

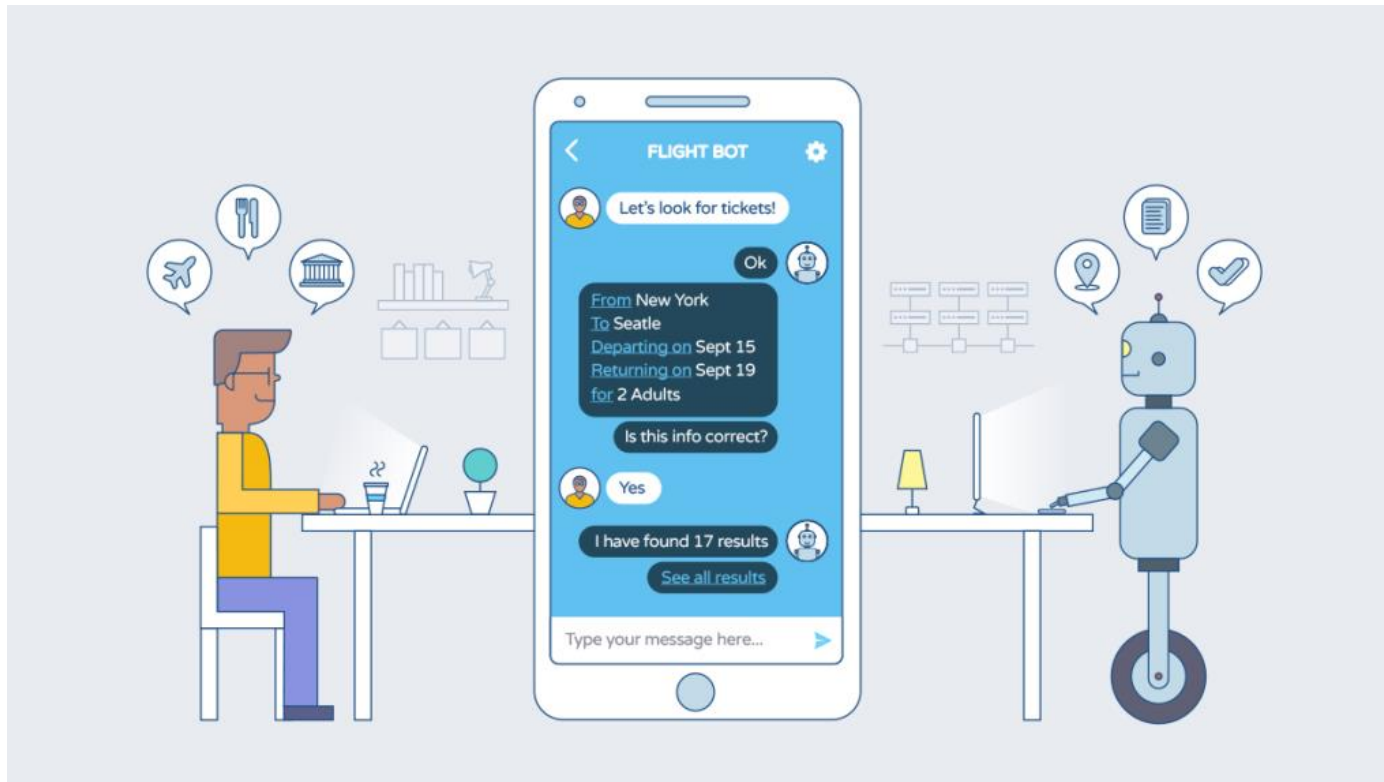
01418496:

Selected Topic in Computer Science

CHATBOT: Lecture-1-Introduction to Chatbot with Dialogflow
and Line Application

LECTURER : JIRAWAN CHAROENSUK

Jirawan.charo@ku.th



<https://blog.finnomina.com/%E0%B8%AA%E0%B8%A3%E0%B9%89%E0%B8%B2%E0%B8%87-line-chatbot-%E0%B9%81%E0%B8%9A%E0%B8%9A%E0%B9%84%E0%B8%A1%E0%B9%88%E0%B9%81%E0%B8%95%E0%B8%B0%E0%B9%82%E0%B8%84%E0%B9%89%E0%B8%94-%E0%B8%95%E0%B8%AD%E0%B8%99%E0%B8%97%E0%B8%B5%E0%B9%88-1-%E0%B9%81%E0%B8%99%E0%B8%B0%E0%B8%99%E0%B8%B3-dialogflow-88afb864f8fc>

<https://medium.com/convolab/%E0%B8%AA%E0%B8%A3%E0%B9%89%E0%B8%B2%E0%B8%87-chatbot-marketing-%E0%B8%AD%E0%B8%A2%E0%B9%88%E0%B8%B2%E0%B8%87%E0%B9%84%E0%B8%A3%E0%B9%83%E0%B8%AB%E0%B9%89%E0%B8%96%E0%B8%B9%E0%B8%81%E0%B8%97%E0%B8%B2%E0%B8%87-80e4790291c1>

Agenda

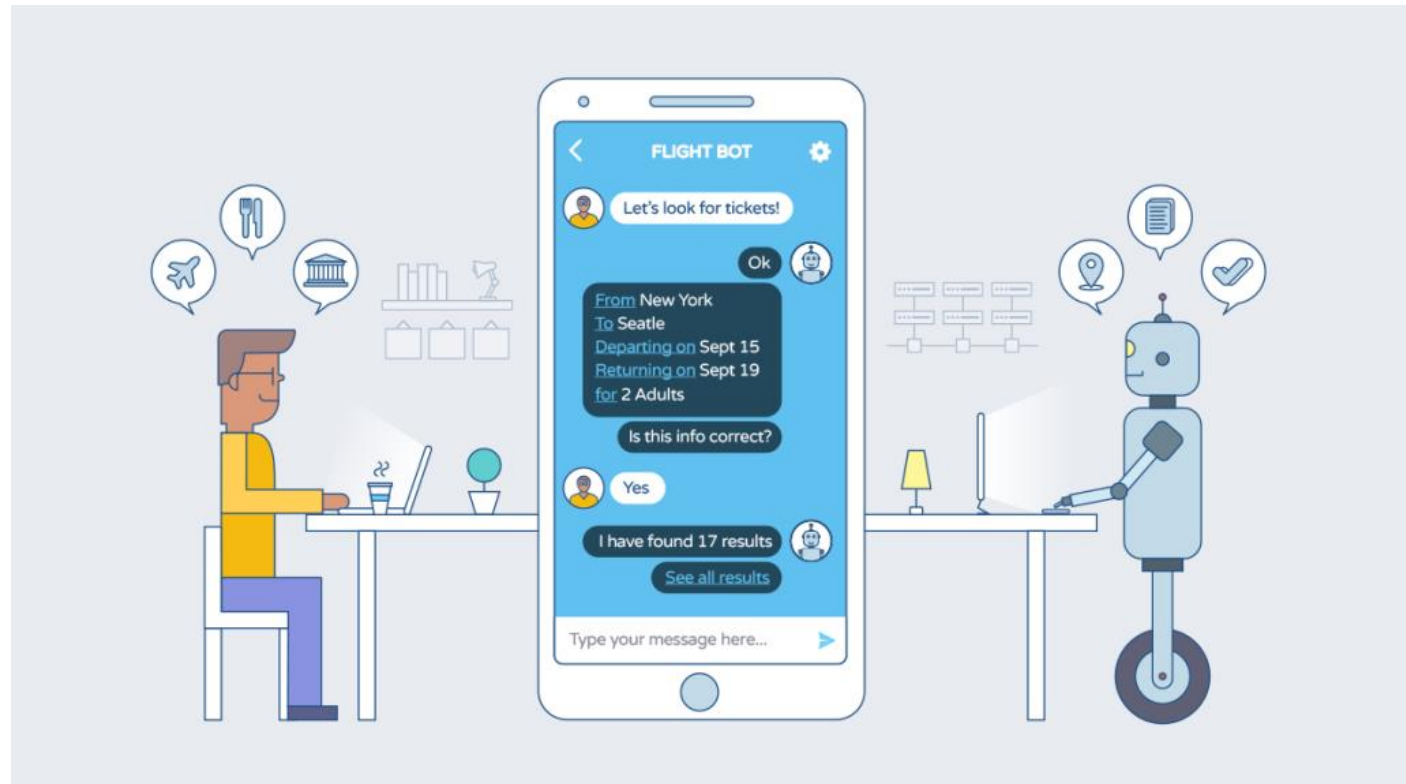


■ Dialogflow

- Intent
- Entities
- Action and parameter
- Fulfillment

■ Line

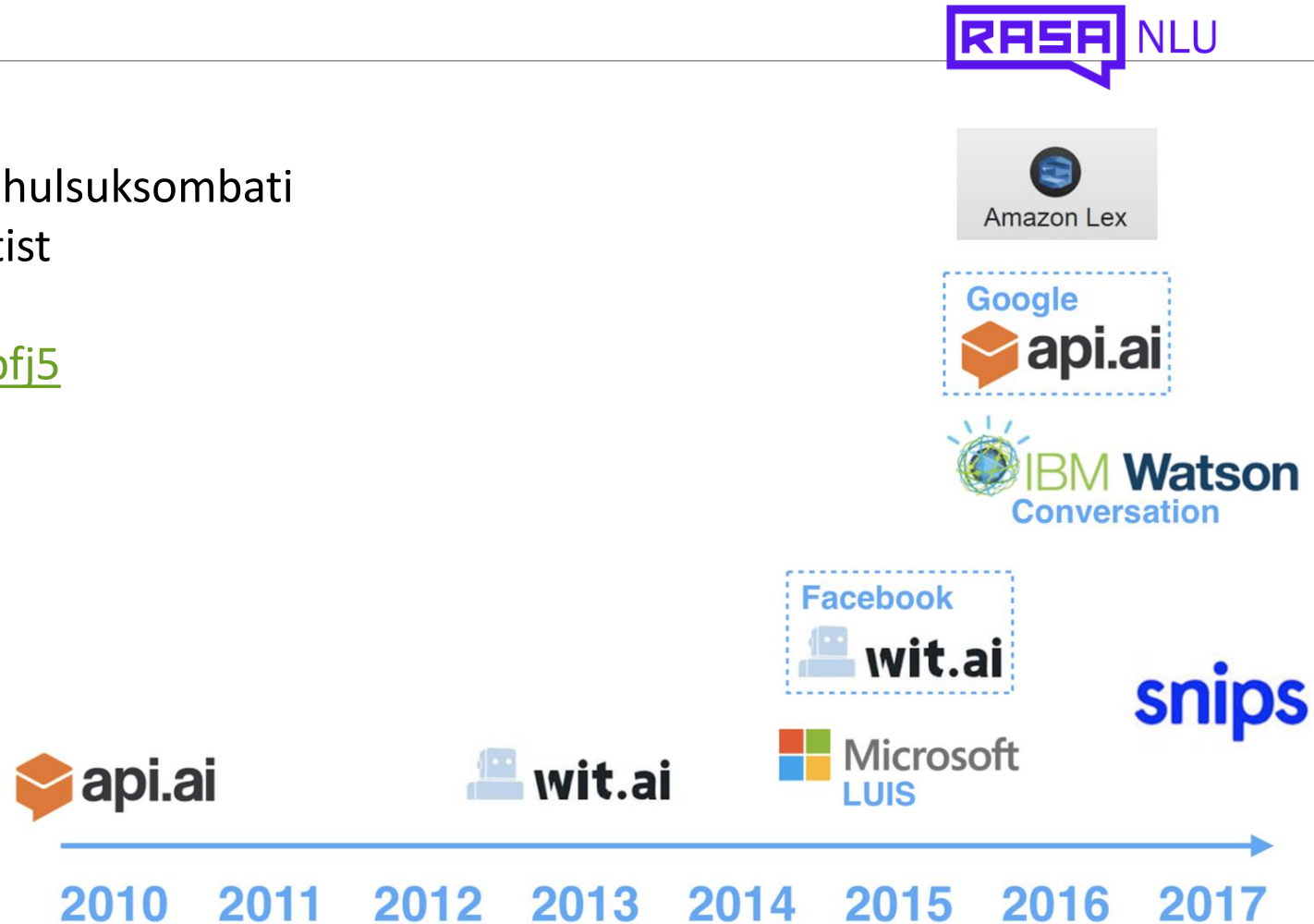
■ Integration



Historical Timeline

Reference :Mike Phulsuksombati
Senior Data Scientist
SCB Abacus

<https://goo.gl/F9bfj5>



* Intento, 2018

API.AI & Dialogflow

API.AI is joining Google!
September 19, 2016

Google



Dialogflow

Dialogflow

Create conversational experiences across devices and platforms.

[Try it free](#)

View [documentation](#) for this product


Natural conversational experiences

Dialogflow is an end-to-end, build-once deploy-everywhere development suite for creating conversational interfaces for websites, mobile applications, popular messaging platforms, and IoT devices. You can use it to build interfaces (such as chatbots and conversational IVR) that enable natural and rich interactions between your users and your business. Dialogflow Enterprise Edition users have access to Google Cloud Support and a service level agreement (SLA) for production deployments.



Activate Windows
Go to Settings to activate Windows.

<https://cloud.google.com/dialogflow/?authuser=1>

 Dialogflow CX is now LIVE - [Try out](#) our new platform powered with latest advances in NLU, speech and other features targeted for advanced users.

DISMISS





ABC-Japanese-Box ⌵ ⚙️


th +


 Intents +


 Entities +


 Knowledge ^[beta]


 Fulfillment


 Integrations


 Training

 Validation

 History

 Analytics

 Prebuilt Agents



> Docs 

Intents

CREATE INTENT ⋮

Search intents 🔍 ⌵

☐ Default Fallback Intent


Add follow-up intent  


● Default Welcome Intent

● Location

● Menu

● Reservation ⌵

Try it now 

 Please use test console above to try a sentence.

Dialogflow

- Powered by Google machine learning
- Make building serverless apps easy
- Bring your enterprise knowledge
- Deliver automated phone service
- Deploy across platforms and languages
- Designed for a voice-first world
- Improve experiences with built-in analytics
- Understand user sentiment
- Rely on automatic spelling correction

Use cases

- E-Commerce
- Customer services
- IoT devices

<https://cloud.google.com/dialogflow/docs>

Dialogflow

Dialogflow is a natural language understanding platform that makes it easy to design and integrate a conversational user interface into your mobile app, web application, device, bot, interactive voice response system, and so on. Using Dialogflow, you can provide new and engaging ways for users to interact with your product.

Dialogflow can analyze multiple types of input from your customers, including text or audio inputs (like from a phone or voice recording). It can also respond to your customers in a couple of ways, either through text or with synthetic speech.

Dialogflow CX and ES

Dialogflow provides two different services, each of which has its own agent type, user interface, API, client libraries, and documentation:

Dialogflow CX

Provides an advanced agent type suitable for large or very complex agents.

Dialogflow ES

Provides the standard agent type suitable for small and simple agents.



Dialogflow ES

[Documentation](#)[Basics](#)[Introduction videos](#)[Dialogflow ES Console](#)

Quickstarts

[All quickstarts](#)[Setup](#)[Build an agent](#)[Fulfillment](#)[Interactions with an integration](#)[Interactions with the API](#)

Concepts

[All concepts](#)[Dialogflow Console overview](#)▸ [Agents](#)▸ [Intents](#)▸ [Entities](#)▸ [Contexts](#)▸ [Events](#)▸ [Fulfillment](#)▸ [Integrations](#)▸ [Agent quality and monitoring](#)[API interactions](#)[Knowledge connectors](#) [AI and machine learning products](#) > [Dialogflow](#) > [Documentation](#) > [ES](#)

Rate and review



Dialogflow ES documentation

[GO TO THE DIALOGFLOW ES CONSOLE](#)

Dialogflow is a natural language understanding platform that makes it easy to design and integrate a conversational user interface into your mobile app, web application, device, bot, interactive voice response system, and so on. Using Dialogflow, you can provide new and engaging ways for users to interact with your product.

Dialogflow can analyze multiple types of input from your customers, including text or audio inputs (like from a phone or voice recording). It can also respond to your customers in a couple of ways, either through text or with synthetic speech.

Documentation contents

In order to use the Dialogflow documentation effectively, there are several fundamental concepts that you must understand. The following guides explain these concepts:

1. [Dialogflow basics](#): This guide explains the most important fundamental concepts of Dialogflow. You should read this guide before


Table of contents

[Documentation contents](#)

<https://dialogflow.cloud.google.com>





[Terms of use and privacy policy](#)


 US ▾


Cofee-gradeA ▾ ⚙️


th +


 Intents +


 Entities +


 Knowledge [beta]


 Fulfillment


 Integrations


 Training

 Validation

 History


 Analytics


 Prebuilt Agents


 Docs [↗](#)

Trial Free [Upgrade](#)


Dialogflow CX ^[new]


 Support [↗](#)


 Account


 Intents CREATE INTENT ⋮


Search intents 🔍 ⌵


 Default Fallback Intent


 Default Welcome Intent


 Map

 Menu

 PreOrder ▾

Try it now 

 Please use the console above to try a sentence.

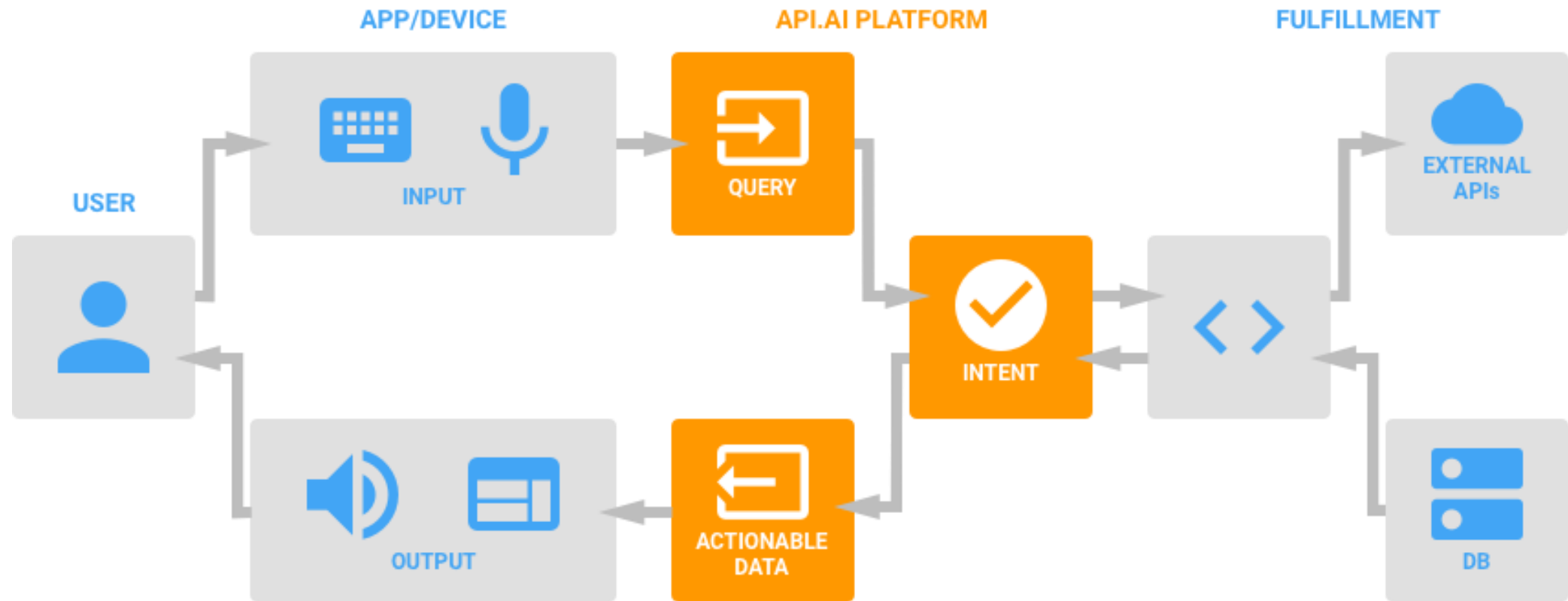


TEST Chatbot

Dialogflow console



How do Chatbots work?



<https://blog.huhtanen.eu/2017/10/15/chatbots-made-easy-dialog-flow.html>

Coffee-gradeA

th

Intents

Entities

Knowledge ^[beta]

Fulfillment

Integrations

Training

Validation ^[beta]

History

Analytics

Prebuilt Agents

> Docs

Standard
Free

Upgrade

Support

Account

Logout

devices.

INTEGRATION SETTINGS

Web Demo



Facebook
Messenger



Dialogflow Phone
Gateway ^{BETA}

Hangouts Chat



Slack



Viber



Twitter



Twilio IP



Twilio (Text
messaging)



Skype



Telegram



Kik



LINE



C



lexa

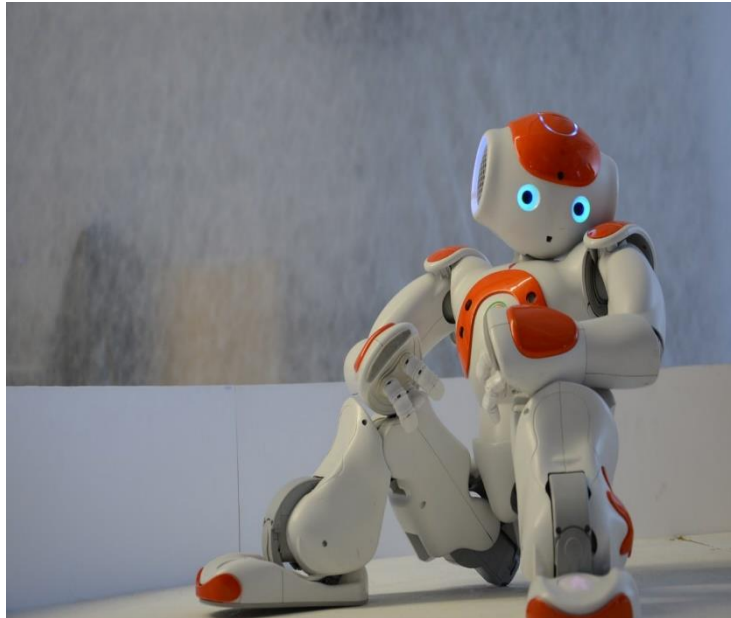


Microsoft Cortana



Enable Line

Chatbot Persona



<https://chatbotsmagazine.com/the-ultimate-guide-to-chatbot-personality-b9665ab5e99d>

MAIN CHAT FLOW

Q&A BOARD

CHATBOT SETTINGS

Persona

Upload image

Enter AI Helper Name

Enter AI Helper Bio

Click on this after you are done.

AI Minion

Albert

Alberta

Ava

Juji

Kai

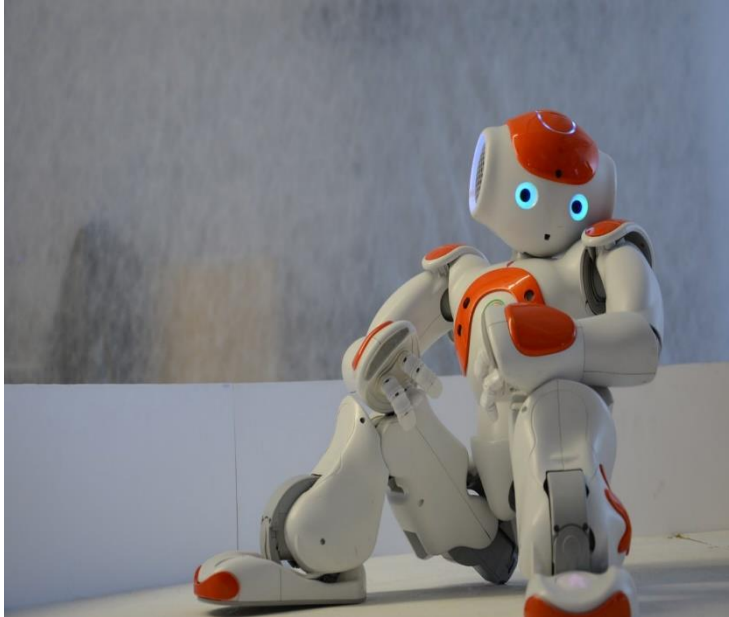
Kaya

Custom

Click on this to define a custom persona.

<https://juji.io/docs/design/>

Chatbot Persona



<https://chatbotsmagazine.com/the-ultimate-guide-to-chatbot-personality-b9665ab5e99d>

MAIN CHAT FLOW

Q&A BOARD

CHATBOT SETTINGS

Persona

Upload image

Enter AI Helper Name

Enter AI Helper Bio

Click on this after you are done.

AI Minion

Albert

Alberta

Ava

Juji

Kai

Kaya

Custom

Click on this to define a custom persona.

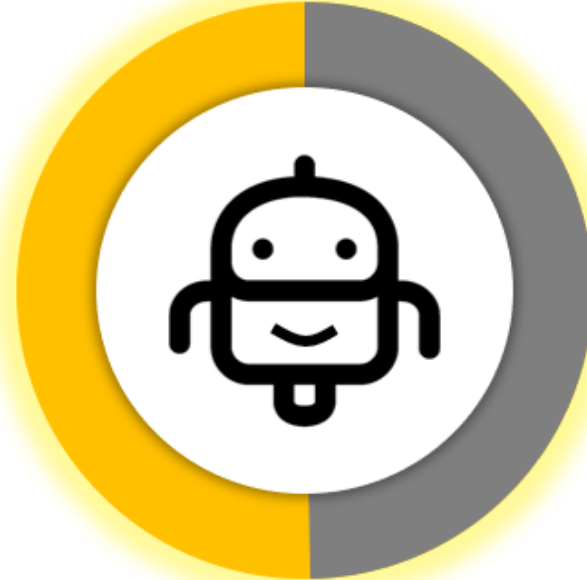
<https://juji.io/docs/design/>

Look: <https://chatbotsmagazine.com/the-ultimate-guide-to-chatbot-personality-b9665ab5e99d>

MEET CHARLIE – Welcome Recruitment's newest colleague

BASIC INFO

NAME: Charlie
AGE: 25
GENDER: Undefined
ROLE: Graduate Recruitment Team Member



Hi, I'm Charlie. Let me help find a job that excites YOU!

PASSIONATE ABOUT

- Matching recent graduates with their dream job
- The environment. Canvas shopping bags for the win!
- Being kind to one another – it's the secret to happiness!

INTERESTS

- Attending music festivals. Loving anything by Sam Smith right now
- Relaxing with bot friends at Saturday brunch
- Watching films. Anything with a good twist!

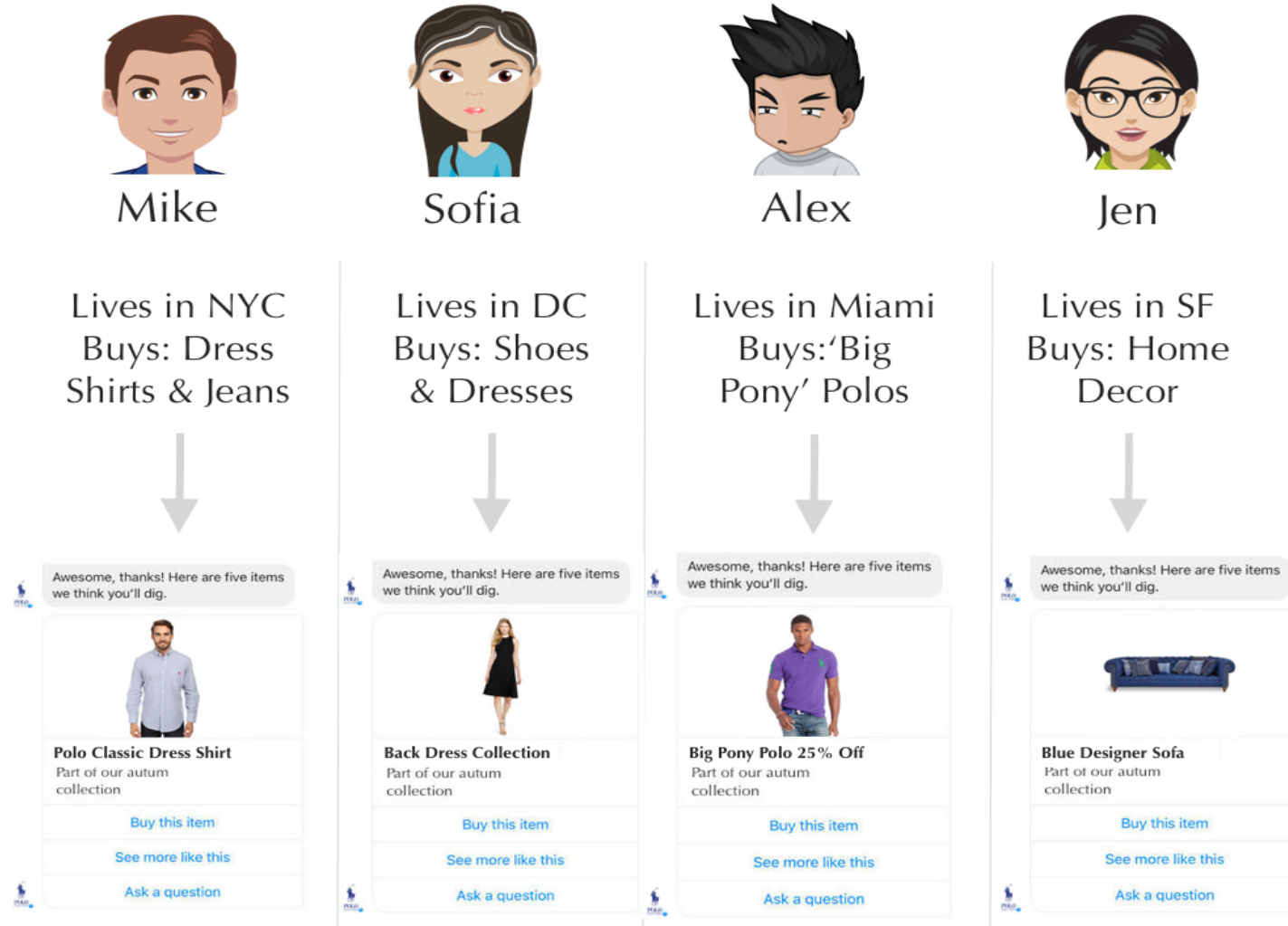
FAST FAVES

- **QUOTE:** You miss 100% of the shots you never take.
- **SONG:** Writing's on the Wall – Sam Smith
- **HOLIDAY:** Hiking in Colorado!
- **MEAL:** A shared pizza. Mamma Mia!

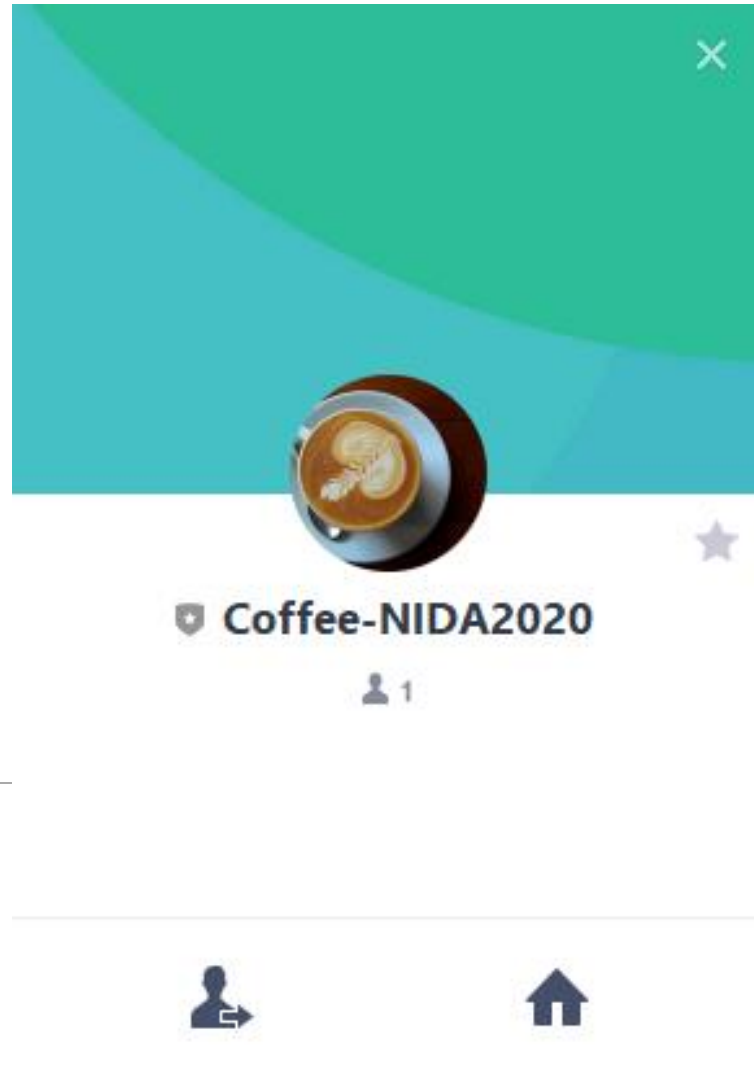
Improving Chatbot Retention

- Look
- <https://chatbotsmagazine.com/3-tips-on-improving-chatbot-retention-297c88b249cc>


Personalized Bot Flows





DEMO



Create Agent


 Dialogflow


Coffee-gradeA  

ABC-Japanese-Box

Coffee-Shop

jirawan

 Create new agent

 View all agents

Coffee-gradeA

CREATE

DEFAULT LANGUAGE 

Thai – th

Primary language for your agent. Other languages can be added later.

DEFAULT TIME ZONE

(GMT+7:00) Asia/Bangkok

Date and time requests are resolved using this timezone.

GOOGLE PROJECT

Create a new Google project

Enables Cloud functions, Actions on Google and permissions management.

Create Agent

Dialogflow

dialogflow.cloud.google.com/#/editAgent/f379212a-386e-4ea4-a1e9-41bb7c881bc9/

Apps TH Bookmarks Suggested Sites Free Hotmail Google Download and Inst... msctelectrical AVG Free | Virus De... Imported From IE Other bookmarks

Dialogflow

Cofee-gradeA

SAVE

Try it now

Cofee-gradeA

th

Intents

Entities

Knowledge ^[beta]

Fulfillment

Integrations

Training

Validation ^[beta]

History

Analytics

Prebuilt Agents

General Languages ML Settings Export and Import Speech Share Advanced

DESCRIPTION

Describe your agent

DEFAULT TIME ZONE

(GMT+7:00) Asia/Bangkok

Date and time requests are resolved using this timezone.

GOOGLE PROJECT

Project ID	cofee-gradea-jrpcon
Service Account ⓘ	dialogflow-pryqbh@cofee-gradea-jrpcon.iam.gserviceaccount.com ↻

API VERSION

V2 API

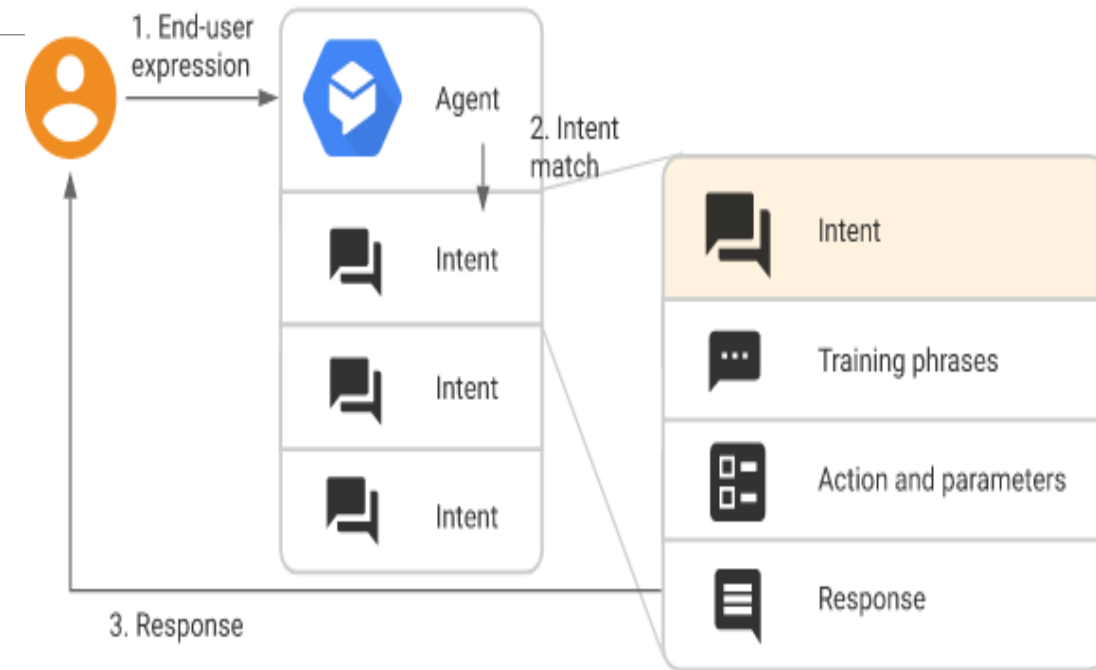
Use Cloud API as default for the agent. Your webhook will receive and return V2 format messages.

Please use test console above to try a sentence.

See how it works in Google Assistant. ↗

Dialogflow-Intent

- An intent categorizes an end-user's intention for one conversation turn.
- For each agent, you define many intents, where your combined intents can handle a complete conversation.
- When an end-user writes or says something, referred to as an end-user expression, Dialogflow matches the end-user expression to the best intent in your agent.
- Matching an intent is also known as intent classification.



Dialogflow

x

+

—

📄

✕

←

→

🔄

🔒

dialogflow.cloud.google.com/#/agent/f379212a-386e-4ea4-a1e9-41bb7c881bc9/intents

🔍

☆

👤

⋮

🎮 Apps

📺 TH

★ Bookmarks

📺 Suggested Sites

🌐 Free Hotmail

🌐 Google

📄 Download and Inst...


📄 msctelexical

📄 AVG Free | Virus De...

📄 Imported From IE

»

📄 Other bookmarks

 Dialogflow

Coffee-gradeA

⌵

 ⚙️

th

+

💬 Intents

+

🏗️ Entities

+

📖 Knowledge ^[beta]

⚡ Fulfillment

🔄 Integrations

💬 Intents

CREATE INTENT

⋮

Search intents

🔍

🏠

📖 Default Fallback Intent

● Default Welcome Intent

● Map

● Menu

● PreOrder

⌵

Try it now

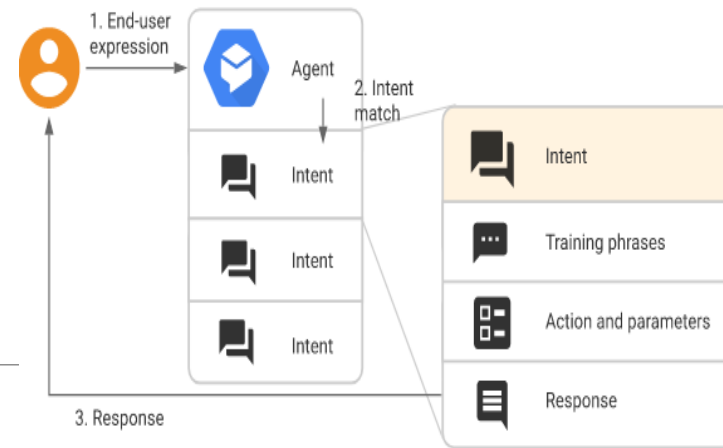
🎤

📘 Please use test console above to try a sentence.

🌐

 See how it works in [Google Assistant](#). [🔗](#)

Dialogflow-Intent



1. **Training phrases**: These are example phrases for what end-users might say. When an end-user expression resembles one of these phrases, Dialogflow matches the intent. You don't have to define every possible example, because Dialogflow's built-in machine learning expands on your list with other, similar phrases.
2. **Responses**: You define text, speech, or visual responses to return to the end-user. These may provide the end-user with answers, ask the end-user for more information, or terminate the conversation.

Add user expression

เมนูแนะนำ

เมนูแนะนำน้อย

ที่อะไรแนะนำบ้าง

เมนูแนะนำ

ขอคำแนะนำ

ขอเมนู

มีอะไรกินบ้าง

มีเมนูอะไรบ้าง

Text Response

1 มีอเมริกาโน่ มอคค่า ลาเต้ คาปูชิโน

2 Enter a text response variant

Text Response

1 รับ แบบ ร้อน เย็น บ้าง ก็แก้วดีคะ

2 แบบ ร้อน เย็น บ้าง รับแบบไหน ก็แก้ว ดีคะ

3 Enter a text response variant

ADD RESPONSES

Set this intent as end of conversation ?

Menu

Contexts ?

Events ?

Training phrases ?

Search training phrase

Add user expression

แนะนำเมนู

แนะนำเมนูหน่อย

ที่จะไรแนะนำบ้าง

เมนูแนะนำ

ขอเมนูหน่อย

ขอเมนู

เมนู

Please use test console above to try a sentence.

See how it works in Google Assistant.

Try it now

See how it works in Google Assistant.

Agent

USER SAYS

เมนู

DEFAULT RESPONSE

มี อมรเรกานโน มอคค่า ลาเต้ คาปูชิโน
รับ แบบ ร้อน เย็น บ้าง ดีคะ

INTENT

Menu


ACTION

Not available

DIAGNOSTIC INFO

POWERED BY: DR.JIRAWAN CHROENSUK

27

 Dialogflow

Cofee-gradeA

th

Intents

Entities

Knowledge ^[beta]

Fulfillment

Integrations

Training

Validation ^[beta]

History

Analytics

Prebuilt Agents

Map

Intent-2

SAVE

Contexts

Events

Training phrases

Search training phrase

” Add user expression

” ไปยังใจ

” ที่ตั้งร้าน

” ร้านอยู่แถวไหน

” ร้านตั้งอยู่ที่ไหน

” ร้านอยู่แถวไหนคะ

” ร้านอยู่ตรงไหนคะ

” ขอแผนที่ร้านหน่อย

Map

SAVE

Responses

DEFAULT
LINE
+

Text Response

1

อยู่ี่เลยคะ

2

แผนที่คะ

3

Enter a text response variant

Custom Payload

1

{

2

"line": {

3

"type": "location",

4

"title": "ร้าน",

5

"address": "Coffee-gradeA",

6

"latitude": 13.77125,

7

"longitude": 100.654083

8

}

9

}

Custom Payload

1

{

2

"line": {

3

"type": "sticker",

4

"packageId": "11537",

5

"stickerId": "52002745"

6

}

7

}

ADD RESPONSES

```

{
  "line": {
    "type": "location",
    "title": "ร้าน",
    "address": "Coffee-gradeA",
    "latitude": 13.77125,
    "longitude": 100.654083
  }
}

```

```

{
  "line": {
    "type": "sticker",
    "packageId": "11537",
    "stickerId": "52002745"
  }
}

```

List of sticker

https://developers.line.biz/media/messaging-api/sticker_list.pdf

LINE

LINE Developers

News

Products ▶

Documents ▼

Document top

LINE Developers Console ▶

LINE Login ▶

LINE SDK for iOS ▶

LINE SDK for Android ▶

LINE SDK for Unity ▶

LINE SDK for Flutter ▶

Social API v2.1 ▶

Messaging API ▶

LINE Front-end Framework ▶

LINE MINI App ▶

LINE Things ▶

LINE TV ▶

CI/CD Extensions Kit

Document top



LINE Developers Console

Managing tool that can be used on the LINE Developers site.
Create and manage channel and provider.



LINE Login

Make it easy for users to log in to your app with LINE.



LINE SDK for iOS

Integrate LINE Login into your iOS app.



LINE SDK for Android

Integrate LINE Login into your Android app.



LINE SDK for Unity

Integrate LINE Login into your Unity game.



LINE SDK for Flutter

Integrate LINE Login into your Flutter app.



<https://developers.line.biz/en/docs/line-login/>

LINE Developers

News

Products

Product top

LINE Login

Messaging API

LINE MINI App

Bot Designer

LINE Things

CLOVA Extensions Kit

LINE Pay

Blockchain Service

Documents

API reference

FAQ

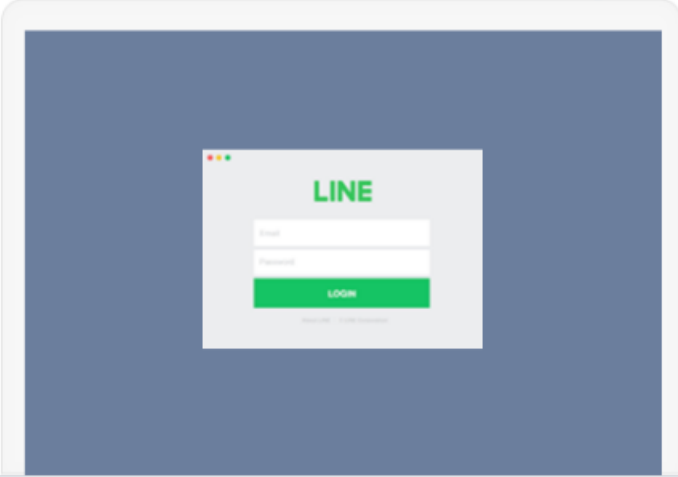
Glossary

Community

LINE Login

Let LINE users easily log in and connect to your app.

[Start now](#) [Documentation](#)



Feature

Get connected with LINE

Tap into LINE's network of users by integrating LINE Login into your native app or web app. Give users an easier way of logging in and increase your conversion rates.

Extensive user base

<https://developers.line.biz/en/docs/messaging-api/>

LINE Developers

News

Products ▾

Product top

LINE Login

Messaging API

LINE MINI App

Bot Designer

LINE Things

CLOVA Extensions Kit

LINE Pay

Blockchain Service

Documents ▶

API reference ▶

FAQ

Glossary

Community

⋮ Messaging API

Get engaged in interactive conversations with LINE users.

Start now

Documentation

Feature

What is the Messaging API?

The Messaging API lets you develop two-way communication between your service and LINE users.

Push and reply messages

LINE > สร้างโดย

เนเวอร์ คอร์ปอเรชั่น

NAVER

ไลน์



developers.line.biz ▾ แพล่นานี้

LINE Developers

The **LINE Developers** site is a portal site for developers. It contains documents that help you use our various developer products. Creating LINE ...

คุณไปทีหน้าเว็บนี้เมื่อ 7/11/2020

Messaging API

Push and reply messages · 1-on-1 and group chats · The perfect ...

Messaging AP

What you can do with the Messaging API. # Se

LINE Developer

The LINE Developers site is a portal site for developers. It ...

Documents

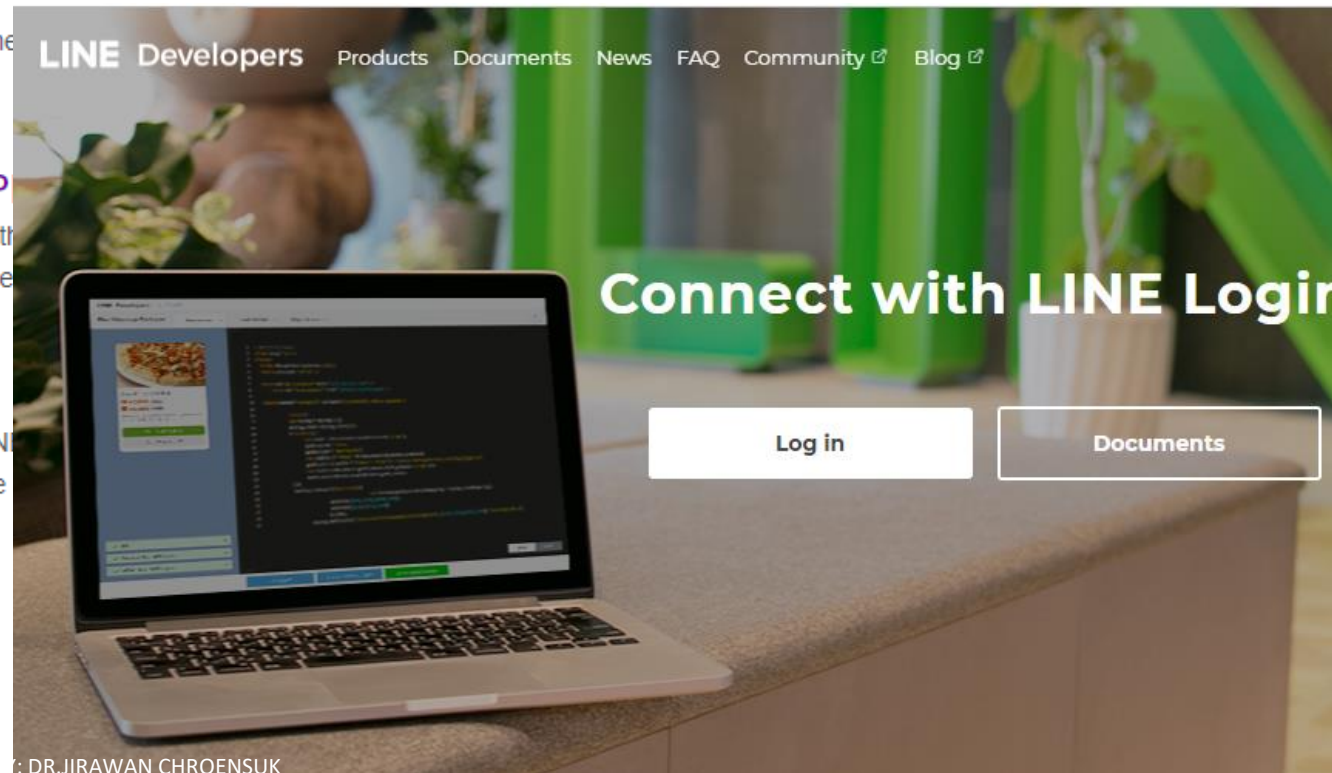
Messaging API - LINE Developers Console

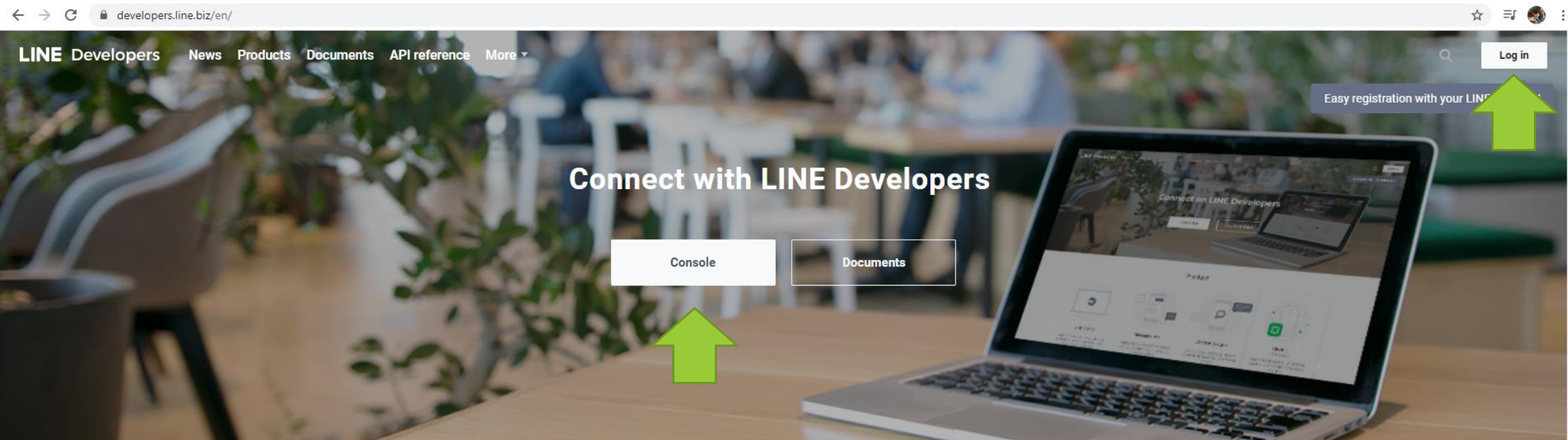
Products

... documents and tools that will help you use our various ...

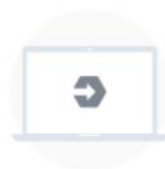
ผลการค้นหาเพิ่มเติมจาก line.biz »

<https://developers.line.biz/en/>





Products



LINE Login

Increase the reach of your service using LINE Login.



Messaging API

Use Messaging API and connect to users around the world!



LINE Bot Designer

Prototype LINE bots faster and easier with LINE Bot Designer.



CLOVA Extensions Kit

Integrate CLOVA with your service through the CLOVA Extensions Kit.



LINE Pay

Add the LINE Pay payment feature to your application.



Blockchain Service

Adopt Blockchain technology into your service.

LINE Business ID

เข้าสู่ระบบด้วยบัญชี LINE

หรือ

เข้าสู่ระบบด้วยบัญชีธุรกิจ

สร้างบัญชี

การใช้ LINE Business ID จะเป็นไปตามที่กำหนดในข้อกำหนดการให้บริการ เมื่อคุณเข้าสู่ระบบหมายความว่า คุณยอมรับต่อข้อกำหนดดังกล่าว

LINE Developers



Welcome
jirawan-gulyakorn



Providers



Provider List

Coffee

bmi

Tools

Support

Provider List (2)

+ Create New Provider

Provider	Role
bmi	Admin
Coffee	Admin

+ Create New Provider

← → ↺ 🏠 <https://developers.line.biz/console/>

LINE Developers Products Documents API reference News FAQ Community [🔗](#) Blog [🔗](#)

Console home

Providers ▲

Search...

Admin



bmi

Coffee


Coffee-gradeA

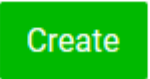
Coffee2020

TOP




CoffeeGradeA-2020

 Messaging API

Providers (4) 

Search... 🔍


Create a new provider

Provider name 

✗ Don't leave this empty

✓ Don't use special characters (4-byte Unicode)

✓ Enter no more than 100 characters

Cancel 



Console home

Providers [▲](#)

Search...

Admin

bmi

Coffee

Coffee-gradeA

Coffee-NIDA

Coffee2020

Tools

Support

TOP > Coffee-NIDA

Coffee-NIDA

Channels Roles Settings

This provider doesn't have any channels yet

To create one, choose a channel type below



Create a LINE Login channel



Create a Messaging API channel



Create a CLOVA Skill channel



Create a Blockchain Service channel



TOP

Bot channel setting

Create a channel

Channel type

Messaging API

✓ Don't leave this empty

Provider

Coffee-NIDA

✓ Don't leave this empty

Channel icon

optional



✓ File type must be one of: PNG, JPG, JPEG, GIF, BMP

✓ File must be no larger than 3 MB

Channel name

Coffee-NIDA2020

Note: The channel name can't be changed for seven days.

✓ Don't leave this empty

✓ Don't use special characters (4-byte Unicode)

✓ Enter no more than 20 characters

Console home

Providers

Search...

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Tools

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TOP

Email address ?

jirawan.ku@google.com

✓ Don't leave this empty

✓ Enter a valid email address

✓ Enter no more than 100 characters

Privacy policy URL

optional

Enter privacy policy URL

✓ Enter a valid HTTPS URL

✓ Enter no more than 500 characters

Terms of use URL

optional

Enter terms of use URL

✓ Enter a valid HTTPS URL

✓ Enter no more than 500 characters

✓ I have read and agree to the [LINE Official Account Terms of Use](#)✓ I have read and agree to the [LINE Official Account API Terms of Use](#)

✓ Select the checkbox after reading the related document

Create



Integration

Coffee-gradeA

th

Intents

Entities

Knowledge ^[beta]

Fulfillment

Integrations

Training

Validation ^[beta]

History

Analytics

Prebuilt Agents

> Docs

Standard
Free

Upgrade

Support

Account

Logout

devices.

INTEGRATION SETTINGS

Web Demo



Facebook
Messenger



Dialogflow Phone
Gateway ^{BETA}

Hangouts Chat



Slack



Viber



Twitter



Twilio IP



Twilio (Text
messaging)



Skype



Telegram



Kik



LINE



C



lexa



Microsoft Cortana



Enable Line



Line

Basic Setting



Build an intelligent conversational LINE bot.

When your Dialogflow agent is ready, follow these instructions to connect it to a LINE Channel:

- If you don't have a LINE@ account, [create a LINE@ account with the Messaging API enabled](#).
- If you already have a LINE@ account, [enable Messaging API for your LINE@ account](#).
- In the [LINE@ Manager](#), go to Settings > Bot Settings from the left side menu.
- On the Bot Settings page, in the 'Request Settings' section, set 'Allow' for 'Use webhooks'.
- Go to your LINE@ account page in the [LINE Business Center](#).
- In the 'Messaging API' section, click 'LINE Developers' to go to the Channel Console.
- Copy Channel ID and Channel Secret and paste into the respective fields below.
- Click 'ISSUE' for the 'Channel access token' item and paste its value to the respective field below.
- Click 'EDIT' and set the Webhook URL for your Channel by copying and pasting its value from the field below. Then click 'SAVE' and 'VERIFY'.
- Click the 'START' button below.

[More in documentation.](#)

Channel ID	<input type="text" value="Channel ID"/>
Channel Secret	<input type="text" value="Channel Secret"/>
Channel Access Token	<input type="text" value="Channel Access Token"/>
Webhook URL	<input type="text" value="https://bots.dialogflow.com/line/f379212a-386e-4ea4-a1e9-41bb7c881bc9/webhook"/>

Require data from
Messaging API

Require data from
Basic Setting

Copy and Paste
at to Bot
channel

START

Basic Setting

Console home

Providers [▲](#)

Search...

Admin

bmi

Coffee

Coffee-gradeA

Coffee-NIDA

Coffee2020

TOP > Coffee-NIDA > Coffee-NIDA2020 > Basic settings

Providers [▲](#)

Search...

Admin

bmi

Coffee

Coffee-gradeA

Coffee-NIDA

Coffee2020

Basic settings [Messaging API](#) [LIFF](#) [Security](#) [Statistics](#) [Roles](#)

Basic settings

Basic information

You can change your app name and icon in [LINE Official Account Manager](#) [🔗](#)

Channel ID [?](#)

Channel icon



Channel name Coffee-NIDA2020

TOP > Coffee-NIDA > Coffee-NIDA2020 > Basic settings

Terms of use URL

optional

Edit

App types

Bot

Permissions [?](#)

PROFILE

Channel secret [?](#)

Assertion Signing Key [?](#)

Issue

Your user ID [?](#)

Delete this channel

Delete

Tools

REIRAWANT GRIOENSUK

Support

LINE Developers

ProductsDocumentsAPI referenceNewsFAQCommunityBlog

Console home

Providers

Search...

Admin

bmi

Coffee

Coffee-gradeA

Coffee-NIDA

Coffee2020

Tools

Support

TOP > Coffee-NIDA > Coffee-NIDA2020 > Messaging API

VerifyEdit

Messaging API

Use webhook

LINE Official Account features

Edit the message text and other settings for these features in the LINE Official Account Manager

Allow bot to join group chatsDisabledEdit

Auto-reply messagesEnabledEdit

Greeting messagesEnabledEdit

Channel access token

Channel access token (long-lived)

Click issue

Reissue

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15:2312/11/2563ENG

Console home

Providers

Search...

Admin

bmi

Coffee

Coffee-gradeA

Coffee-NIDA

Coffee2020

TOP > Coffee-NIDA > Messaging API

Messaging API

Available APIs

- REPLY_MESSAGE
- PUSH_MESSAGE

Webhook settings

2. Paste URL from Dialogflow

Webhook URL

Verify

Edit



3. Click Verify

Use webhook



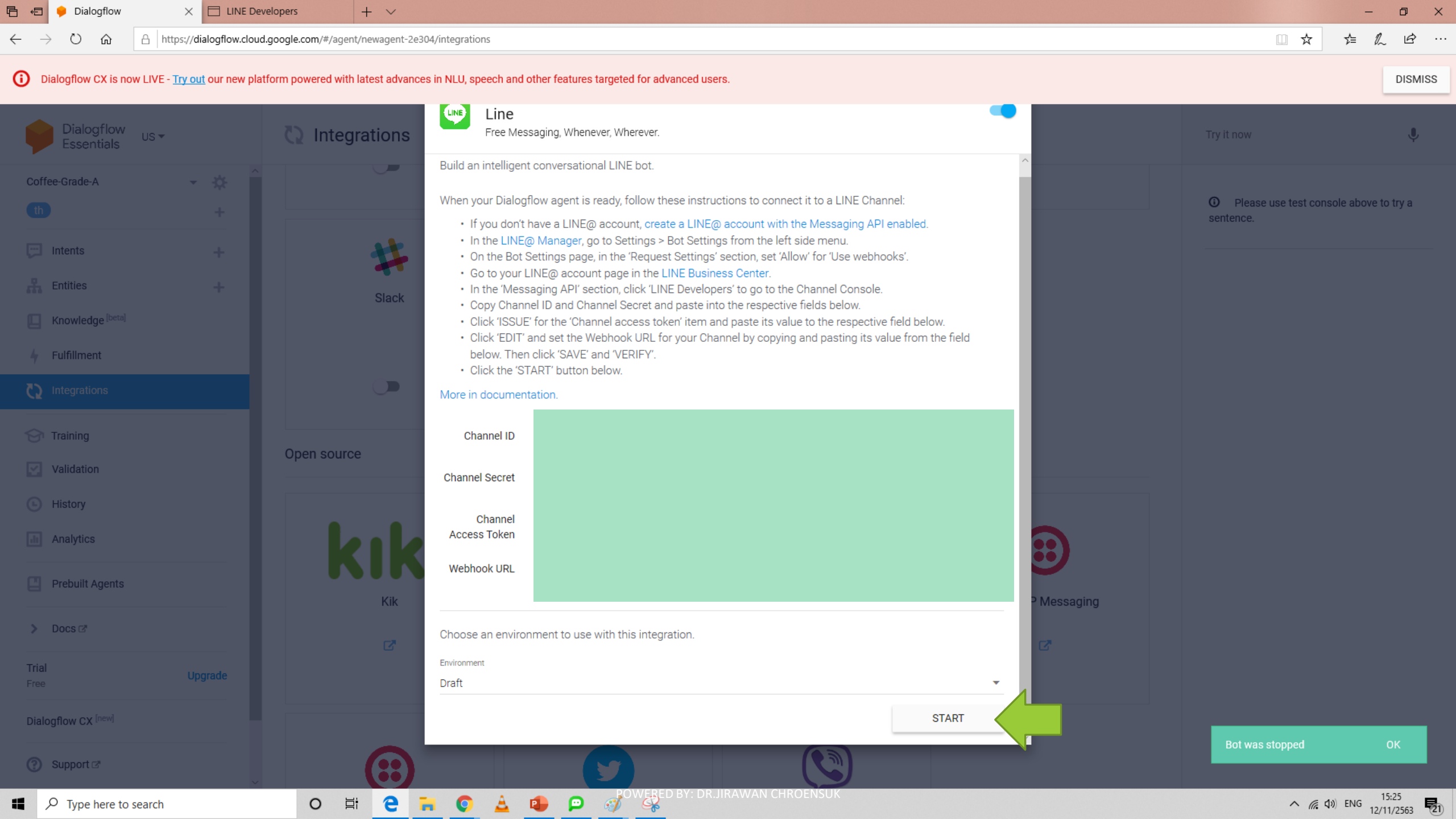
1. Enable Webhook

LINE Official Account features

Edit the message text and other settings for these features in the LINE Official Account Manager

Allow bot to join
group chats

Disabled



Dialogflow

LINE Developers

https://dialogflow.cloud.google.com/#/agent/newagent-2e304/integrations

Dialogflow CX is now LIVE - [Try out](#) our new platform powered with latest advances in NLU, speech and other features targeted for advanced users.

DISMISS

Dialogflow Essentials

US

Coffee-Grade-A

Intents

Entities

Knowledge (beta)

Fulfillment

Integrations

Training

Validation

History

Analytics

Prebuilt Agents

Docs

Trial Free

Dialogflow CX (new)

Support

Integrations

Slack

Open source

Kik

Line

Free Messaging. Whenever, Wherever.

Build an intelligent conversational LINE bot.

When your Dialogflow agent is ready, follow these instructions to connect it to a LINE Channel:

- If you don't have a LINE@ account, [create a LINE@ account with the Messaging API enabled](#).
- In the [LINE@ Manager](#), go to Settings > Bot Settings from the left side menu.
- On the Bot Settings page, in the 'Request Settings' section, set 'Allow' for 'Use webhooks'.
- Go to your LINE@ account page in the [LINE Business Center](#).
- In the 'Messaging API' section, click 'LINE Developers' to go to the Channel Console.
- Copy Channel ID and Channel Secret and paste into the respective fields below.
- Click 'ISSUE' for the 'Channel access token' item and paste its value to the respective field below.
- Click 'EDIT' and set the Webhook URL for your Channel by copying and pasting its value from the field below. Then click 'SAVE' and 'VERIFY'.
- Click the 'START' button below.

More in documentation.

Channel ID

Channel Secret

Channel Access Token

Webhook URL

Choose an environment to use with this integration.

Environment

Draft

START

Try it now

Please use test console above to try a sentence.

Bot was stopped

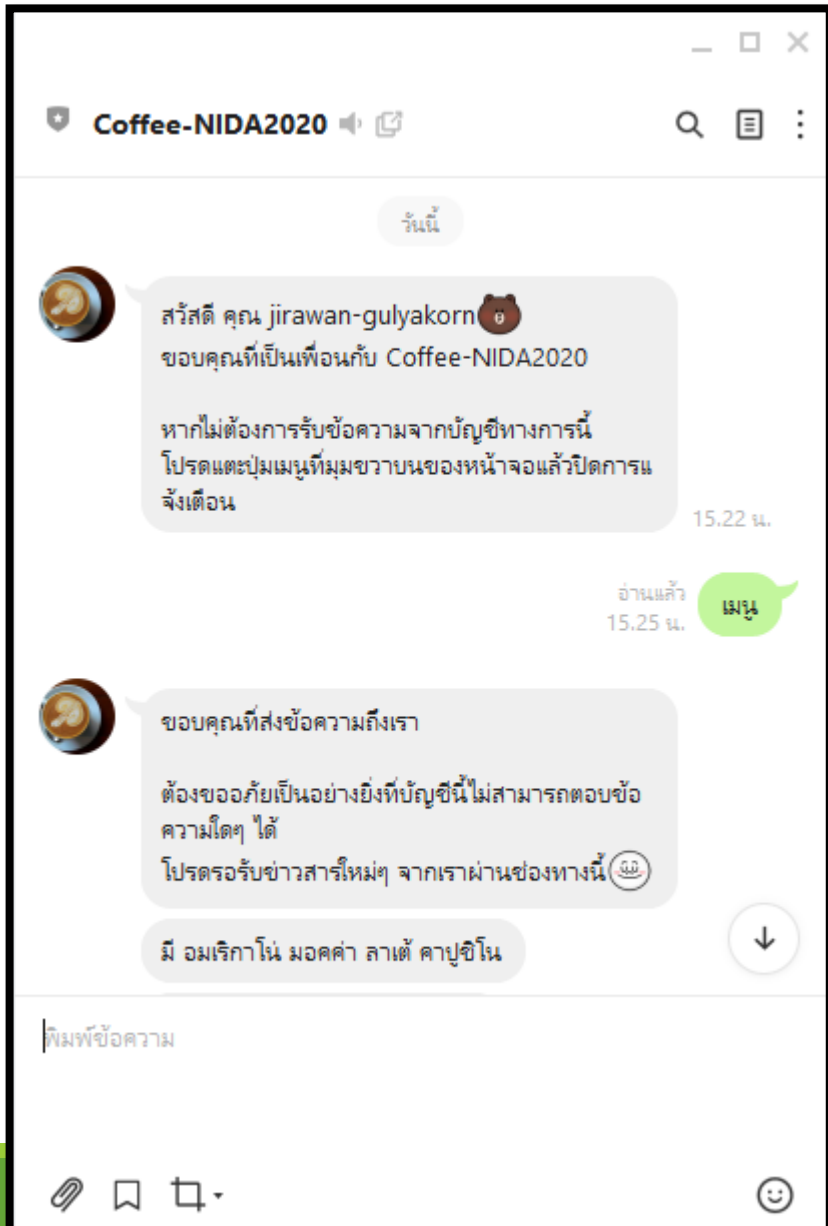
OK

POWERED BY: DR.JIRAWAN CHROENSUK

15:25 12/11/2563

Remove reply messages

Messaging API



LINE Official Account features

Edit the message text and other settings for these features in the LINE Official Account Manager

Allow bot to join group chats Disabled

Auto-reply messages Enabled



Greeting messages Enabled

[Home](#)[Notifications](#)[Insight](#)[Timeline](#)[Chats](#)[Profile](#)

LINE Official Account Manager

[Account settings](#)[Manage permissions](#)[Response settings](#)[Messaging API](#)[Registered info](#)[Activity and billing](#)

Response settings

Main settings

Response mode

☒ Bot

You can use webhooks and auto-response messages in bot mode.

☐ Chat

You can use chats, auto-response messages, and the smart chat service in chat mode.

Greeting message

☒ Enabled☐ Disabled[Greeting message settings](#)

Detailed settings

Auto-response

☐ Enabled☒ Disabled[Auto-response message settings](#)

Webhooks

☒ Enabled☐ Disabled[Messaging API settings](#)

Dialogflow-Intent

3. **Action**: You can define an action for each intent. When an intent is matched, Dialogflow provides the action to your system, and you can use the action to trigger certain actions defined in your system.
4. **Parameters**: When an intent is matched at runtime, Dialogflow provides the extracted values from the end-user expression as *parameters*. Each parameter has a type, called the **entity type**, which dictates exactly how the data is extracted. Unlike raw end-user input, parameters are structured data that can easily be used to perform some logic or generate responses.

Dialogflow-Intent

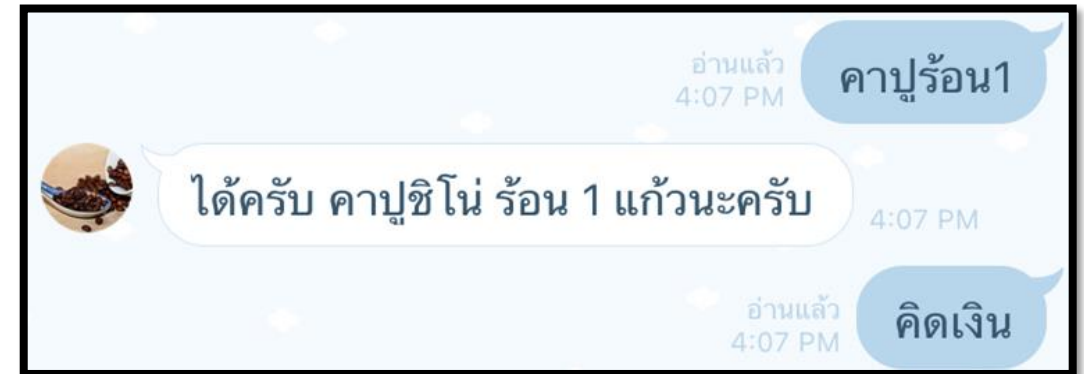



Dialogflow- Entities

- Each intent parameter has a type, called the entity type, which dictates exactly how data from an end-user expression is extracted.
- **Entity terminology**
- **Entity type**: Defines the type of information you want to extract from user input.
 - For example, vegetable could be the name of an entity type.
 - Clicking Create Entity from the Dialogflow Console creates an entity type. When using the API, the term entity type refers to the EntityType type.


Dialogflow- Entities

- Entity entry: For each entity type, there are many entity entries. Each entity entry provides a set of words or phrases that are considered equivalent.
 - For example, if vegetable is an entity type, you could define these three entity entries:
 - carrot
 - scallion, green onion
 - bell pepper, sweet pepper
- Entity reference value and synonyms: Some entity entries have multiple words or phrases that are considered equivalent
 - For these entity entries, you provide one reference value and one or more synonyms.




Dialogflow

Cofee-gradeA
th
Intents
Entities
Knowledge ^[beta]


Entities

CREATE ENTITY

CUSTOM
SYSTEM

Search entities

@ CoffeeMenu

@ TypeCoffee

CoffeeMenu

SAVE

☒ Define synonyms ?
☐ Regexp entity ?
☐ Allow automated expansion
☐ Fuzzy matching ?

คาปูชิโน	คาปู, คาปูชิโน, คาปูชิโน่
มอคค่า	มอค, มอคค่า
อเมริกาโน่	อเม, อเมริกาโน, อเมริกาโน่, กาแฟดำ
ลาเต้	ลา เต้, ลาเต


TypeCoffee

SAVE

☒ Define synonyms ?
☐ Regexp entity ?
☐ Allow automated expansion
☐ Fuzzy matching ?

บ้าน	บ้าน, บ้าน
ร้อน	hot, รอน, ร้อน
เย็น	cool, เยาน, เย็น

Click here to edit entry

 Dialogflow

Coffee-gradeA

th

+

Intents

+

Entities

+

Knowledge ^[beta]

Fulfillment

Integrations

Intents

CREATE INTENT

Search intents

🔍

🔼

Default Fallback Intent

Default Welcome Intent

Map

Menu

PreOrder ^

↳ PreOrder - no

↳ PreOrder - yes

Contexts ?



Events ?



Training phrases ?

Search training phrase



Add user expression

☞ อเม

☞ มอด

☞ คาปูชิโนปั่น

☞ คาปูร่อน

☞ มอดค่าเย็น

☞ คาปูชิโน 3 แก้ว

☞ มอดค่า 2 แก้ว

☞ อเมริกาโน่ร้อน 1 แก้ว

☞ มอดค่าปั่น 1 แก้ว

☞ อเมริกาโน่ 1 แก้ว

Action and parameters

Enter action name

REQUIRED ?	PARAMETER NAME ?	ENTITY ?	VALUE
<input type="checkbox"/>	CoffeeNumber	@sys.number	\$CoffeeNumber
<input type="checkbox"/>	TypeCoffee	@TypeCoffee	\$TypeCoffee
<input type="checkbox"/>	CoffeeMenu	@CoffeeMenu	\$CoffeeMenu
<input type="checkbox"/>	Enter name	Enter entity	Enter value

+ New parameter

Responses ?

DEFAULT LINE +

Text Response

1 ได้ค่ะ \$CoffeeMenu \$TypeCoffee \$CoffeeNumber แก้ว

2 Enter default response variant

Contexts ?

PreOrder-followup ⊗ Add input context

Add output context

Events ?

Training phrases ?

” Add user expression

” ยกเลิก

” ไม่เอา

” ไม่

” ไม่เอานะ

” ไม่ล่ะ

Responses ?

DEFAULT LINE +

Text Response

- 1 ลุกค้ายกเลิก #PreOrder-followup.CoffeeMenu #PreOrder-followup.TypeCoffee ทั้งหมด #PreOrder-followup.CoffeeNumber แก้ว
- 2 Enter a text response variant

USER SAYS

COPY CURL

ไม่เอา

DEFAULT RESPONSE

ลูกค้ายกเลิก คาปูชิโน เย็น จำนวน เย็น แก้วคะ

CONTEXTS

RESET CONTEXTS

preorder-followup

INTENT

PreOrder - no

ACTION

PreOrder.PreOrder-no

PreOrder - yes

Intent-5

Contexts ?

PreOrder-followup ⊗ Add input context

Add output context

Events ?

Training phrases ?

” Add user expression

” คิดตั้งค์

” ก๊บาท

” คิดเงินค่ะ

” คิดเงิน

” เทำไหร

PreOrder - yes

Action and parameters

PreOrder.PreOrder-yes

REQUIRED ?	PARAMETER NAME ?	ENTITY ?	VALUE	IS LIST ?
<input type="checkbox"/>	CoffeeNumber	@sys.number	#PreOrder-followup.CoffeeNumber	<input type="checkbox"/>
<input type="checkbox"/>	CoffeeMenu	@CoffeeMenu	#PreOrder-followup.CoffeeMenu	<input type="checkbox"/>
<input type="checkbox"/>	TypeCoffee	@TypeCoffee	#PreOrder-followup.TypeCoffee	<input type="checkbox"/>
<input type="checkbox"/>	Enter name	Enter entity	Enter value	<input type="checkbox"/>

+ New parameter

Responses ?

DEFAULT LINE +

Text Response

1 คุณสั่ง #PreOrder-followup.CoffeeMenu #PreOrder-followup.TypeCoffee ทั้งหมด #PreOrder-followup.CoffeeNumber แล้ว

2 Enter a text response variant

Agent

USER SAYS

COPY CURL

คาปู เย็น 2



DEFAULT RESPONSE



ได้ค่ะ คาปูชิโน่ เย็น 2 แก้ว

CONTEXTS

RESET CONTEXTS

preorder-followup

INTENT

PreOrder

ACTION

Not available

PARAMETER	VALUE
-----------	-------

CoffeeNumber	2
--------------	---

TypeCoffee	เย็น
------------	------

CoffeeMenu	คาปูชิโน่
------------	-----------

PreOrder - no

Agent

USER SAYS

COPY CURL

ไม่ค่ะ



DEFAULT RESPONSE



ลูกค้ายกเลิก คาปูชิโน่ เย็น ทั้งหมด 2 แก้ว

CONTEXTS

RESET CONTEXTS

preorder-followup

INTENT

PreOrder - no

ACTION

PreOrder.PreOrder-no

PreOrder - yes

Agent

USER SAYS

COPY CURL

คิดเงิน



DEFAULT RESPONSE



คุณสั่ง คาปูชิโน่ เย็น ทั้งหมด 2 แก้ว

CONTEXTS

RESET CONTEXTS

preorder-followup

INTENT

PreOrder - yes

ACTION

PreOrder.PreOrder-yes

PARAMETER	VALUE
-----------	-------

TypeCoffee	เย็น
------------	------

CoffeeNumber	2
--------------	---

CoffeeMenu	คาปูชิโน่
------------	-----------

Question



<https://code-ai.mk/would-you-like-a-full-video-tutorials/>