nXbot

User Guide

Version 1.0

Revision History

Version	Date (DD/MM/YYYY)	Name	Comments
1.0	16/10/2022	-	Initial document

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Copyright Notice

Preface

This document provides information about the services and functions available within the **nXbot** chatbot application (referred to simply as "the app" in the remainder of this document) and how to access them.

This edition applies to version **1.0** of **netlynx.ca** and to all subsequent versions, releases, and modifications until otherwise indicated in new editions. Please make sure you are using and referring to the correct document edition for the learning of the product.

This guide is intended for the users who want to use this **nXbot** chatbot application to access the interactive features/services for their business.

Purpose

1. The user guide is intended for new and existing users, Customers and Partners with less or with no experience in using the **nXbot** chatbot application.
2. It helps customers with answers to their questions and fulfil an array of activities.

Scope

The goal of this document is to give a broad overview and to write a working chatbot by applying some of the innovative techniques and "intelligent" features that we have seen across the online world. This means that our chatbot should not only look for predefined keywords and use them to query a database but to implement "intelligent" features .i.e. prompt response, query sharing etc. We have also integrated the accessibility features to the **nXbot** chatbot application.

Overall Layout and Details

Click on the below icon to start the interaction with **Lynx (your virtual partner)** in the questions and sub-questions or messages format.
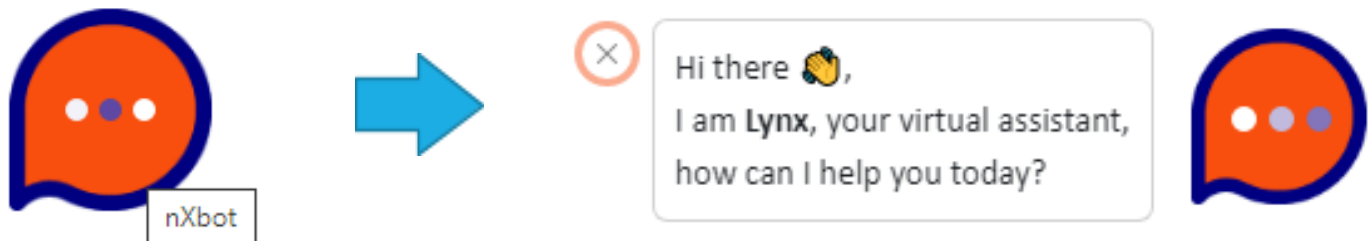
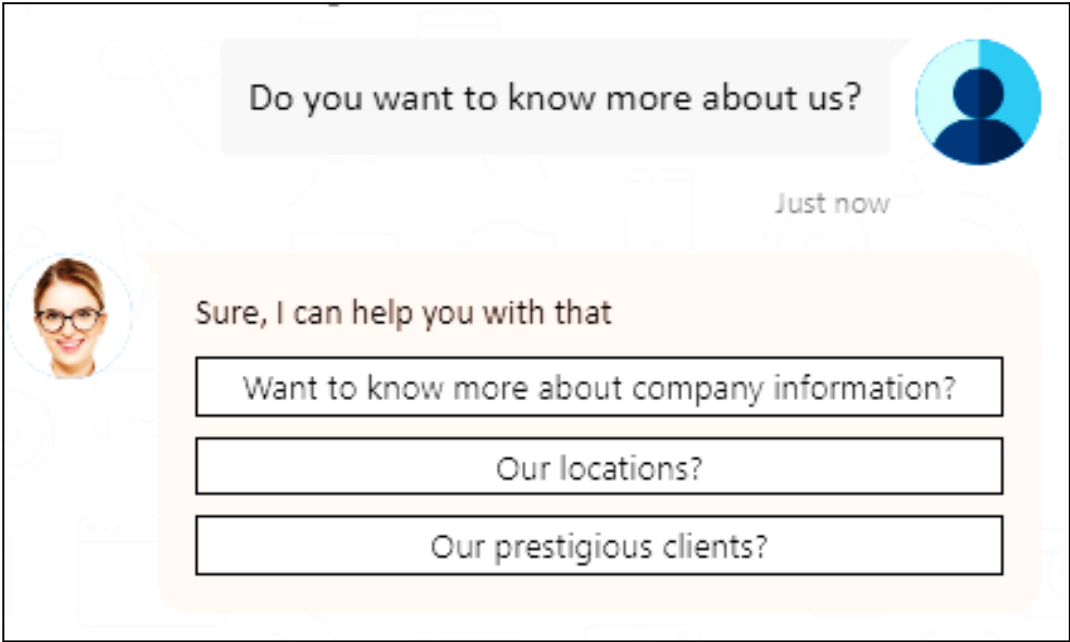When you click on the icon, you will see the below screen where greetings, welcome message and level-1 menu options will be displayed.
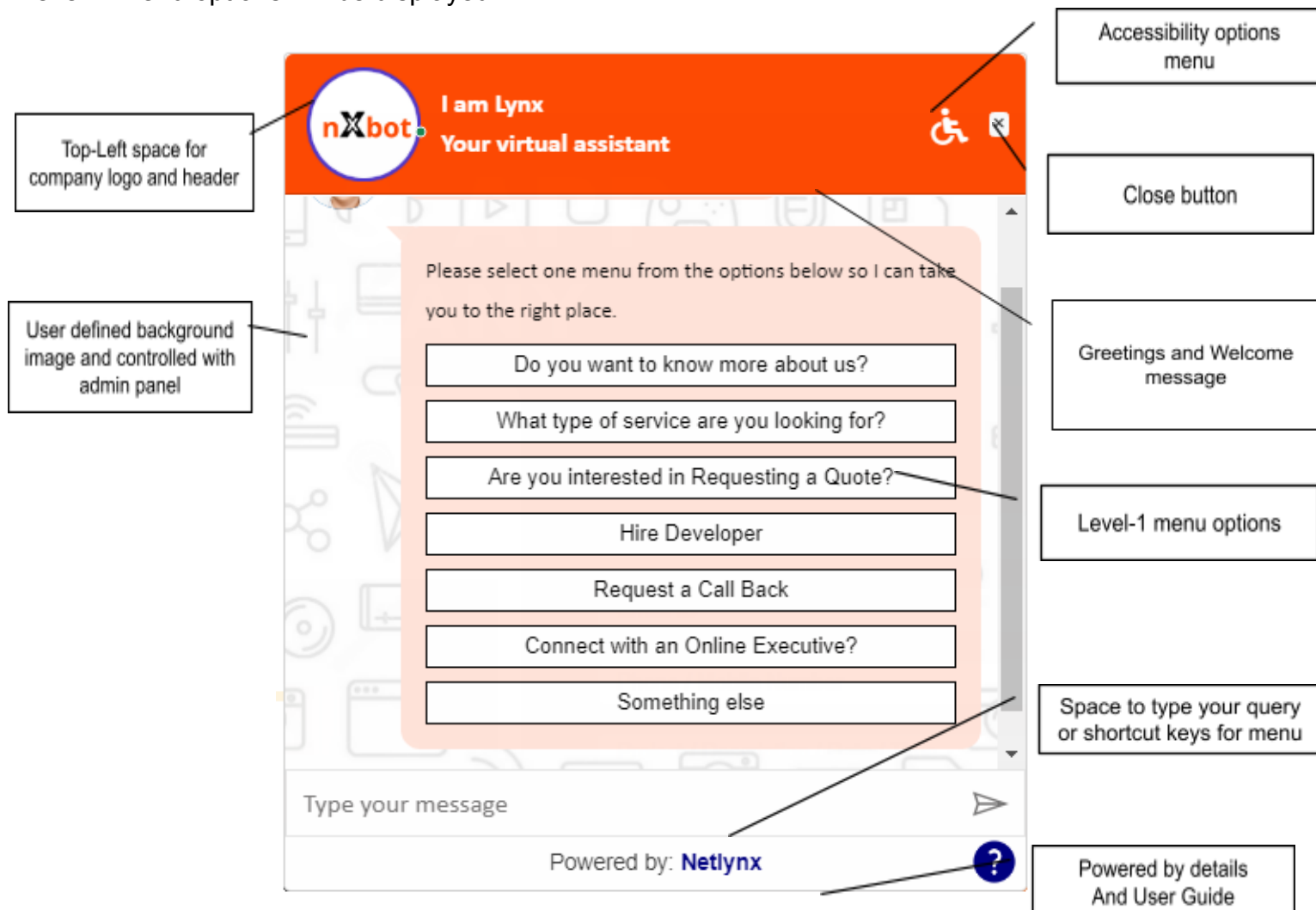
On clicking on

Level-1 > Menu-1

You will be taken to the below Level-2 menu options

On clicking on the Level-2 menus

You will be redirected to the landing respective pages from the **netlynx.ca** website. This functionality is applicable for all the sub-menus (Level-2 and Level-3).

In this chatbot, below menus and sub-menus structure is implemented (up to 3 levels)

Menu-1

Menu Level-1	Menu Level-2	Menu Level-3
Do you want to know more about us?	Want to know more about company information?	User will be redirected to respective web pages
	Our locations?	
	Our prestigious clients?	

Menu-2

Menu Level-1	Menu Level-2	Menu Level-3
What type of service are you looking for?	Cloud and IT	AMC
	Design and Development	Web Design & Development
		Web & Mobile Responsive
		E-commerce Development
		Software Development
		Asp.net Development
		PHP Development
		Mobile Apps Development
		PSD to WordPress
	Digital Marketing	SEO
		Branding Solutions
	Data Entry	Redirected to website page

Menu -3

Menu Level-1	Menu Level-2 and Menu Level-3
Are you interested in Requesting a Quote?	On clicking – Online form will open

Menu-4

Menu Level-1	Menu Level-2 and Menu Level-3
Hire Developer	On clicking – User will be redirected to the Hire Developer page

Menu-5

Menu Level-1	Menu Level-2 and Menu Level-3
Request a Call Back?	Users can share the name, email ID, contact number and a message which will be received by us via email by online form On email received, below auto-response will be shared

	Thank you for your request for a Call Back.
	Our support team will contact you in the next 24-48 hours.

Menu-6

Menu Level-1	Menu Level-2 and Menu Level-3
Connect with Online Executive?	Connect via WhatsApp, Teams

Menu-7

Menu Level-1	Menu Level-2 and Menu Level-3
Something else Got it! Automated responses	Is there anything in particular I can help you find?
	Please message us directly if you have any questions. We're happy to help.
	Services
	Prestigious Clients
	Contact Us
	Return to Main Menu

Menu-7A

Menu Level-1	Menu Level-2 and Menu Level-3
Follow us on	**Twitter - Facebook - LinkedIn**

Keyboard shortcuts

We have also introduced **keyboard shortcuts** for level-1 menu so that you can easily access the **nXbot** and web pages
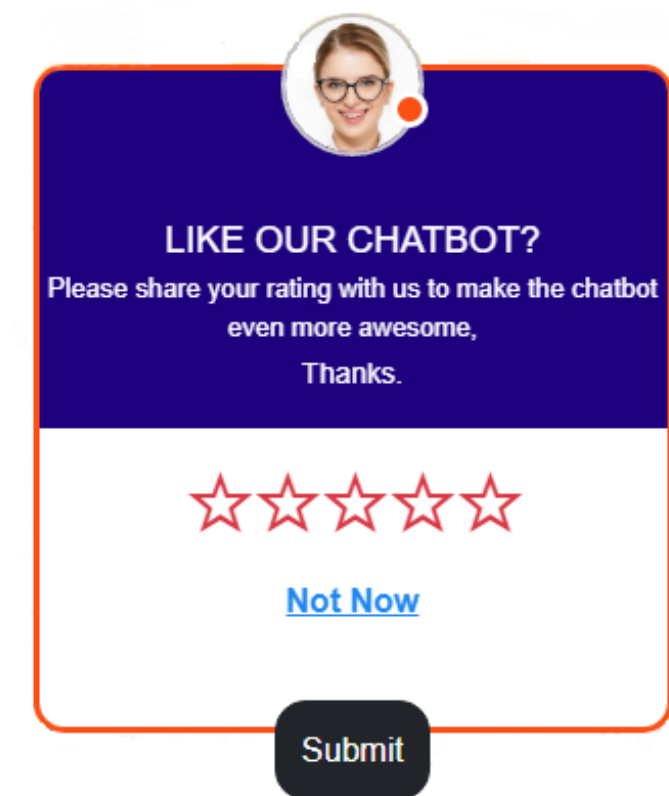
Level-1 Menu	Shortcut keys
Do you want to know more About us?	**ALT + A or a**
What type of service are you looking for?	**ALT + W or w**
Are you interested in Requesting a Quote?	**ALT + Q or q**
OUr Portfolio	**ALT + U or u**
Request a Call Back	**ALT + C or c**
Connect with Online Executive?	**ALT + O or o**
SomeThing else	**ALT + T or t**

Feedback

Before closing the **nXbot**, you will need to submit the ratings for overall **nXbot** and its features.

Click on Close button

Below popup will show up on screen

You need to submit the star based ratings and click on the Submit button. On submitting the rating, your ratings will be saved and **nXbot** will be closed.

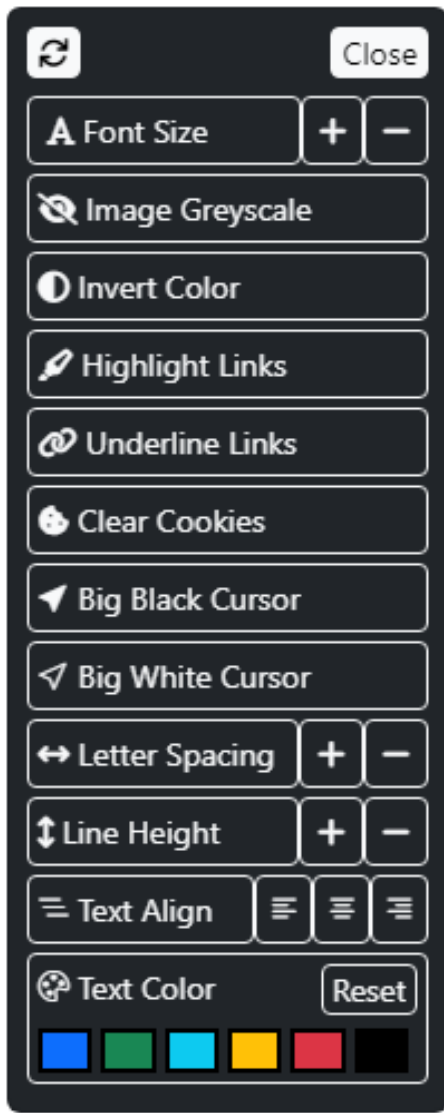If you click on Not Now, you will again be redirected to the **nXbot**.

Move the **nXbot**

To move the chatbot, you can move the mouse pointer on the header area of the nXbot and click and move the chatbot window horizontally to **left-center-right position**

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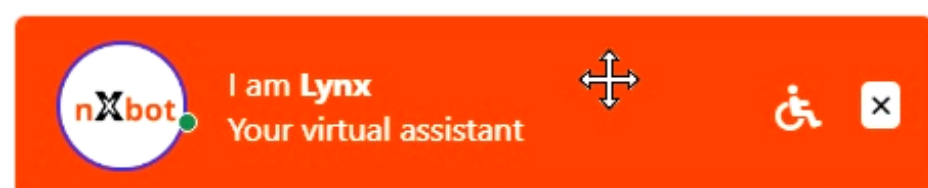
Accessibility Options

Accessibility options are designed to help people with disabilities use technology more easily.

Glossary of Terms

1. **Lynx:** Your virtual partner
2. **Chat:** To take a part in an online discussion in a chat room
3. **Bot:** An autonomous program on the internet or another network that can interact with systems or users
4. **Discussion:** The action or process of talking about something in order to reach a decision or to exchange ideas
5. **Conversation:** A talk, especially an informal one, between two or more people, in which news and ideas are exchanged
6. **Accessibility:** It can be viewed as the "ability to access". The concept focuses on enabling access for people with disabilities, or enabling access through the use of assistive technology
7. **Message:** Displays a simple text message to the user
8. **Online Form:** To collect important data from your users
9. **Live Chat:** Talk to your Live users
10. **Media:** Photos, videos, GIFs, PDFs and files sending to your users
11. **Online Payment:** Allows you to create payments to be made for your users
12. **Artificial intelligence (AI):** It is an all-encompassing field. Artificial intelligence is intelligence demonstrated by machines
13. **Autoresponder:** It is a message that is automatically triggered when a user sends the first message or query, or specific keyword to the bot
14. **Intent:** An intent represents the purpose of the user input
15. **Natural language understanding (NLU):** It is a subfield of natural language processing (**NLP**) that aims to understand the intended meaning of chatbot name
16. **Virtual Agent:** A virtual agent is a computer-generated virtual character that serves customers

Help

In case of any questions, concerns, issues or for additional information regarding the chatbot app, you may contact our support team by phone or email ID at

Customer Support	Office	Email
info@netlynx.ca	+1-506-230-3095	info@netlynx.ca

Disclaimer

The **nXbot** app development and support team reserves the right to revise this document from time to time. The content in this document is subject to change without notice.