

SitePal Technical Note: Implementing Your AI Agent

This technical note explains how to implement an interactive AI Agent in your web page.
You do not need to be a programmer to follow the instructions in this document and setup your AI agent, though basic familiarity with HTML will be helpful.

Introduction

Your (Gold Plan and higher) account comes with a built-in knowledge base (a.k.a. "Bot") which you can customize to your needs. The built-in Bot is created in AIML and comes with some 22,000 built in entries that enable it to answer many basic questions. You may update the information and add to it in your AIMC editing environment. This document does not discuss using the AIMC & editing the Bot. Here we focus on setting up your SitePal speaking character in your web page to be an "AI Agent" - responding to users' questions while relying on your Bot to provide the answers.

To recap, we distinguish between:

a. your "Bot" - a faceless database of knowledge which is designed to provide textual answers to textual questions - and can be edited in your AIMC, and

b. your AI Agent - a speaking animated character, embedded into your web page, and able to respond to textual questions by speaking your Bot's responses out loud.

This technical note explains how to setup the latter.

As your Bot comes with built in "knowledge" as described above, there is no need to first edit your Bot in AIMC before implementing your AI Agent. In fact, the order does not matter. You may setup your talking AI Agent in your web page first, and then edit the Bot in AIMC, or do so in parallel. As you make changes to the Bot and deploy those changes (to live) in AIMC, you will see those changes reflected in the answers provided by your AI Agent.

Implementation

To implement your AI Agent, we will use the following technical example as a guide - <http://www.oddcast.com/support1/sayAI.html>

Our objective is to guide you through a few simple steps so that you may adapt this working example into your own web page, using your own SitePal character and Bot. Once done, you can proceed to change and adapt the design & other aspects of the implementation as you see fit.

Step 1

Copy the source code of the example to an empty web page, and place the new page on your web server.

To access the example source code in Chrome, right click anywhere on the page, and select "view source".

Instructions for viewing the source code of a web page in different browsers:

<https://www.computerhope.com/issues/ch000746.htm>

Step 2

Locate the SitePal embed code in the page, and replace it with embed code of a SitePal Scene from your own account.

You may wonder why not keep and use the embed code from the example?

The answer to that comes in 3 parts:

a. It won't work - your web domain is not configured in our demo account (see step 3 below).

b. You would not be able to select and design the speaking character.

c. You would not be able to edit the knowledge base (Bot) and adapt it to your needs.

Any one of the above reasons would suffice of course, but I've listed all three to clarify what we are looking to achieve - which is to provide you with complete control over your AI Agent.

Step 3

Add your web page domain name to your Licensed Domains to enable dynamic TTS to work. In your SitePal account, select "Account Info" from the main menu bar.

At the bottom left of the page, you can access your Licensed Domains. This feature is set up for your protection to restrict dynamic TTS use from your account only to those domains which you authorize.

Your web page domain name is the domain name visible in the browser's address bar when your web page loads. Protocol and detailed path information removed, the domain name looks something like this -

www.mycompany.com or 69.63.176.13

Note: "localhost" and "127.0.0.1" are always supported and do not need to be added.

Step 4

Launch your web page by typing the URL for your page into your web browser's address bar. Try out your Bot by typing in a question and listening to your character speak the response. Your AI Agent should be fully functional now.

Note: double clicking on your html page on your computer will not work. The page must be delivered by a web server in order to work. If you are just starting out with web development - you may want to check out the Apache server. It is a popular choice among developers, and can be installed locally on your laptop or desktop computer for development purposes.

Customizing Your AI Agent

You may update your SitePal character's appearance at any time by editing the Scene which you embedded in your page.

You may also prefer to use a different TTS voice than the one used in our example. To do so you will need to modify the parameters sent to the function 'sayAIResponse'. Please review our Standard API reference available here: <https://sitepal.com/support> - and locate the section documenting 'sayAIResponse' and its parameters.

Tip: check out <https://ttsdemo.com/> for a fun way to try out our different voices & select the one you like. Then locate the voice in the API Reference (Appendix B) to identify the Voice, Language, and Engine IDs to use.

Questions? Send us a note to: support@sitepal.com