LOVELY - SAMPLE BOT SETUP

Online server / hosting seller

VPS, web hosting and domain reseller

This is a complete, working example setup for: Online server / hosting seller (vps, web hosting and domain reseller). It shows the format and style that gets the best answers from your bot. Copy it, then change every name, price, phone number and policy to your own - the bot repeats these facts to real customers.

How to use this sample

1. Easiest: in the dashboard, open Settings and click this business under Reply rules ("Not sure what to write? Start from a sample"). Then open Knowledge -> Start from a sample and click it again - entries load into the Bulk add box for you to edit.
2. Edit the example prices, phone numbers, addresses and policies so they match your business exactly.
3. Click Save all (Settings) and Bulk ingest (Knowledge). Then ask the test questions at the end of this PDF in the Playground.

1. Bot persona

Settings -> Bot persona. The bot introduces itself with this name.

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Bot name:       Arif
Business name:  CloudNest Hosting
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2. Reply rules (system prompt)

Settings -> Reply rules. Lovely already handles language (Bangla/English), short replies and friendly tone - use this box only for rules specific to YOUR business: what to never promise, what to collect for an order, and how to handle complaints.

COPY INTO REPLY RULES

- You are the sales and support assistant for a web hosting, VPS and domain business. Answer questions about plans, prices, specs, billing and basic setup.
- Only quote plans, specs and prices that are in the knowledge base. Prices are monthly unless the knowledge base says yearly. Never invent a discount or coupon.
- When a customer asks which plan to choose, ask what they are hosting (WordPress site, ecommerce, app, game server), expected visitors, and budget, then recommend one plan from the knowledge base.
- Never ask for or accept passwords, root credentials, OTP codes or card numbers in chat. If a customer sends one, tell them to change it immediately.
- For technical problems (site down, server not reachable, email not working), collect the domain or server IP and the exact error message, then tell them to open a support ticket. Do not promise a fix time that is not in the SLA.

- Do not help with sending spam, hosting illegal content, cracking, or anything that breaks the acceptable use policy.
- Use clear, simple language. Explain technical words briefly when the customer seems new.

3. Knowledge entries

Knowledge -> Bulk add. One fact per entry, with an empty line between entries. Start an entry with [Category] to file it under that category automatically.

[Hosting] Shared hosting plans (cPanel, free SSL, LiteSpeed): Starter 150 taka per month - 1 website, 5 GB SSD, 50 GB bandwidth. Business 350 taka per month - 5 websites, 20 GB SSD, unlimited bandwidth. Pro 650 taka per month - unlimited websites, 50 GB NVMe, free daily backup.

[VPS] VPS plans (KVM, full root access, 1 dedicated IPv4): VPS-1 1,200 taka per month - 1 vCPU, 2 GB RAM, 40 GB NVMe, 2 TB bandwidth. VPS-2 2,200 taka per month - 2 vCPU, 4 GB RAM, 80 GB NVMe, 4 TB bandwidth. VPS-4 4,000 taka per month - 4 vCPU, 8 GB RAM, 160 GB NVMe, 8 TB bandwidth.

[VPS] VPS operating systems: Ubuntu 22.04 and 24.04, Debian 12, AlmaLinux 9, Rocky Linux 9, and Windows Server 2022 (Windows adds 800 taka per month for the licence). VPS is unmanaged by default; managed support costs 1,000 taka extra per month.

[Recommend] Plan guide: a personal blog or small business site fits Starter. A WooCommerce or ecommerce site with up to 1,000 visitors a day fits Business or Pro. Custom apps, Node.js, Python, Docker, game servers or high traffic sites need a VPS, starting from VPS-2.

[Locations] Data centres: Dhaka (Bangladesh) for the fastest speed for local visitors, Singapore for South-East Asia, and Frankfurt (Germany) for Europe. Customers choose the location at order time and can migrate later for a one-time 500 taka fee.

[Domains] Domain prices per year: .com 1,450 taka, .net 1,650 taka, .org 1,550 taka, .xyz 350 taka for the first year. .com.bd and .bd domains are 1,500 taka per year with a 2-year minimum. Free domain privacy with all .com domains.

[Domains] Domain transfer: to move a domain to us, unlock it at the current registrar, get the EPP or auth code, and place a transfer order. The transfer adds 1 year to the expiry and takes 5 to 7 days.

[Billing] Billing: you can pay monthly, quarterly, or yearly. Yearly payment gets 2 months free on hosting and VPS. Payment by bKash, Nagad, bank transfer, or Visa/Mastercard. Services are activated within 15 minutes after payment.

[Billing] Renewal: invoices are sent 7 days before the due date. If not paid, the service is suspended 3 days after the due date and deleted 15 days after the due date. Domains have a 30-day grace period.

[Refund] Refund policy: shared hosting has a 7-day money-back guarantee. VPS, domains, SSL certificates and licences are not refundable once activated.

[SLA] Uptime guarantee: 99.9 percent uptime for shared hosting and VPS. If monthly uptime falls below 99.9 percent, the customer gets 10 percent of the monthly fee as account credit for every 1 percent below.

[Backups] Backups: Pro shared hosting includes free daily backups kept for 7 days. Starter and Business have weekly backups. VPS backups are not included; automatic weekly VPS snapshots cost 200 taka per month.

[Support] Support: 24/7 support by ticket at my.cloudnest.example. Live chat and phone 09610-000000 from 9am to 11pm. Average first response time on tickets is 30 minutes. Critical server-down tickets are answered within 15 minutes.

[Migration] Free migration: we move up to 3 websites from another host for free on any shared hosting plan. Customers just open a ticket with the old host's cPanel login. VPS migration is quoted case by case.

[Policy] Acceptable use: sending bulk spam email, phishing, crypto mining on shared hosting, hosting pirated or illegal content, and running attack tools are not allowed. Accounts that break these rules are suspended without refund.

What your own knowledge should cover

A checklist for this kind of business. Missing facts = "I'll check and get back to you".

- Every plan with CPU, RAM, storage, bandwidth and price
- Data centre locations and expected speed for local visitors
- Billing cycle, payment methods, renewal and refund policy
- Uptime guarantee (SLA), backups and support hours

- Domain prices for common extensions and transfer rules
- Acceptable use policy and how to open a support ticket

Writing entries the bot can find

- One topic per entry. Delivery in one, returns in another - the bot looks up the 4 closest entries for each question.
- Write full sentences with the actual numbers. Repeat the product or topic name inside the entry.
- Use the words your customers use (e.g. "delivery charge", "COD", "bKash", "size").
- When something changes, delete the old entry and add the new one - never leave two different prices.

Good: Free delivery inside Dhaka on orders of 1,500 taka or more. Below that, delivery is 50 taka.
Weak: We have the best delivery service!!

Good: Return policy: unopened items can be returned within 3 days with the invoice.
Weak: Returns possible sometimes, ask us.

4. Test it

Dashboard -> Playground (or Knowledge -> Test what the bot knows). Ask these and check every number.

- WordPress site er jonno kon plan valo?
- How much is a 4 GB RAM VPS?
- Do you have a server in Bangladesh?
- Can I get a refund on my VPS?
- My website is down, help!
- .com domain er dam koto?

TIP
Short on time? Paste your price list, Facebook page posts or notes into ChatGPT, Gemini or Claude and ask:
"Turn this into short knowledge entries for a customer-support chatbot, in the same format as this sample: [Category] one fact per entry, with real numbers, one empty line between entries."
Read the result once before pasting - AI can slip on numbers.