

# H5 Chatbot Documentation

## Table of Contents

1. [Introduction](#)
2. [Installation](#)
3. [Configuration](#)
  - [API Setup](#)
  - [General Settings](#)
4. [Agent Management](#)
  - [Creating Agents](#)
  - [Setting Default Agent](#)
5. [Knowledge Base](#)
  - [Creating Categories](#)
  - [Adding Knowledge Base Entries](#)
6. [Chat History](#)
  - [Viewing Conversations](#)
  - [Customer Information](#)
7. [Frontend Experience](#)
8. [Troubleshooting](#)
9. [Support](#)

## Introduction

H5 Chatbot is a powerful WordPress plugin that integrates OpenAI's advanced language models to provide intelligent chatbot functionality for your website. With customizable agents, a comprehensive knowledge base system, and complete conversation history, H5 Chatbot offers a complete solution for customer engagement and support.

Key features include:

- OpenAI API integration
- Customizable chat agents
- Knowledge base management
- Conversation history tracking
- User information collection
- Mobile-responsive design

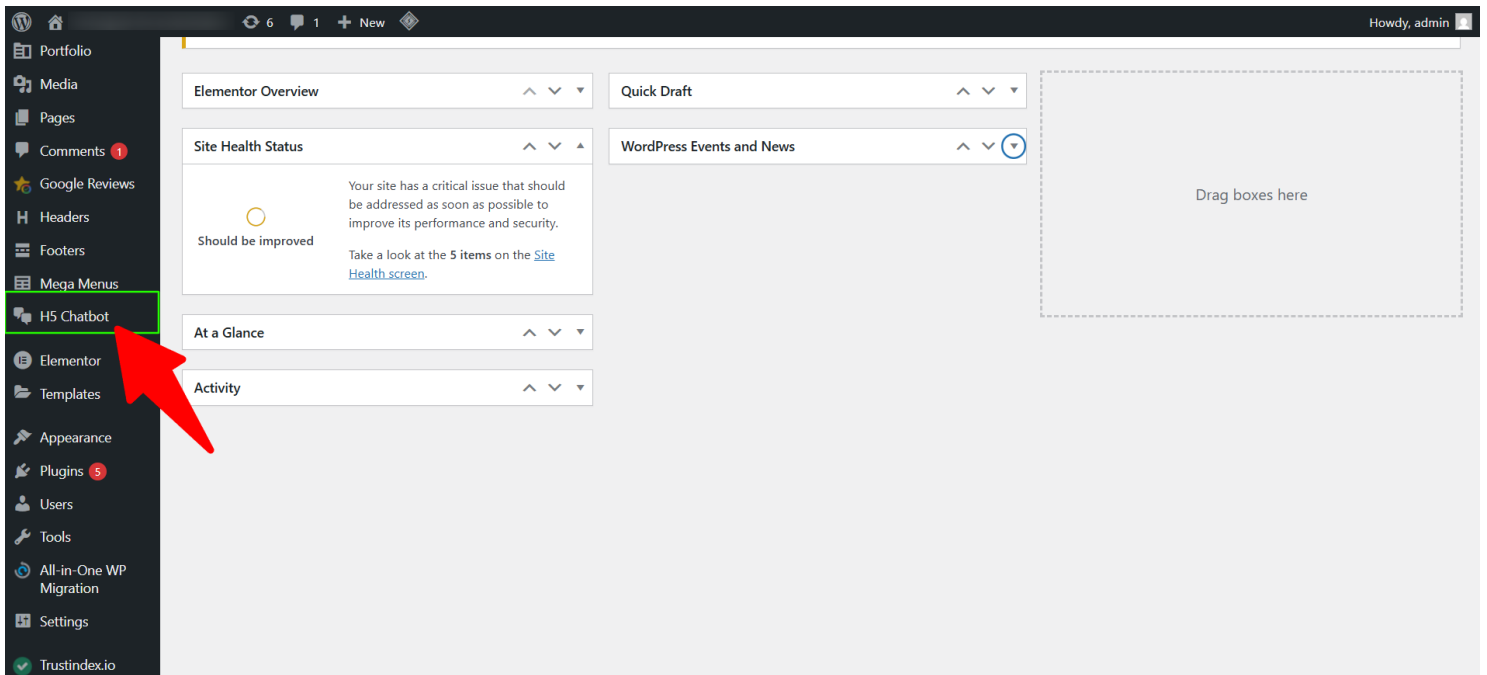
# Installation

## 1. Upload the plugin:

- Log in to your WordPress admin dashboard
- Navigate to **Plugins > Add New > Upload Plugin**
- Choose the `h5-chatbot.zip` file and click **Install Now**
- After installation, click **Activate Plugin**

## 2. Verify installation:

- After activation, you should see a new menu item called "H5 Chatbot" in your WordPress admin sidebar



# Configuration

## API Setup

H5 Chatbot requires an OpenAI API key to function. Follow these steps to set it up:

1. Create an account at [OpenAI](#) if you don't already have one
2. Navigate to [API Keys](#) in your OpenAI dashboard
3. Click **Create new secret key**
4. Copy the generated API key (note that it will only be shown once)

Now add the API key to your H5 Chatbot settings:

1. In your WordPress admin, go to **H5 Chatbot > Settings**
2. Paste your OpenAI API key in the **OpenAI API Key** field
3. Click **Save Settings**

H5 Chatbot Settings

### OpenAI API Configuration

OpenAI API Key

.....

Your OpenAI API key is required for the chatbot to function. [Get your API key here.](#)

AI Model

GPT-3.5 Turbo

GPT-3.5 Turbo is faster and cheaper. GPT-4 is more capable but costs more.

Response Behavior

Casual

Controls how the chatbot responds to user queries.

Maximum Response Length

150

Maximum number of tokens in the AI response. Higher values may result in longer replies.

Response Creativity

0.8

Controls randomness. Lower values (0.2) for factual responses, higher values (0.8) for more creative ones.

Save Settings

### Shortcode Usage

You can add the chat functionality to any page or post using the following shortcode:

```
[h5_chatbot]
```

Note that the chat bubble will automatically appear in the bottom right corner of your site without using the shortcode.

Thank you for creating with [WordPress](#).

Version 6.7.2

## General Settings

Configure the general behavior of your chatbot:

1. **AI Model:** Choose between different OpenAI models:
  - GPT-3.5 Turbo (faster, more economical)
  - GPT-4 (more capable, higher cost)
2. **Response Behavior:** Select a communication style:
  - Professional (formal, business-oriented)
  - Friendly (conversational but professional)
  - Casual (informal, relaxed tone)
3. **Maximum Response Length:** Adjust the token limit for responses (higher values may result in longer replies)
4. **Response Creativity:** Control the randomness of responses:
  - Lower values (0.2-0.4): More factual, consistent responses
  - Higher values (0.6-0.8): More creative, varied responses
5. Click **Save Settings** to apply your changes

## Agent Management

H5 Chatbot allows you to create multiple virtual agents with different names, avatars, and specialties to represent your brand.

### Creating Agents

1. Navigate to **H5 Chatbot > Agents**
2. Fill in the "Add New Agent" form:
  - **Agent Name:** The name displayed to users
  - **Agent Specialty:** Their role or expertise
  - **Agent Avatar:** Upload an image to represent the agent
  - **Active:** Toggle to enable/disable the agent
  - **Set as Default Agent:** Make this the primary agent shown to users
3. Click **Add Agent** to create your new agent

- Dashboard
- Posts
- Demo Expiration
- Portfolio
- Media
- Pages
- Comments 1
- Google Reviews
- Headers
- Footers
- Mega Menus
- H5 Chatbot
- Settings
- Agents**
- Knowledge Base
- Chat History
- Elementor
- Templates
- Plugins 5
- Users
- Tools
- All-in-One WP Migration
- Settings
- Trustindex.io
- LiteSpeed Cache
- Collapse menu

## Manage Agents

### Add New Agent

Agent Name

Enter agent name

Agent Specialty

e.g., Relationship Guide

Agent Avatar

Image URL

Upload Image


Active

Set as Default Agent


Add Agent

Reset Form

### Current Agents



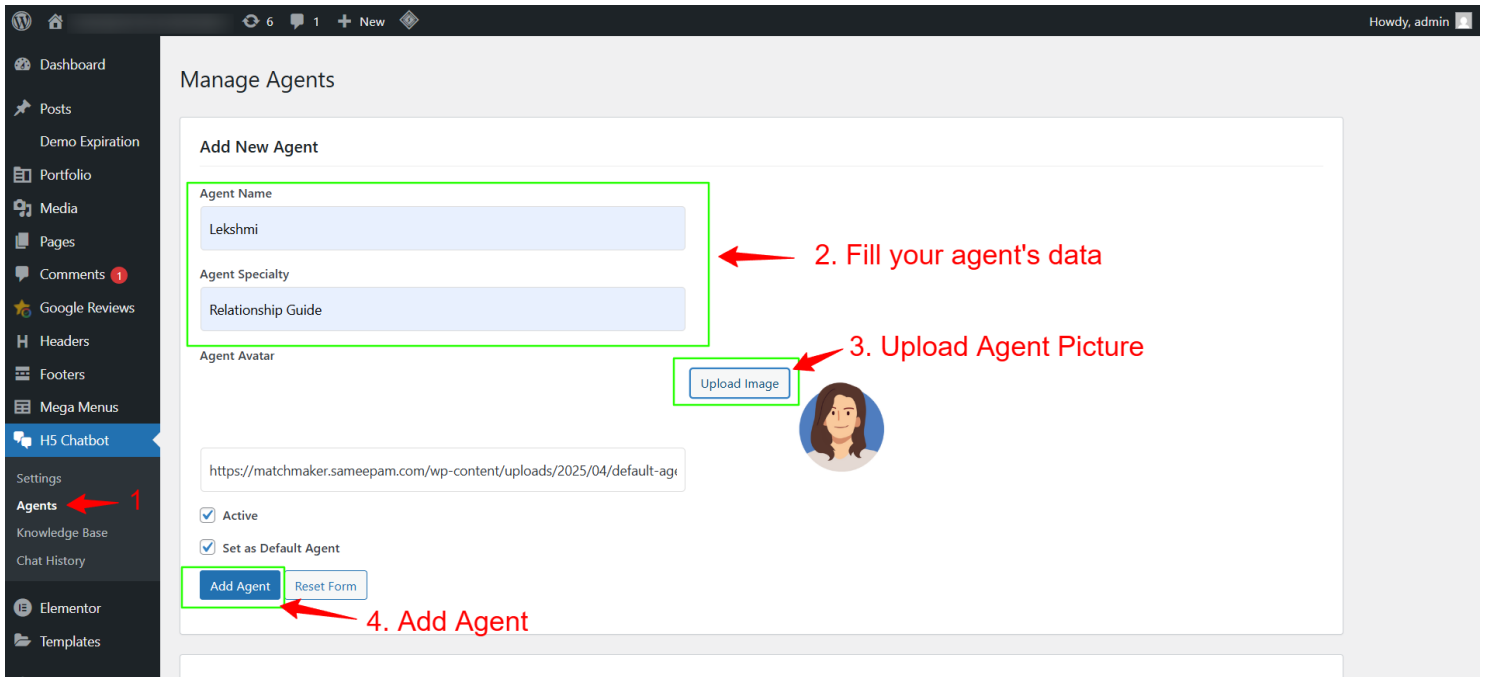
**Lekshmi**  
Relationship Guide  
Default



## Setting Default Agent

The default agent is shown to all new users when they first interact with the chatbot.

1. Navigate to **H5 Chatbot > Agents**
2. In the list of agents, find the one you want to set as default
3. Click the **Set as Default** icon
4. The agent will now be marked as the default (highlighted with a blue border)

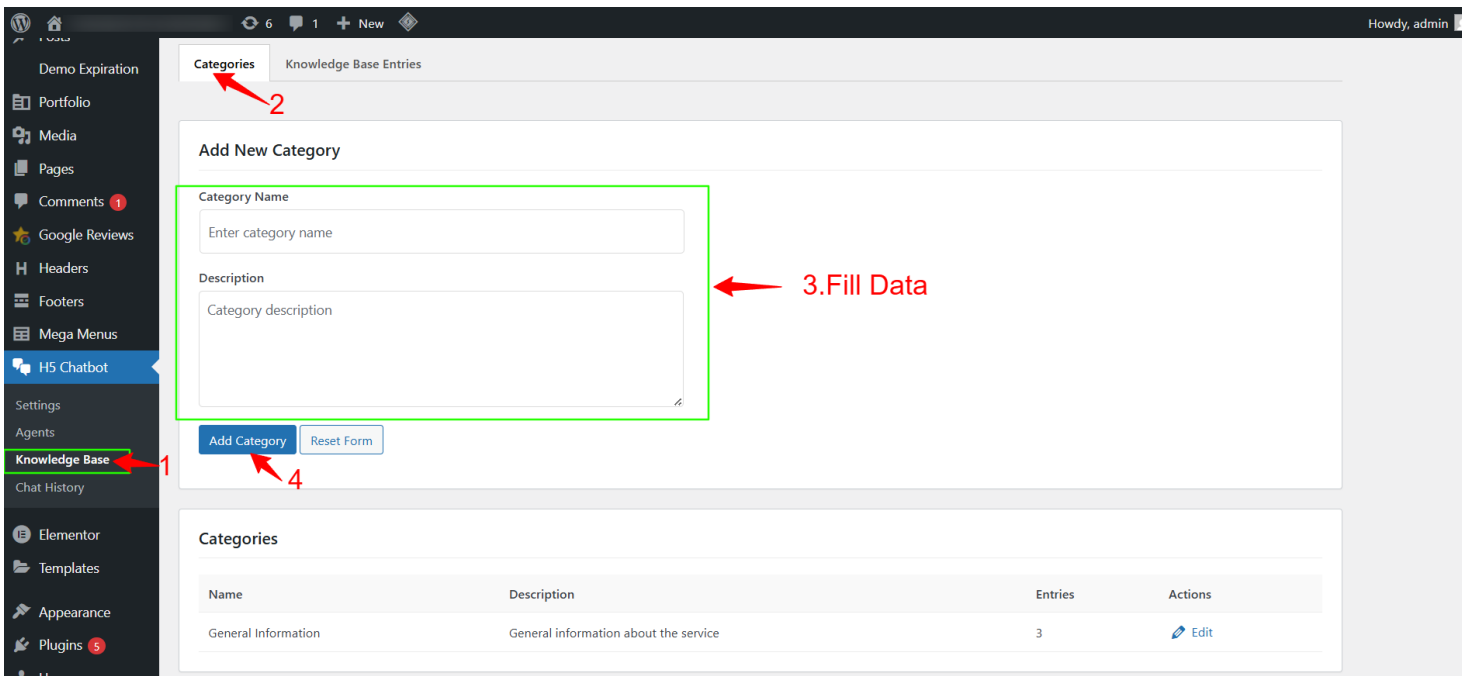


## Knowledge Base

The knowledge base is where you provide information to train your chatbot about your business, products, services, or any specific topics.

### Creating Categories

1. Navigate to **H5 Chatbot > Knowledge Base**
2. Go to the **Categories** tab
3. Fill in the form:
  - **Category Name:** A descriptive name for the category
  - **Description:** Optional details about the category
4. Click **Add Category**



## Adding Knowledge Base Entries

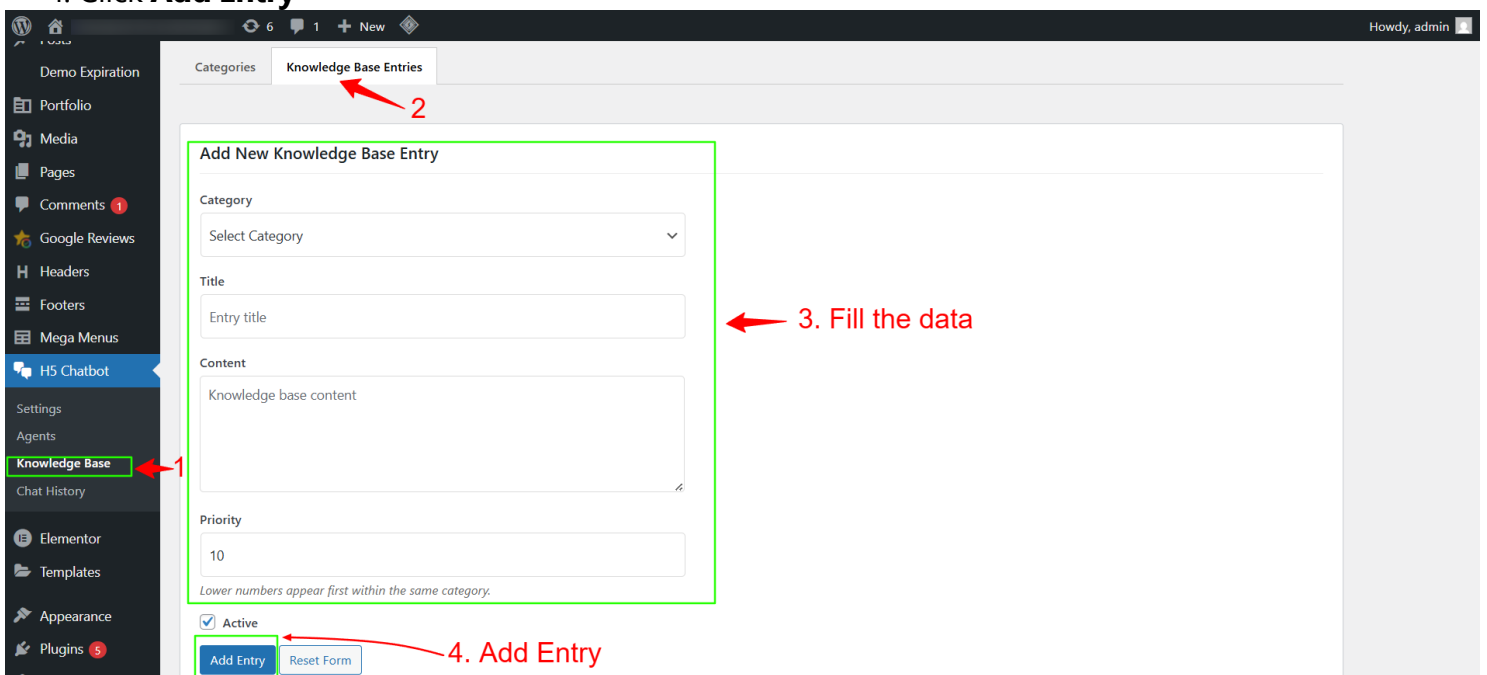
1. Navigate to **H5 Chatbot > Knowledge Base**

2. Go to the **Knowledge Base Entries** tab

3. Fill in the form:

- **Category:** Select from your created categories
- **Title:** A title for this knowledge entry
- **Content:** The information you want the chatbot to learn
- **Priority:** Lower numbers appear first within the same category
- **Active:** Toggle to enable/disable this entry

4. Click **Add Entry**



The chatbot will use this information to provide accurate responses about your business or services. Make sure to:

- Keep entries concise and focused on a single topic
- Use clear, simple language
- Organize related information in the same category
- Update important information regularly

## Chat History

H5 Chatbot stores all conversation history, allowing you to review past interactions and gather customer information.

### Viewing Conversations

1. Navigate to **H5 Chatbot > Chat History**
2. You'll see a list of all chat sessions with:
  - Customer name
  - Phone number
  - Message count
  - Date started
  - Last activity
3. Click **View** next to any session to see the complete conversation

Chat History

Name	Phone	Messages	Started	Last Activity	Actions
vin...ch	94...	4	Apr 1, 2025 2:12 pm	Apr 1, 2025 4:33 pm	<a href="#">View</a> <a href="#">Delete</a>
Aara	123	4	Apr 1, 2025 4:08 pm	Apr 1, 2025 4:08 pm	<a href="#">View</a> <a href="#">Delete</a>
vin...si	987...	6	Apr 1, 2025 2:10 pm	Apr 1, 2025 2:11 pm	<a href="#">View</a> <a href="#">Delete</a>

1

2. View all chat history

## **Customer Information**

When viewing a specific conversation, you'll see:

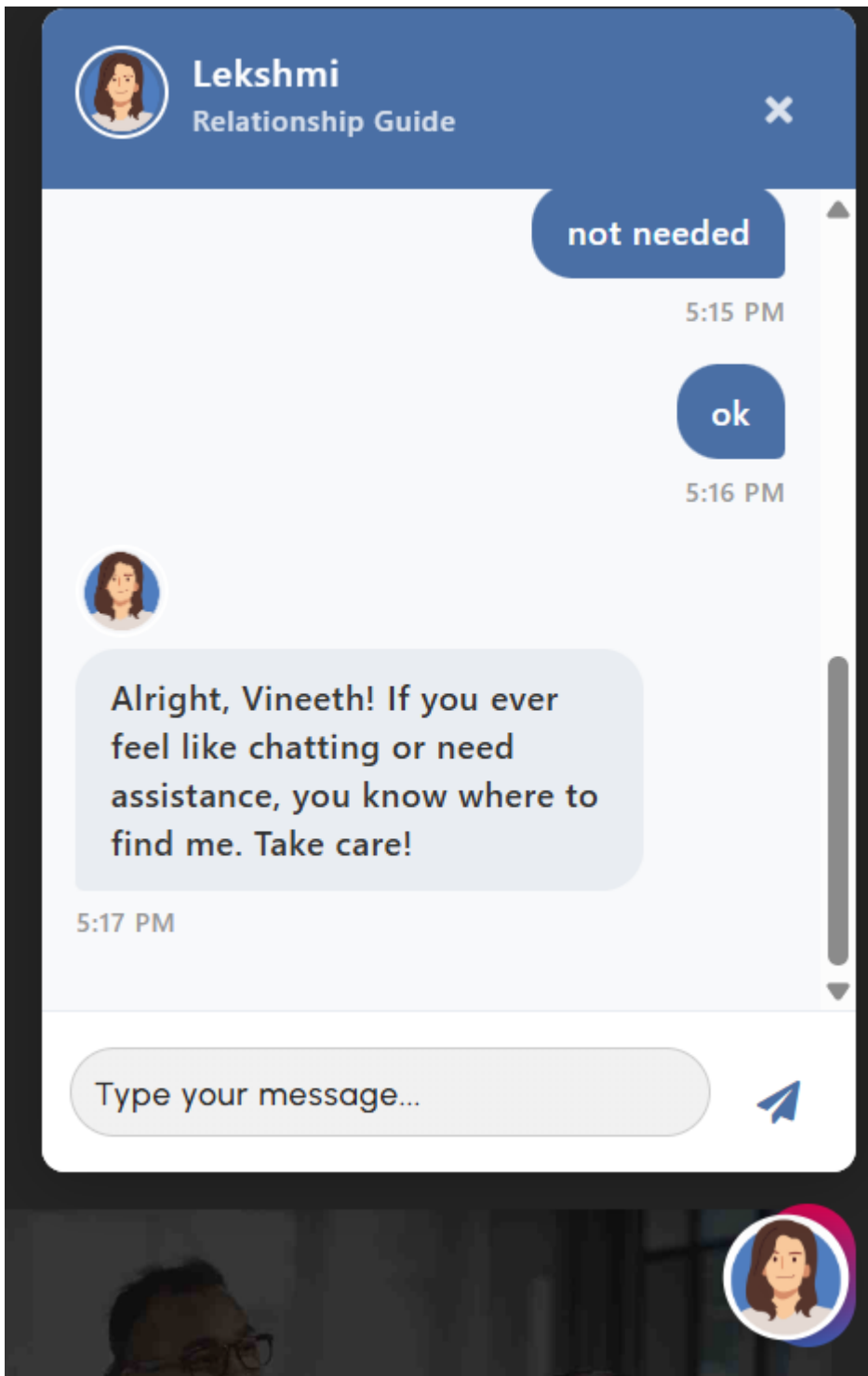
1. Customer details section showing:
  - Name
  - Phone number
  - IP address
  - Device type
  - Session start time
  - Last activity time
2. The complete message history with timestamps

## **Frontend Experience**

The H5 Chatbot appears on your website as a chat icon in the bottom right corner (by default).

For visitors:

1. Clicking the icon opens the chat window
2. First-time visitors are prompted to enter their name and phone number
3. After submitting their information, they can start chatting
4. The chatbot responds based on the knowledge base and OpenAI's capabilities
5. Conversations persist across page refreshes and return visits



## Troubleshooting

### Common Issues and Solutions

#### 1. Chatbot not appearing on frontend:

- Check if another plugin is causing a JavaScript conflict
- Verify your theme is properly loading wp\_footer()
- Try disabling other plugins temporarily to identify conflicts

#### 2. Error messages when sending chat:

- Verify your OpenAI API key is correct and has sufficient credits
- Check your PHP error logs for specific error messages
- Ensure your server allows outbound connections to api.openai.com

### 3. User information not being saved:

- Check that your database permissions are correct
- Verify cookies are being properly set (requires proper wp\_head/wp\_footer)
- Try using a different browser or clearing cache/cookies

### 4. Slow response times:

- This can happen during high OpenAI API traffic
- Consider switching to a faster model (like GPT-3.5-Turbo)
- Reduce the maximum tokens setting to speed up responses

### 5. Knowledge base content not reflected in responses:

- Make sure entries are marked as "Active"
- Keep knowledge base entries concise and clear
- Verify the entries are in the correct category

## Database Troubleshooting

If you're experiencing database-related issues, you can manually check the plugin's tables:

sql

 Copy

```
--  
Replace 'wp_' with your table prefix if different  
SELECT * FROM wp_h5_chat_sessions;  
SELECT * FROM wp_h5_chat_messages; S  
SELECT * FROM wp_h5_chat_agents; SEL  
LECT * FROM wp_h5_knowledge_base; SE  
ELECT * FROM wp_h5_kb_categories;
```

## Support

For additional support:

- Email: [admin@thecoin.co.in](mailto:admin@thecoin.co.in)
- Website: <https://thecoin.co.in>
- Documentation: <https://thecoin.co.in/h5-chatbot-docs>

When contacting support, please include:

- WordPress version

- Theme name and version
  - List of active plugins
  - Any error messages you're seeing
  - Steps to reproduce the issue
-