



Implementing Chatbot

What is a Chatbot?

You may have heard of chatbots as there has been explosive growth in their popularity. In the form of a small window in various websites and services they allow you to have real-time chat with either AI-driven behaviour or an actual human.

These would need to be managed and maintained by yourself with your chatbot provider, our intergration will allow the chatbot to sit on top of your intranet pages.

What are some of the popular Chatbot?

These are some Chatbot providers that you can easily integrate with Claromentis:

HubSpot

HubSpot is a popular CRM software that offers a Chatbot feature.

Olark

Olark's starter package at \$17/month/agent allow some basic customisation, Olark lets you set up customised attention grabbers to increase the visibility of the chat window. It's easy enough to integrate by simply adding javascript code into Script tag in Admin panel.

Intercom

Intercom offers a comprehansive platform that is much more than Chatbot. It offers various packages to suit your needs with wide arrays of integration options. Pricing starts from \$38/month.

LiveChat

Basic package start at \$16/month/agent that includes some ticketing system. You can create customised greetings based on the various pre-defined scenario. It offers 14 days free trial.

Landbot.io

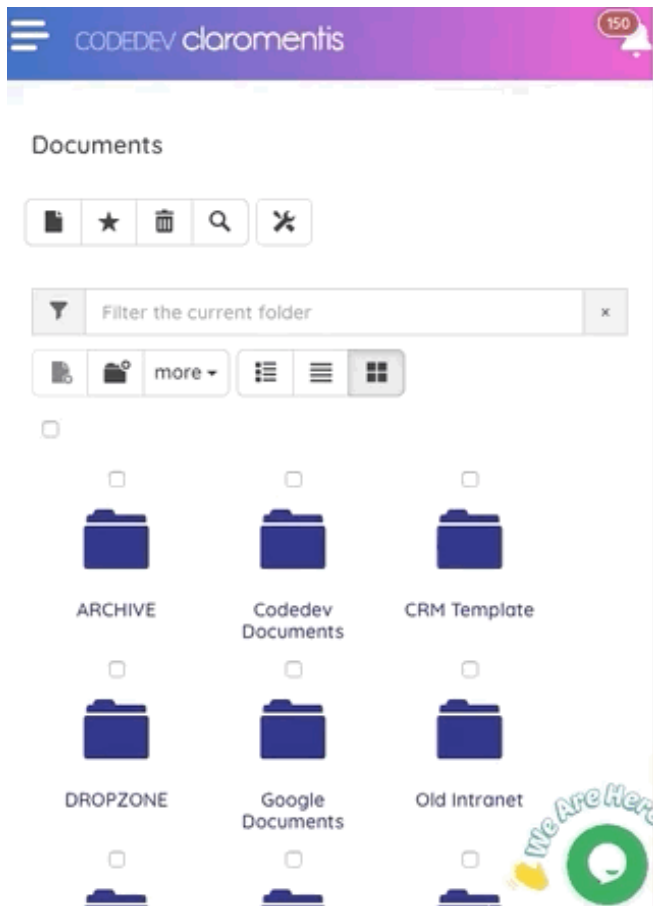
Landbot offers a unique way to create behaviour-based chat automated flow based on the user's answer. It offers drag and drop interface to design your conversation funnel. It offers a free tier limited to 100 chats/month.

Crisp

Crisp is free for personal websites and anyone who wants a basic chat to communicate with visitors, pro account starts from £25/month

Tawk.to

Tawk.to offer free live chat integration with Claromentis, It's is very easy to setup by simply cut and paste javascript code and There is no chatbot workflow builder or automated feature.



How do I integrate the chatbot with Claromentis?

Step 1: Sign in to the Chatbot Provider

Select Chatbot provider you wish to use and register an account

Step 2: Copy Widget Code

Once you have registered and configure the site, you will be getting Widget Code similar to this below. Select the widget code and copy them.

<> Widget Code

```
<!--Start of Tawk.to Script-->
<script type="text/javascript">
var Tawk_API=Tawk_API||{}, Tawk_LoadStart=new Date();
(function(){
var
s1=document.createElement("script"),s0=document.getElementsByTagName("script")[0];
```

Step 3: Paste the code to Claromentis

Navigate to **Admin > System > Scripts**

Note: This third-party script feature in admin panel is available from **Claromentis 8.7+**

Paste the code into Inside <head> tag fields.

Warning! You may have an existing code inside the field, for instance, Google Analytics code. Do not paste over it, instead add them to the line below.

The screenshot shows the 'Admin / System / Scripts' interface. The left sidebar contains a menu with 'Scripts' highlighted. The main content area is titled 'Third-party Scripts' and includes a warning: 'Please use with caution. Third-party code as well as any invalid markup may interfere with your system.' Below this, there are three text input fields for adding code: 'Inside the <head> tag', 'After <body> opening tag', and 'Before </body> closing tag'. The 'Inside the <head> tag' field contains the Tawk.to script code, which is highlighted with a red box in the original image. A note below the fields states: 'Please note that <head> tag cannot contain HTML <title>, <style>, <base>, <link>, <meta>, <script>, <noscript>'.

Click **Save**

Step 4: Test the interaction

Depending on how you configure them, you should now see chat icons on every page (typically at the bottom right)



Good Morning **Michael Christian**
CTO | Product Manager



Who's out

- Stas Dreiling Holiday
- Alex Wootton Working Remotely
- Ivan Bandura Working Remotely
- Next working day
- Jairo Kasmierchcki Holiday
- Georgina Burns Working Remotely
- Kerensa Johnson Working Remotely



Last modified on 6 December 2023 by [Hannah Door](#)

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