

Balesin for Developers

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Welcome to Balesin API

Balesin API is a RESTful Web Service served as a communication protocol between merchants and Balesin open platform.

HTTP(S) Request

Balesin API can be requested through HTTP(S) Request to Balesin Base URL endpoint. The HTTP(S) Header has to be used to allow proper authentication.

API Base URL

<https://open.balesin.id/oauth/v1.0>

Developer Access Token

Please email us at admin@bjtech.io to get access token

Bot API

API Methods

Name	Endpoint	HTTP Method	Definition
Create bot	/v1.0/bot	POST	Creates new bot
Create description	/v1.0/description	POST	Creates new descriptions for the given bot id
List all bots	/v1.0/bot	GET	Returns list of all bots
Get a single bot	/v1.0/bot/?bot_id={bot_id}	GET	Returns single bot for the given bot id
Analytics	/v1.0/bot/analytics	POST	Returns bot analytics with the given bot id
Update a bot	/v1.0/bot?bot_id={bot_id}	PUT	Updates bot with the given bot id
Update welcome message	/v1.0/welcome/?bot_id={bot_id}	PUT	Updates welcome message with the given bot id
Update fallback message	/v1.0/fallback/?bot_id={bot_id}	PUT	Updates fallback message with the given bot id
Delete a bot	/v1.0/bot?bot_id={bot_id}	DELETE	Deletes bot with the given bot id

Create Bot

This method allows merchants to create new bot.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/bot	POST	Creates new bot

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
bot_name	String	Y	Name for the bot
bot_picture	String base64	N	Picture for the bot
industry_name	String	Y	Type of industry
greeting_message	String	Y	Welcome interaction that the bot sends to a new user
fallback_message	String	Y	Fallback expression that is used when the bot cannot link an intent to the question being asked by the user

cURL

```
curl --location --request POST 'https://open.balesin.id/oauth/v1.0/bot/'
--header 'Content-Type: application/json' --header 'Authorization:
DEVELOPER ACCESS TOKEN' --data-raw '{ "bot_name": "GreatBurger",
"bot_picture": "empty string or string base64", "industry_name": "Food and
Beverage", "greeting_message": "Hello and welcome to Great Burger",
"error_message": "I'm sorry, I can't answer that message for now" }'
```

Request Example

```
{
  "bot_name": "GreatBurger",
  "bot_picture": "",
  "industry_name": "Food and Beverage",
  "greeting_message": "Hello and welcome to Great Burger",
  "error_message": "I'm sorry, I can't answer that message for now"
}
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-02-07T07:26:45.969Z",
  "timestamp": "1581060405969",
  "code": "200",
  "code": "Success create new bot."
}
```

Create Description

This method allows merchants to create new descriptions.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/description	POST	Creates new descriptions for the given bot id

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
description	String	Y	Description text
bot_id	Number	Y	Id for the given bot

cURL

```
curl --location --request POST
'https://open.balesin.id/oauth/v1.0/description' --header 'Content-Type:
application/json' --header 'Authorization: DEVELOPER ACCESS TOKEN'
--data-raw '{ "description": "Our burgers are made of 100% ground beef",
"bot_id": 1 }'
```

Request Example

```
{
  "description": "Our burgers are made of 100% ground beef",
  "bot_id": "1"
}
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-02-07T07:26:45.969Z",
  "timestamp": "1581060405963",
  "code": "200",
  "code": "Success set bot description."
}
```


List All Bots

This method allows merchants to return a list of all bots.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/bot	GET	Returns a list of all bots

Headers

Key	Value
Authorization	String

cURL

```
curl --location --request GET 'https://open.balesin.id/oauth/v1.0/bot/
--header 'Content-Type: application/json' --header 'Authorization:
DEVELOPER ACCESS TOKEN'
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-03-06T02:30:21.182Z",
  "timestamp": 1583461821182,
  "code": 200,
  "results": [
    {
      "id": 1,
      "name": "GreatBurger",
      "imageUrl":
"https://www.nicepng.com/png/full/207-2077371_bots-instagram-logo-round-bl
ue.png",
      "belong_to": 1,
      "dtm": "2019-11-22T07:33:51.000Z",
      "industry": "Food and Beverage",
      "premium": 1,
      "profiling": 0,
      "bg_image": null,
      "widget_image": null,
      "color_theme": null,
      "font_color": null,
      "premium_start": null,

```

```
"premium_end": null,  
"premium_status": null,  
"integration": {  
    "weburl": "faq.balesin.id/bot/Sepatumina",  
    "script": "<script  
src=\"http://faq.balesin.id/bot/static/widget/app/webwidget-bj.js\"  
type=\"text/javascript\" id-widget=\"\"balesin\"\" async=\"\"\"  
username-widget=\"\"GreatBurger\"\"></script>\"  
    }  
}  
}
```

Get A Single Bot

This method allows merchants to return a single bot for the given id.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/bot?bot_id={bot_id}	GET	Returns a single bot for the given bot id.

Params

Key	Value	Description
bot_id	Number	Id for the bot

Headers

Key	Value
Authorization	String

cURL

```
curl --location --request GET 'https://open.balesin.id/oauth/v1.0/bot/  
--header 'Content-Type: application/json' --header 'Authorization:  
DEVELOPER ACCESS TOKEN'
```

Response Example

```
{  
  "service": "faq-balesin-id-API",  
  "version": "1.0.0",  
  "datetime": "2020-03-06T02:30:21.182Z",  
  "timestamp": 1583461821182,  
  "code": 200,  
  "results": [  
    {  
      "id": 1,  
      "name": "GreatBurger",  
      "imageUrl":  
"https://www.nicepng.com/png/full/207-2077371_bots-instagram-logo-round-bl  
ue.png",  
      "belong_to": 1,  
      "dtm": "2019-11-22T07:33:51.000Z",  
      "industry": "Food and Beverage",  
      "premium": 1,  
      "profiling": 0,  
      "bg_image": null,  
      "widget_image": null,  
      "color_theme": null,  
      "font_color": null,  
      "premium_start": null,  
    }  
  ]  
}
```

```
"premium_end": null,  
"premium_status": null,  
"integrtion": {  
    "weburl": "faq.balesin.id/bot/Sepatumina",  
    "script": "<script  
src=\"http://faq.balesin.id/bot/static/widget/app/webwidget-bj.js\"  
type=\"text/javascript\" id-widget=\"\"balesin\"\" async=\"\"\"  
username-widget=\"GreatBurger\"></script>\"  
    }  
}  
}
```

Analytics

This method allows merchants to return bot analytics with the given id.

Get your customer activities including number of conversation, number of answered faqs, number of unanswered faqs, busiest hour, busiest day.

Get your customer overview including, chat history and ratings.

Get customer insights including popular faq questions, location overview, and number of customers.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/analytics	POST	Returns bot analytics with the given bot id

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
bot_id	String	Y	Id for the bot
page	Number	Y	Page number

cURL

```
curl --location --request POST
'https://open.balesin.id/oauth/v1.0/bot/analytics' --header 'Content-Type:
application/json' --header 'Authorization: DEVELOPER ACCESS TOKEN'
--data-raw '{ "bot_id": 1, "page": 1 }'
```

Request Example

```
{
  "bot_id": "1",
  "page": "1"
}
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-03-06T03:12:40.154Z",
  "timestamp": 1583464360154,
  "code": 201,
  "message": "success analytics bot id 1.",
  "results": {
    "chartData": {
      "total": [
        {
          "date (dtm)": "2020-2-29 03:12:40",
          "count (id)": 0
        },
        {
```



```
    "date (dtm) ": "2020-3-1 03:12:40",
    "count (id) ": 0
  },
  {
    "date (dtm) ": "2020-3-2 03:12:40",
    "count (id) ": 0
  },
  {
    "date (dtm) ": "2020-3-3 00:00:00",
    "count (id) ": 21
  },
  {
    "date (dtm) ": "2020-3-4 00:00:00",
    "count (id) ": 46
  },
  {
    "date (dtm) ": "2020-3-5 03:12:40",
    "count (id) ": 0
  },
  {
    "date (dtm) ": "2020-3-6 03:12:40",
    "count (id) ": 0
  }
],
"answered": [
  {
    "date (dtm) ": "2020-2-29 03:12:40",
    "count (id) ": 0
  },
  {
    "date (dtm) ": "2020-3-1 03:12:40",
    "count (id) ": 0
  }
]
```

```
    },  
    {  
      "date (dtm)": "2020-3-2 03:12:40",  
      "count (id)": 0  
    },  
    {  
      "date (dtm)": "2020-3-3 00:00:00",  
      "count (id)": 17  
    },  
    {  
      "date (dtm)": "2020-3-4 00:00:00",  
      "count (id)": 20  
    },  
    {  
      "date (dtm)": "2020-3-5 03:12:40",  
      "count (id)": 0  
    },  
    {  
      "date (dtm)": "2020-3-6 03:12:40",  
      "count (id)": 0  
    }  
  ],  
  "unanswered": [  
    {  
      "date (dtm)": "2020-2-29 03:12:40",  
      "count (id)": 0  
    },  
    {  
      "date (dtm)": "2020-3-1 03:12:40",  
      "count (id)": 0  
    },  
    {
```

```

        "date (dtm) ": "2020-3-2 03:12:40",
        "count (id) ": 0
    },
    {
        "date (dtm) ": "2020-3-3 00:00:00",
        "count (id) ": 4
    },
    {
        "date (dtm) ": "2020-3-4 00:00:00",
        "count (id) ": 26
    },
    {
        "date (dtm) ": "2020-3-5 03:12:40",
        "count (id) ": 0
    },
    {
        "date (dtm) ": "2020-3-6 03:12:40",
        "count (id) ": 0
    }
],
"busiestDay": "Wednesday",
"busiestHour": 13
},
"overview": [],
"customerInsight": {
    "listLocation": [
        {
            "name": "Jakarta",
            "total": 23
        },
        {
            "name": "Bekasi",

```

```
        "total": 5
      }
    ],
    "topIntent": [
      {
        "intent": "fallback",
        "count(id)": 75
      },
      {
        "intent": "harga",
        "count(id)": 43
      },
      {
        "intent": "desc mode",
        "count(id)": 32
      }
    ],
    "totalUsers": [
      {
        "count(distinct chatkey)": 0
      }
    ]
  }
}
```

Update A Bot

This method allows merchants to bot with the given id.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/bot?bot_id={bot_id}	PUT	Updates bot with the given bot id

Params

Key	Value	Description
bot_id	Number	Id for the bot

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
name	String	Y	Name for the bot
imageUrl	String URL	N	Picture for the bot
industry	String	Y	Type of industry
bg_image	String url	Y	Chat window background image
widget_image	String url	Y	Chat widget icon
color_theme	String Hex-code	Y	Chat bubble color
font_color	String Hex-code	Y	Chat font color

cURL

```
curl --location --request PUT
'https://open.balesin.id/oauth/v1.0/bot/?bot_id=' --header 'Content-Type:
application/json' --header 'Authorization: DEVELOPER ACCESS TOKEN'
--data-raw '{ "name": "GreaterBurger", "imageUrl":
"https://balesin...png", "industry": "Business", "bg_image":
"https://balesin...png", "widget_image": "https://balesin...png",
"color_theme": "#ffdd00", "font_color": "#ffdd00" }'
```

Request Example

```
{
  "name": "GreatBurger",
  "imageUrl": "https://balesin...png",
  "industry": "Business",
  "bg_image": "https://balesin...png",
  "widget_image": "https://balesin...png",
  "color_theme": "#ffdd00",
  "font_color": "#ffdd00"
}
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-02-07T07:26:45.969Z",
  "timestamp": "1581060405963",
  "code": "201",
  "code": "Success update bot with id {bot_id}"
}
```

Update Welcome Message

This method allows merchants to update welcome messages with the given bot id.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/welcome/?bot_id={bot_id}	PUT	Updates welcome message with the given bot id

Params

Key	Value	Description
bot_id	Number	Id for the bot

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
message	String	Y	New welcome messages

cURL

```
curl --location --request PUT
'https://open.balesin.id/oauth/v1.0/welcome/?bot_id=' --header
'Content-Type: application/json' --header 'Authorization: DEVELOPER ACCESS
TOKEN' --data-raw '{ "message": "new welcome message." }'
```

Request Example

```
{
  "message": "new welcome message",
}
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-02-07T07:26:45.969Z",
  "timestamp": "1581060405963",
  "code": "201",
  "code": "success update welcome message {bot_id}"
}
```


Update Fallback Message

This method allows merchants to update fallback messages with the given bot id.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/fallback/?bot_id={bot_id}	PUT	Updates fallback message with the given bot id

Params

Key	Value	Description
bot_id	Number	Id for the bot

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
message	String	Y	New fallback messages

cURL

```
curl --location --request PUT
'https://open.balesin.id/oauth/v1.0/fallback/?bot_id=' --header
'Content-Type: application/json' --header 'Authorization: DEVELOPER ACCESS
TOKEN' --data-raw '{ "message": "new fallback message." }'
```

Request Example

```
{
  "message": "new fallback message",
}
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-02-07T07:26:45.969Z",
  "timestamp": "1581060405963",
  "code": "201",
  "code": "success update fallback message {bot_id}"
}
```

Delete A Bot

This method allows merchants to delete bot with the given bot id.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/bot?bot_id={bot_id}	DELETE	Deletes bot with the given bot id

Params

Key	Value	Description
bot_id	Number	Id for the bot

Headers

Key	Value
Authorization	String

cURL

```
curl --location --request DELETE
'https://open.balesin.id/oauth/v1.0/bot/?bot_id=' --header 'Content-Type:
application/json' --header 'Authorization: DEVELOPER ACCESS TOKEN'
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-02-07T07:26:45.969Z",
  "timestamp": "1581060405963",
  "code": "201",
  "code": "success remove bot with id {bot_id}"
}
```

Dialog API

API Methods

Name	Endpoint	HTTP Method	Definition
Create FAQ	/v1.0/dialog	POST	Create new faq topic
Create (Multiple FAQs)	/v1.0/createmultipledi alog	POST	Create multiple faq topics
List All FAQs	/v1.0/dialog?bot_id={ bot_id}	GET	Return list of all faq topics
Update FAQ	/v1.0/dialog/?dlg_id={ dialog_id}	PUT	Update faq topic with the given id
Delete FAQ	/v1.0/dialog/?dlg_id={ dialog_id}	DELETE	Delete faq topic with the given id
Chat With Bot	/v1.0/dialog/chat	POST	Chat with bot with the given name

Create FAQ

This method allows merchants to create new FAQ.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/dialog	POST	Creates new faq

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
topic	String	Y	Title for the faq
questions	Array of object	N	List of similar user says
answer	String	Y	Response for user says
bot_id	Number	Y	Id for the given bot

cURL

```
curl --location --request POST 'https://open.balesin.id/oauth/v1.0/dialog'
--header 'Content-Type: application/json' --header 'Authorization:
DEVELOPER ACCESS TOKEN' --data-raw '{ "topic": "title_topic", "questions":
[ { "message": "similar-usersays-1" }, { "message": "similar-usersays-2" }
], "answer": {"message":["answer text here"]}, "bot_id": 0 }'
```

Request Example

```
{
  "topic": "Working Hours",
  "questions": [
    {
      "message": "Are you open 24 hours a day?"
    },
    {
      "message": "What time do you close?"
    },
    {
      "message": "Are you open during holiday?"
    }
  ],
  "answer":
  {
    "message":["We are open everyday from 10.00 to 22.00, holiday
hours might be different"]
  },
  "bot_id": "1"
}
```

Response Example

```
{  
  "service": "faq-balesin-id-API",  
  "version": "1.0.0",  
  "datetime": "2020-02-07T07:26:45.969Z",  
  "timestamp": "1581060405969",  
  "code": "200",  
  "message": "Success create new dialog."  
}
```


Create Multiple FAQs

This method allows merchants to create multiple FAQs.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/createmultipledi alog	POST	Creates multiple faqs

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
lists	Array of object	Y	List of FAQs
bot_id	Number	Y	Id for the given bot

cURL

```
curl --location --request POST
'https://open.balesin.id/oauth/v1.0/createmultipliedialog' --header
'Content-Type: application/json' --header 'Authorization: DEVELOPER ACCESS
TOKEN' --data-raw '{ "bot_id": 0, "lists": [ { "topic": "title 1",
"questions": [ { "message": "similar-usersays-1-1" }, { "message":
"similar-usersays-2-1" } ], "answer": { "message": [ "answer 1" ] } }, {
"topic": "topic 2", "questions": [ { "message": "similar-usersays-1-2" },
{ "message": "similar-usersays-2-2" } ], "answer": { "message": [ "answer
2" ] } }, { "topic": "topic 3", "questions": [ { "message":
"similar-usersays-1-3" }, { "message": "similar-usersays-2-3" } ],
"answer": { "message": [ "answer 3" ] } } ] }'
```

Request Example

```

{
  "bot_id": "1",
  "lists": [
    {
      "topic": "OpeningHours",
      "questions": [
        {
          "message": "Are you open 24 hours a day?"
        },
        {
          "message": "What time do you close?"
        }
      ],
      "answer": {
        "message": ["We are open everyday from 10.00 to 22.00,
holiday hours might be different"]
      }
    },
    {
      "topic": "Location",
      "questions": [
        {
          "message": "What is the address?"
        },
        {
          "message": "Where are you located?"
        }
      ],
      "answer": {
        "message": ["We are located in South Jakarta"]
      }
    }
  ]
}

```

```
}  
}  
]  
}
```

Response Example

```
{  
  "service": "faq-balesin-id-API",  
  "version": "1.0.0",  
  "datetime": "2020-02-07T07:26:45.969Z",  
  "timestamp": "1581060405969",  
  "code": "201",  
  "data": {  
    "message": "Success create new dialog.",  
    "data": "100"  
  }  
}
```

List All FAQs

This method allows merchants to return a list of FAQs for the given bot id.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/dialog?bot_id={bot_id}	GET	Returns a list of FAQs

Params

Key	Value	Description
bot_id	Number	Id for the bot

Headers

Key	Value
Authorization	String

cURL

```
curl --location --request GET
'https://open.balesin.id/oauth/v1.0/dialog/?bot_id=' --header
'Content-Type: application/json' --header 'Authorization: DEVELOPER ACCESS
TOKEN' --data-raw ''
```

Response Example

```
{
  "message": "Success get all related topic...",
  "results": [
    {
      "id": 8021,
      "messagetype": "text",
      "intent": "OpeningHours",
      "question": "{\"message\": [\"Are you open 24 hours a
day?\", \"What time do you close?\"]}",
      "answer": "We are open everyday from 10.00 to 22.00, holiday
hours might be different",
      "bot_id": 1
    }
  ]
}
```

Update FAQ

This method allows merchants to update faq with the given dialog id.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/dialog/?dlg_id={dialog_id}	PUT	Updates faq for the given dialog id

Params

Key	Value	Description
dialog_id	Number	Id for the dialog

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
messagetype	String	Y	Type of message
intent	String	Y	Name for the intent
question	Array of object	Y	List of similar user says
answer	String	Y	Response for the intent
bot_id	Number	Y	Id for the bot

cURL

```
curl --location --request PUT
'https://open.balesin.id/oauth/v1.0/dialog/?dlg_id=' --header
'Content-Type: application/json' --header 'Authorization: DEVELOPER ACCESS
TOKEN' --data-raw '{ "messagetype": "text", "intent": "intent",
"question": [], "answer": "", "bot_id": 1 }'
```

Request Example

```
{
  "messagetype": "text",
  "intent": "intent name",
  "question": "Array of string questions",
  "answer": "Answer message string",
  "bot_id": "1",
}
```

Response Example

```
{
  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-02-07T07:26:45.969Z",
  "timestamp": "1581060405963",
  "code": "201",
  "code": "success update new dialog"
}
```


Delete FAQ

This method allows merchants to delete bot with the given dialog id.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/dialog?dlg_id={dialog_id}	DELETE	Deletes faq with the given dialog id

Params

Key	Value	Description
dialog_id	Number	Id for the dialog

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
bot_id	Number	Y	Id for the bot

cURL

```
curl --location --request DELETE
'https://open.balesin.id/oauth/v1.0/dialog/?dlg_id=1' --header
'Content-Type: application/json' --header 'Authorization: DEVELOPER ACCESS
TOKEN'
```

Request Example

```
{
  "bot_id": "1"
}
```

Response Example

```
{
  "status": "201",
  "version": "success remove dialog with id {dialog_id}"
}
```

Chat With Bot

This method allows users to chat with bot with the given name.

Method

Endpoint	HTTP Method	Definition
{BASE_URL}/dialog/chat	POST	Chat with bot with the given name

Headers

Key	Value
Authorization	String

Body

Property	Type	Required	Description
bot_name	String	Y	Name of the bot
text	String	Y	User says

cURL

```
curl --location --request POST
'https://open.balesin.id/oauth/v1.0/dialog/chat' --header 'Content-Type:
application/json' --header 'Authorization: DEVELOPER ACCESS TOKEN'
--data-raw '{ "bot_name": "SneakersBot", "text": "Sepatu Nike ready ga?"
}'
```

Request Example

```
{
  "bot_name": "SneakersBot",
  "text": "Sepatu Nike ready ga?"
}
```

Response Example

```
{  "service": "faq-balesin-id-API",
  "version": "1.0.0",
  "datetime": "2020-03-06T07:02:16.029Z",
  "timestamp": 1583478136029,
  "code": 201,
  "message": "Chat success.",
  "data": [
    "Yes",
    {
      "confidence level": "0.9655606",
      "intent": "availability"
    },
    {
      "entities": [
        {
          "beginOffset": 1,
          "endOffset": 2,
          "score": 0.6178864240646362,
          "text": "Nike",
          "type": "PRD"
        }
      ],
      "words": [
        "Sepatu",
        "Nike",
        "ready",
        "ga?"
      ]
    }
  ]
}
```