

Guide: Training Your Support Bot Using Text (Copy/Paste)

1. Prepare the Text File:

- Copy and paste the relevant business information into a text file (.txt).
- Include details about your business such as services, operating hours, delivery info, contact details, etc. You can copy this info from your website or other sources.

For example:

We are a professional cleaning service offering residential and commercial cleaning solutions. Our services include regular cleaning, deep cleaning, and post-construction cleaning.

We operate Monday through Friday, from 8 AM to 6 PM. We also offer weekend appointments upon request.

For more information or to book a service, visit our website or call us at 123-456-7890.

2. Organize the Content:

- Structure the content logically, separating key details like services, operating hours, contact information, and other relevant business details. For example:

Business Overview:

- We provide professional cleaning services for homes and businesses.

Services:

- Regular Cleaning

- Deep Cleaning

- Post-Construction Cleaning

Note: If you'd like the bot to be more specific, give a description for your products and services.

Business Hours:

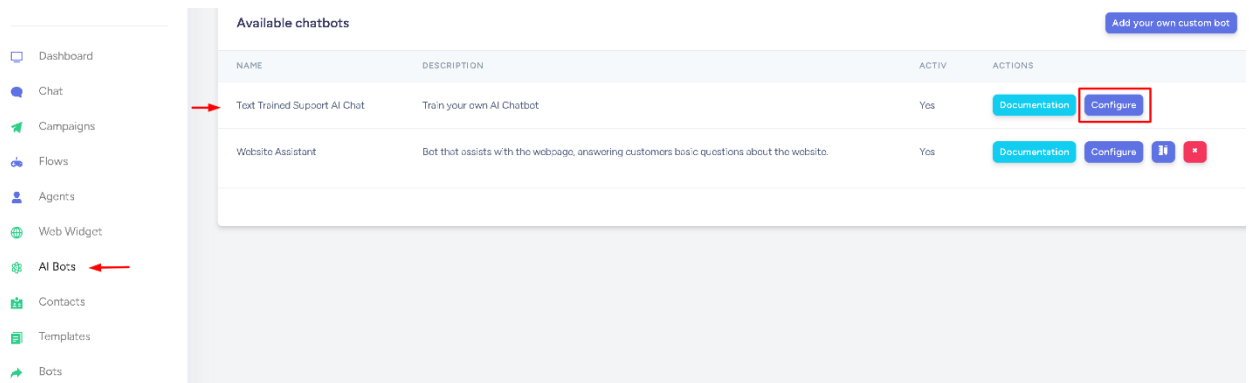
- Monday to Friday: 8 AM - 6 PM
- Weekend appointments available upon request.

Contact:

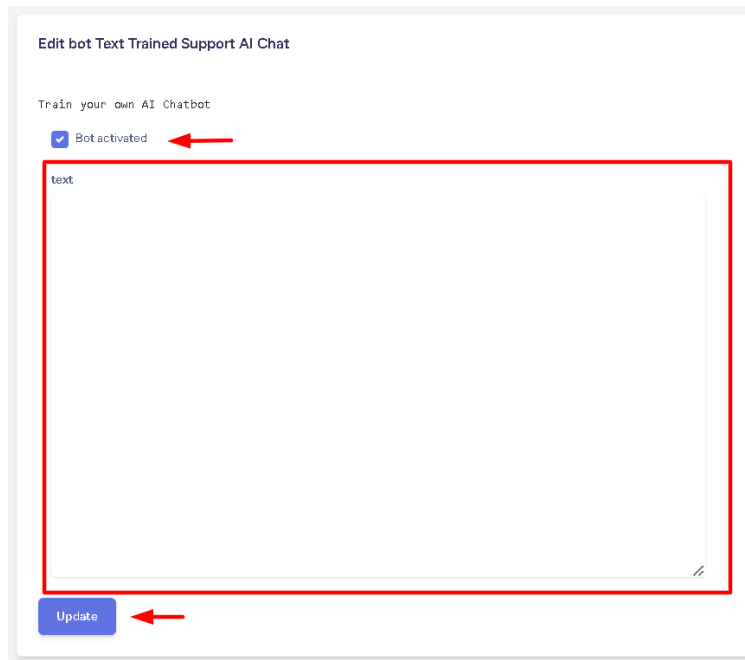
- Visit our website at [website link] or call us at 123-456-7890 for more information.

Paste the Text:

In the bot's training interface (AI Bots), find the "Text Trained Support AI Chat" bot and click "Configure".



- Activate the bot and paste the content of your file the “text” field.



3. Start Training the Bot:

- The bot will use the information in the text file to learn about your business automatically.

4. Test the Bot:

- Test your bot by asking for general business information (e.g., “What services do you offer?” or “What are your business hours?”) to ensure the bot can respond accurately based on the provided details.

5. Refine and Update the Content:

- If the bot's responses are unclear or incomplete, edit the text file and re-upload it to refine the bot's training. The more information you provide, the smarter the bot becomes about your business.

This guide will help users train their support bot by providing simple business information in a text file!