

Facebook Chatbot

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

April 12, 2017

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.

Note – Facebook requires the endpoint to run over https, so before using this Facebook Chatbot extension please make sure your website should be hosted under HTTPS.

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.
- The user can see product options(size, color) and all the images of the product.
- Option to choose a price range in which user want to see products.
- Supports Multiple language translations.
- The source code is open for customization.

Facebook Configuration

Create a New App

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:

Developers Products Docs More ▾ My App

Create a New App ID

Get started integrating Facebook into your app or website

Display Name
Magento2 Chatbot → Enter any name for the App

Contact Email
@webkul.com

By proceeding, you agree to the Facebook Platform Policies

Cancel Create App ID

App Review Deadlines Approaching
A Platform Update
Learn More
Introducing Codeless App Events Setup as Part of New Facebook SDK

After creating App ID, go to **Add Product** and click **Set Up** for **Messenger**.

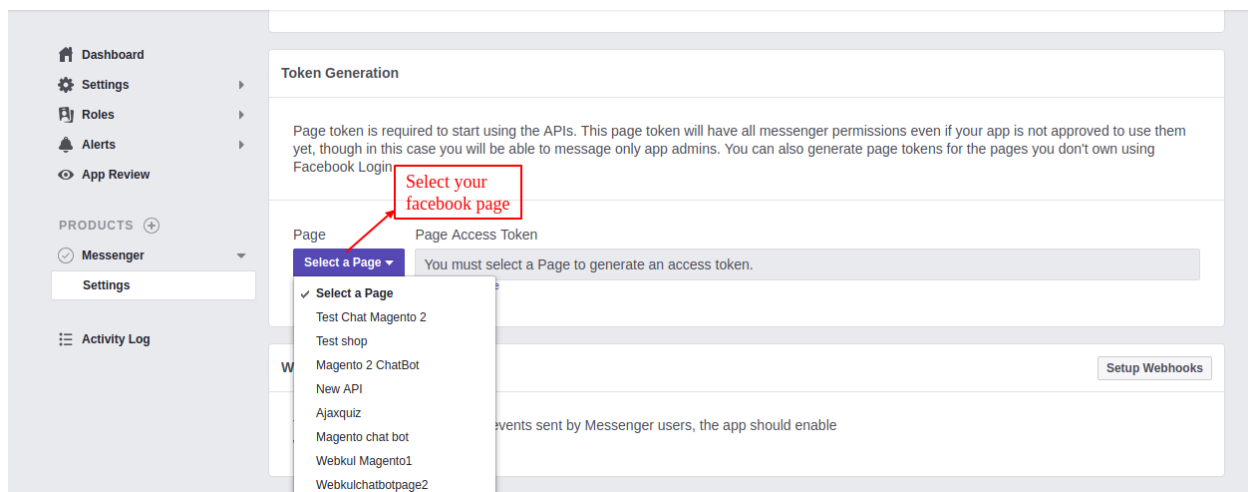
Magento2 Chatbot APP ID: OFF Status: In Development View Analytics

- Dashboard
- Settings
- Roles
- Alerts
- App Review
- PRODUCTS +**

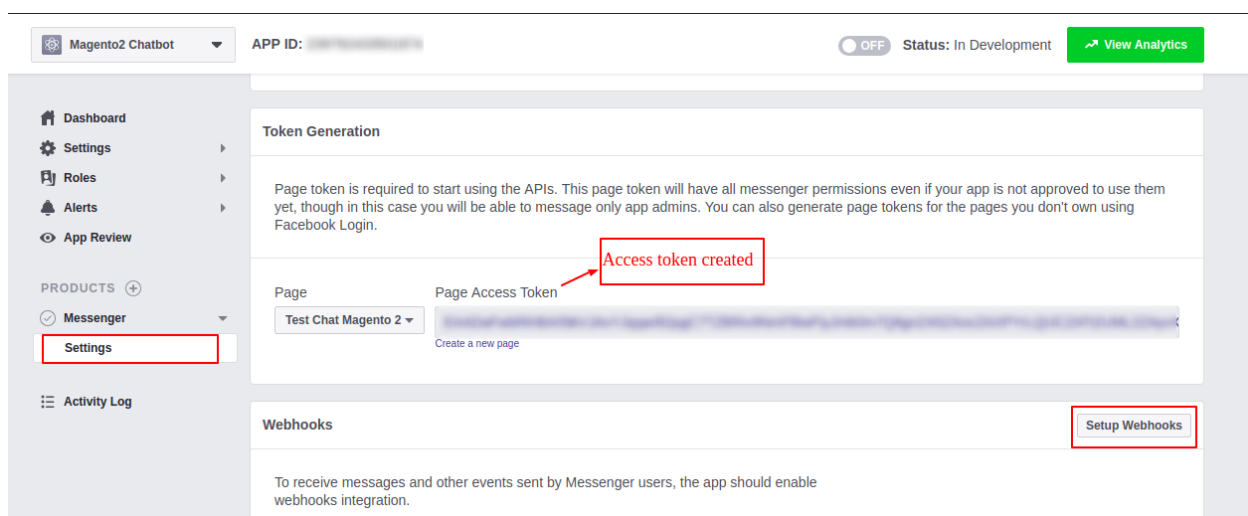
| | | |
|---|---|---|
| Facebook Login The world's number one social login product. Read Docs Set Up | Marketing API Integrate Facebook Marketing API with your app. Read Docs Set Up | Analytics Understand how people engage with your business across apps, devices, platforms and websites. Read Docs Set Up |
| Account Kit Seamless account creation. No more passwords. Read Docs Set Up | Audience Network Monetize your mobile app or website with native ads from 3 million Facebook advertisers. Read Docs Set Up | Messenger Customize the way you interact with people on Messenger. Read Docs Set Up |

Token Generation

After clicking **Set Up**, the 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 Chat Bot module configuration.



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

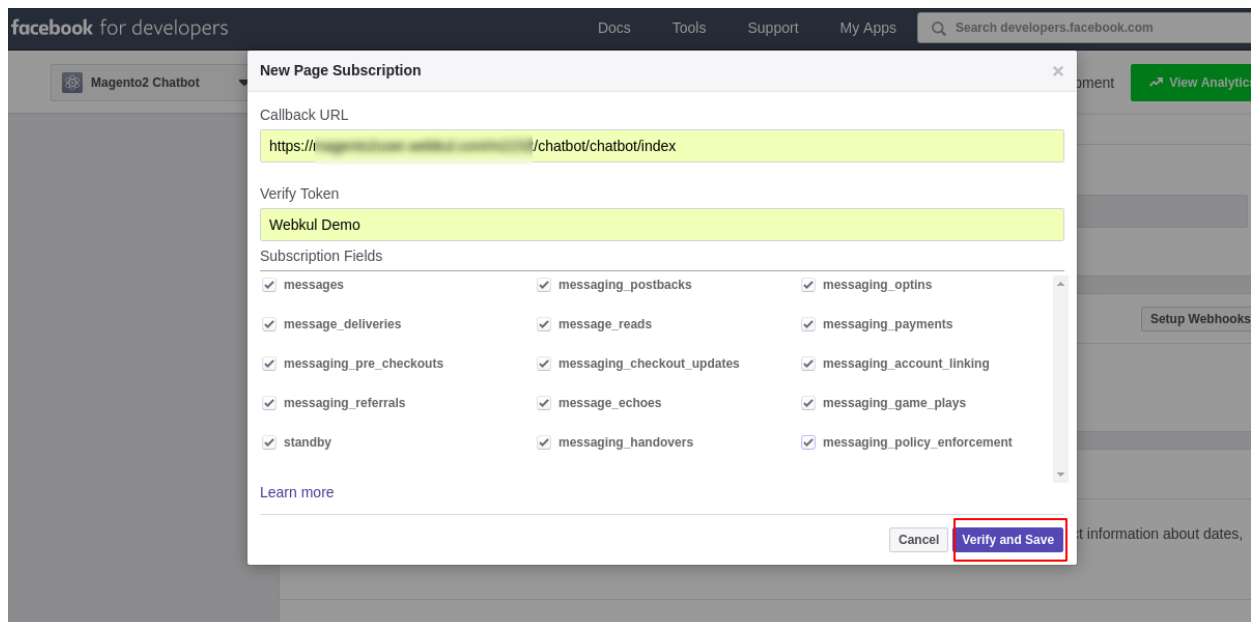


Here you need to enter your store URL in the **Callback URL** field. Please make sure that the URL is https(secure). You need to add the following in your URL.

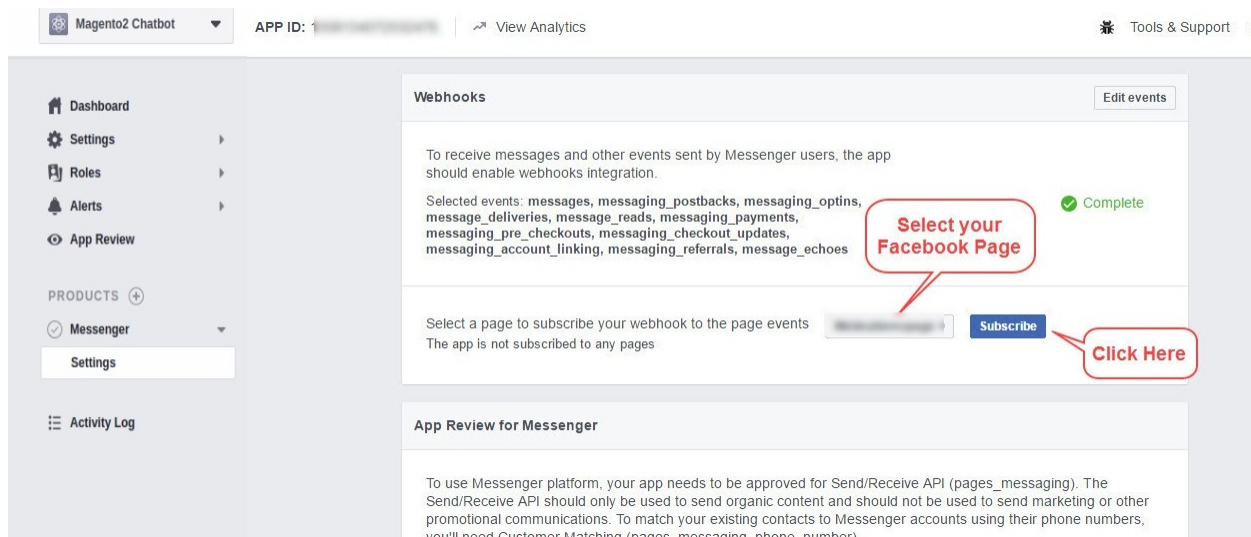
/chatbot/chatbot/index

Eg. https://www.example.com/**chatbot/chatbot/index**

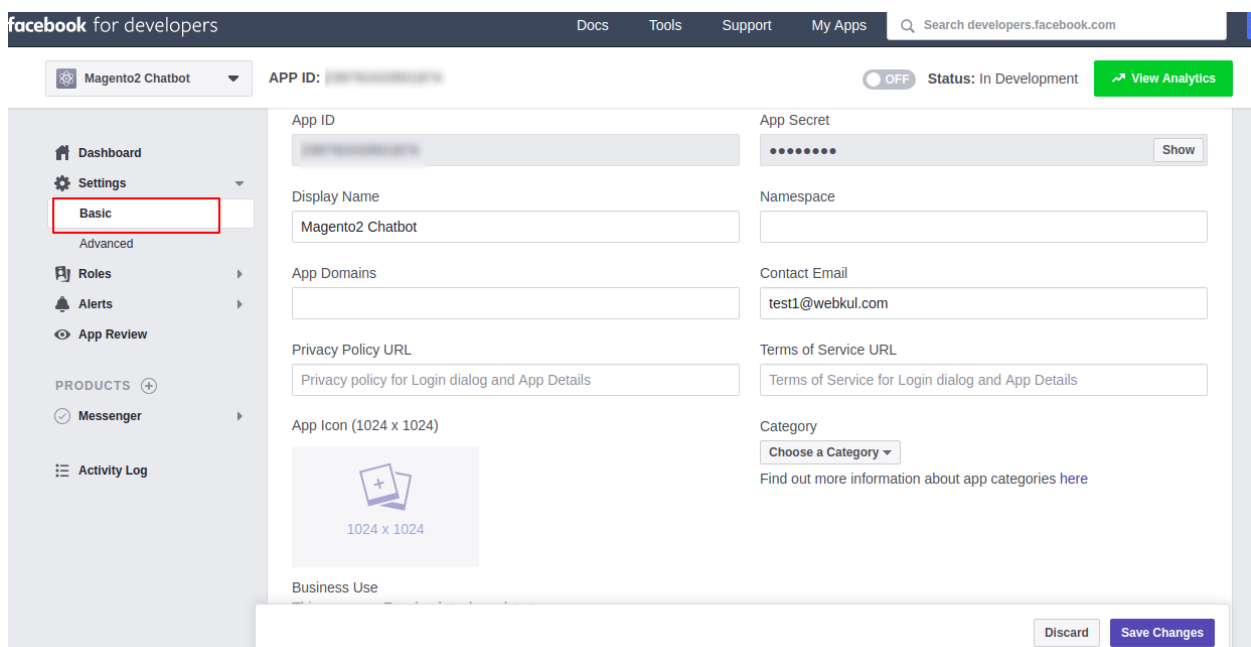
Enter the verify Token, enter any text or name. This name should be the same for the Chat Bot module configuration. Select all the **Subscription Fields** and click **Verify and Save**.



Then, you need to select your Facebook Page for **Webhooks** too. Click **Subscribe**, as visible in the screenshot below.



After that, go to **Settings>Basic** and enter the store address in **Privacy Policy URL**. Upload an image file for the **App Icon** (1024 x 1024).



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 the 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.

Update Greetings Message – You can change the greetings message and update it.

DASHBOARD

GOOGLE SHOPPING FEED

SALES

CATALOG

CUSTOMERS

MARKETING

CONTENT

REPORTS

Configuration

Store View: Default Config ?

Save Config

WEBKUL

Google Shopping Feed

Chatbot

GENERAL

CATALOG

CUSTOMERS

SALES

DOTMAILER

SERVICES

ADVANCED

Webkul Facebook Chat Bot

Enable
[global] Yes

Access Token
[global] EAADZAFy7aZBcQBABN3jZBTxjsVjD50JeDuK84YZI

Verification Token
[global] Webkul_ChatBot
use same value of verify token in facebook app.

Salutation(Hi|Hello)
[global] Hi|Hello|hey|hi dear
Write your messages separated by (|).

Salutation Message
[global] Hi, This is chat bot|Hello, This is chatbot|hey,This is chatbot|hi dear, This is chatbot
Write your messages separated by (|).

Not Found Message
[global] Not found !!!You can try another product
Write your messages separated by (|).

Product Search Keywords
[global] shirt|Jeans|Jacket|tees|bag|new arrival
Write your keywords separated by (|).

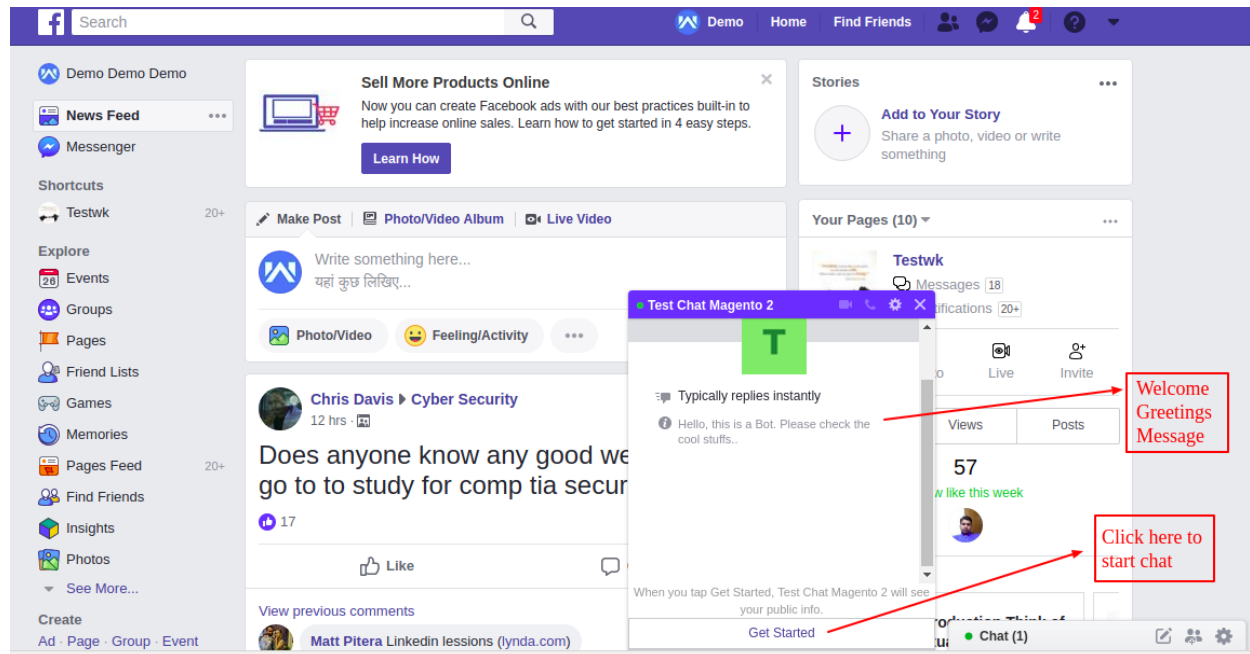
Product Search Message
[global] Please check the cool stuffs....as it is all new

Welcome Greeting Message
[global] Hi, this is a Bot.Please check the cool stuffs..

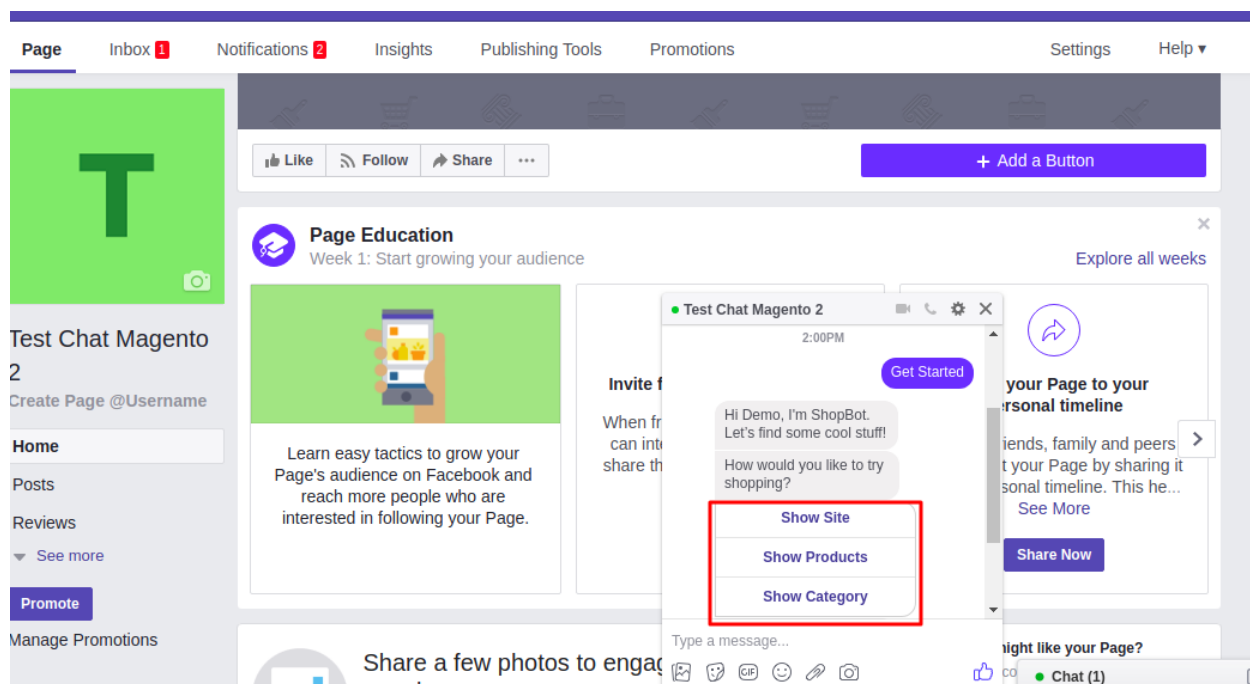
Update Greeting Message

Update Message

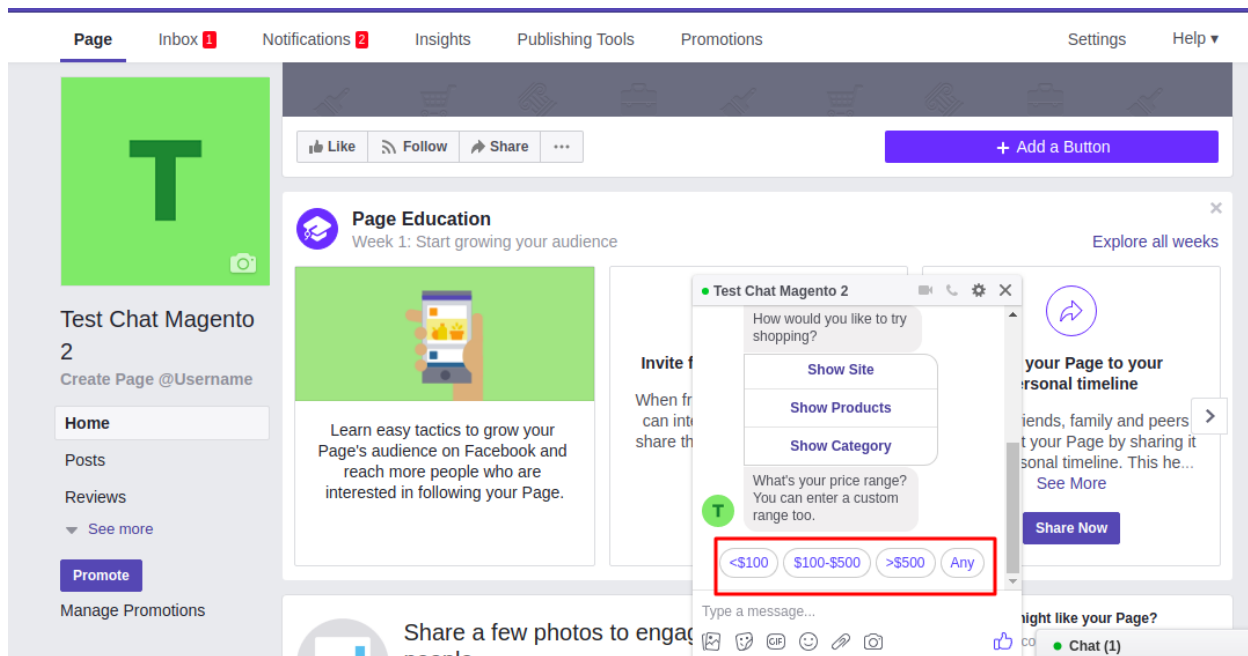
After logging in to the messenger, the customer can search for your page and start the chat. First, they will see the Welcome Greeting Message on the chat window.



After clicking on “Get Started ” the user get the options to view the **Site, Products, and Category**.

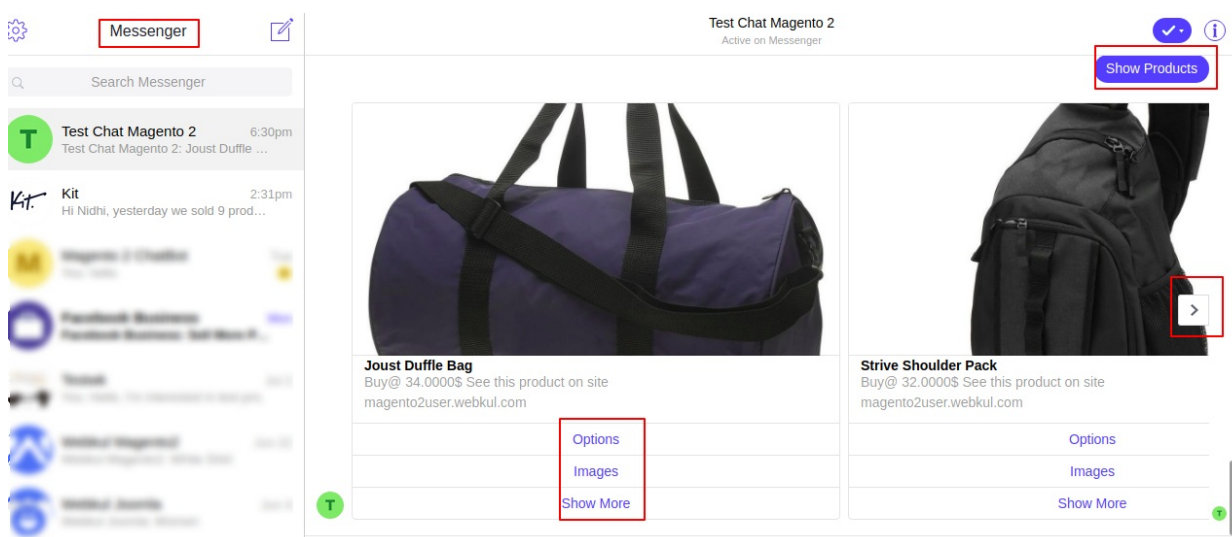


Price Range – The user able to select a range in which they want to see the products as per below screenshot –

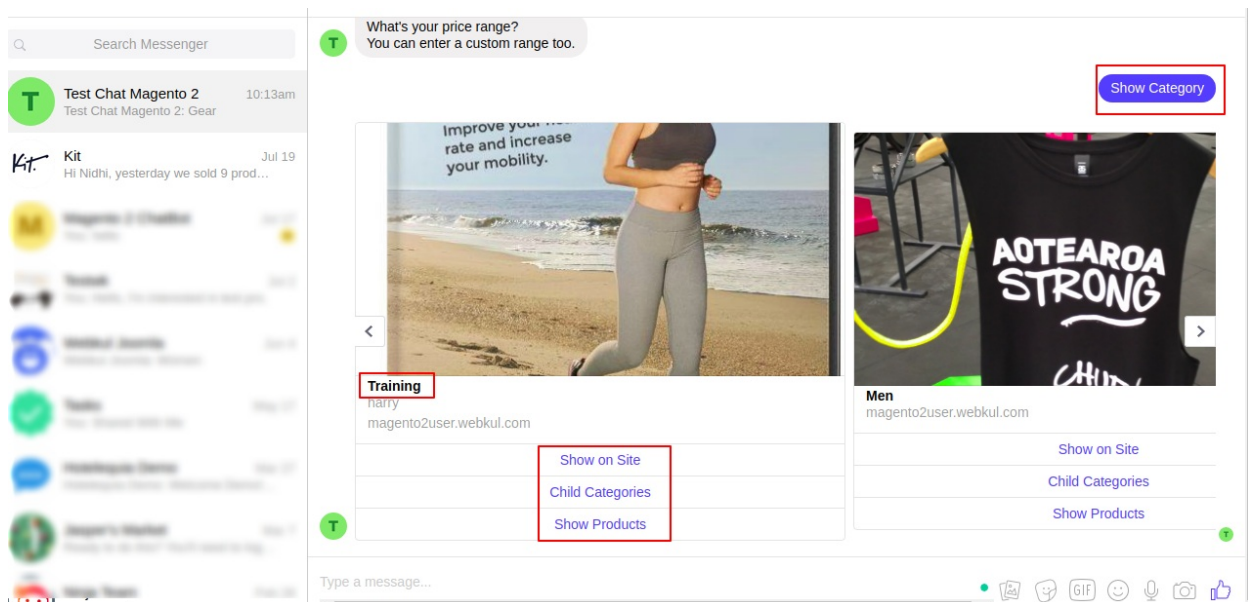


When users click on " **Show Site** " they redirect to your online store. Users can also use **www.messenger.com** as per below screenshot.

If users click on " **Show Product** " then they able to see some store products by sliding as per below screenshot –



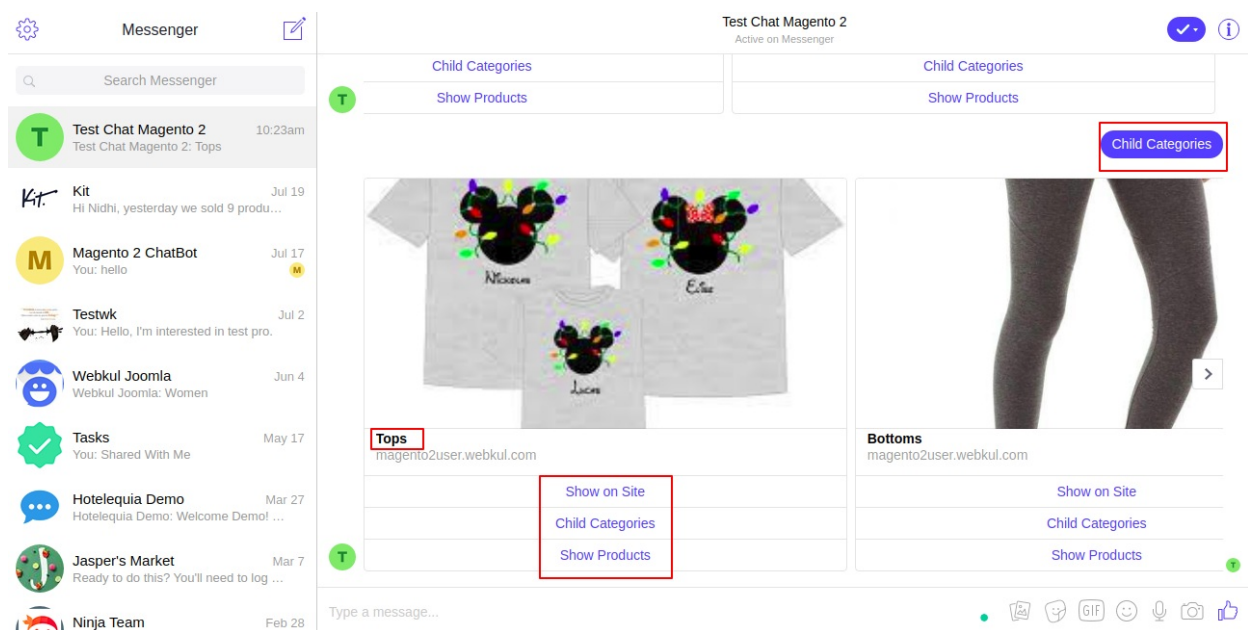
Show Category – If users click on " **Show Category** " then users able to see all the main categories by sliding as per below screenshot.



In the category, the user will get three options –

Show on Site – it will redirect to the site and display that main category.

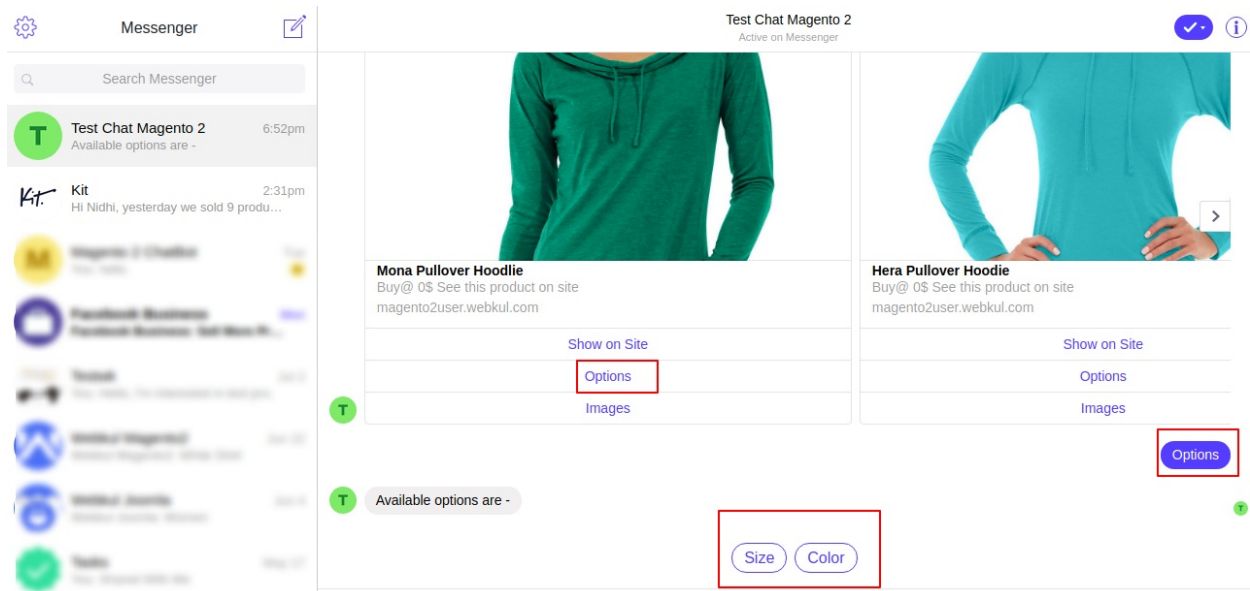
Child Categories – able to see the child categories by sliding and get three options (show on site, child category, show product) of that child category.



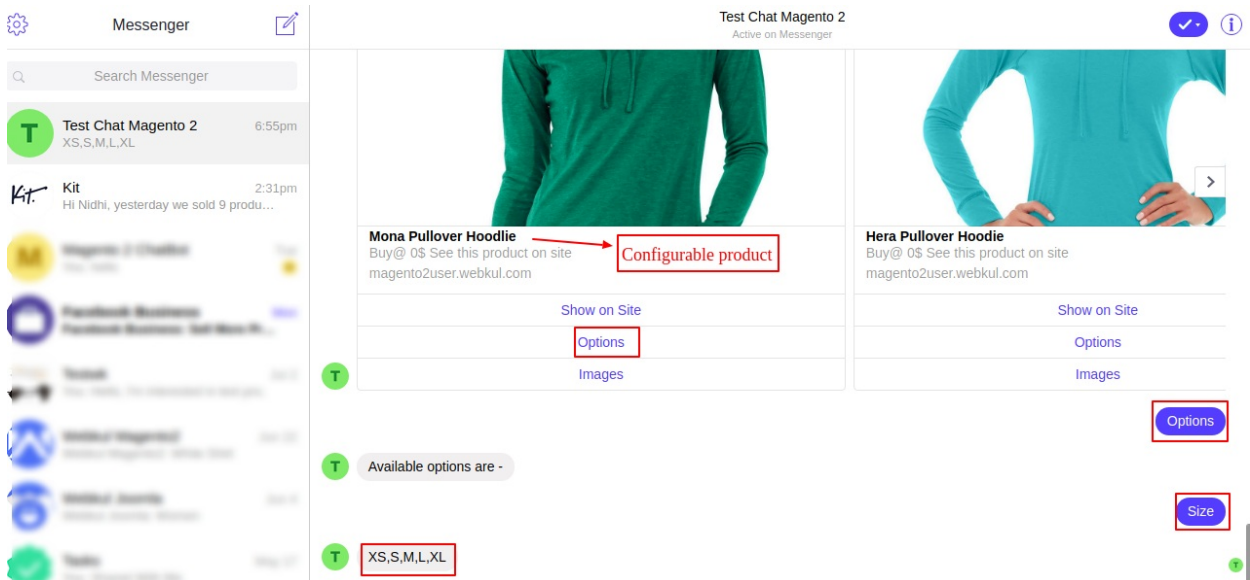
Show Products – able to see products of the main category by sliding. On the product page, the user will get three options (Show on site, Options, Images) as per below screenshot –

Show on Site – it will redirect to the site on the product page.

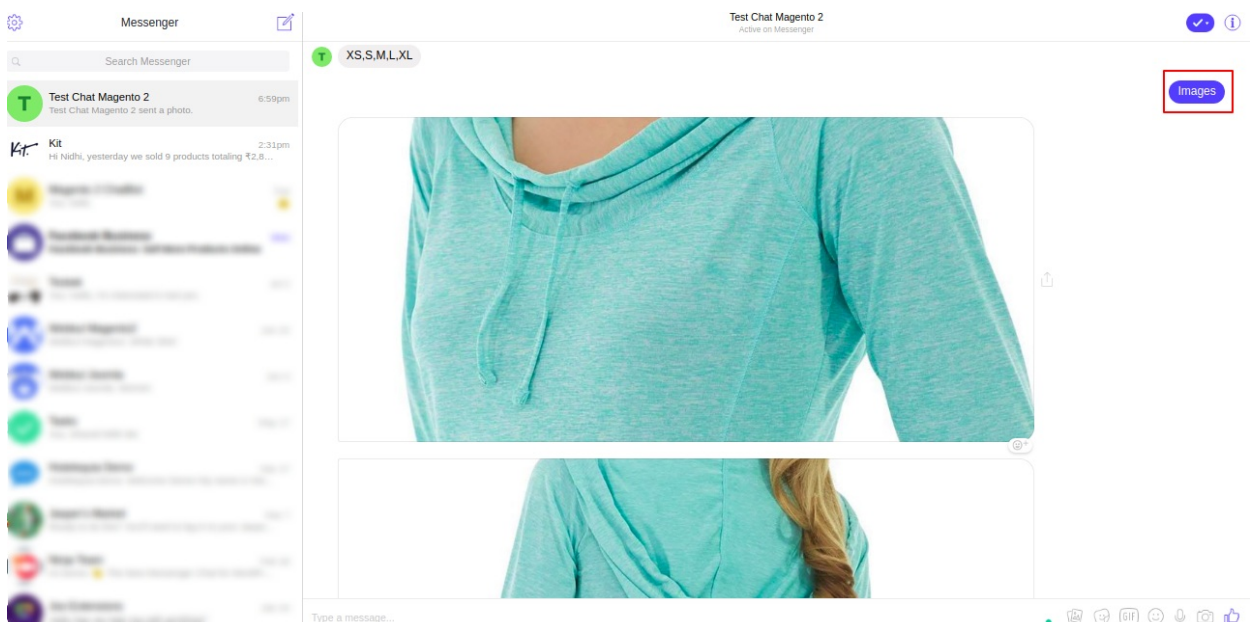
Options – Here the user can choose different- different options like – Size, Color etc. as per screenshot –



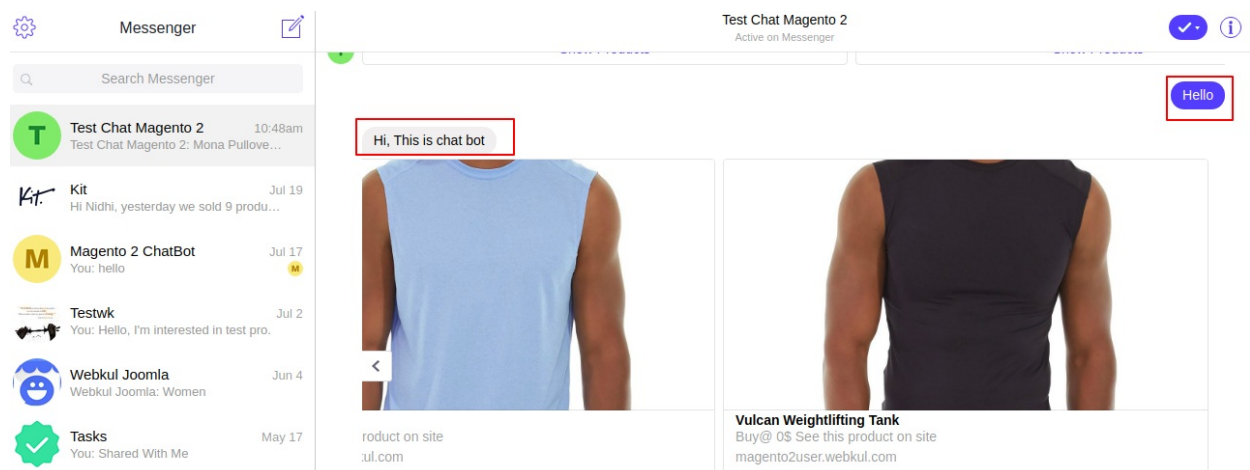
When users choose an option(like- size,color etc). It will show values of that option –



Images – The customer can click the Images option for viewing the additional images of the product as per screenshot –

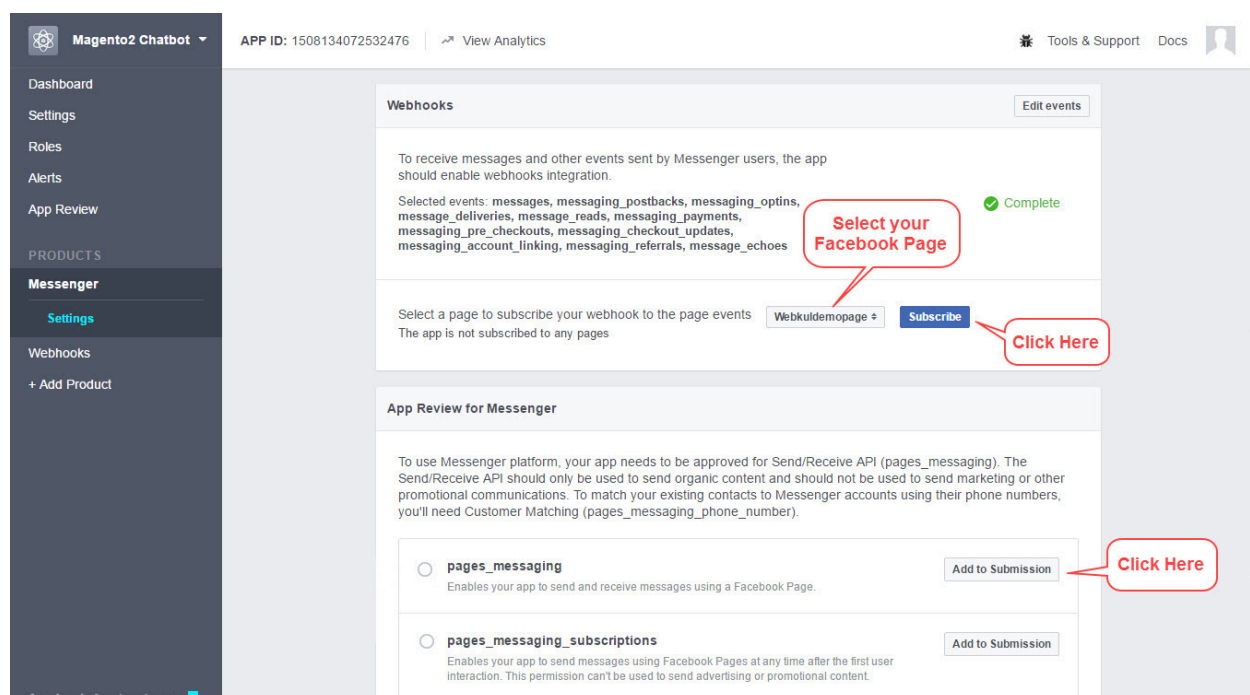


Salutation Message – If customer send a salutation message (hello, hey etc.) then chatbot automatically gives the reply and display some products as per below screenshot



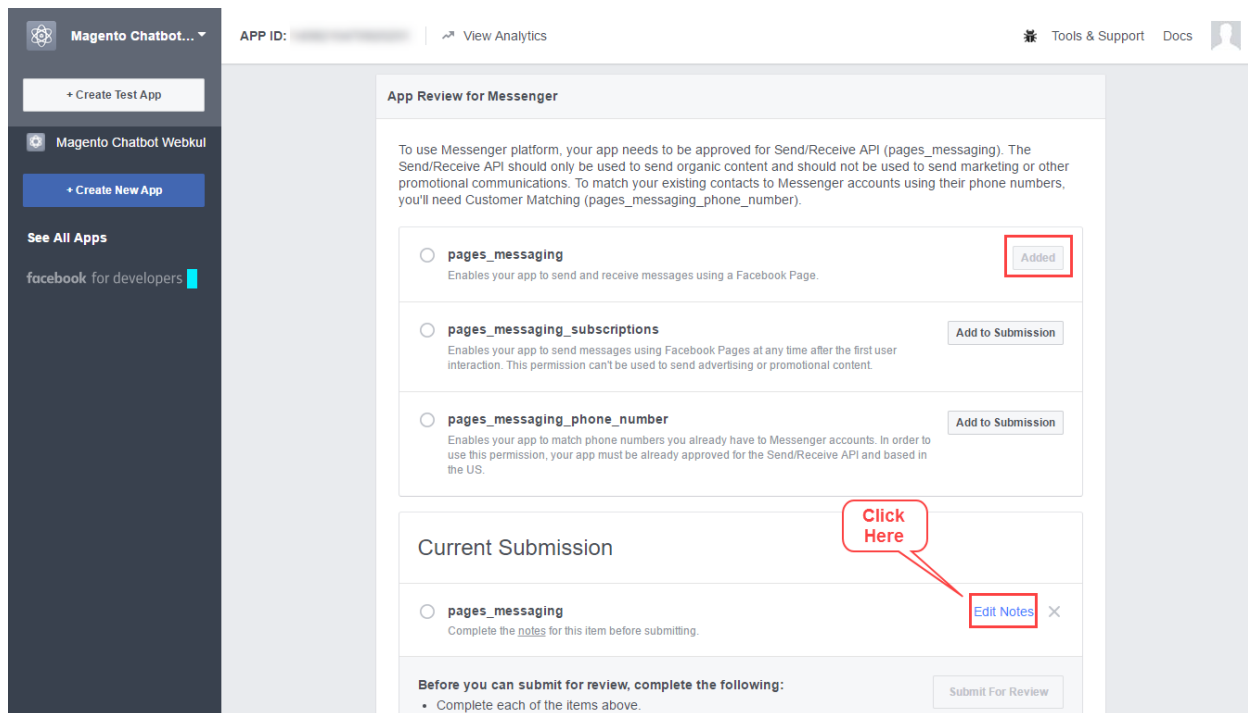
App Review for Messenger

To make your Facebook App live, you need it to submit it to the Facebook. Please go to **App Review for Messenger** and select **pages_messaging**, then click **Add to Submission**.



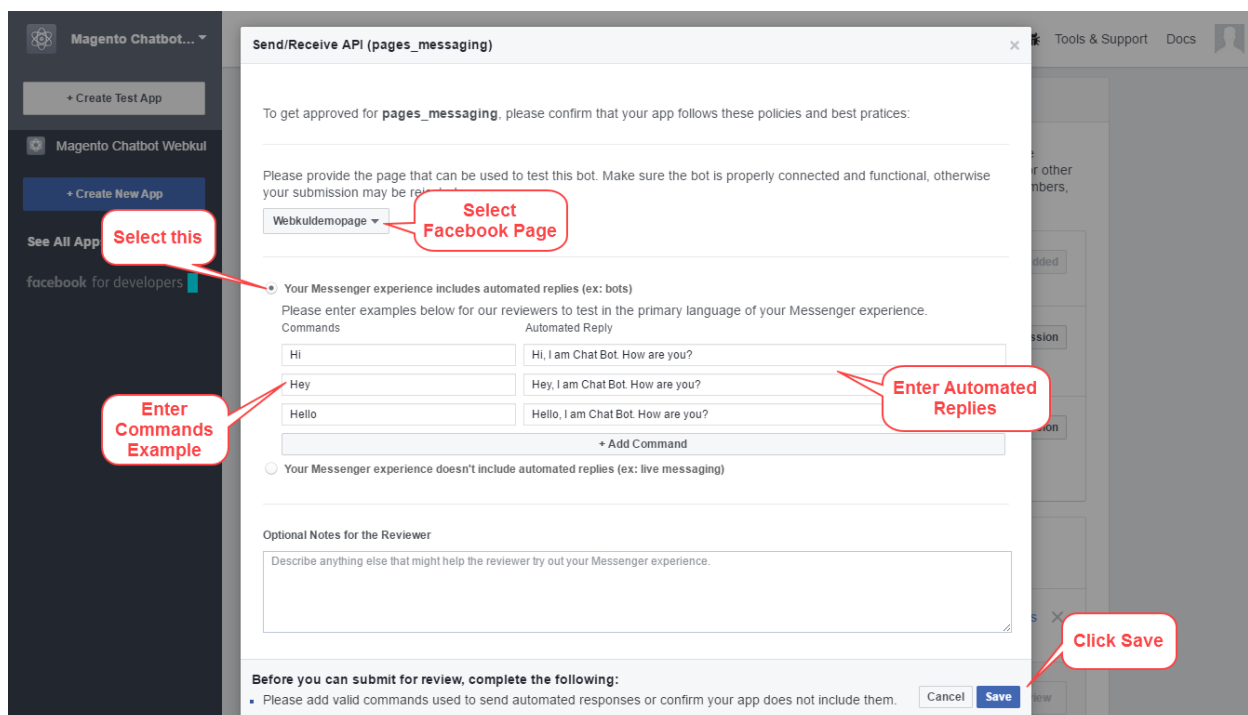
Current Submission

After adding the submission go to **Current Submission** and click **Edit Notes**.



Send/Receive API (pages_messaging)

The following pop-up window will appear, select your Facebook page first, and then enter the commands with the automated replies for the chatbot. Click **Save** to apply your changes and make the app go live.



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