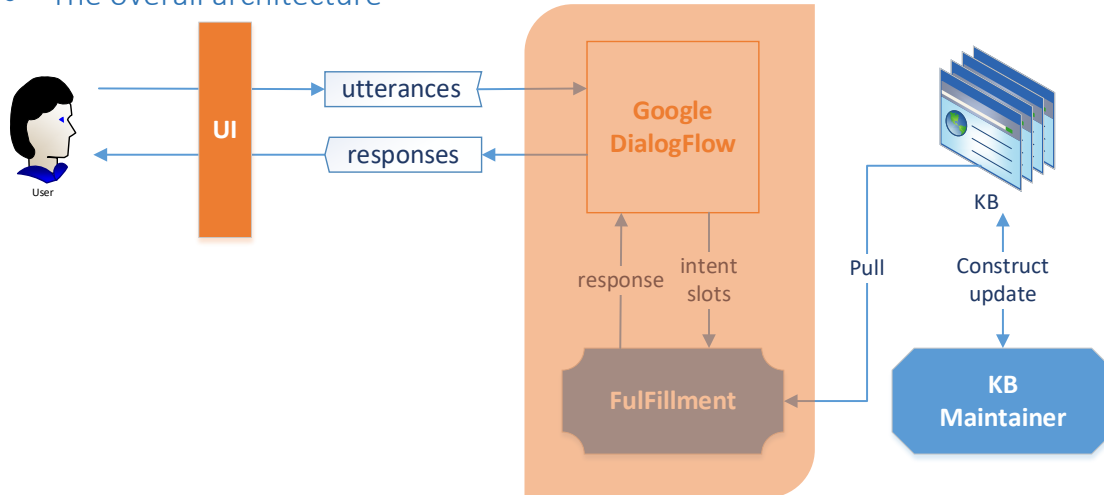


# Cognitive System Day 1 Workshop

## Overview

- The overall architecture



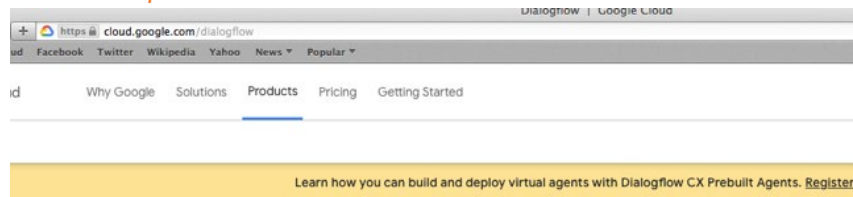
- Part 1, Create Agent in Dialogflow
- Part 2, Create Knowledge base from Q&A documents with default response
- Part 3, Create Knowledge base from plain documents with default response

## Part 1

1. Login to [DialogFlow](https://cloud.google.com/dialogflow) using your Google account by clicking the “Sign up for free” Or “Sign In with Google” button.

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

Click “Compare editions”



Dialogflow

## Dialogflow

Lifelike conversational AI with state-of-the-art virtual agents.

Available in two editions: Dialogflow CX (advanced), Dialogflow ES (standard).

Try it free

Compare editions ↕

- Support rich, intuitive customer conversations, powered by Google's leading AI
- One comprehensive development platform for chatbots and voicebots
- Join a community of over 1.5 million developers building with Dialogflow

Click *“Dialogflow ES----Go to Console”*

## Editions

Dialogflow is available in multiple editions, and the agent type, features, pricing, and quotas vary

### FEATURES

#### Dialogflow CX

Advanced agents with most innovative capabilities for large or complex use.

[Go to console](#)

[View documentation](#)

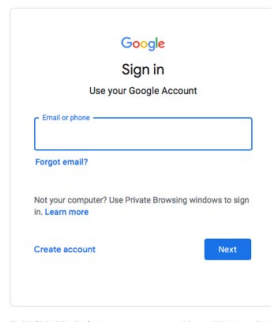
#### Dialogflow ES (Essentials)

Standard agents for small to medium and simple to moderately complex use.

[Go to console](#)

[View documentation](#)

Sign In with Your *Google Account*



Google  
Sign in  
Use your Google Account

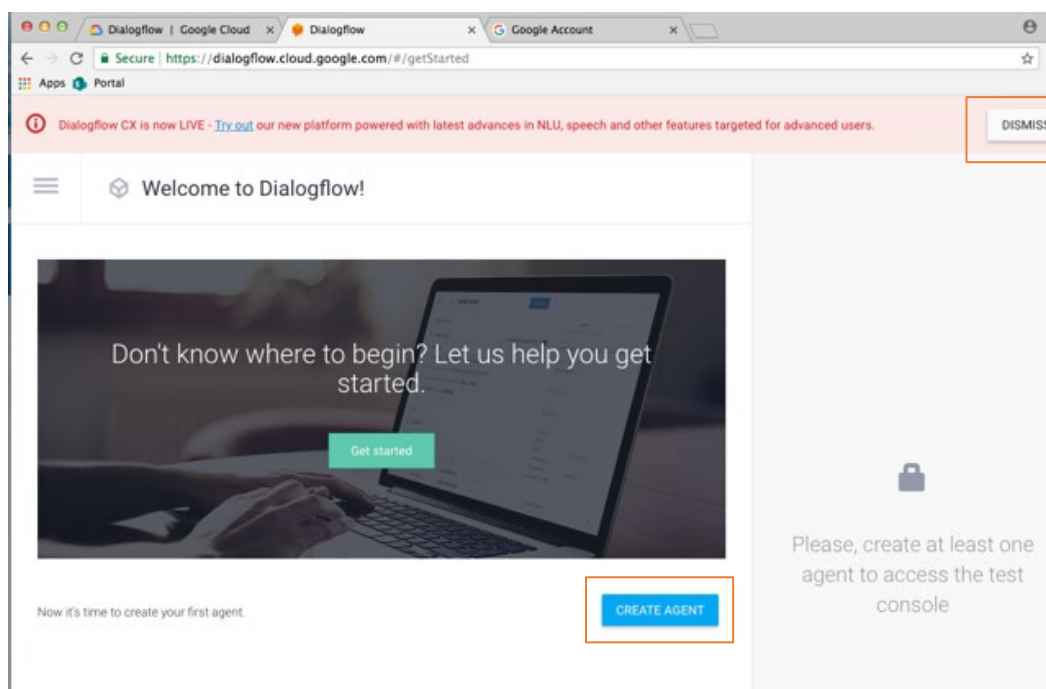
Email or phone

[Forgot email?](#)

Not your computer? Use Private Browsing windows to sign in. [Learn more](#)

[Create account](#) [Next](#)

Click *“Dismiss”* then *“Create Agent”*



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](#)

Welcome to Dialogflow!

Don't know where to begin? Let us help you get started.

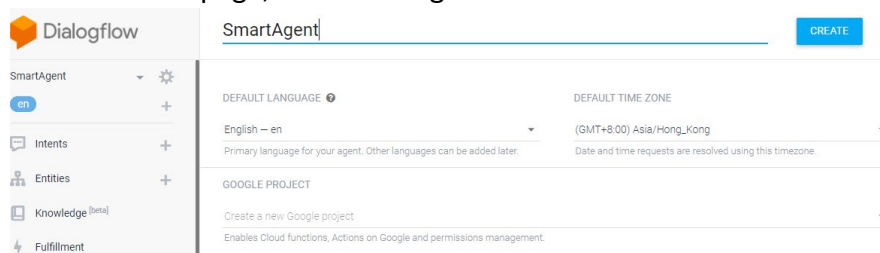
[Get started](#)

Now it's time to create your first agent.

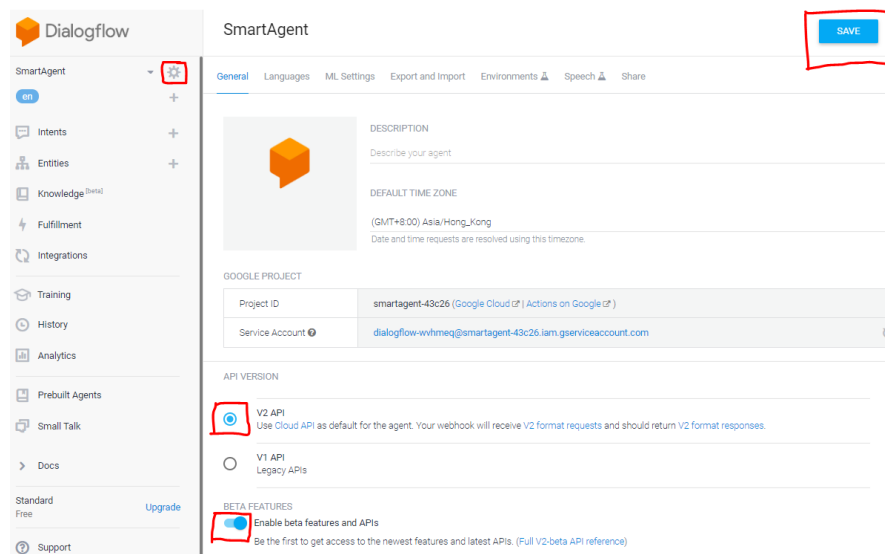
[CREATE AGENT](#)

Please, create at least one agent to access the test console

## 2. In the console page, Create an Agent

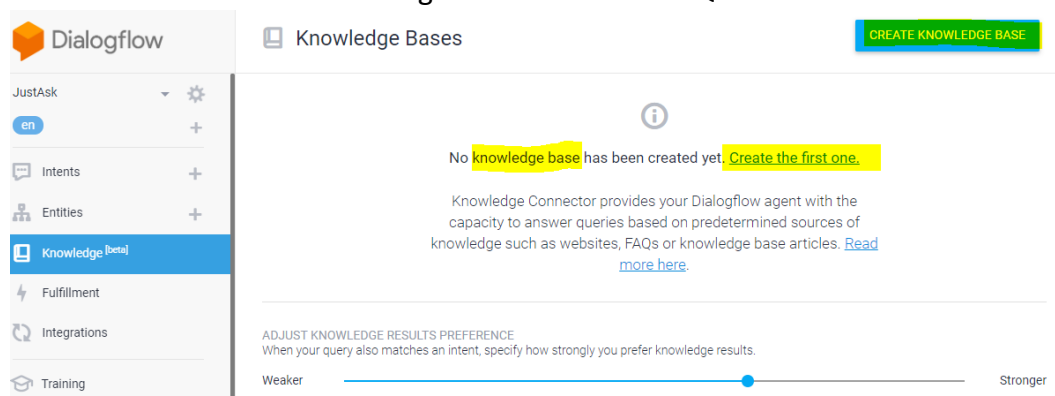


## 3. Setup the Agent by selecting V2 API and Enable beta features for KB



## 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

Dialogflow JustAsk SAVE

No knowledge document has been created yet. [Create the first one.](#)

Knowledge documents are articles or FAQs that your Dialogflow agent can use to generate responses to user queries. [Read more here.](#)

Responses ?

 Execute and respond to the user

Respond to your users with a simple message, or build custom rich messages for the integrations you support. [Learn more](#)

[ADD RESPONSE](#)

Create New Document

Document Name \*  
DBSFAQ

Knowledge Type \*  
FAQ

Mime Type \*  
text/html

DATA SOURCE

☐ File on Cloud Storage

gs://bucket-name/object-name

☒ URL  
<http://www.example.com/faq>

<https://www.dbs.com.sg/personal/cards/cards-faqs.page#>

☐ Upload file from your computer

[SELECT FILE](#)

[CREATE](#)

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**”


Dialogflow JustAsk SAVE

Search documents

Document Name	Knowledge Type	Mime Type	Source/Path
DBSFAQ ( <a href="#">View Detail</a> )	FAQ	text/html	<a href="https://www.dbs.com.sg/personal/cards/cards-faqs.page#">https://www.dbs.com.sg/personal/cards/cards-faqs.page#</a>

[+ New Document](#)

Responses ?

 Execute and respond to the user

Respond to your users with a simple message, or build custom rich messages for the integrations you support. [Learn more](#)

[ADD RESPONSE](#)

Dialogflow JustAsk

en

Intents

Entities

Knowledge (beta)

Fulfillment

Integrations

Training

History

Analytics

Prebuilt Agents

Small Talk

Search documents

Document Name	Knowledge Type	Mime Type	Source/Path
DBSFAQ ( View Detail )	FAQ	text/html	https://www.dbs.com.sg/personal/cards/cards-faq#page#

+ New Document

Responses

DEFAULT

Text response

- 1 \$Knowledge Answer[1]
- 2 Enter a text response variant

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.

DBSFAQ

SAVE

how to earn points

See how it works in Google Assistant.

Agent

USER SAYS

How to earn points

COPY CURL

DEFAULT RESPONSE

You earn 1 DBS Point for every S\$5 retail purchase charged to your DBS Credit Card. Points are calculated on each transaction and rounded down to the nearest whole number.

INTENT

Knowledge.KnowledgeBase.MTA0MjU1NjA0NT...

Search question answer entries

1 OF 8

Question	Status
<b>Question:</b> How do I earn points?	ENABLED
<b>Answer:</b> You earn 1 DBS Point for every S\$5 retail purchase charged to your DBS Credit Card. Points are calculated on each transaction and rounded down to the nearest whole number.	
<b>Question:</b> How long do I get interest-free on purchases?	ENABLED
<b>Answer:</b> You will have 20 interest-free days to make payment before your next Statement of Account is	

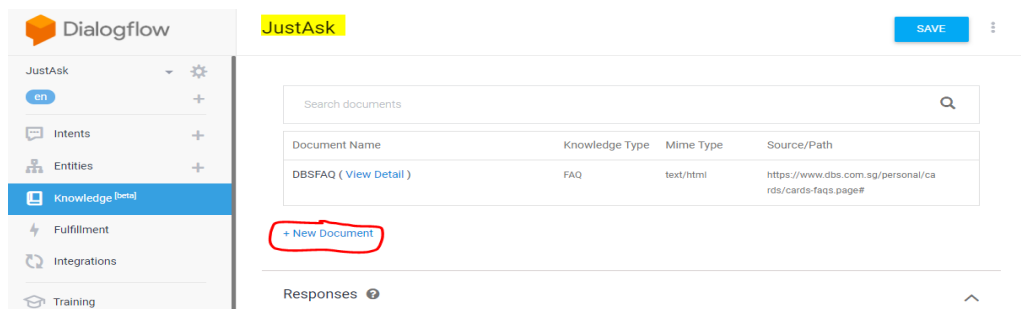
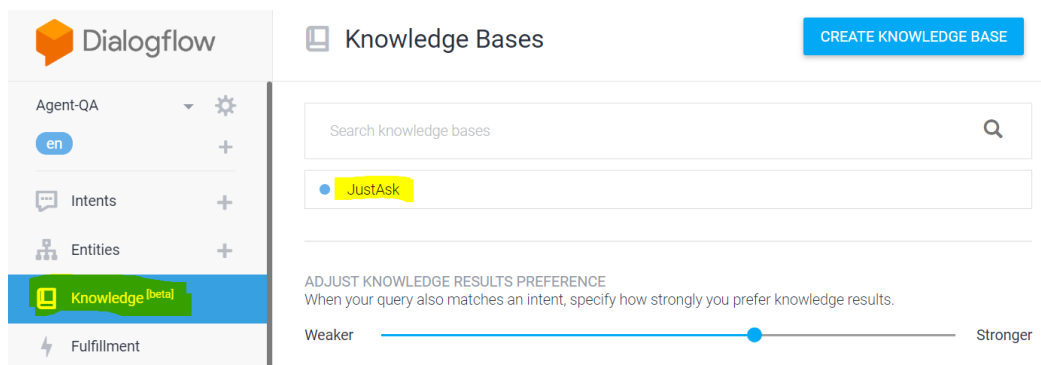
## Part 3

1. Download and run the python script from Luminus “AirTrafficSolution.py”

It  **crawls**  the descriptions of companies providing Airport System solutions 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.





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

Try it now

Try it now

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

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

Agent

Agent

USER SAYS

COPY CURL

how does 247GT work

USER SAYS

COPY CURL

what is 2N

DEFAULT RESPONSE

DEFAULT RESPONSE

247GT 247GT delivers cost-efficient aircraft ground support equipment (GSE) and services for international airports and aviation GSE markets. Ground support equipment for the aviation industry 247GT supplies a wide range of ground support equipment for aircrafts such as de-icers, loaders, wheel chocks and connection products. The company provides additional tools to support aviation operations, including: Trench tugs and loaders The FOD

2N NetSpeaker The 2N NetSpeaker is an IP system used for broadcasting audio streams from a PC in a LAN/WAN network. The 2N NetSpeaker can stream music or other audio, schedule adverts and broadcast pre-recorded or live announcements using a microphone. To create a broadcasting system with 2N NetSpeaker, users simply connect the product to a speaker or amplifier. User-friendly airport speaker system The 2N NetSpeaker's universal infrastructure means

### 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.

Default Fallback Intent

SAVE

how is the weather

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

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

Agent

Agent

USER SAYS

COPY CURL

how is the weather

USER SAYS

COPY CURL

how is the weather

DEFAULT RESPONSE

DEFAULT RESPONSE

I didn't get that. Can you repeat?

Sorry, I am able to answer questions about DBS banking and Air Traffic solution topics. Could you try it out ?

INTENT

Default Fallback Intent

ACTION

input.unknown

Text response

1

Sorry, I am able to answer questions about DBS banking and Air Traffic solution topics. Could you try it out ?