
Python

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USERGUIDE:

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This repository contains Telegram and V Kontakte bots that help support small and medium-sized businesses in communicating with customers. They close all the typical questions, but something more difficult – redirect to the operators. To increase the quality of communication bots are trained by [Dialogflow](#).

Dialogflow (formerly Api.ai, Speaktoit) is a Google-owned developer of human–computer interaction technologies based on natural language conversations. The company is best known for creating the Assistant (by Speaktoit), a virtual buddy for Android, iOS, and Windows Phone smartphones that performs tasks and answers users' question in a natural language. Speaktoit has also created a natural language processing engine that incorporates conversation context like dialogue history, location and user preferences. — [Wiki](#).

| Telegram bot | VK bot |
|--------------|--------|
| | |

View bots in the work can be on the links:

- [Telegram bot](#);
- Write in private messages [groups V Kontakte](#).

HOW TO INSTALL

- Copy the scripts to your computer:

```
git clone https://github.com/eskelevir/support-bots.git
```

- Go to the folder:

```
cd support-bots
```

- Install the required python packages:

Python3 should be already installed. Then use pip (or pip3, if there is a conflict with Python2) to install dependencies:

```
pip install -r requirements.txt
```

Remember, it is recommended to use [virtualenv/venv](#) for better isolation.

- Get the necessary data to work with Dialogflow ([link](#))
- Get the necessary data to work with Vkontakte and Telegram ([link](#))
- Create and configure Telegram bot to receive notifications ([link](#))
- Training of Dialogflow ([link](#))
- Create the file. env and record the received data:

```
echo "DIALOGFLOW_PROJECT_ID=your project id of Dialogflow" > .env
echo "DIALOGFLOW_LANGUAGE_CODE=language training dialogflow(example 'ru' or 'en
↪') " >> .env
echo "GOOGLE_APPLICATION_CREDENTIALS=the path to the json file with the keys_
↪to google.cloud" >> .env
echo "VK_TOKEN_OF_GROUP=your token of group of Vkontakte" >> .env
echo "TG_TOKEN=your token of Telegram" >> .env
echo "TG_LOGGER_BOT_CHAT_ID=your chat id of Telegram logger bot" >> .env
echo "TG_LOGGER_TOKEN=your token of Telegram logger bot" >> .env
```

Example .env file:

```
DIALOGFLOW_PROJECT_ID=newagent-hbyugfrt
DIALOGFLOW_LANGUAGE_CODE=ru
GOOGLE_APPLICATION_CREDENTIALS=credentials.json
VK_TOKEN_OF_GROUP=ght5rfyhnee7jggjd98itkg785hfyr644hfyr7756h
TG_TOKEN=125125489:fhHHy4rfg**hjdhy46GGG64gfgrj
TG_LOGGER_BOT_CHAT_ID=123456789
TG_LOGGER_TOKEN=25148548:AAGx2C7WH-9gjfurhfytJ0BXeJc6ddjfufurjfm64hdf-io
```


HOW TO RUN

Telegram bot:

```
python3 tg_bot.py
```

VK bot:

```
python3 vk_bot.py
```

CHAPTER THREE

LICENSE

This project is licensed under the MIT License - see the [LICENSE](#) file for details.

PROJECT GOALS

The code is written for educational purposes on online-course for web-developers dvmn.org.

4.1 Get Dialogflow data

- **Get private key as JSON:**
 - Follow the [link](#)
 - Create or select a project.
 - Enable the Dialogflow V2 API for that project.
 - Create a service account.
 - Download a private key as JSON.
- **Create an agent:**
 - Go to the [Dialogflow Console](#).
 - If requested, sign in to the Dialogflow console.
 - Click Create Agent in the left menu. (If you already have other agents, click the agent name, scroll to the bottom and click Create new agent.)
 - Enter your agent's name, default language, and default time zone.
 - If you have created a GCP project in steps above, enter that project. If you want to allow the Dialogflow console to create the project, select Create a new Google project.
 - Click the Create button.

4.2 Social network data

4.2.1 Vkontakte

- Get the token group
- Allow sending messages

4.2.2 Telegram

- Create a bot in Telegram, get the API key of the bot. The bot will become the channel administrator ([instruction](#));
- chat_id of the channel is a link to it, for example: @coolchannel.

4.3 Dialogflow training

- Create a JSON file with training phrases. Example of such file structure:

```
{
  " ": {
    "questions": [
      "  ?",
      "  ?",
      "  ?",
      "  ",
      "  ",
      "-  ?",
      "-  ?",
      "  "
    ],
    "answer": "      ,   game-of-verbs@gmail.com -   ."
  },
  " ": {
    "questions": [
      "  ",
      "  ",
      "  ",
      "  ",
      "  ",
      "  ",
      "  ",
      "  ",
      "  ",
      "  "
    ],
    "answer": "      ,   « ?»   ."
  }
}
```

- Start training dialogflow:

```
python3 dialogflow_training.py <path_to_file_with_JSON_file_with_training_phrases>
```

Example:

```
python3 dialogflow_training.py questions.json
```

4.4 Notification

4.4.1 Telegram bot

- Create a Telegram bot using BotFather and Get the Api Token:

- Open Telegram;
 - Search @ botfather;
 - Type /newbot;
 - It will show “Alright, a new bot. How are we going to call it? Please choose a name for your bot.”;
 - Type the name of your bot;
 - After, it’ll show “Good. Now let’s choose a username for your bot. It must end in *bot*. Like this, for example: TetrisBot or tetris_bot.”;
 - You’ve to give a unique username and it should be ending with bot;
 - After giving the name it’ll show :
“Done! Congratulations on your new bot. You will find it at t.me/[your_name_bot]. You can now add a description, about section and profile picture for your bot, see /help for a list of commands. By the way, when you’ve finished creating your cool bot, ping our Bot Support if you want a better username for it. Just make sure the bot is fully operational before you do this.”
 - Use this token to access the HTTP API: “TOKEN”.
- Receive the chat_id. To do this, write to the Telegram special bot: @userinfobot.

INDICES AND TABLES

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