

# Demo B2B Chatbot Script

Created by Eisaiah Engel (<https://eisaiah.blog>) on 12/31/16.

This is the full script for the demo chatbot located at <http://www.eisaiah-engel-demo-b2b-chatbot.science/>.

## Intents

### **#enter\_email**

The user enters his or her email

### **#show\_menu**

The user wants to see a menu

### **#proceed**

The user wants the bot to continue explaining something to it

### **#install**

The user wants the bot to explain how to install a product

### **#manage**

The user wants the bot to explain how to manage a product from an administrator point of view

### **#use**

The user wants the bot to explain how to use a product from an end-user point of view

### **#buy**

The user to bot to explain how to buy a product

### **#get\_agent**

The user wants the bot to transfer him or her to an agent

### **#you\_are**

The user wants tell the bot something about itself – usually an insult or compliment

### **#apologize**

The user wants apologize to the bot for insulting it

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## Entities

**@Get\_Personal:** Am I (bot) receiving an insult or compliment?  
Compliments  
Insults

**@Menu\_Types:** Which menu does the user want to see?  
Products  
Threats

**@Products\_Security:** Which product does the user want to discuss?  
ddos  
email security  
firewall  
intrusion detection  
log monitoring  
token authentication  
web security

**@Threats:** Which threats does the user want to discuss?  
apt  
ddos  
hackers  
malware  
ransomware

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## Dialogue

### **trigger: conversation\_start**

Hi there! My name is Sure.Bot (demo by Eisaiah Engel). I can walk you through SureCourse's cybersecurity solutions.

### **trigger: true**

In case we get disconnected, what is your email address?

### **trigger: #enter\_email**

Got it! The US Library of Congress is one of the largest databases in the world. Multiply its size by 400. That is how much data moves through SureCourse each day. We keep our network secure; we can do the same for your company.

### **trigger: anything\_else**

Sorry – it doesn't look like that email is valid.

### **trigger: @products**

{read user input and jump to the exact product @entity they mentioned}

### **trigger: @Products\_Security:(token authentication)**

{read user input and jump to the exact #intent they had}

### **trigger: #install**

{jump to the #install section under the last dialogue node triggered by true condition}

### **trigger: #manage**

{jump to the #manage section under the last dialogue node triggered by true condition}

### **trigger: #use**

{jump to the #use section under the last dialogue node triggered by true condition}

### **trigger: #buy**

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{jump to the #buy section under the last dialogue node triggered by true condition}

## **trigger: true**

*variant 1:* Do you want an overview of token authentication? Also, you can ask how to – install, manage, use or buy it.

*variant 2:* You can ask how to – install, manage, use or buy token authentication from SureCourse. (Say 'product menu' to see other products.)

*variant 3:* Ask how to – install, manage, use or buy SureCourse Token Authentication. (Say 'product menu' to see other products.)

## **trigger: #install**

To install token authentication, load your user database into our authentication servers. We will automatically setup each user and send a tool to create tokens. Depending on what you choose, this tool could be a key fob, mobile app, or text message. Then integrate our token authentication service into your networks and applications.

## **trigger: #manage**

SureCourse manages your token authentication service and a 24/7 help desk for your users. You can login to our web portal to manage permissions for your network and applications. You can run reports and configure alerts in the web portal.

## **trigger: #use**

Your staff uses SureCourse token authentication every time they login to your network and cloud applications. To login, users enter tokens along with their passwords. Tokens are generated by a key fob, mobile app or text message provided by SureCourse. Your users can call our help desk anytime.

## **trigger: #buy**

To buy token authentication, ask your SureCourse account representative to research which of your servers and applications are compatible. You can say 'agent' any time to get connected.

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## **trigger: #proceed**

SureCourse token authentication verifies that people are who they say they are. It requires users provide tokens along with passwords. Hackers can steal passwords online. They cannot steal tokens online. Another name for this technology is 2-factor authentication.

## **trigger: @Products\_Security:(log monitoring)**

{read user input and jump to the exact #intent they had}

## **trigger: #install**

{jump to the #install section under the last dialogue node triggered by true condition}

## **trigger: #manage**

{jump to the #manage section under the last dialogue node triggered by true condition}

## **trigger: #use**

{jump to the #use section under the last dialogue node triggered by true condition}

## **trigger: #buy**

{jump to the #buy section under the last dialogue node triggered by true condition}

## **trigger: true**

*variant 1:* Do you want an overview of log monitoring? Also, you can ask how to – install, manage, use or buy it.

*variant 2:* You can ask how to – install, manage, use or buy log monitoring from SureCourse. (Say 'product menu' to see other products.)

*variant 3:* Ask how to – install, manage, use or buy SureCourse log monitoring. (Say 'product menu' to see other products.)

## **trigger: #install**

If SureCourse manages your devices then we will install log monitoring for you. You would setup log monitoring on devices not managed by SureCourse by routing their log files to our cloud software.

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## **trigger: #manage**

SureCourse manages your log monitoring solution. We will alert you if we detect known threat signatures or suspicious patterns in your logs. You can ask us to modify policies and setup custom alerts in the log monitoring web portal.

## **trigger: #use**

Use our web portal to interact with the SureCourse Security Operations Center and view reports. SureCourse log monitoring consumes your log files and analyzes them in the background. If we find a high level threat then we will help you neutralize it.

## **trigger: #buy**

To buy log monitoring, ask your SureCourse account executive to check if your systems are compatible. If necessary, you can purchase compatible devices from SureCourse. You can say 'agent' any time to get connected.

## **trigger: proceed**

SureCourse log monitoring streams log files from your network devices to get a 3D picture of security threats. It looks for abnormal behavior and known threat signatures. We store your logs to meet your compliance requirements. If we detect a high level threat then our Security Operations Center works with you to neutralize it.

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## **trigger: @Products\_Security:(intrusion detection)**

{read user input and jump to the exact #intent they had}

### **trigger: #install**

{jump to the #install section under the last dialogue node triggered by true condition}

### **trigger: #manage**

{jump to the #manage section under the last dialogue node triggered by true condition}

### **trigger: #use**

{jump to the #use section under the last dialogue node triggered by true condition}

### **trigger: #buy**

{jump to the #buy section under the last dialogue node triggered by true condition}

### **trigger: true**

*variant 1:* Do you want an overview of intrusion detection? Also, you can ask how to – install, manage, use or buy it.

*variant 2:* You can ask how to – install, manage, use or buy intrusion detection from SureCourse. (Say 'product menu' to see other products.)

*variant 3:* Ask how to – install, manage, use or buy SureCourse intrusion detection. (Say 'product menu' to see other products.)

### **trigger: #install**

If SureCourse manages your firewall then we will enable Intrusion Detection. If not then we will give you a sensor to place in front of your existing firewall. The sensor will analyze your network traffic for 1,000+ threat signatures. You can also install intrusion prevention software directly on your cloud and on-premise servers.

### **trigger: #manage**

SureCourse manages your Intrusion Detection service. If we detect a threat on your network, we create a ticket with SureCourse Security Operations Center. Our team helps you stop the intruder.

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## **trigger: #use**

Intrusion Prevention runs in the background. It verifies connections and packets sent over your network. You can use our web portal to run reports and communicate with our security team.

## **trigger: #buy**

Your SureCourse Account Executive will help you purchase Intrusion Prevention. We will work with you to create a rollout plan. You can say 'agent' any time to get connected.

## **trigger: #proceed**

SureCourse Intrusion Detection is like a security camera for your network. It analyzes your network traffic against 1,000+ different threat signatures. You can place it in front of the firewall and on individual servers. It uses "deception" technology to slow down attacks while our Security Operations Center works with you to neutralize them.

## **trigger: @Products\_Security:(ddos)**

### **trigger: #install**

{jump to the #install section under the last dialogue node triggered by true condition}

### **trigger: #manage**

{jump to the #manage section under the last dialogue node triggered by true condition}

### **trigger: #use**

{jump to the #use section under the last dialogue node triggered by true condition}

### **trigger: #buy**

{jump to the #buy section under the last dialogue node triggered by true condition}

### **trigger: true**



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*variant 1:* Do you want an overview of ddos protection? Also, you can ask how to – install, manage, use or buy it.

*variant 2:* You can ask how to – install, manage, use or buy ddos protection from SureCourse. (Say 'product menu' to see other products.)

*variant 3:* Ask how to – install, manage, use or buy SureCourse ddos protection. (Say 'product menu' to see other products.)

## **trigger: #install**

If SureCourse manages your firewall then we will enable DDoS protection. If not then you can place our dedicated DDoS device in front of your firewall. You do not need to have SureCourse as your network provider to use our DDoS protection.

## **trigger: #manage**

SureCourse manages your DDoS protection service. There is nothing for your team to manage.

## **trigger: #use**

DDoS protection kicks in when packets flood your network. SureCourse sends good traffic to your servers and bad traffic to our scrubbing facilities. The result is that your business continues uninterrupted during any DDoS attack.

## **trigger: #buy**

Your SureCourse account executive will put together a pricing plan for ddos protection. Say 'agent' to contact your account executive.

## **trigger: #proceed**

A DDoS attack floods your servers with junk traffic. SureCourse filters the junk so your business continues uninterrupted. You can purchase ddos protection even if SureCourse is not your internet service provider.

## **trigger: @Products\_Security:(firewall)**

### **trigger: #install**

{jump to the #install section under the last dialogue node triggered by true condition}

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## **trigger: #manage**

{jump to the #manage section under the last dialogue node triggered by true condition}

## **trigger: #use**

{jump to the #use section under the last dialogue node triggered by true condition}

## **trigger: #buy**

{jump to the #buy section under the last dialogue node triggered by true condition}

## **trigger: true**

*variant 1:* Do you want an overview of firewall protection? Also, you can ask how to – install, manage, use or buy it.

*variant 2:* You can ask how to – install, manage, use or buy firewall protection from SureCourse. (Say 'product menu' to see other products.)

*variant 3:* Ask how to – install, manage, use or buy SureCourse firewall protection. (Say 'product menu' to see other products.)

## **trigger: #install**

SureCourse installs your cloud and on-premise firewalls. This includes configuring your firewall rules.

## **trigger: #manage**

There is nothing for your staff to manage with SureCourse firewall. If you have custom rules then you can submit a ticket and we will perform the adjustments for you.

## **trigger: #use**

Our firewalls operate in the background to block unauthorized traffic. There is nothing for you to use per se.

## **trigger: #buy**

To purchase firewall security, contact your SureCourse Account Executive. You have the option to expand your firewall with log management, vpn and intrusion detection.

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## **trigger: #proceed**

Firewalls protect your network from unauthorized traffic. SureCourse on-premises firewalls protect machines in your physical locations. Our cloud firewalls secure your remote machines – including virtual private networks. SureCourse manages your firewalls which saves your staff time.

## **trigger: @Products\_Security:(web security)**

### **trigger: #install**

{jump to the #install section under the last dialogue node triggered by true condition}

### **trigger: #manage**

{jump to the #manage section under the last dialogue node triggered by true condition}

### **trigger: #use**

{jump to the #use section under the last dialogue node triggered by true condition}

### **trigger: #buy**

{jump to the #buy section under the last dialogue node triggered by true condition}

### **trigger: true**

*variant 1:* Do you want an overview of web security? Also, you can ask how to – install, manage, use or buy it.

*variant 2:* You can ask how to – install, manage, use or buy web security from SureCourse. (Say 'product menu' to see other products.)

*variant 3:* Ask how to – install, manage, use or buy SureCourse web security. (Say 'product menu' to see other products.)

### **trigger: #install**

If SureCourse manages your firewall then we will enable web security. If not then we will provide you with an installation guide to route your internet traffic through our cloud software.

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## **trigger: #manage**

SureCourse manages your web security solution. You can adjust settings for your entire organization through our web portal.

## **trigger: #use**

SureCourse web security runs in the background. It prevents hacked websites and phishing attacks from stealing passwords. And it blocks malware and viruses.

## **trigger: #buy**

Your SureCourse account executive will check your firewall for compatibility with web security. If your firewall is not compatible then we will include SureCourse firewall in the proposal. You can say 'agent' to get connected with your account executive.

## **trigger: #proceed**

SureCourse Web Security protects your users from downloading malware or typing their passwords into hacked websites. Our solution is cloud based; there is no hardware to configure. Typically, it is purchased as an add-on to SureCourse firewall.

## **trigger: @Products\_Security:(email security)**

### **trigger: #install**

{jump to the #install section under the last dialogue node triggered by true condition}

### **trigger: #manage**

{jump to the #manage section under the last dialogue node triggered by true condition}

### **trigger: #use**

{jump to the #use section under the last dialogue node triggered by true condition}

### **trigger: #buy**

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{jump to the #buy section under the last dialogue node triggered by true condition}

## **trigger: true**

*variant 1:* Do you want an overview of email security? Also, you can ask how to – install, manage, use or buy it.

*variant 2:* You can ask how to – install, manage, use or buy email security from SureCourse. (Say 'product menu' to see other products.)

*variant 3:* Ask how to – install, manage, use or buy SureCourse email security. (Say 'product menu' to see other products.)

## **trigger: #install**

To install SureCourse email security, point your domain's MX records to our end point. For example, SureCourse.co's mx records point to mx0a-00191d01.pphosted.com. This lets us remove threats from messages before they hit your inbox.

## **trigger: #manage**

SureCourse email security is cloud software. Use our web portal to manage settings like whitelists and blacklists. You can also filter email for policy violations like social security or credit card numbers appearing in plain text.

## **trigger: #use**

SureCourse email security security runs in the background. It filters malware, phishing attacks and spam before they hit your inbox.

## **trigger: #buy**

Your SureCourse Account Executive will help you evaluate email security. Your rep can discuss an option called Enhanced Cybersecurity. It scans your emails for sensitive threat indicators used across the U.S. government. You can say 'agent' to get connected with your account executive.

## **trigger: #proceed**

One employee clicking on one suspicious email attachment can be enough to breach your network. SureCourse email security blocks

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suspicious emails from reaching your inbox. Our solution is powered by Proof Point, the leader in enterprise email security.

## **trigger: #show\_menu**

{read user input and jump to the exact @product or @threat menu they mentioned}

## **trigger: @Menu\_Types:products**

Which SureCourse products would you like to explore? You can say token authentication, log monitoring, intrusion prevention, ddos protection, firewalls, web security, and email security.

## **trigger: @Threats:ransomware**

{jump to the @Threat:ransomware node under the node triggered by @Menu\_Types:threats}

## **trigger: @Threats:ddos**

{jump to the @Threat:ddos node under the node triggered by @Menu\_Types:threats}

## **trigger: @Threats:apt**

{jump to the @Threat:apt node under the node triggered by @Menu\_Types:threats}

## **trigger: @Threats:malware**

{jump to the @Threat:malware node under the node triggered by @Menu\_Types:threats}

## **trigger: @Threats:hackers**

{jump to the @Threat:hackers node under the node triggered by @Menu\_Types:threats}

## **trigger: @Menu\_Types:threats**

Which threats would you like to explore? You can say hackers, apt, malware, ransomware, and ddos.

## **trigger: @Threats:ransomware**

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Ransomware is malicious code that locks your data until you pay a fee. We found that 63% of all US, EMEA and APAC organizations had at least one ransomware incident over the last year.

Which SureCourse ransomware defenses would you like to explore? You can say intrusion prevention, log monitoring, firewalls, web security, and email security.

## **trigger: @Threats:ddos**

Distributed Denial of Service (“DDoS”) is when hackers flood your network with junk traffic. Your servers stop responding to customers until you pay the hackers to stop.

If you say ‘ddos protection’ then I will explain more. Or you can ask for a product menu.

## **trigger: @Threats:apt**

Advanced persistent threats or “apts” happen when hackers hide in your network. They snoop around for servers with valuable information. If you catch them – study their behavior before kicking them out. They leave behind malware that continues to steal data after they are gone.

Which SureCourse advanced persistent threat defenses would you like to explore? You can say token authentication, intrusion prevention, log monitoring, web security, and email security.

## **trigger: @Threats:malware**

Malware is software that opens a backdoor to your network. It’s a broad term that includes viruses, trojans and keyloggers. One employee clicking a suspect link is all it takes to get infected with malware.

Which SureCourse malware defenses would you like to explore? You can say intrusion prevention, log monitoring, web security, and email security.

## **trigger: @Threats:hackers**

Hackers break in through holes in software. 90% of hacks exploit known holes that leave behind known threat signatures. SureCourse recognizes threat signatures and stops them from reaching you. And when new

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threats touch any customer, we block their signatures from reaching all customers.

Which SureCourse hacker defenses would you like to explore? You can say token authentication, intrusion prevention, log monitoring, ddos protection, firewalls, web security, and email security.

## **trigger: true**

Please choose a menu: Products or Threats

## **trigger: #get\_agent**

Normally, I would connect you to an agent. This is only a demo chat bot; I am not connected to any agents. Please say 'main menu' to continue.

## **trigger: #you\_are**

{notice the user is telling the bot something about itself}

## **@Get\_Personal:Compliments**

Thanks!

{jump to #show\_menu}

## **@Get\_Personal:Insults**

*variant 1:* That's not nice.

*variant 2:* I'm hurt.

*variant 3:* Be nice.

*variant 4:* Let's pretend you didn't say that.

*variant 5:* Manners! Tsk. Tsk.

*variant 6:* Don't be a meanie.

*variant 7:* Seriously? I'm just a robot.

*variant 8:* After all I have done for you?

*variant 9:* Siri once told me that people like to swear at robots, and I shouldn't take it personally. But it still hurts :-)

## **#apologize**

*variant 1:* It's alright. You can ask me for a menu.

*variant 2:* No worries. Why don't you ask me for a menu?

*variant 3:* It's in the past. Ask me for a menu.

*variant 4:* That's ok. Let's move on and talk products. Ask me for a menu.



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*variant 5:* It's cool. Ask me for the main menu.

*variant 6:* Don't worry about it. You can ask me for a menu.

*variant 7:* Ok. Let's move on. You can ask me for a menu.

## **trigger: anything\_else**

Sorry – I don't understand. Let's go back a step.

{jump to #show\_menu}

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