Get\_Help intent

Get\_Help is a new help intent for Libby. When user needs some help, this is the right place. Get\_Help intent is useful because it tells to user how user get desired information. More details are given below.

“Basic help”

Get\_Help intent have “basic” help, which is general help to whole Libby. It works by using only “help” word or some sentence like “I need help”. The user can ask the “basic” help anytime.

Other helps

Also there is help for all the other intents. At the moment there is only “weather”, “robert’s coffee” and “location” -intents but later there will be more intents and more helps.

There is “weather help”. This is help for weather intent. When user is asking for example “tell me {weather} help”, Libby will answer: “I'm weather help. To get to know the temperature, ask about the weather” .

“Robert’s coffee help” is the help for robert’s coffee. When user is asking for example “i need {robert’s coffee} help”, Libby answer: “I'm roberts coffee help. You can ask about drinks or categories. To get more information ask roberts coffee.”

“Location help” is help for location intent. When user is asking for example “i need {location} help”, Libby answer: “I'm location help. You can ask the address using the name of the building.”

How to get help for a new intent?

When you are doing a new intent and the intent help would be useful, there is easy way to get it.

1. Just add help.json file a new part. For example: “intent\_name”: “help answer”.
2. Add a new slot {intent\_name} in LibbyDev Bot in AWS which is the same in both places.
3. Make some tests to it.