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May 7, 2017

DialogFlow (API.AI) Team Account

You can find plenty of questions about team accounts in API.AI in their [discussion forum](#).

“ I like to add an additional team member team to my account to work on the same agent.

Is there a way to create or allow contributors to a project?

A small variant of basically the same question:

“ I want someone else on my team to enter data to train up the bot. But I can't see a basic "share" feature anywhere. Is this locked so only public agents can be edited by more than one person?

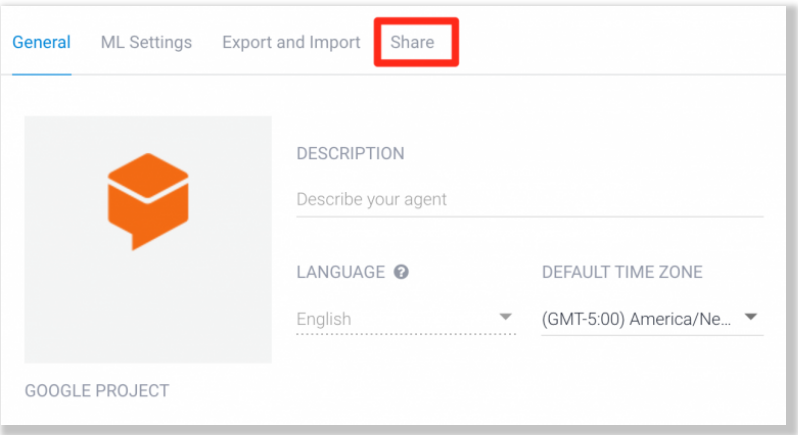
Till last week, this was a pretty major constraint for people trying to use API.AI for building professional/commerical chatbots.

Having helped people as a coach/consultant for API.AI, it wasn't hard for me to see that this was quite a challenge. Thankfully, API.AI has now released a new feature where it is possible to share your agent with your team members by inviting them via the Share tab within the Settings.

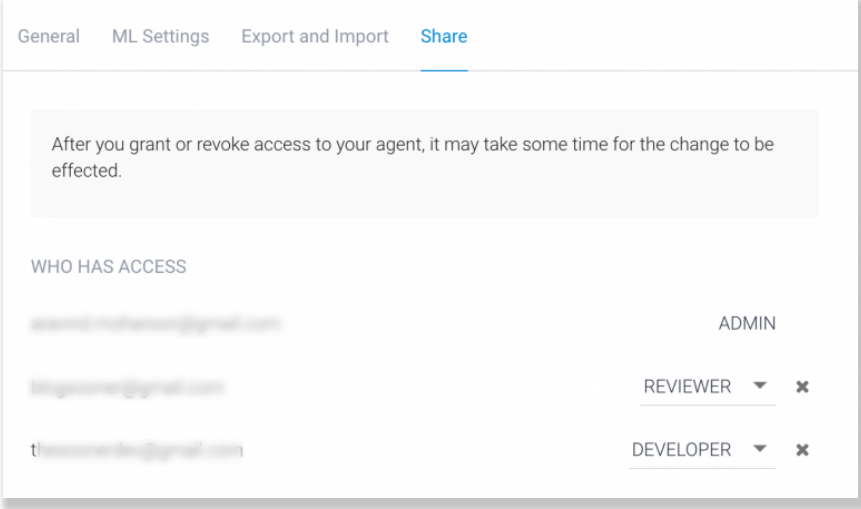
The Share feature

To quickly see how it works, here is a [link to the documentation on API.AI](#).

In the Settings page of the API.AI workspace, you will click on the newly added Share tab and add the email addresses of people who have access to the agent.



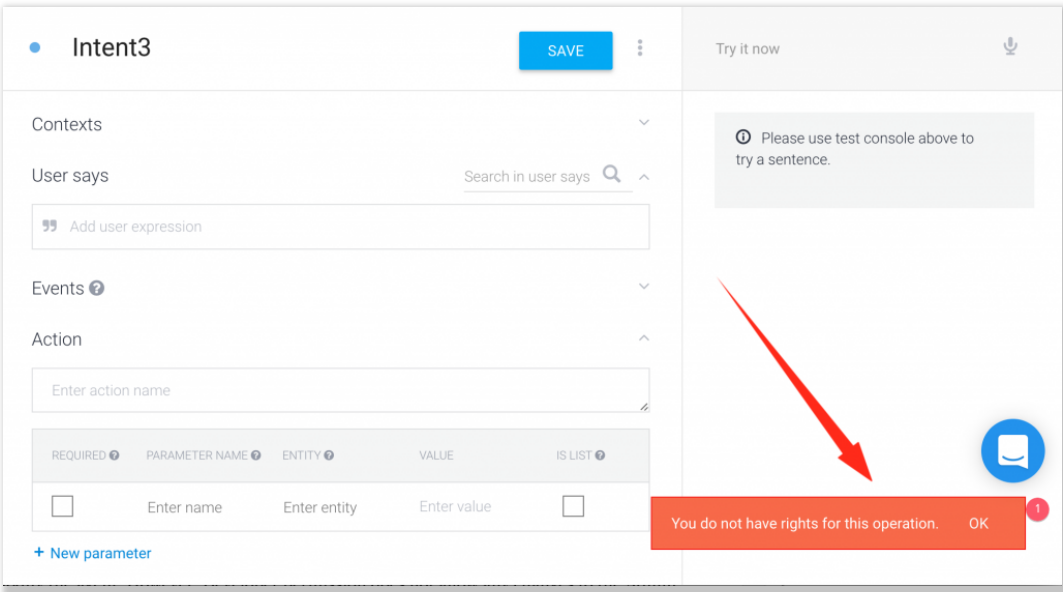
When you go to the Share tab, you will see the primary account listed as the admin. You can now add other email addresses and those respective members will have one of two permissions: reviewer or developer.



Permissions assigned to the Reviewer Role

The reviewer has only "read" permissions to the agent. This means they will not be allowed to make any changes to the agent's intents, entities etc. You will usually give reviewer permission to those who will be, for example, reviewing the copy of what the agent says (e.g. the copywriter) or who needs to approve the words the agent uses (e.g. HR).

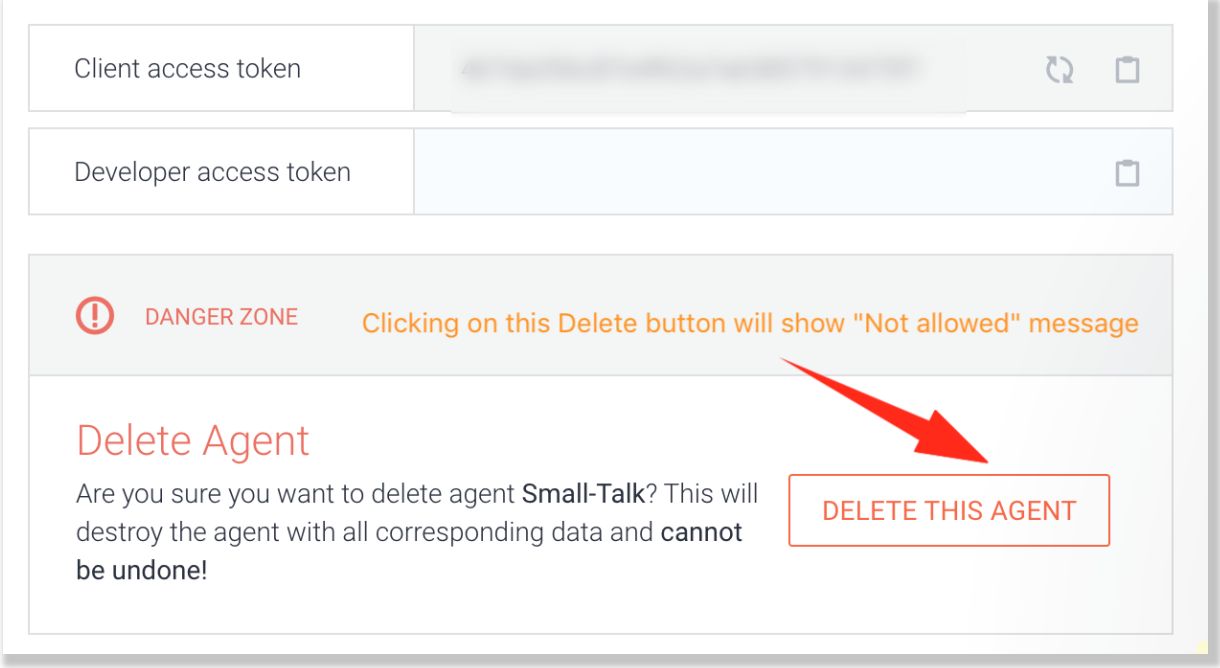
One slightly unexpected UX behavior is that the reviewer only realizes they cannot modify anything in the agent when they try to actually do edits. After making the change and clicking the Save button, the Save button becomes red, shows the word CANCELLED for a little bit, and there is also a popup on the bottom right showing that you cannot make any changes. This could be a little counter-intuitive, and somewhat opaque for a non-developer if they try and make any changes. Make sure to communicate clearly as to what they can expect.



Permissions assigned to the Developer Role

The developer has the rights to modify the intents, entities etc. In other words, they have permission to actually modify the agent. However, Developer permission does not allow any changes to the Admin settings. For example, while the developer permission can see the Delete button, if you try to actually delete the agent, at this time you see a message saying "You do not have access to this agent".

Also, the developer cannot see the Developer Access Token (which shows up as blank as seen in the image).



No email invitations go out to the Shared email addresses

Another interesting and somewhat surprising behavior is that as of May 7 2017, there is no email being sent to the email addresses which have been invited to join an agent. I wonder if the API.AI team will consider changing this behavior.

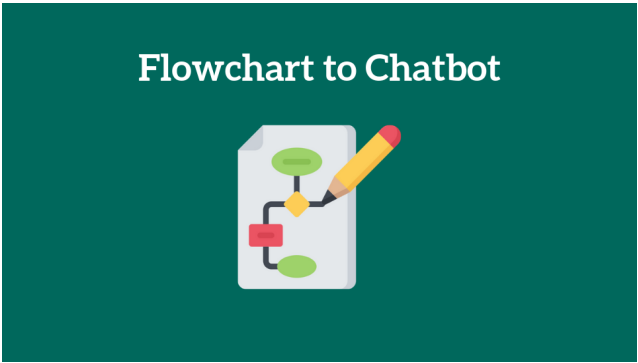
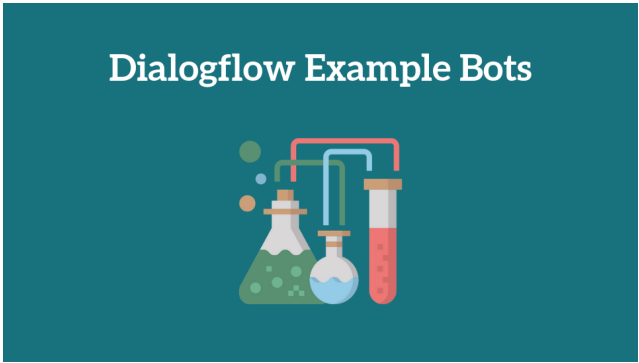
However, after 15-20 minutes after sharing, the invitee should be able to log in to API.AI with their GMail address and be able to see the agent.

My thoughts

All in all, it is a great update and it will speed up the process of building out API.AI agents as a team.

I feel the UX is a little unintuitive, as if Roles and Rights have been slapped on to the existing infrastructure. But the pace at which API.AI team is making the updates is quite good, and I hope they keep improving and updating the experience of using API.AI for the developers.

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