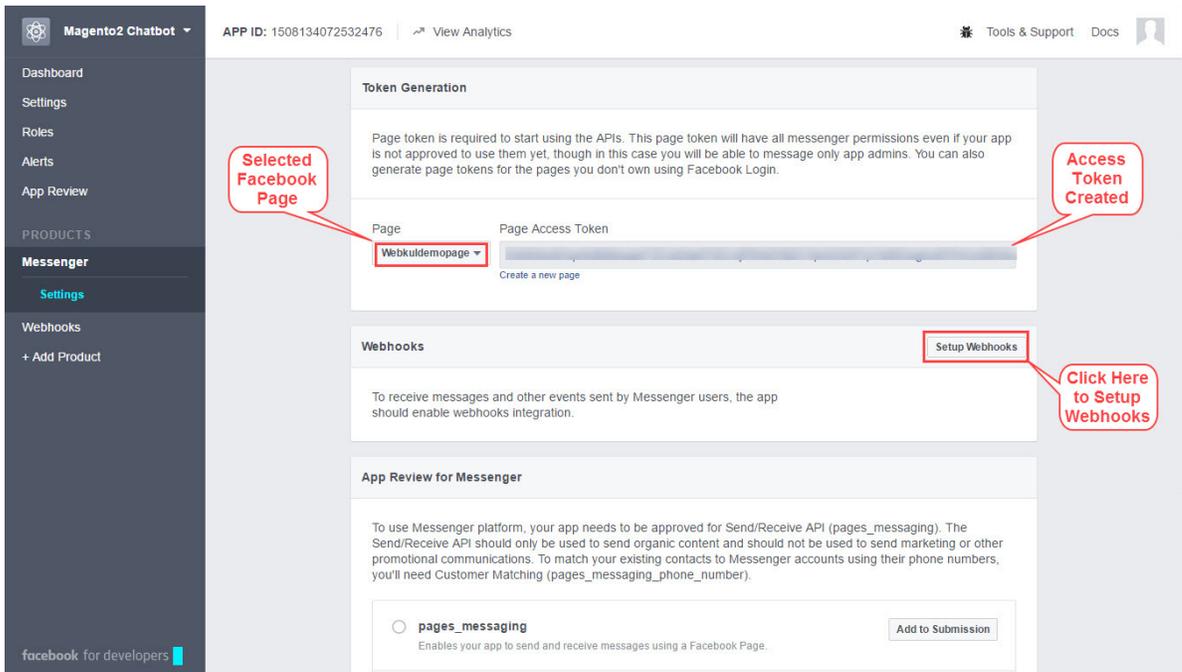
Now go to Add Product and click Get Started for Messenger.



After clicking Get Started, following page will open. Now select your Facebook Page, a confirmation window will appear. Your Access Token will appear, after doing the confirmation. Copy the Access Token and enter the same in Magento configuration.



Once you have selected your Facebook Page and copied your Access Token. Click Setup Webhooks, a pop-up window will appear.

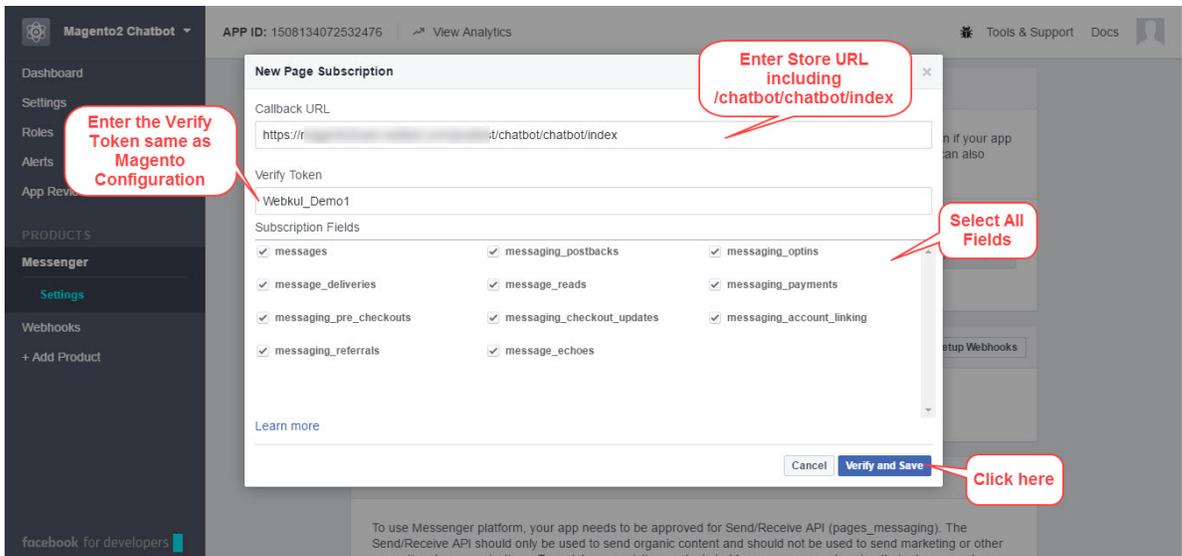


Here you need to enter your store URL in the Callback URL field. You need to add the following in your URL.

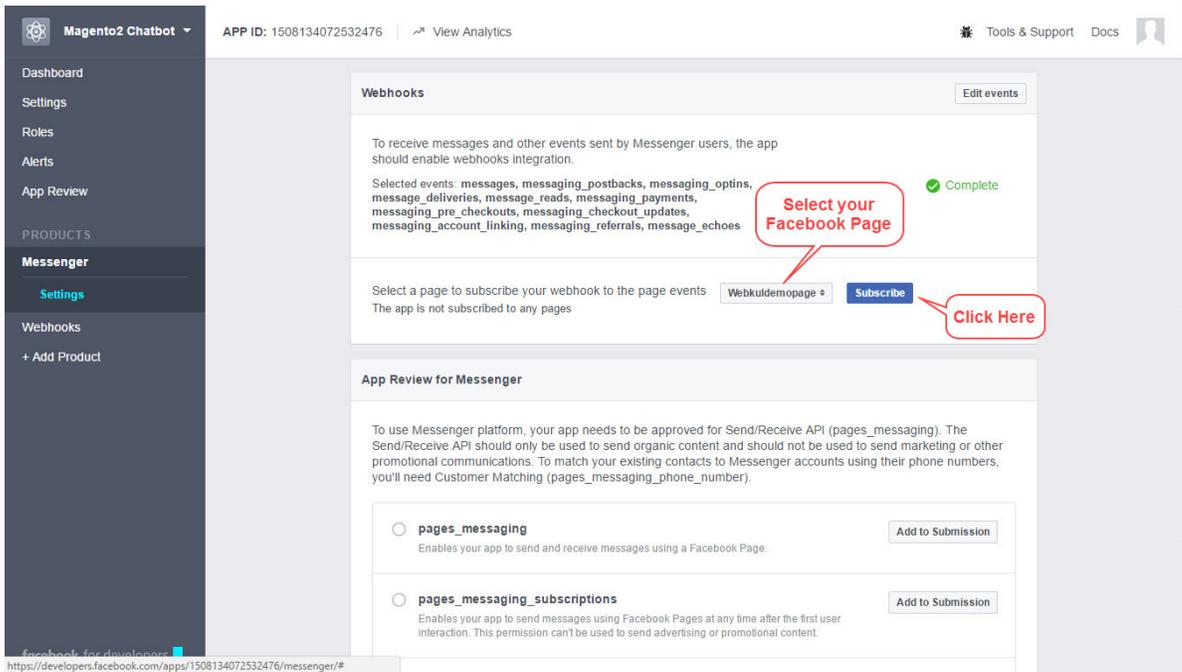
/chatbot/chatbot/index

Eg. <https://www.example.com/chatbot/chatbot/index>

Enter the verify Token, enter any text or name. This name should be same for the Magento Configuration. Select all the Subscription Fields and click Verify and Save.



Finally, you need to select your Facebook Page for Webhooks too. Click Subscribe, as visible in the screenshot below. Your Facebook configuration is now complete. Please proceed to the next step.



Module Configuration

To do the module configuration, please navigate through Stores>Configuration>Chatbot. Following option will be available. Click Save Config, to apply your changes.

Enable – Set the module status as Yes or No.

Access Token – Enter the access token key obtained from Facebook App.

Verification Token – You can any text here, use the same text for the Facebook App set up.

Enter the content for various messages.

Configuration

Chatbot

Webkul Facebook Chat Bot

Save Config

Click here to Save your changes

Set the module status - Yes/No

Enter Facebook Access Token

Enter Verification Token

Enter the content for the Chat Bot

Enable [global] Yes

Access Token [global] *****

Verification Token [global] Webkul-Chatbot
use same value of verify token in facebook app.

Salutation(Hi,Hello) [global] Hey!
Write your messages separated by (,).

Salutation Message [global] This is a Salutation Message Test.
Write your messages separated by (,).

Not Found Message [global] I'm sorry. I'm not sure what you are looking for.
Write your messages separated by (,).

Product Search Keywords [global] product, products, shirt, clothes, shoes
Write your messages separated by (,).

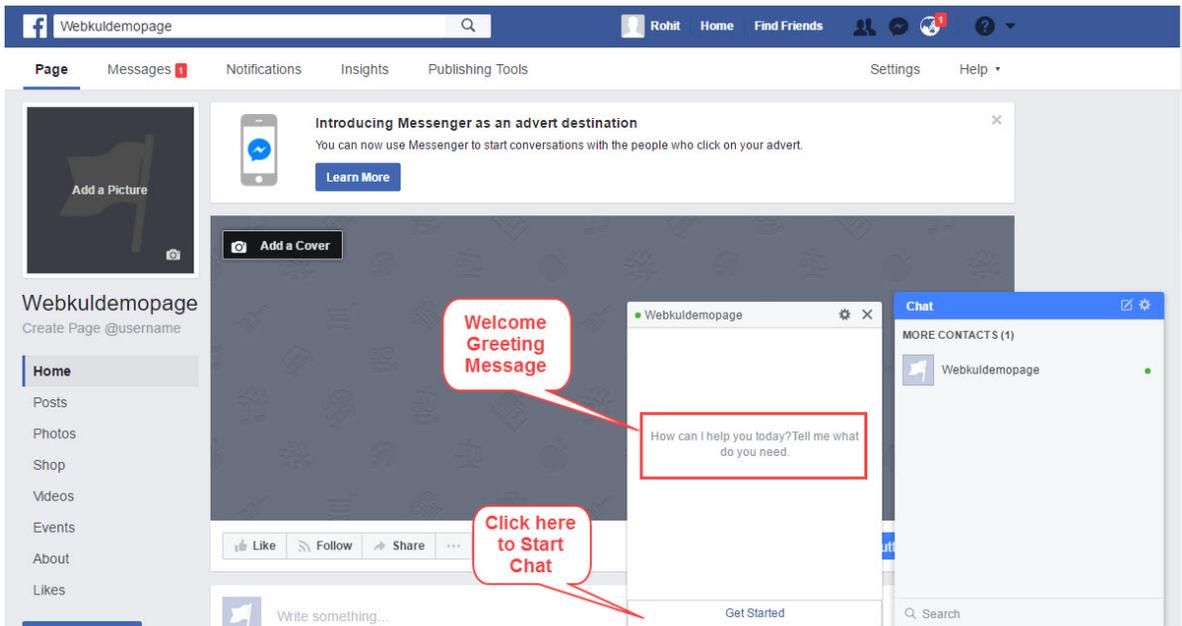
Welcome Greeting Message [global] How can I help you today?
Tell me what do you need.

Product Search Message [global] How would you like to try shopping??

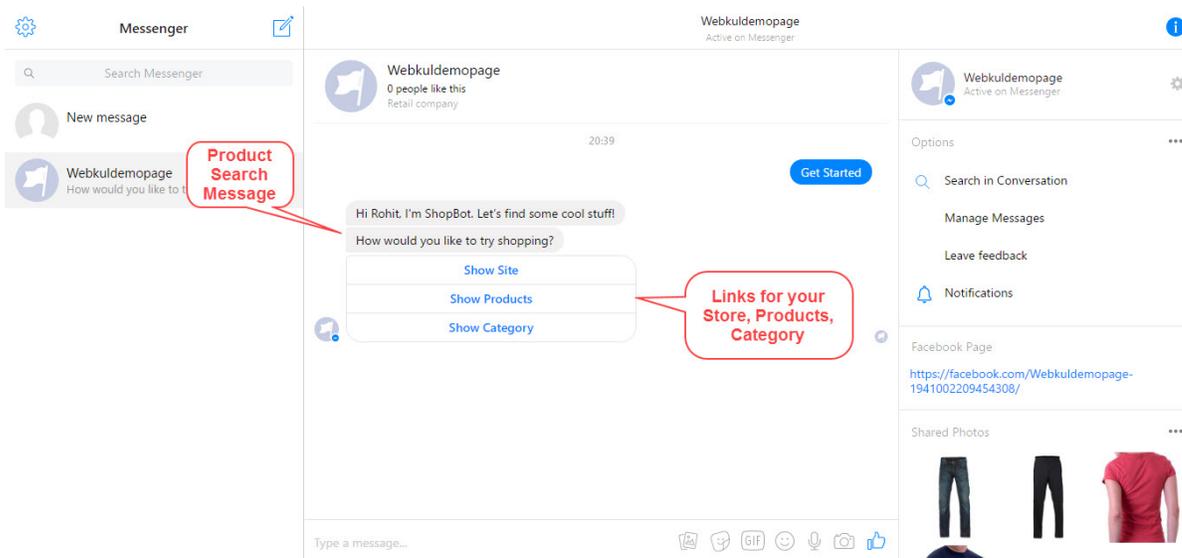
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Front-End View

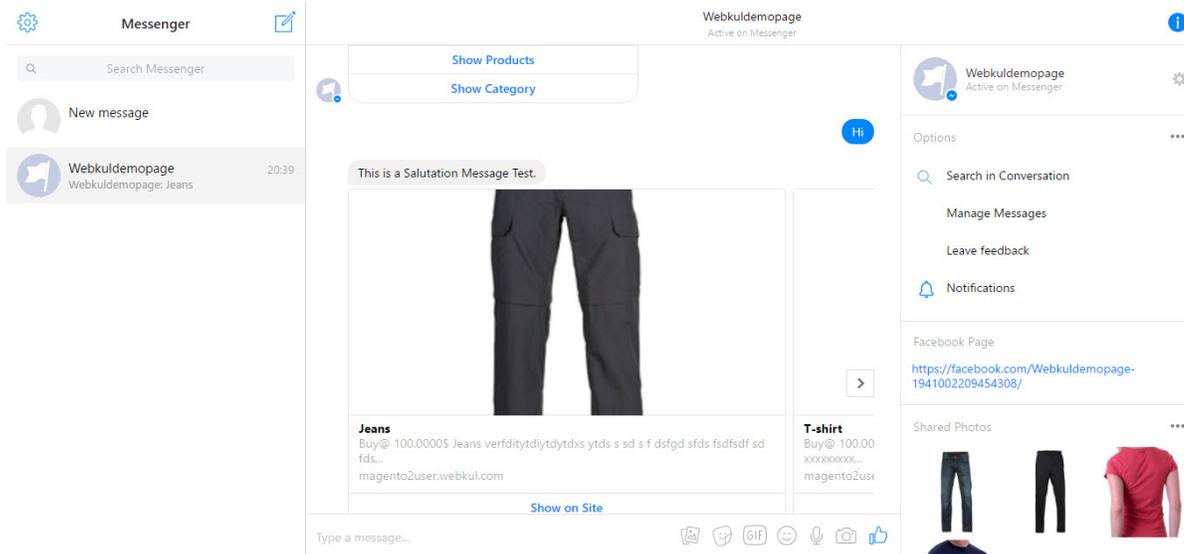
After logging in to the messenger, the customer can search for your page and start the chat. First, they will see the Welcome Greeting Message on the chat window.



After clicking, Get Started, the product search message will appear. The user can view the site, products, and category. From the screenshot below, you can see that the chatbot extension also works on the <https://www.messenger.com/> website.

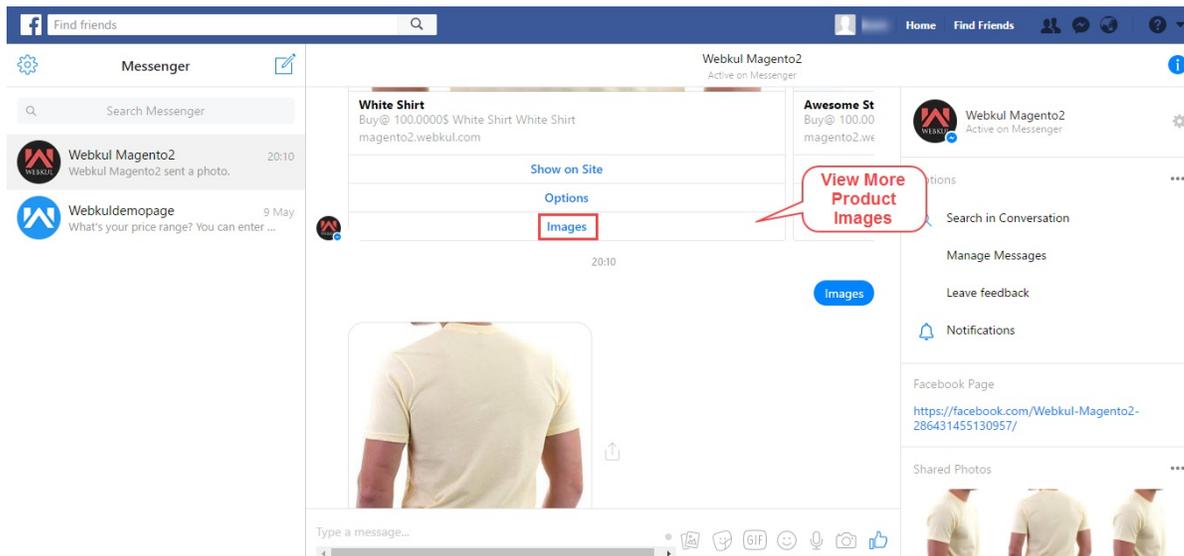


When a user types any salutation such as Hi, Hello, Hey. The chat bot will reply the salutation message. The customers will also the few products of the store.



View Images

The customer can click the Images options for viewing the additional images of the product.



Thank you for viewing this blog. If you have any query or need more information, please visit webkul.uvdesk.com