# Workshop - Chatbots

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# Workshop Requirements

- **Cheat Sheet url**
  **www.psl.co/workshop**
- **Mongo + Robo 3T** (or similar) (optional)
- **BotFramework Emulator V4** (Download link in the cheat sheet)

# About me

- Not at all photogenic
- Biggest dream: Solve GYM
  (and understand the solution)
- Technical lead at PSL developing virtual assistants

**GH: https://github.com/Blesfia**

@blesfia

# Agenda

Defining concepts

Requirements of our clients

Building a chatbot

# Defining concepts

Scalability

Multi-language

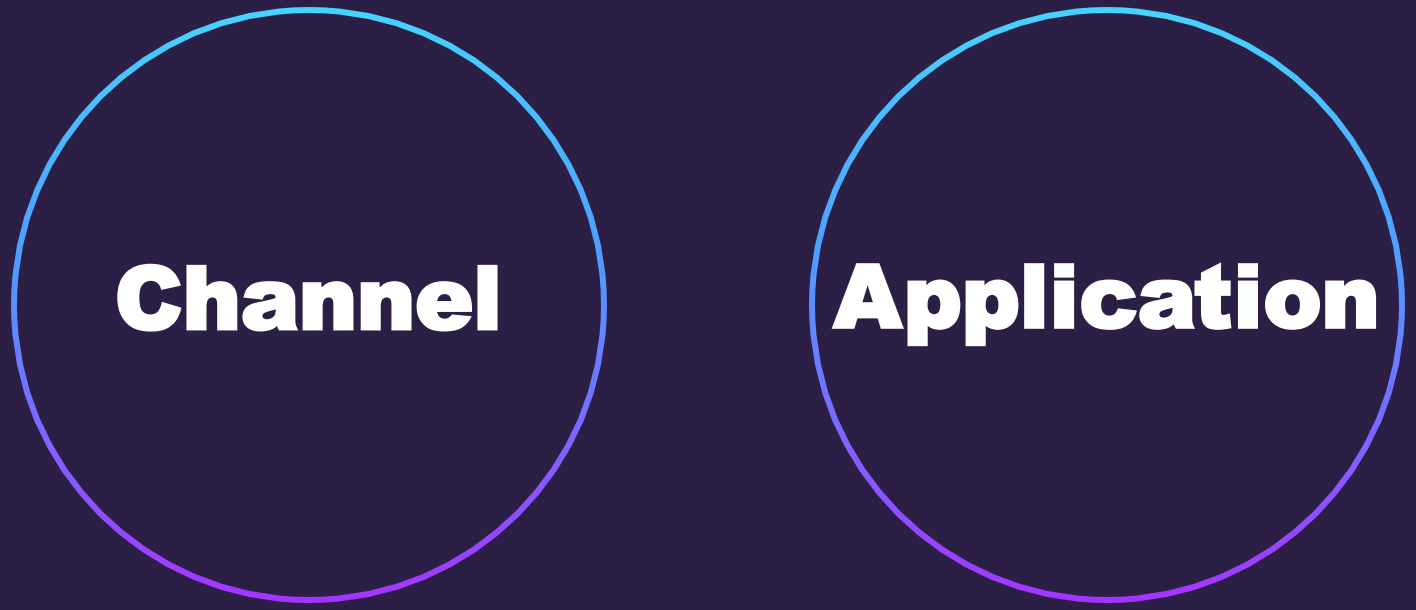
Multiple platforms

Our experience in similiar projects

Good practices

¡Don't do this!

# Defining concepts (Simple chatbot)




- Facebook, Web, Skype, Slack

# Defining concepts (Intelligent Chatbot)

- Facebook, Web, Skype, Slack

- TTI(Text to intent)
- STT (Speech to text)

# Customer #1

- Customer service
- Answer to the company's FAQ
- Facebook
- Easy customization

Customer

#1

# Customer #2

- Customer service
- Answer to the company's FAQ
- Connection to multiple channels
- Easy customization

Customer

#2

Dialogflow

# Customer #3

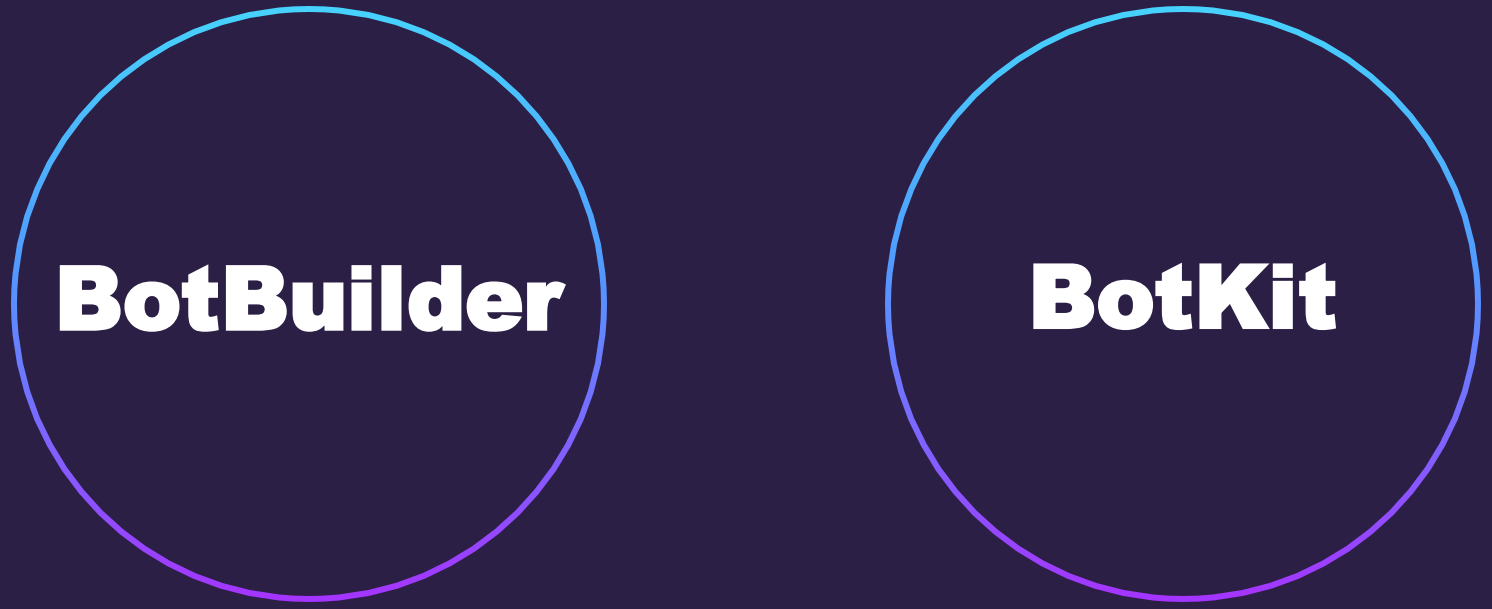
- Mixed purpose
- Complex jobs and proactive messaging
- Connection to multiple channels

# NodeConf Cheat Sheet

**www.psl.co/workshop**

# Multiple Platforms

A good system should allow adding and removing components with minimal effort




**www.psl.co/workshop**

# Let's begin

**www.psl.co/workshop**

# Actual status of the project

- Gitignore: https://www.gitignore.io/
- Editorconfig: https://editorconfig.org/
- VSCode: Gitlens, Tslint (deprecated), EditorConfig
- Install dependencies: **"npm i"**
- Run in dev mode: **"npm run dev"**

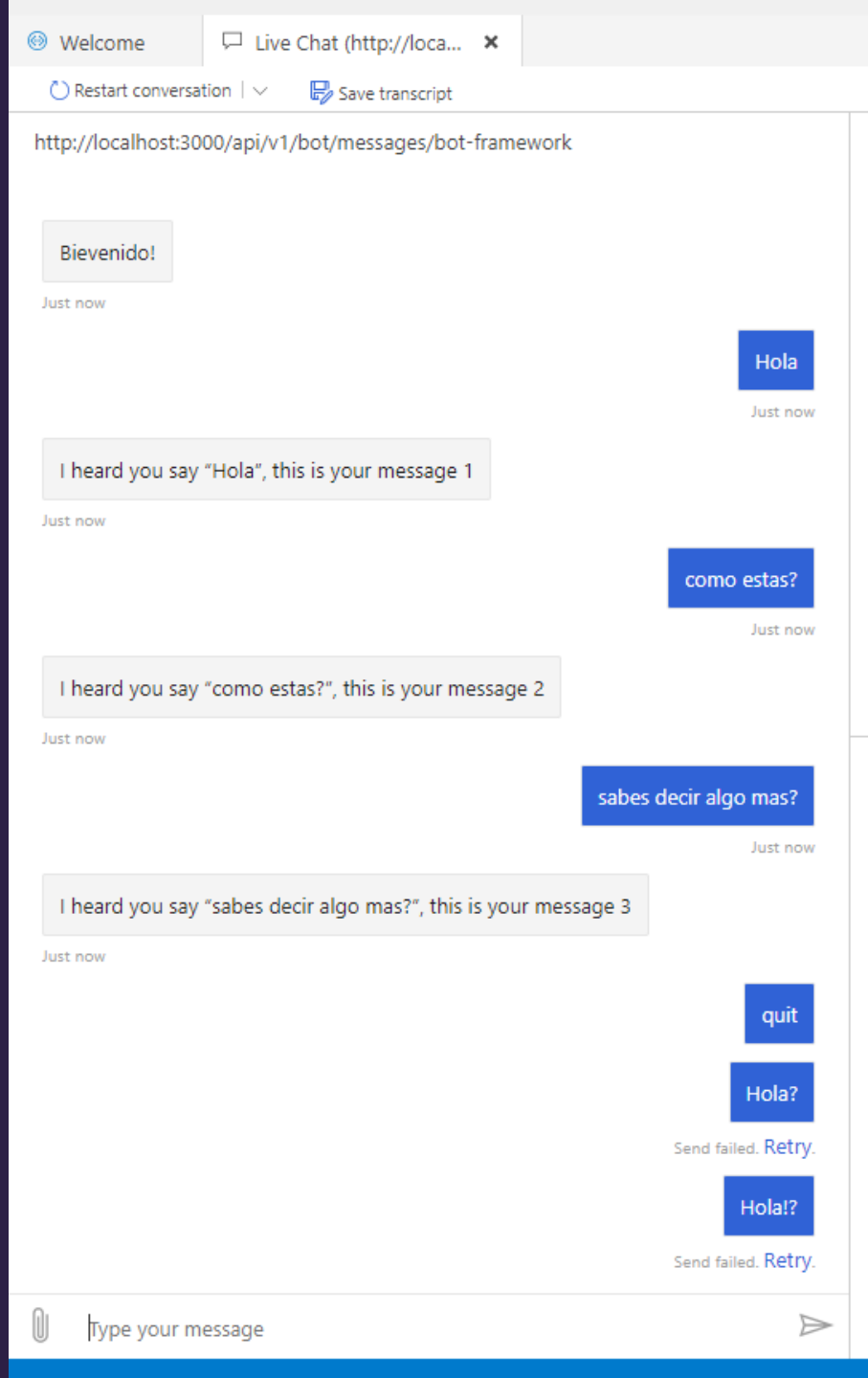
# Echo console bot

- Let's go for # 2
- Adapters, activities, context

```
[Nest] 11208   - 2019-06-10 20:28   [NestFactory] Starting Nest application...
[Nest] 11208   - 2019-06-10 20:28   [BotHandlerService] Say "quit" to end.
[Nest] 11208   - 2019-06-10 20:28   [InstanceLoader] AppModule dependencies initialized +3ms
[Nest] 11208   - 2019-06-10 20:28   [InstanceLoader] BotModule dependencies initialized +2ms
[Nest] 11208   - 2019-06-10 20:28   [NestApplication] Nest application successfully started +5ms
Hola
I heard you say "Hola"
Bienvenidos a la NodeConf
I heard you say "Bienvenidos a la NodeConf"
Nos vemos!
I heard you say "Nos vemos!"
quit
Bye!
[nodemon] clean exit - waiting for changes before restart
```

# I... can... remember... you -.-

- BotFramework Adapter # 3
- BotStorage (Memory) # 4




45m

# NLU + Default Responses

- Recognizers (LUIS, RASA, DialogFlow...)
- Let's go for # 5

# Waterfall Dialogs

- Default dialog
- Balance dialog
- Change language
- Find events
- ...

# Multilanguage

The ability to change the source of the data is important

# Advice

- Every developer should be able to debug on their machine.
- Design the code to be easily modified and extended.
- Make your framework bend to your needs. Don't let the framework control you.

Thanks