



User Guide

Version 2.0

Revision History

Version	Date (DD/MM/YYYY)	Name	Comments
1.0	06/26/2023	-	Initial document

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Copyright Notice

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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 Inc.** 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

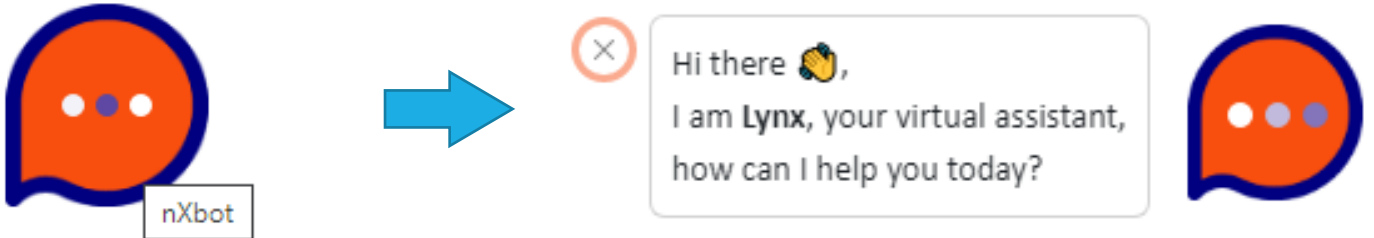
1. The user manual is intended for new and existing users, Customers and Partners with less or with no experience in using the **nXbot** chatbot application.
2. It helps customers with answers to their questions and fulfil an array of activities.

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.

A screenshot of the nXbot interface with several callout boxes pointing to specific elements. The interface has an orange header bar with the nXbot logo, a 'Rate Us' button, and window control icons. Below the header is a white area with a grey border containing a company short profile and an advertisement or video space. At the bottom is a dark grey button and a footer with 'Powered by: Netlynx' and a user guide icon.

Rate us button

Space for Logo

Buttons for

- Accessibility options
- Minimize/maximize
- Close

Space for Company short profile

Space for Advertisement or Video

Action Button

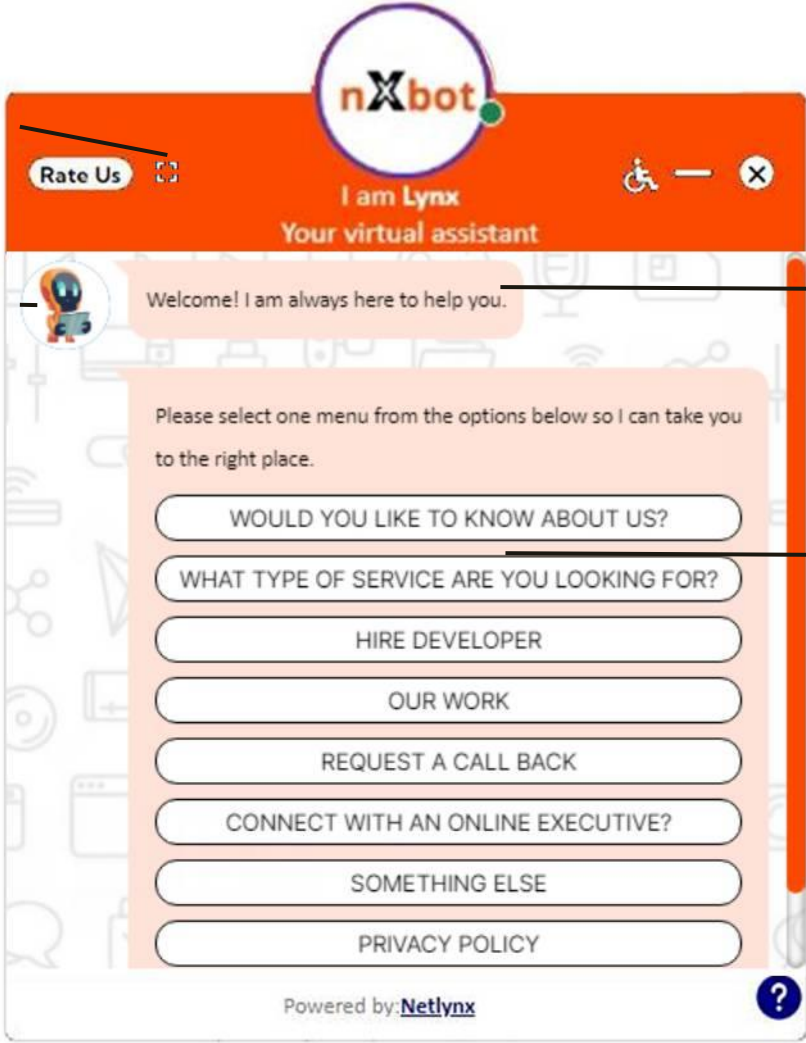
Powered by details

Powered by: [Netlynx](#)

User Guide icon

Maximize / Minimize button

Customized Bot icon



Welcome messages

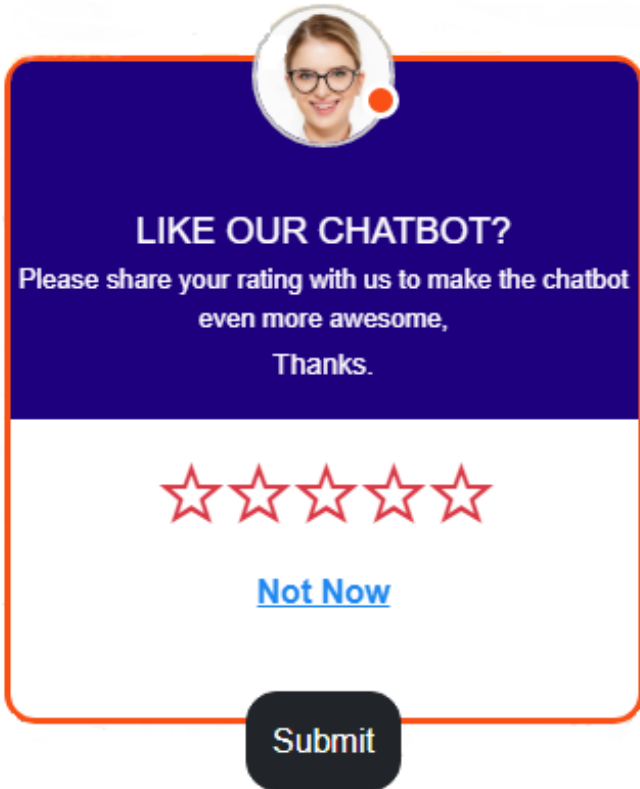
Level-1 menu

Feedback

Before closing the **nXbot**, please submit the ratings for overall **nXbot** layout and its features.

Click on **Rate Us** button

Below popup will show up on screen



You need to submit the star based ratings and click on the Submit button.

If you click on Not Now, you will again go back to the **nXbot** window.

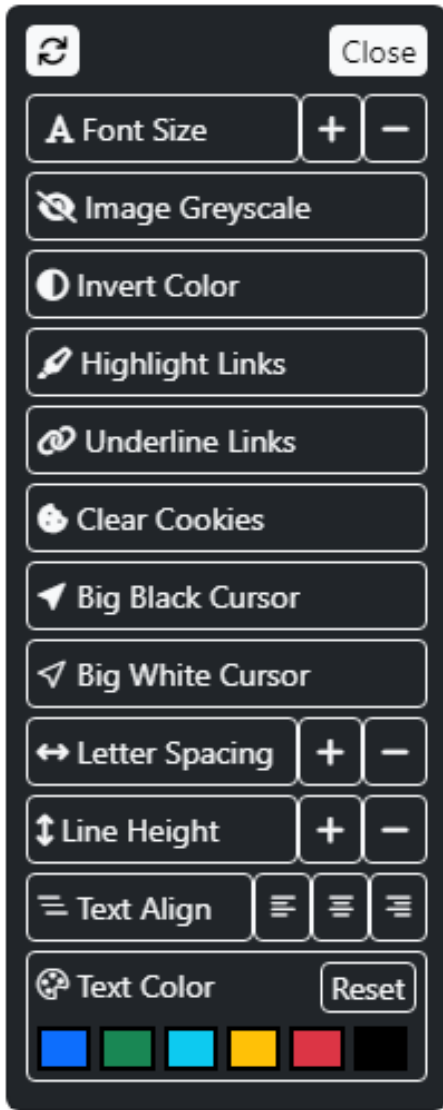
Move the **nXbot**

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**



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

Toll Free +1-888-Netlynx (1-888-638-5969)	Office +1-571-206-1185	Email sales@netlynxinc.com
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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.