

Course: SEG3125

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## Lab 10 - Exploring Rasa for conversational design

### Story 1: greet and subscribe

---

Add at least 4 training sentences for the greet intent already defined.

```
3 - intent: greet
4   examples: |
5     - Hi
6     - Hey!
7     - Hallo
8     - Good day
9     - Good morning
10    - Salutations
11    - Greetings
12    - Sup
13    - Yo
14    - What's up
15    - Hello
```

Define a new Thank You intent for which you will define at least 4 training examples, as well as 4 possible responses from the chatbot.

```
41 - intent: thankyou
42   examples: |
43     - Thank you
44     - Thanks
45     - Appreciate it
46     - Awesome, thank you
47     - thank you
48     - thanks
```

```
47 utter_thankyou:
48   - text: |
49     Glad I could help.
50   - text: |
51     It is my pleasure.
52   - text: |
53     No problem.
54   - text: |
55     You are very welcome.
```

Define a new Goodbye intent for which you will define at least 4 training examples, as well as 4 possible responses from the chatbot.

```
49 - intent: goodbye
50   examples: |
51     - Bye
52     - Goodbye
53     - Adios
54     - Later
```

```
56 utter_goodbye:
57   - text: |
58     See ya.
59   - text: |
60     Have a nice day.
61   - text: |
62     Goodbye.
63   - text: |
64     Bye.
```

Modify the story to include the Thank you and Goodbye intents at the end.

```
2 - story: greet and subscribe
3   steps:
4     - intent: greet
5     - action: utter_greet
6     - intent: subscribe
7     - action: newsletter_form
8     - active_loop: newsletter_form
9     - intent: thankyou
10    - action: utter_thankyou
11    - intent: goodbye
12    - action: utter_goodbye
```

Screenshots from the test conversation #1

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
[Your input -> Good morning
Holla!
[Your input -> I want to get the newsletter.
Can I get you email address?
[Your input -> plora079@uottawa.ca
Check your inbox at plora079@uottawa.ca in order to finish subscribing to the newsletter!
[Your input ->
[Your input -> Thank you
Glad I could help.
[Your input -> Adios
See ya.
[Your input ->
```

## Screenshots from the test conversation #2

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
[Your input -> What's up Rasa
Hi!
[Your input -> Can you send me the newsletter?
Can you enter you email address please?
[Your input -> xx@yyy.com
Awesome! Complete the process by checking your inbox for the email: xx@yyy.com.
[Your input ->
[Your input -> Appreciate it
It is my pleasure.
[Your input -> Later
See ya.
[Your input -> █
```

## Screenshots from the test conversation #3

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
[Your input -> Greetings
Hello! How can I help you?
[Your input -> Can you sign me up for the newsletter?
What is your email address?
[Your input -> Email is something@example.com
You're all set! Check your inbox at Email is something@example.com to confirm your subscription.
[Your input ->
[Your input -> Awesome, thank you
It is my pleasure.
[Your input -> Goodbye
Goodbye.
[Your input ->
```

## Screenshots from the test conversation #4

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
[Your input -> Sup
Hi!
[Your input -> Subscribe me to the news letter
Can you enter you email address please?
[Your input -> patrick@rogers.com
Check your inbox at patrick@rogers.com in order to finish subscribing to the newsletter!
[Your input ->
[Your input -> Thanks
You are very welcome.
[Your input -> Bye
Bye.
[Your input ->
```

## Story 2: greet and unsubscribe

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The greet intent remains the same.

I added an intent called unsubscribe and an action called utter\_unsubscribed. This allows the bot to receive an indication that the user does not want to be in the newsletter anymore. The chatbot will ask why.

```
22 - intent: unsubscribe
23   examples: |
24     - I want to stop getting the newsletter
25     - Can you stop sending me the newsletter?
26     - Can you remove me from the newsletter?
27     - Unsubscribe me from the newsletter.
```

```
38   utter_unsubscribed:
39     - text: |
40       That's ok, we understand.
41     - text: |
42       No problem here, we will unsubscribe you.
43     - text: |
44       It is sad to see you go, your unsubscription is finished.
45     - text: |
46       All done, you are not subscribed anymore.
```

I added an intent called explain and an action called utter\_reason. This allows the bot to receive an explanation why the user does not want to be in the newsletter anymore. The chatbot will understand and give an answer with some empathy.

```
35 - intent: explain
36   examples: |
37     - Not interested anymore.
38     - I want to stop getting emails.
39     - I have no more time for this.
40     - Trying to clean up my inbox.
```

```
20   utter_reason:
21     - text: |
22       Why would you like to unsubscribe?
23     - text: |
24       Can you please explain why?
25     - text: |
26       Is there a reason for this change of mind?
27     - text: |
28       Sorry to see you leave. Let us know why.
```

Create a story called great and unsubscribe with the new intents and actions.

```
14 - story: greet and unsubscribe
15   steps:
16     - intent: greet
17     - action: utter_greet
18     - intent: unsubscribe
19     - action: utter_reason
20     - intent: explain
21     - action: utter_unsubscribe
22     - intent: thankyou
23     - action: utter_thankyou
24     - intent: goodbye
25     - action: utter_goodbye
```

Screenshots from the test conversation #1

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
[Your input -> Hey!
Holla!
[Your input -> I want to stop getting the newsletter
Why would you like to unsubscribe?
[Your input -> Not interested anymore.
That's ok, we understand.
[Your input -> Thank you
You are very welcome.
[Your input -> Bye
Goodbye.
[Your input -> █
```

Screenshots from the test conversation #2

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
[Your input -> Greetings
Hi!
[Your input -> Can you stop sending me the newsletter?
Sorry to see you leave. Let us know why.
[Your input -> I want to stop getting emails.
That's ok, we understand.
[Your input -> Appreciate it
No problem.
[Your input -> Goodbye
Have a nice day.
[Your input ->
```

### Screenshots from the test conversation #3

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input -> Sup
Hi!
Your input -> Can you remove me from the newsletter?
Is there a reason for this change of mind?
Your input -> I have no more time for this.
That's ok, we understand.
Your input -> Awesome, thank you
It is my pleasure.
Your input -> Adios
See ya.
Your input ->
```

### Screenshots from the test conversation #4

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input -> Good day
Hello! How can I help you?
Your input -> Unsubscribe me from the newsletter.
Sorry to see you leave. Let us know why.
Your input -> Trying to clean up my inbox.
No problem here, we will unsubscribe you.
Your input -> Thanks
No problem.
Your input -> Later
See ya.
Your input ->
```

## nlu.yml

---

```
data > ! nlu.yml
1  version: "2.0"
2  nlu:
3  - intent: greet
4    examples: |
5      - Hi
6      - Hey!
7      - Hallo
8      - Good day
9      - Good morning
10     - Salutations
11     - Greetings
12     - Sup
13     - Yo
14     - What's up
15     - Hello
16 - intent: subscribe
17   examples: |
18     - I want to get the newsletter
19     - Can you send me the newsletter?
20     - Can you sign me up for the newsletter?
21     - Subsribe me to the news letter.
22 - intent: unsubscribe
23   examples: |
24     - I want to stop getting the newsletter
25     - Can you stop sending me the newsletter?
26     - Can you remove me from the newsletter?
27     - Unsubscribe me from the newsletter.
28 - intent: inform
29   examples: |
30     - My email is example@example.com
31     - random@example.com
32     - Please send it to anything@example.com
33     - Email is something@example.com
34     - email@email.com
35 - intent: explain
36   examples: |
37     - Not interested anymore.
38     - I want to stop getting emails.
39     - I have no more time for this.
40     - Trying to clean up my inbox.
41 - intent: thankyou
42   examples: |
43     - Thank you
44     - Thanks
45     - Appreciate it
46     - Awesome, thank you
47     - thank you
48     - thanks
49 - intent: goodbye
50   examples: |
51     - Bye
52     - Goodbye
53     - Adios
54     - Later
```

## stories.yml

---

```
data > ! stories.yml
1  stories:
2    - story: greet and subscribe
3      steps:
4        - intent: greet
5        - action: utter_greet
6        - intent: subscribe
7        - action: newsletter_form
8        - active_loop: newsletter_form
9        - intent: thankyou
10       - action: utter_thankyou
11       - intent: goodbye
12       - action: utter_goodbye
13
14     - story: greet and unsubscribe
15       steps:
16         - intent: greet
17         - action: utter_greet
18         - intent: unsubscribe
19         - action: utter_reason
20         - intent: explain
21         - action: utter_unsubscribe
22         - intent: thankyou
23         - action: utter_thankyou
24         - intent: goodbye
25         - action: utter_goodbye
```



## responses.yml

---

```
1 responses.yml
2 responses:
3   utter_greet:
4     - text: |
5       Hello! How can I help you?
6     - text: |
7       Hi!
8     - text: |
9       Howdy!
10    - text: |
11      Holla!
12  utter_ask_email:
13    - text: |
14      What is your email address?
15    - text: |
16      Can I get you email address?
17    - text: |
18      Please write your email address?
19    - text: |
20      Can you enter you email address please?
21  utter_reason:
22    - text: |
23      Why would you like to unsubscribe?
24    - text: |
25      Can you please explain why?
26    - text: |
27      Is there a reason for this change of mind?
28    - text: |
29      Sorry to see you leave. Let us know why.
30  utter_subscribed:
31    - text: |
32      Check your inbox at {email} in order to finish subscribing to the newsletter!
33    - text: |
34      You're all set! Check your inbox at {email} to confirm your subscription.
35    - text: |
36      Great! To finish your subscription, check your inbox at {email}.
37    - text: |
38      Awesome! Complete the process by checking your inbox for the email: {email}.
39  utter_unsubscribe:
40    - text: |
41      That's ok, we understand.
42    - text: |
43      No problem here, we will unsubscribe you.
44    - text: |
45      It is sad to see you go, your unsubscription is finished.
46    - text: |
47      All done, you are not subscribed anymore.
48  utter_thankyou:
49    - text: |
50      Glad I could help.
51    - text: |
52      It is my pleasure.
53    - text: |
54      No problem.
55    - text: |
56      You are very welcome.
57  utter_goodbye:
58    - text: |
59      See ya.
60    - text: |
61      Have a nice day.
62    - text: |
63      Goodbye.
64    - text: |
65      Bye.
```

## domain.yml

---

```
! domain.yml
1  version: '2.0'
2  session_config:
3    session_expiration_time: 60
4    carry_over_slots_to_new_session: true
5  intents:
6    - goodbye
7    - subscribe
8    - inform
9    - greet
10   - thankyou
11   - unsubscribe
12   - explain
13  slots:
14    email:
15      type: unfeaturized
16      influence_conversation: false
17  responses:
18    utter_greet:
19      - text: |
20        Hello! How can I help you?
21      - text: |
22        Hi!
23      - text: |
24        Howdy!
25      - text: |
26        Holla!
27      - text: |
28        Hi!
29    utter_ask_email:
30      - text: |
31        What is your email address?
32      - text: |
33        Can I get you email address?
34      - text: |
35        Please write your email address?
36      - text: |
37        Can you enter you email address please?
38    utter_subscribed:
39      - text: |
40        Check your inbox at {email} in order to finish subscribing to the newsletter!
41      - text: |
42        You're all set! Check your inbox at {email} to confirm your subscription.
43      - text: |
44        Great! To finish your subscription, check your inbox at {email}.
45      - text: |
46        Awesome! Complete the process by checking your inbox for the email: {email}.
```

```
47 utter_thankyou:
48 - text: |
49     Glad I could help.
50 - text: |
51     It is my pleasure.
52 - text: |
53     No problem.
54 - text: |
55     You are very welcome.
56 utter_goodbye:
57 - text: |
58     See ya.
59 - text: |
60     Have a nice day.
61 - text: |
62     Goodbye.
63 - text: |
64     Bye.
65 utter_unsubscribe:
66 - text: |
67     That's ok, we understand.
68 - text: |
69     No problem here, we will unsubscribe you.
70 - text: |
71     It is sad to see you go, your unsubscription is finished.
72 - text: |
73     All done, you are not subscribed anymore.
74 utter_reason:
75 - text: |
76     Why would you like to unsubscribe?
77 - text: |
78     Can you please explain why?
79 - text: |
80     Is there a reason for this change of mind?
81 - text: |
82     Sorry to see you leave. Let us know why.
83 actions:
84 - '...'
85 - utter_goodbye
86 - utter_greet
87 - utter_reason
88 - utter_subscribed
89 - utter_thankyou
90 - utter_unsubscribe
91 forms:
92     newsletter_form:
93         required_slots:
94             email:
95                 - type: from_text
```