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Subject: Predictive Analytics

Title: Internal-1

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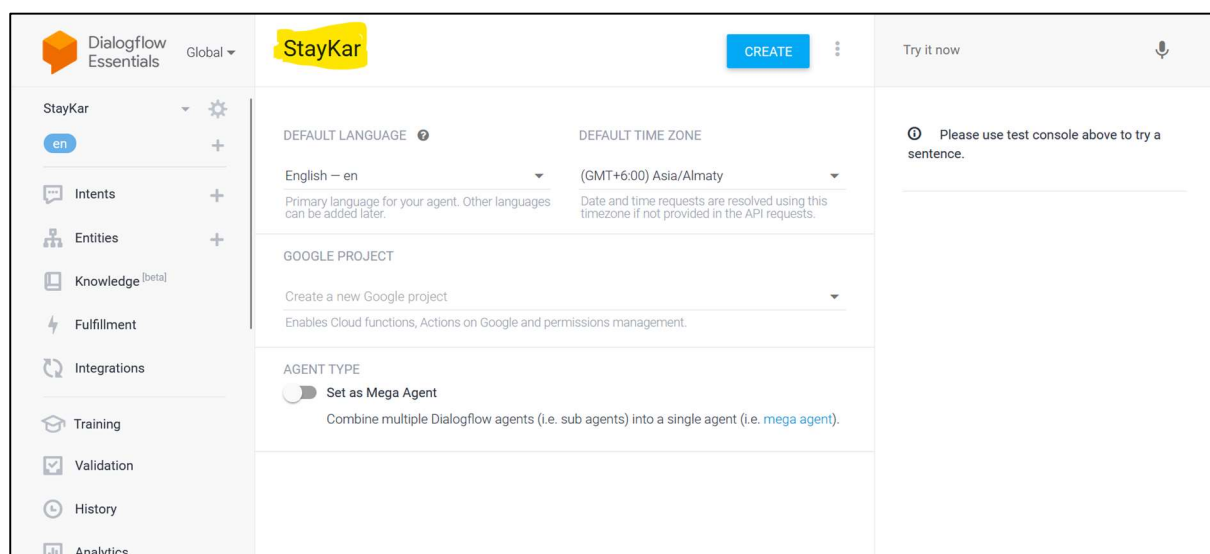
Report on Chatbot Development (StayKar)

Introduction:

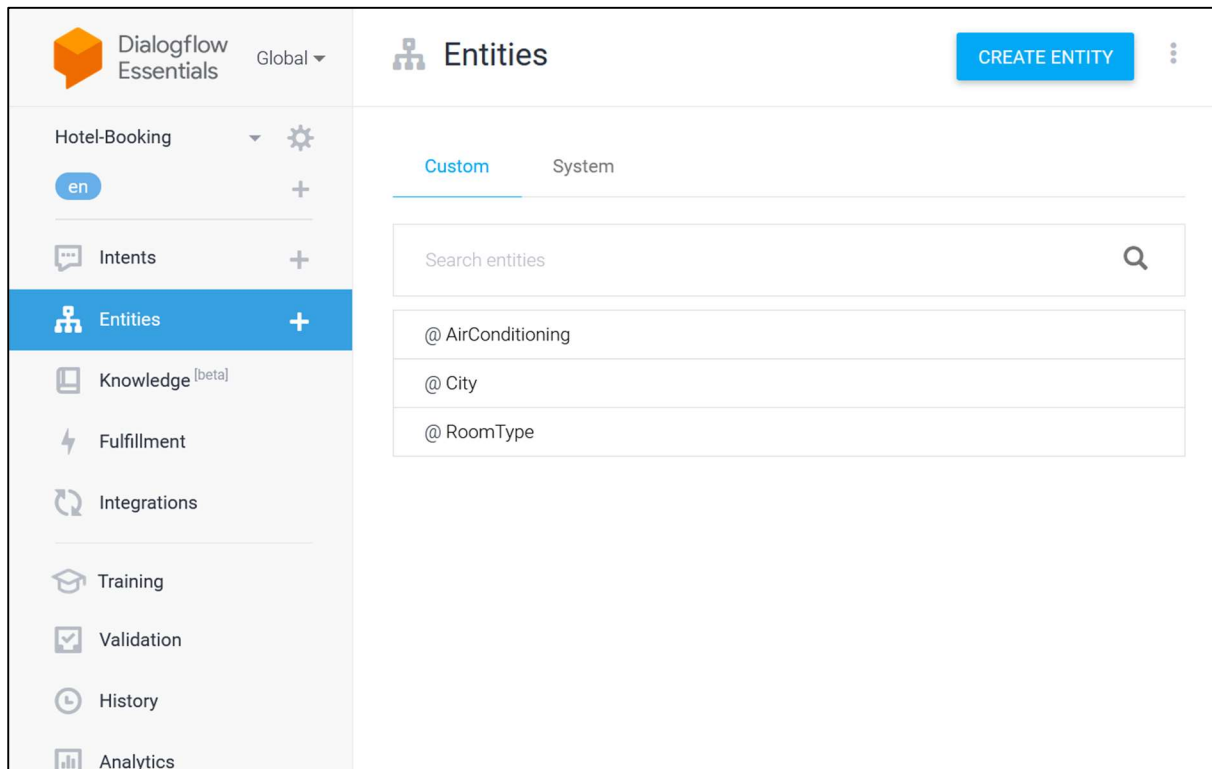
StayKar is a chatbot developed for “XYZ Hotels”. There are many hotels under this group in different cities of the country. This helps the customers to book the hotels according to the place and time as per their requirements. The customer can request for type of the room (Deluxe, Non-Deluxe & Suite) & amenities they need. They can also select the number of guests and rooms as per their requirement. Once they provide with all the details and confirm it, the booking gets confirmed.

Steps involved in Chatbot development (DialogFlow):

Step 1: Firstly, an agent has to be created by giving a name. Here the agent’s name was given as “StayKar”.



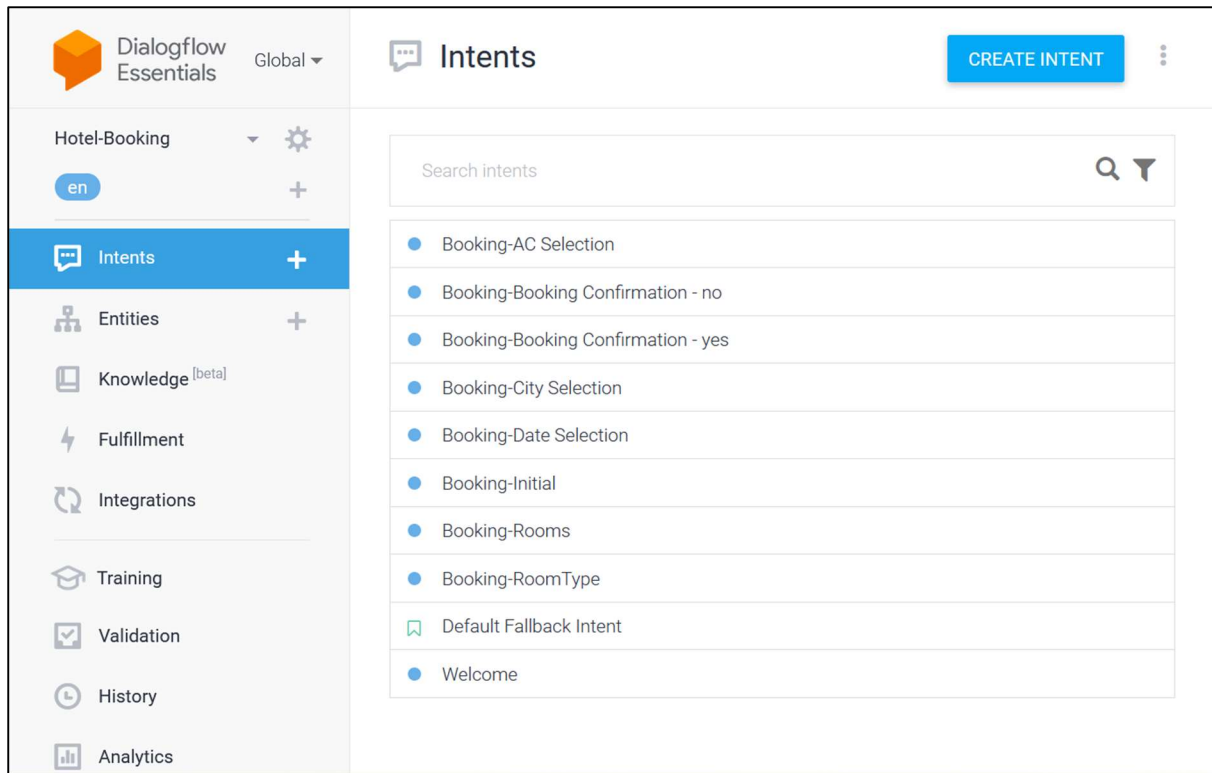
Step 2: The entities have to be created. Here, three entities are created for Air Conditioning, City and Room Type requirements.



Step 3: Next, the intents have to be created. Each intent consists of training phases, action and parameters, responses.

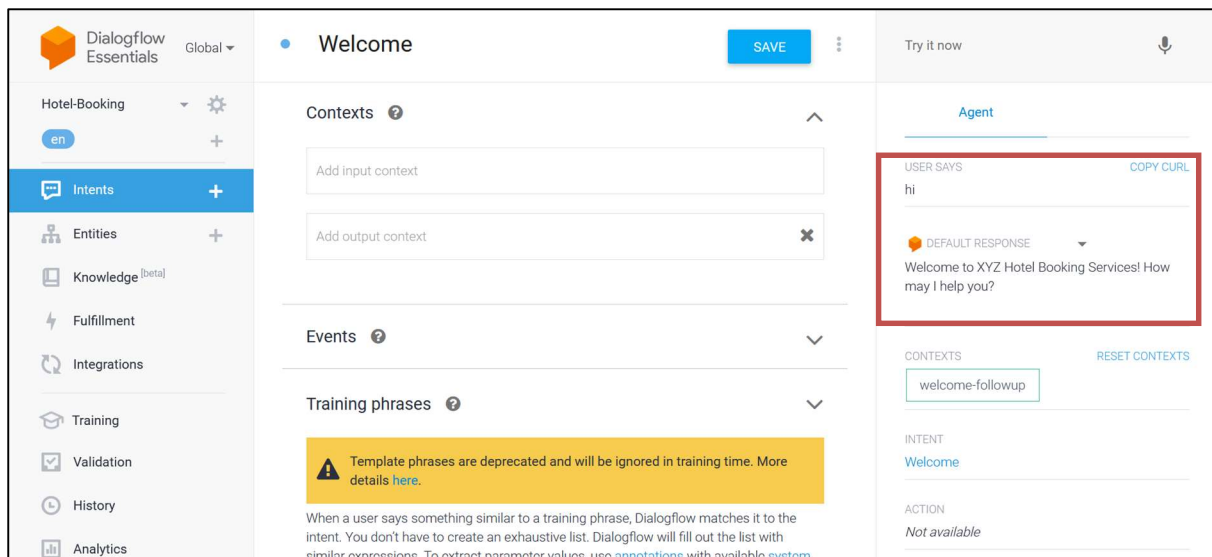
Training phases are to train the chatbot with the questions which customers may ask and responses are for giving the appropriate replies for the messages which customers send.

Below are the intents created for the Hotel-Booking Chatbot.



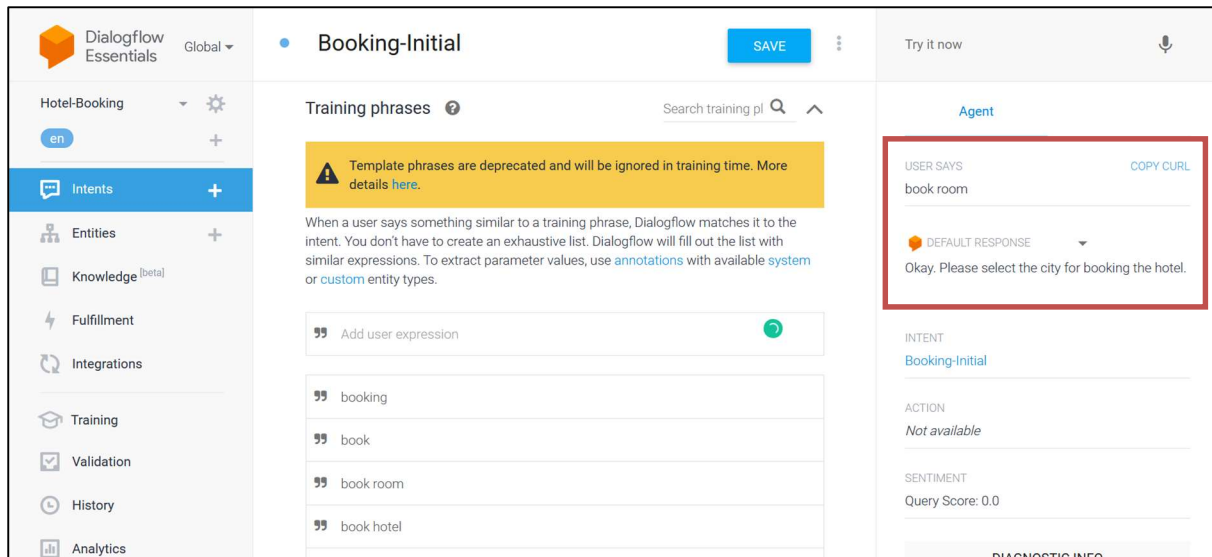
Intent 1: Welcome

This is to welcome or greet the customer when he shows up. The general responses of customer are given in the training phrases and the replies of chatbot are given in the responses.



Intent 2: Booking-Initial

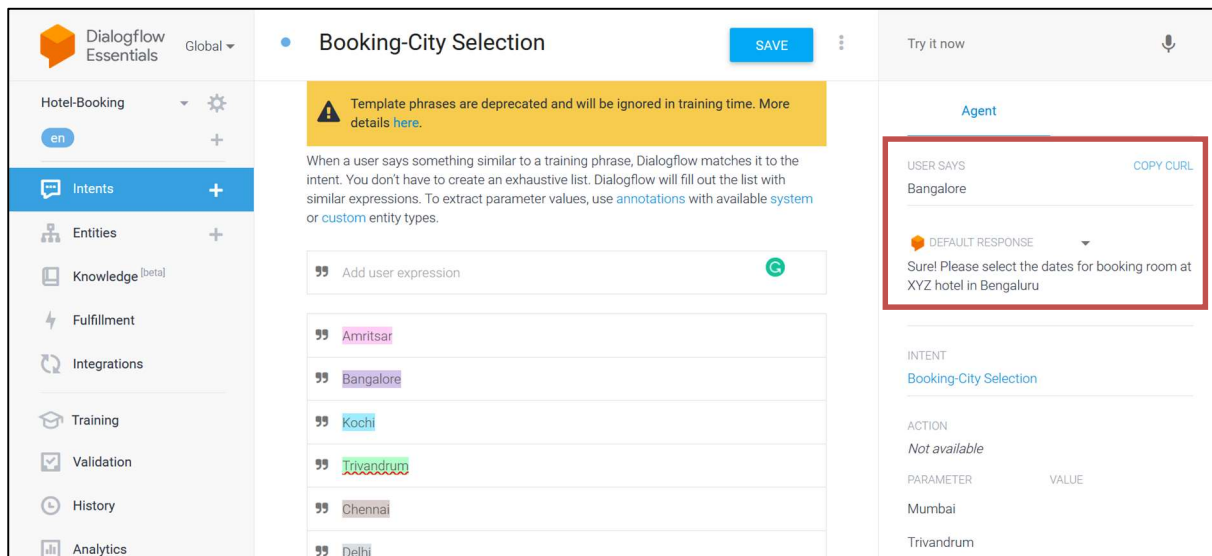
This is to help the customer with booking the room at the desired city. The customers ask for booking and chatbot replies with asking for the city of their choice.



Initial 3: Booking-City Selection

This is to help the customer select the city for booking the hotel. Once the customer selects the city the chatbot replies with asking for dates for booking.

The “City” entity is used in Actions and Parameters of this intent.



Initial 4: Booking-Date Selection

This is to help the customer select the date for booking the hotel. Once the customer selects the city the chatbot replies with asking for type of room for booking.

The “@sys.date” entity is used in Actions and Parameters of this intent.

The screenshot shows the Dialogflow Essentials interface for the 'Booking-Date Selection' intent. The left sidebar contains navigation options: Hotel-Booking, Intents, Entities, Knowledge, Fulfillment, Integrations, Training, Validation, History, and Analytics. The main area is divided into 'Action and parameters' and 'Responses' sections. The 'Action and parameters' section shows a table with columns: REQUIRED, PARAMETER NAME, ENTITY, VALUE, and IS LIST. The table contains two rows: one for 'Date' with entity '@sys.date' and value '\$Date', and another for 'Enter name' with entity 'Enter entity' and value 'Enter value'. The 'Responses' section shows a 'DEFAULT' response with the text 'Okay. Please select the room type for booking on 2022-10-25'. The right sidebar shows the 'Agent' view with 'USER SAYS' (October 25th) and 'DEFAULT RESPONSE' (Okay. Please select the room type for booking on 2022-10-25).

Intent 5: Booking-RoomType

This is to help the customer select the type of room for booking the hotel. Once the customer selects the city the chatbot replies with asking for number of rooms for booking.

The “RoomType” entity is used in Actions and Parameters of this intent.

The screenshot shows the Dialogflow Essentials interface for the 'Booking-RoomType' intent. The left sidebar contains navigation options: Hotel-Booking, Intents, Entities, Knowledge, Fulfillment, Integrations, Training, Validation, History, and Analytics. The main area is divided into 'Contexts', 'Events', and 'Training phrases' sections. The 'Training phrases' section shows a warning message: 'Template phrases are deprecated and will be ignored in training time. More details here.' Below the warning, there is a list of training phrases, including 'Book Deluxe'. The right sidebar shows the 'Agent' view with 'USER SAYS' (Book Deluxe) and 'DEFAULT RESPONSE' (Sure. Deluxe Room is selected. Please enter the number of rooms required.).

Intent 6: Booking-Rooms

This is to help the customer select the number of rooms for booking the hotel. Once the customer selects the city the chatbot replies with asking for AC requirement.

The “@sys.number” entity is used in Actions and Parameters of this intent.

Booking-Rooms

Entity: `Number`

Action and parameters

REQUIRED	PARAMETER NAME	ENTITY	VALUE	IS LIST
<input type="checkbox"/>	number	@sys.number	\$number	<input type="checkbox"/>
<input type="checkbox"/>	Enter name	Enter entity	Enter value	<input type="checkbox"/>

+ New parameter

Agent Configuration

USER SAYS: 3

DEFAULT RESPONSE: Sure. Please select if AC is required or not for 3 rooms.

INTENT: Booking-Rooms

ACTION: Not available

PARAMETER: number, VALUE: 3

Intent 7: Booking-AC Selection

This is to help the customer select the AC requirements. Once the customer selects the city the chatbot replies with asking for booking confirmation.

The “AirConditioning” entity is used in Actions and Parameters of this intent.

Booking-AC Selection

Contexts

- 2 Booking-ACSelection-followup

Events

Training phrases

Template phrases are deprecated and will be ignored in training time. More details [here](#).

Agent Configuration

USER SAYS: AC

DEFAULT RESPONSE: Okay. AC Room is selected. Do you want to confirm your booking?

CONTEXTS: booking-acselection-followup

INTENT: Booking-AC Selection

ACTION: Not available

Intent 8: Booking-Book Confirmation – yes

This is to help the customer to confirm their booking. Once the customer confirms, the chatbot replies as booking confirmed.


The screenshot shows the Dialogflow console for the 'Booking-Booking Confirmation - yes' intent. The left sidebar contains navigation options: Intents, Entities, Knowledge, Fulfillment, Integrations, Training, Validation, History, and Analytics. The main area displays a list of user expressions for the intent, including 'confirm', 'yes', 'okay I will', 'why not', 'yes that's alright', 'yes I do', 'exactly', 'of course', and 'yep that's ok'. The right sidebar shows the 'Agent' configuration with the 'USER SAYS' field set to 'yes', a 'COPY CURL' button, and a 'DEFAULT RESPONSE' of 'Sure. Your booking is confirmed.'.

Intent 9: Booking-Booking Confirmation – no

This is to help the customer to save their booking without confirmation. Once the customer confirms, the chatbot replies as booking saved but not confirmed yet.

The screenshot shows the Dialogflow console for the 'Booking-Booking Confirmation - no' intent. The left sidebar is identical to the previous screenshot. The main area displays a list of user expressions for the intent, including 'thanks but no', 'no way', 'no', 'no no don't', 'na', 'no it isn't', 'don't', and 'nah I'm good'. The right sidebar shows the 'Agent' configuration with the 'USER SAYS' field set to 'no', a 'COPY CURL' button, and a 'DEFAULT RESPONSE' of 'Okay. Your Booking is saved but not confirmed yet. Please try to do it soon to avoid missing out.'.

Chatbot Demo:


 Dialogflow [API & DOCS](#) [PRICING](#) [GO TO CONSOLE](#)


Hotel-Booking

This agent is for XYZ Hotels Booking services

Use following code to integrate this agent into your site:

```
<iframe width="350" height="430" allow="microphone;" src="https://console.dialogflow.com/api-client/demo/embedded/aafd5a37-838f-4e3f-9f93-b04f93e44794"></iframe>
```

 Hotel-Booking
This agent is for XYZ Hotels Booking services


POWERED BY  Dialogflow

hi

Welcome to XYZ Hotel Booking Services!
How may I help you?

book room

Sure! Please share the location for booking the hotel.


 Dialogflow [API & DOCS](#) [PRICING](#) [GO TO CONSOLE](#)


Hotel-Booking

This agent is for XYZ Hotels Booking services

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```

 Hotel-Booking
This agent is for XYZ Hotels Booking services

POWERED BY  Dialogflow


Kolkata

Okay! Please select the dates for booking room at XYZ hotel in Kolkata

October 31st

Okay. Please select the room type for booking on 2022-10-31

Deluxe


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```

 Hotel-Booking
This agent is for XYZ Hotels Booking services

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Deluxe

Sure. Deluxe Room is selected. Please enter the number of rooms required.

2

Sure. Please select if AC is required or not for 2 rooms.

AC

Hotel-Booking

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Use following code to integrate this agent into your site:

```
<iframe width="350" height="430" allow="microphone;" src="https://console.dialogflow.com/api-client/demo/embedded/aafd5a37-838f-4e3f-9f93-b04f93e44794"></iframe>
```



Hotel-Booking

This agent is for XYZ Hotels Booking services

POWERED BY Dialogflow

Sure. Please select if AC is required or not for 2 rooms.

AC

Okay. AC Room is selected. Do you want to confirm your booking?

yes

Sure. Your booking is confirmed.