

Chatbot-Dialog Management

- Business Use-case
- Different types of Chatbots
- Selecting Domain,intents and entities
- Model Training and inference
- Dialog or Context management
- Attempting to build ai-chatbot

Rule based chatbots vs AI chatbots

Rule-based

Bot 1:21 pm
How can I help you?

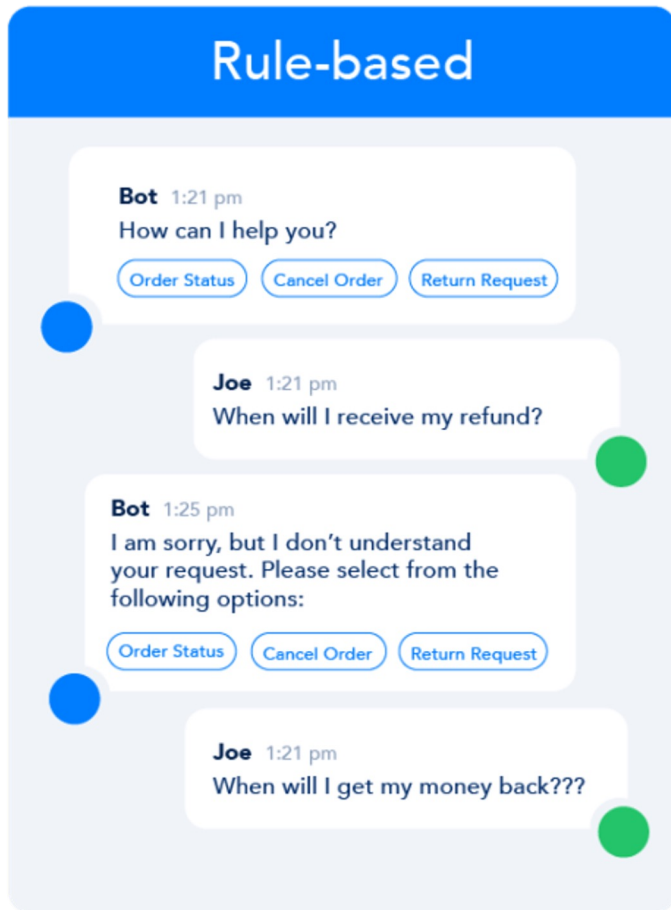
[Order Status](#) [Cancel Order](#) [Return Request](#)

Joe 1:21 pm
When will I receive my refund?

Bot 1:25 pm
I am sorry, but I don't understand your request. Please select from the following options:

[Order Status](#) [Cancel Order](#) [Return Request](#)

Joe 1:21 pm
When will I get my money back???

A diagram illustrating a rule-based chatbot interaction. It shows a sequence of messages between a user (Joe) and a bot. The bot's responses are limited to predefined options, leading to a dead-end where the bot cannot understand the user's request and asks them to select from a list of options. The flow is linear and follows a set of predefined rules.

AI-Powered

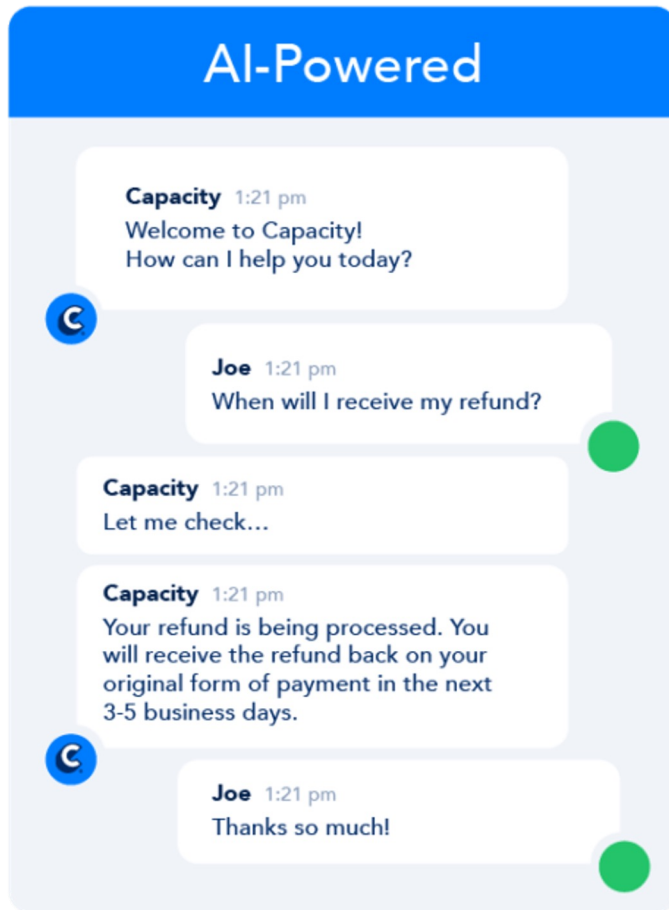
Capacity 1:21 pm
Welcome to Capacity!
How can I help you today?

Joe 1:21 pm
When will I receive my refund?

Capacity 1:21 pm
Let me check...

Capacity 1:21 pm
Your refund is being processed. You will receive the refund back on your original form of payment in the next 3-5 business days.

Joe 1:21 pm
Thanks so much!

A diagram illustrating an AI-powered chatbot interaction. The chatbot (Capacity) provides a more natural and helpful response to the user's (Joe) question about a refund. It checks the status and provides a clear, specific answer about the refund process and timeline. The interaction is more fluid and context-aware than the rule-based version.

Intents and Entities



Use-Case

Business Use case : E-commerce

Intent : product_info|ask_price|Cancel_order

Entities : product|location|order_id

Data Curation

- 1) <https://rasahq.github.io/rasa-nlu-trainer/>
- 2) <https://rodrigopivi.github.io/Chatito/>

Rasa Demystified

- <https://rasa.com/docs/>
- <https://rasa.com/docs/rasa/installation/>

Mongo DB

<https://docs.mongodb.com/manual/tutorial/install-mongodb-on-ubuntu/>

Dialog Manager

