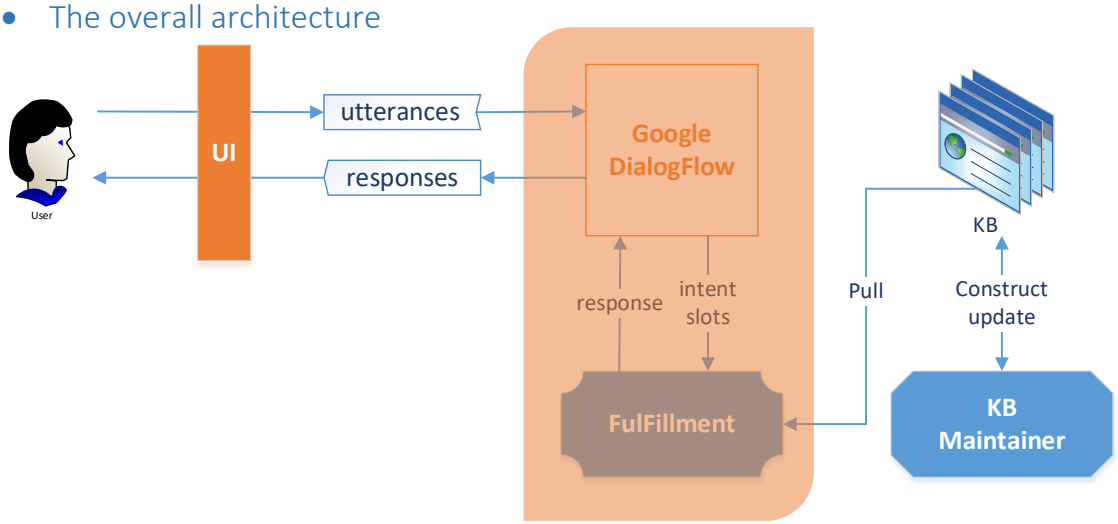
Cognitive System Day 1 Workshop

Overview

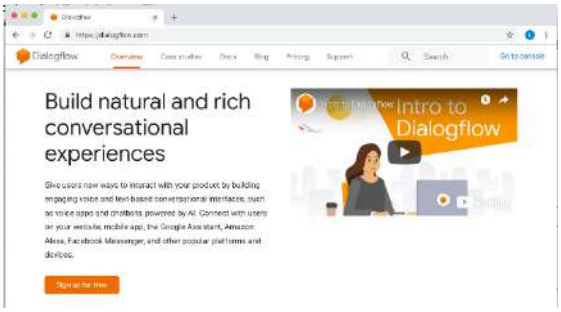
- The overall architecture



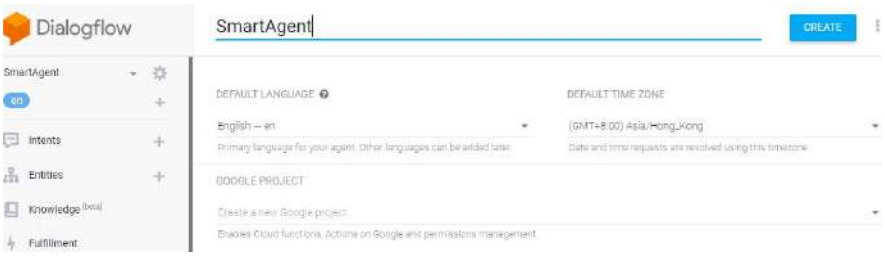
- Part 1, Create Agent in Dialogflow
- Part 2, Create Knowledge base from Q&A documents with default response
- Part 3, Create Knowledge base from plain documents with default response

Part 1

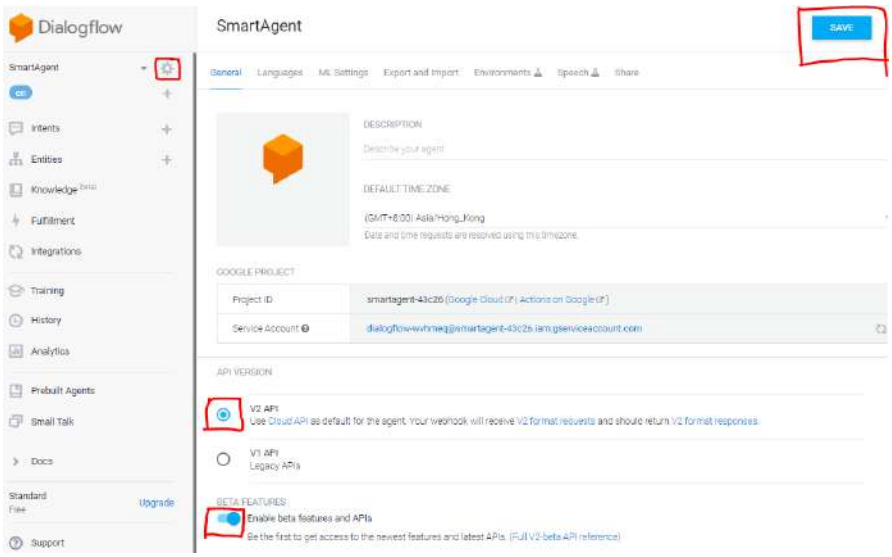
1. Login to DialogFlow using your Google account by clicking the "*Sign up for free*" button.



2. In the console page, Create an Agent

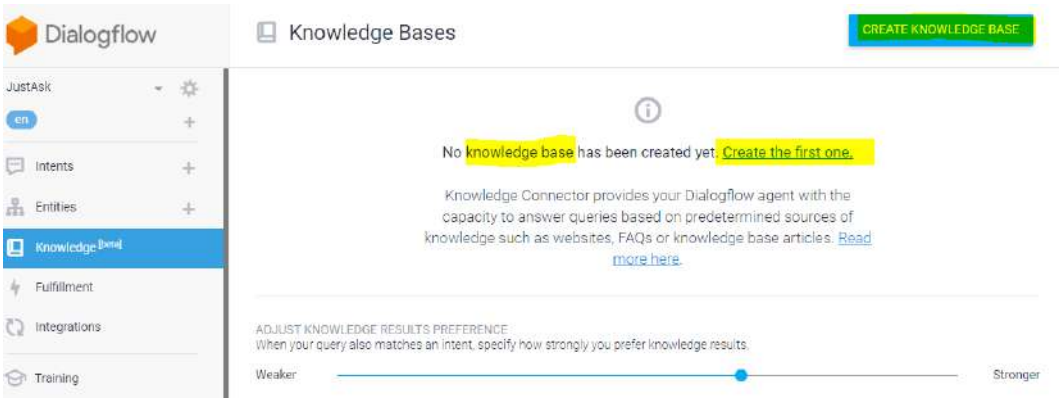


3. Setup the Agent by selecting V2 API and Enable beta features for KB

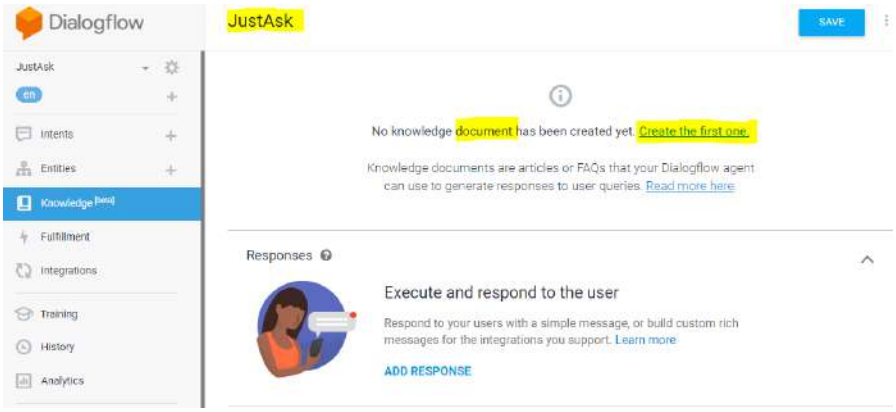


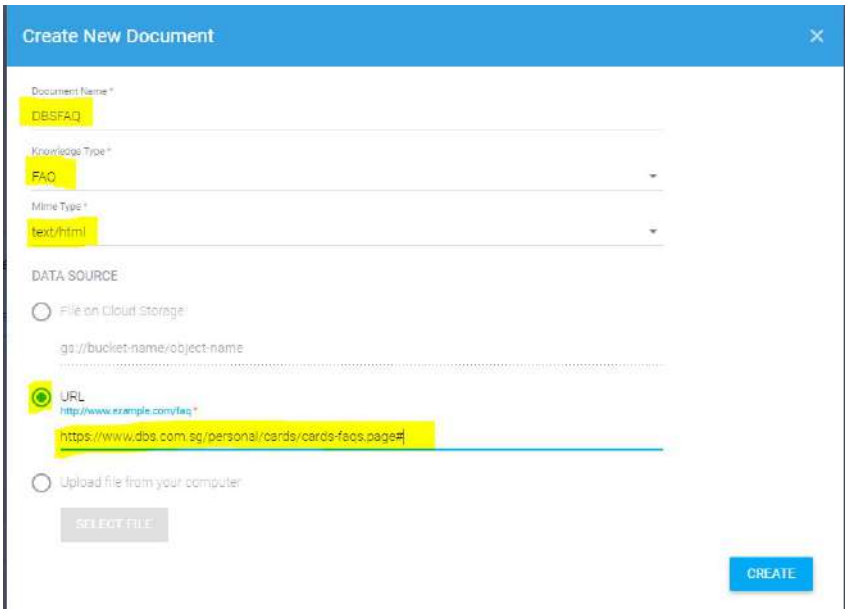
Part 2

1. Click the “Knowledge” tab and create the first KB with a name for example “FAQKB” Move the slider towards “Stronger” to make the “FAQKB” more sensitive.

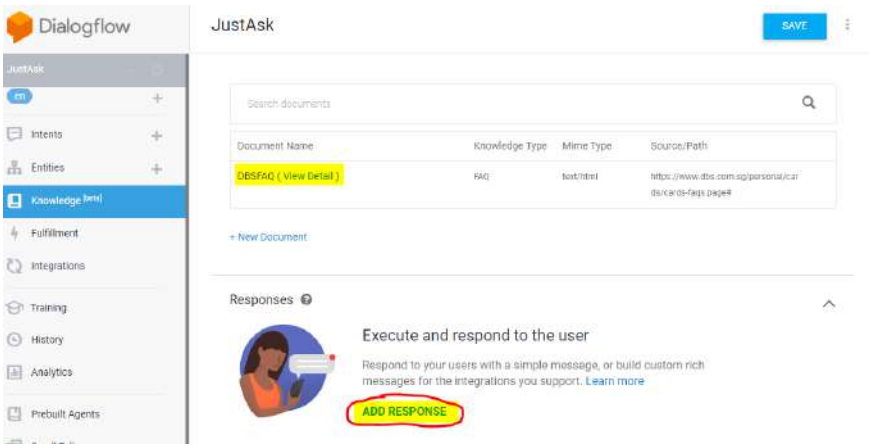


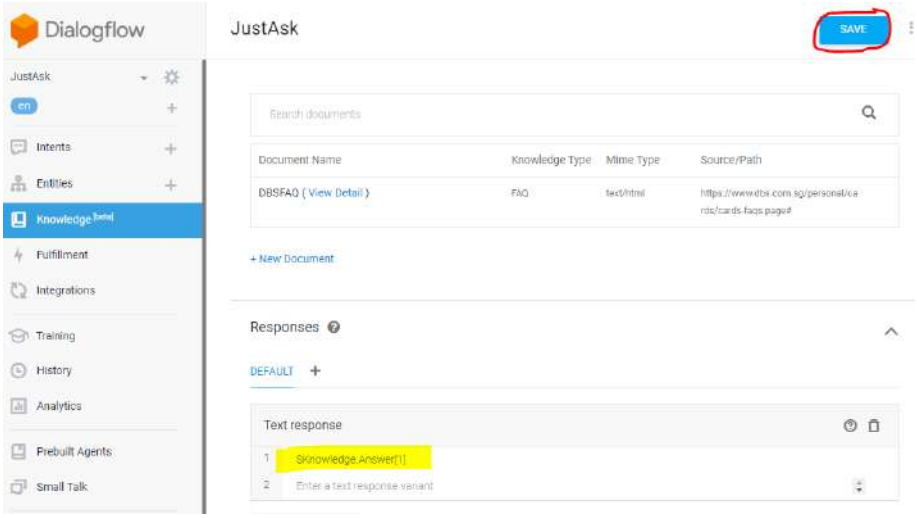
2. Create the document from DBS FAQ URL. Select “FAQ” and “html” as the type and copy the URL https://www.dbs.com.sg/personal/cards/cards-faqs.page# into the slot



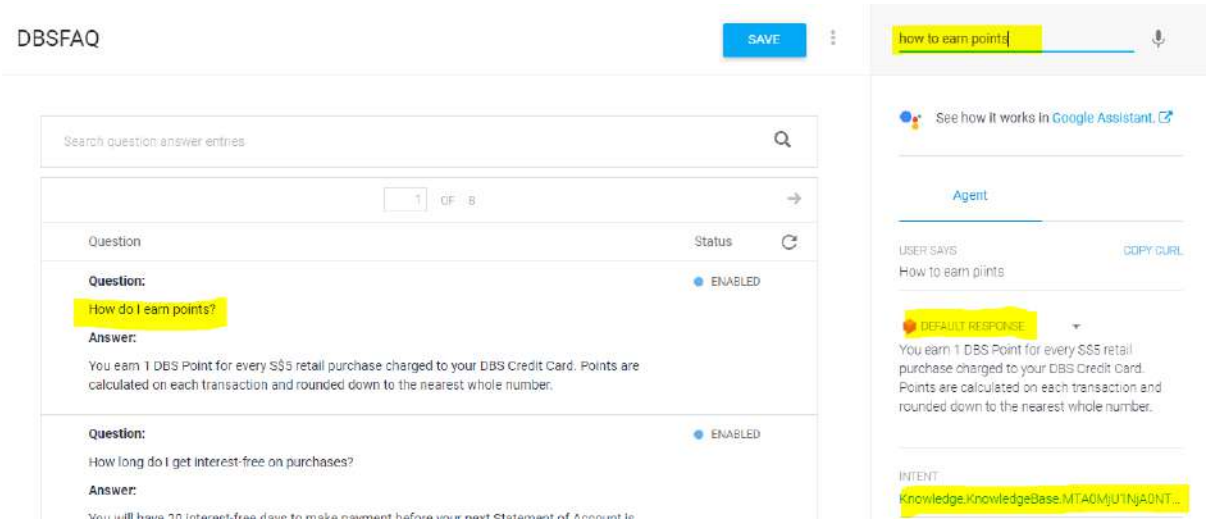


3. Add Response: Add the first answer provided by DialogAI as default response. You can view the questions logged in KB by clicking the “View Details”





4. Try out the questions on the right hand panel. Noted that the questions may not be exactly the same in the webpage. The Fulfillment should be able to handle this situation. The Intent was detected by the DialogFlow automatically.



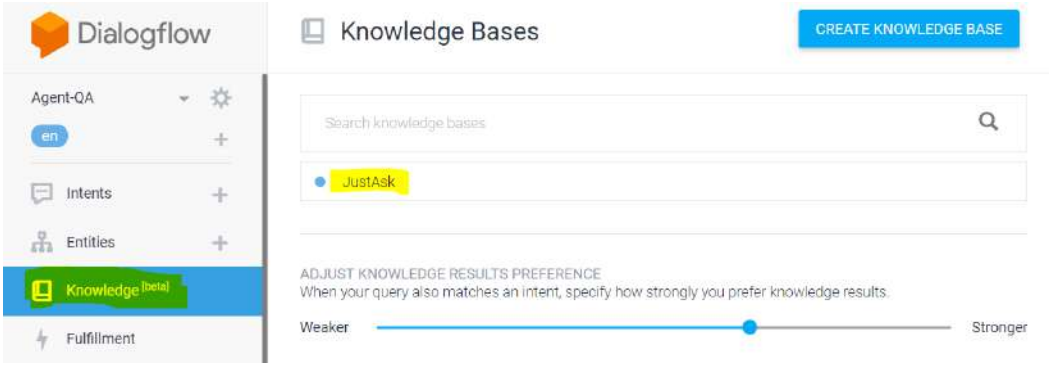
Part 3

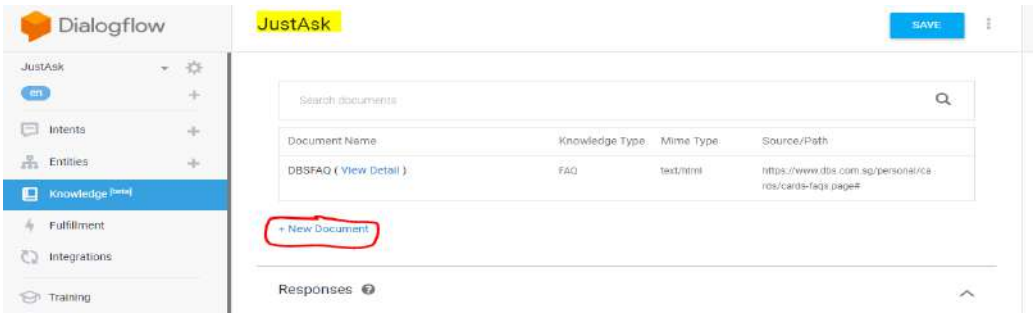
1. Download and run the python script from Google Drive https://drive.google.com/file/d/1V0r5ASU5wtrQGaUIe7RI9oKjrJGiBG-C/view?usp=sharing

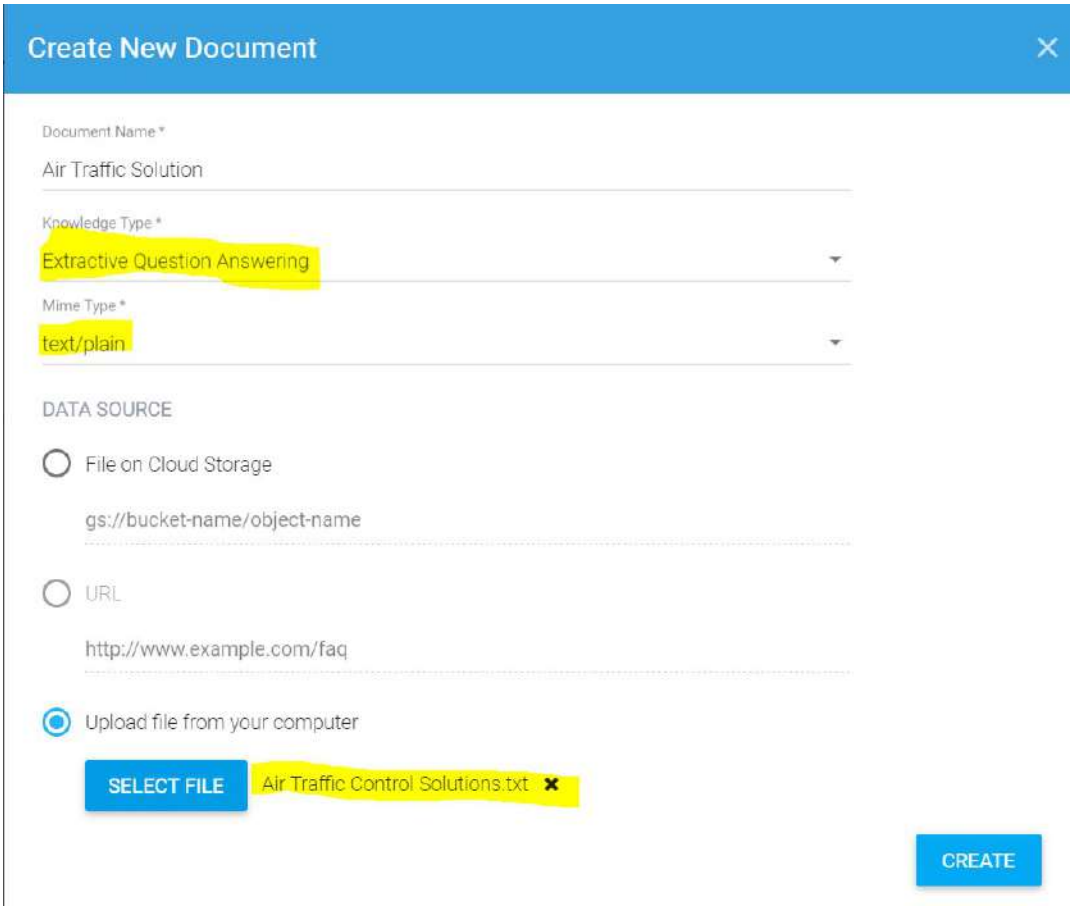
   It crawls the descriptions of companies providing Airport System solution from AIRPORT Tech .

   The output is the text file "Air Traffic Control Solutions.txt", will be used as textual knowledge.

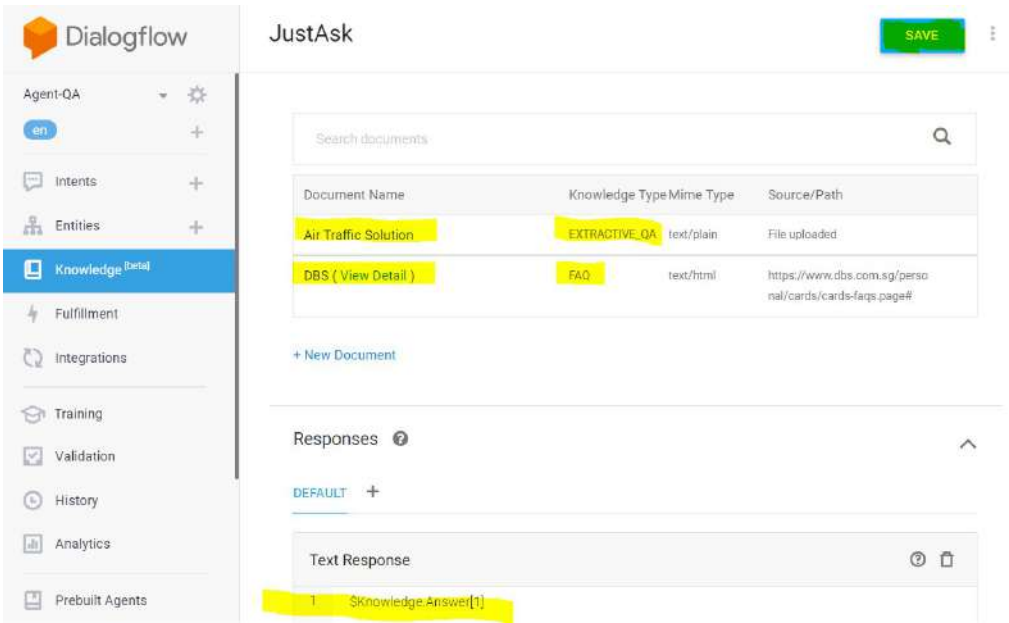
2. Create a new document within the KB "JustAsk" and select the "KB Article" with "plain text". Upload the "Air Traffic Control Solutions.txt" obtained from step 1.



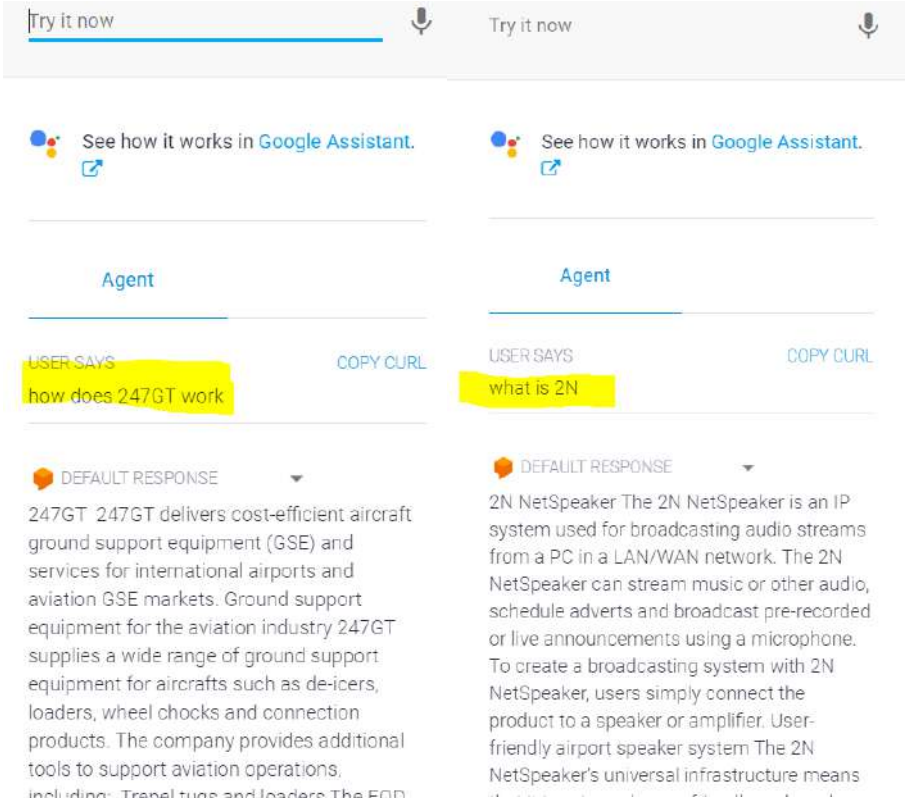


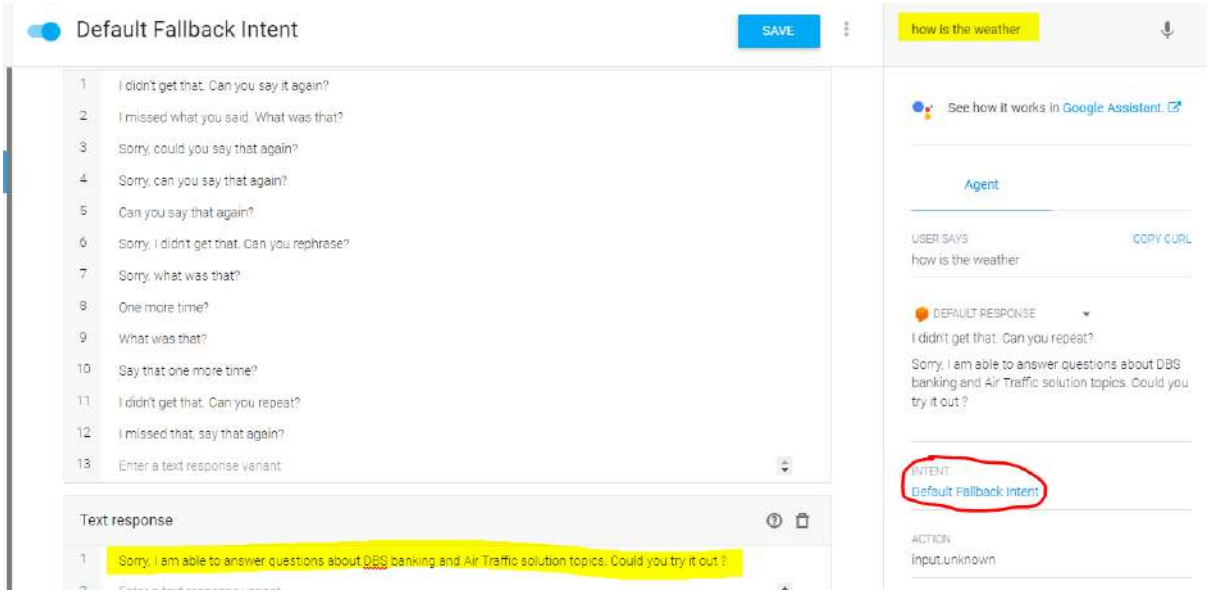


3. Till now, there should be two pieces of docs under the KB of *JustAsk*. Double check the default response from *KnowledgeAnswer* has been specified and save the KB



4. Try it out with some questions related to the Air Traffic Control Solutions.txt



Moreover

- When the agent is not able to detect the intent or match the intent with the KB, it falls back to the unknown intent. By clicking the “Default Fallback Intent”, Text response can be specified to deal with this situation better.