

General Information

Syllabus

Introduction to Chatbots

Working with Intents

Video: Understanding Intents 4 min

Reading: Lab 1: Create Dialog Skill and Intents 45 min

Reading: Lab 2: Import Intents 30 min

Quiz: Module 2 Quiz: Intents 5 questions

Reading: What's Next 1 min

Exercise 1: Add intents from the Content Catalog

IBM provides you with some ready-made intents that might be relevant to the scope of your chatbot. To see what's available, **click on Content Catalog** within your dialog skill.

Select one category of your choice (e.g., Banking) and then **click on the Add to skill button** next to it. Switch back to the *Intents* section and you should see a series of new intents relevant to common queries customers may have for the category of your choice. This isn't quite a pre-made chatbot but it's a nice starting point, that you can edit and adapt as needed. Feel free to try them out in the *Try it out* panel.

For example, if you added banking intents, try I lost my credit card in the *Try it out* panel. What intent is detected by Watson?

We are not going to use them for our Flower Shop Chatbot so select the checkmarks next to them and **press the Delete button to remove them.** (Make sure you keep the chitchat intents we created.)

You'll notice how you were also given the option to export them, which is quite useful when reusing intents across different chatbots. Go ahead, select our three chitchat intents and **click on the Export button** to download a CSV file containing our intents and examples. Open the file to see what it looks like.

As you can see, it's very easy to create, modify, and delete intents, whether they were manually created or imported from the Content Catalog.

Exercise 2: Import intents from a CSV file

Just like we exported our intents to a CSV file, we can do the opposite and import intents from a CSV file. This format is particularly handy because it allows you to easily import intents (and their examples) from a spreadsheet. Let's see how this works in practice.

1. **Download the CSV file** I prepared for you:

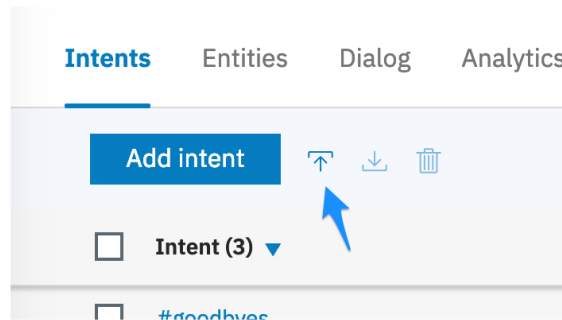
hours_and_location_intents.csv

If clicking on it simply opened the file in a new tab in your browser instead of downloading it, with that tab selected, press **CRTL+S** on Windows or **⌘+S** on Mac to download it. You'll notice that the structure of the file is very simple. Each line of the file has an example, comma separated by the intent we want to assign to it.

In our Flower Shop Chatbot we want to allow people to inquire about hours of operation and addresses of our flower shop stores, so this file includes examples for both #hours_info and #location_info.

Note that the # prefix is not included in the CSV file. It will be automatically added by Watson to the intent names when importing them.

2. From the *Intents* section of your skill, **click on the Import intents icon** next to the *Add intent* button.



3. Select Choose a file from the window that appears, and find the CSV file you just downloaded in the first step.

4. Click on the import button. A report of what was imported will be shown as seen in the picture below. Click on Done to close the window. You now have successfully imported two new intents and their examples to train Watson.

Import successful

- ✓ 2 new **intents** added
- ✓ 24 new **examples** added
- ✗ 0 duplicates ignored
- ⚠ 0 lines need revision

Done

Take a moment to **review the intents that were imported** and the examples for each of them.

Next, take them for a spin in the *Try it out* panel. **Ask questions like you naturally would** to inquire about store hours or address information. Does it recognize the intents we imported well enough? Train Watson further by adding your own examples directly from the *Try it* panel when it fails to interpret them correctly.

At this point, our chatbot understands basic chitchat and it detects when a question is about hours of operation vs when it's about location.

Mark as completed

