

Illuminata Global (IG)

IGbot

User Guide

Version 1.0

Revision History

Version	Date (DD-MM-YYYY)	Name	Comments
1.0	16-01-2023	Anand Bade	Initial draft document

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Copyright Notice

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Preface

This document provides information about the services and functions available within the **IGbot** bot 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 **IGbot** bot application to access the interactive features/services for their business.

Purpose

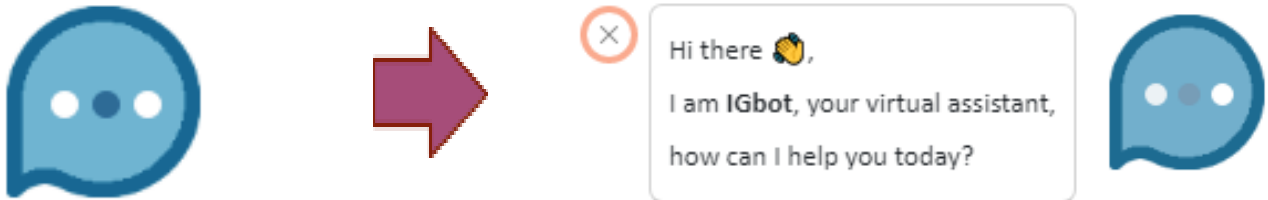
1. The user guide is intended for new and existing users, Customers and Partners with less or with no experience in using the **IGbot** bot application.
2. It helps customers with answers to their questions and fulfil an array of activities.

Scope

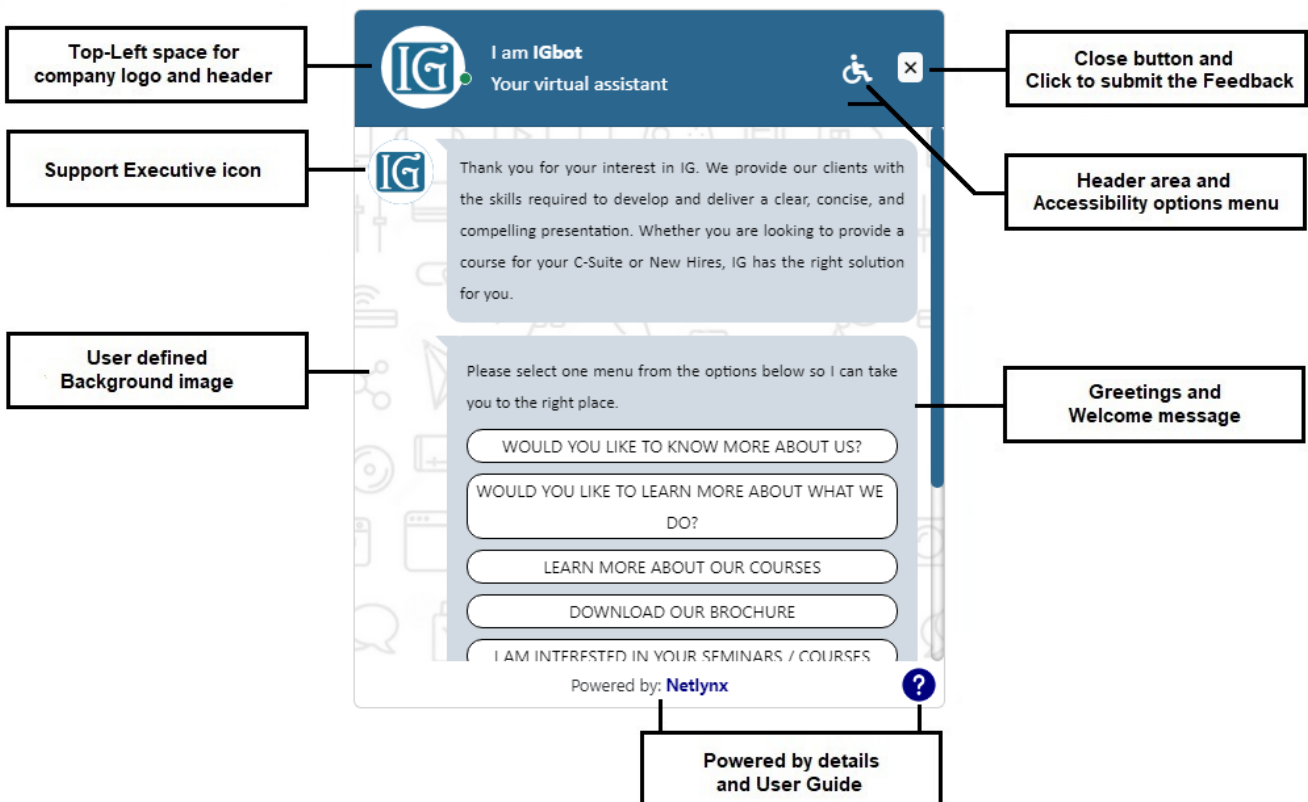
The goal of this document is to give a broad overview and to write a working bot by applying some of the innovative techniques and “intelligent” features that we have seen across the online world. This means that our chatbot should not only look for predefined keywords and use them to query a database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

Overall Layout and Details

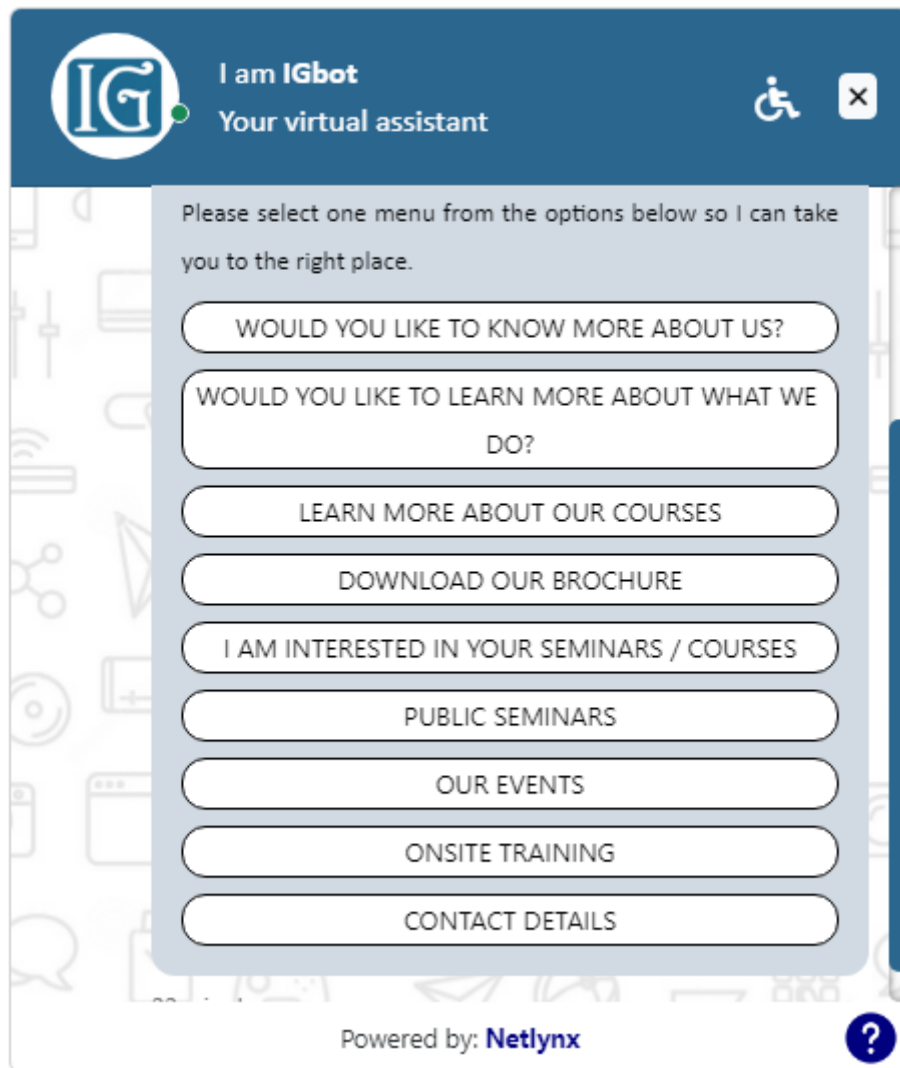
Click on the below icon / the app launcher to start the interaction with **IGbot (your virtual assistant)** in the questions and sub-questions or messages format.



When you click on the icon, you will see the below screen where disclaimer, greetings, welcome message and level-1 menu options will be displayed.



Level-1 menu options



Keyboard shortcuts

We have also introduced **keyboard shortcuts** for level-1 menu so that you can easily access the **IGbot** and web pages

Level-1 Menu	Shortcut keys
WOULD YOU LIKE TO KNOW MORE ABOUT US?	ALT + A or a
WOULD YOU LIKE TO LEARN MORE ABOUT WHAT WE DO?	ALT + W or w
LEARN MORE ABOUT OUR COURSES	ALT + T or t
DOWNLOAD OUR BROCHURE	ALT + U or u
I AM INTERESTED IN YOUR SEMINARS / COURSES	ALT + O or o

Menu and sub-menus structure

Menu Level-1	Menu Level-2	Menu Level-3 / Action
WOULD YOU LIKE TO KNOW MORE ABOUT US?	ABOUT ILLUMINATA GLOBAL (IG)	Message to display inside bot window AND On click of "Read more" button / link, the user will be redirected to the respective web page
	TESTIMONIALS	The card component will be integrated inside the chatbot window
	OUR MISSION	Message to display inside bot window
WOULD YOU LIKE TO LEARN MORE ABOUT WHAT WE DO?	Message to display inside bot window and then below options	
	The card component will be integrated inside the chatbot window	NA
LEARN MORE ABOUT OUR COURSES	The card component will be integrated inside the chatbot window	NA
DOWNLOAD OUR BROCHURE	Linking to the downloadable PDF file to open in new window	NA
I AM INTERESTED IN YOUR SEMINARS / COURSES	Are you interested in one of our public seminars or a customized program delivered at your company site?	Public seminar or customized program
		Would you like me to email you our brochure and public seminar schedule? Yes / No Online form Name and Email fields only
		Yes / No
		Yes / No
PUBLIC SEMINARS	The card component will be integrated inside the chatbot window	NA
OUR EVENTS	User will be redirected to the respective web page	
ONSITE TRAINING	The card component will be integrated inside the chatbot window	NA
CONTACT DETAILS	CONTACT US	Location, Contact number and Email ID to show and then Online form With Full Name, Email, Subject and

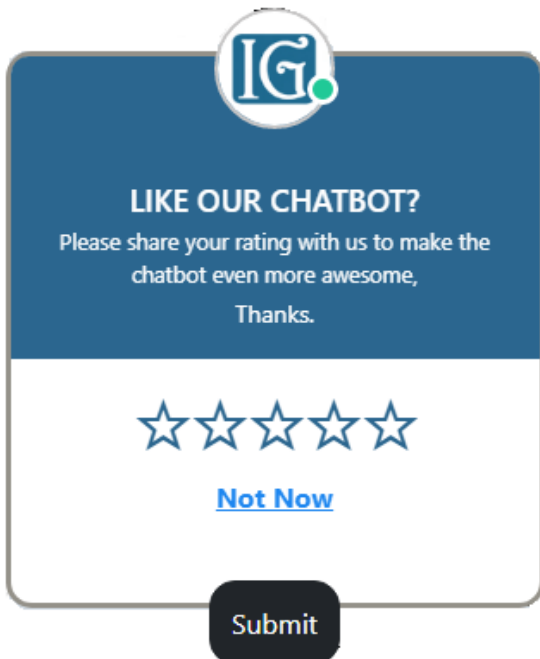
		Message fields
	RECEIVE A FREE CONSULTATION	Online form With Full Name, Email and Message fields
	FOLLOW US ON	Twitter and Facebook social media icons

Feedback

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

Click on Close button

Below popup will show up on screen



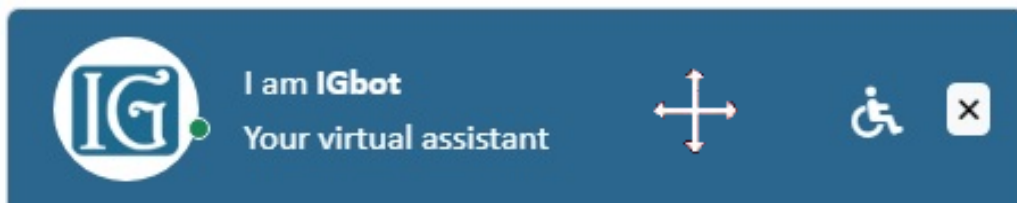
The image shows a feedback popup form. At the top left is the IG logo. The main heading is "LIKE OUR CHATBOT?". Below it, the text reads: "Please share your rating with us to make the chatbot even more awesome, Thanks." In the center, there are five empty star icons for rating. Below the stars is a blue link that says "Not Now". At the bottom center, there is a dark blue button with the word "Submit" in white text.

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

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

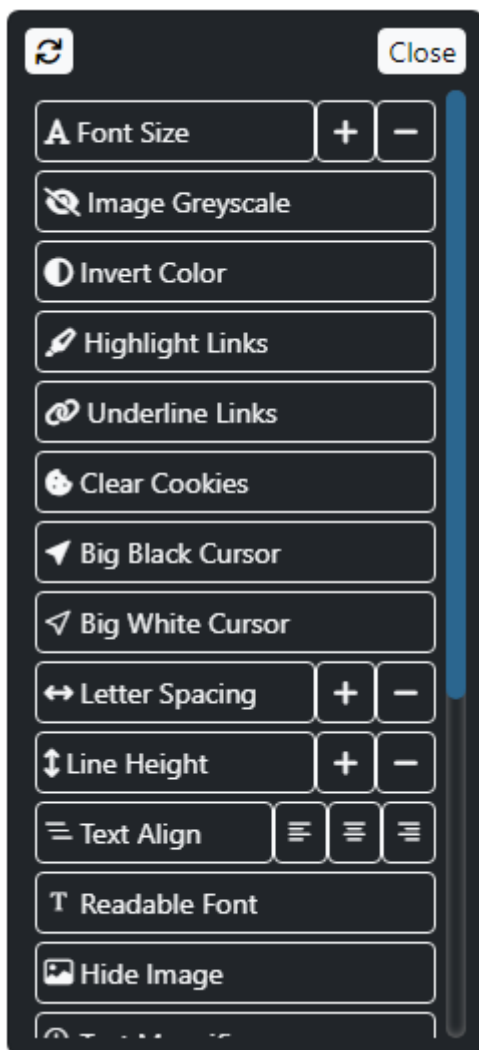
Move the IGbot

To move the chatbot, you can move the mouse pointer on the header area of the **IGbot** 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. **IGbot:** 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 assistant:** A virtual assistant 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 **IGbot** 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.