Building Conversations

With Dialogflow

codelabs.developers.google.com/codelabs/actions-1

OK GOOGLE, I DO

450,000 Indians have proposed to Google Assistant
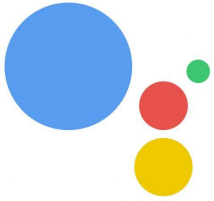
By Ananya Bhattacharya • April 13, 2018

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shuvam.manna@gmail.com
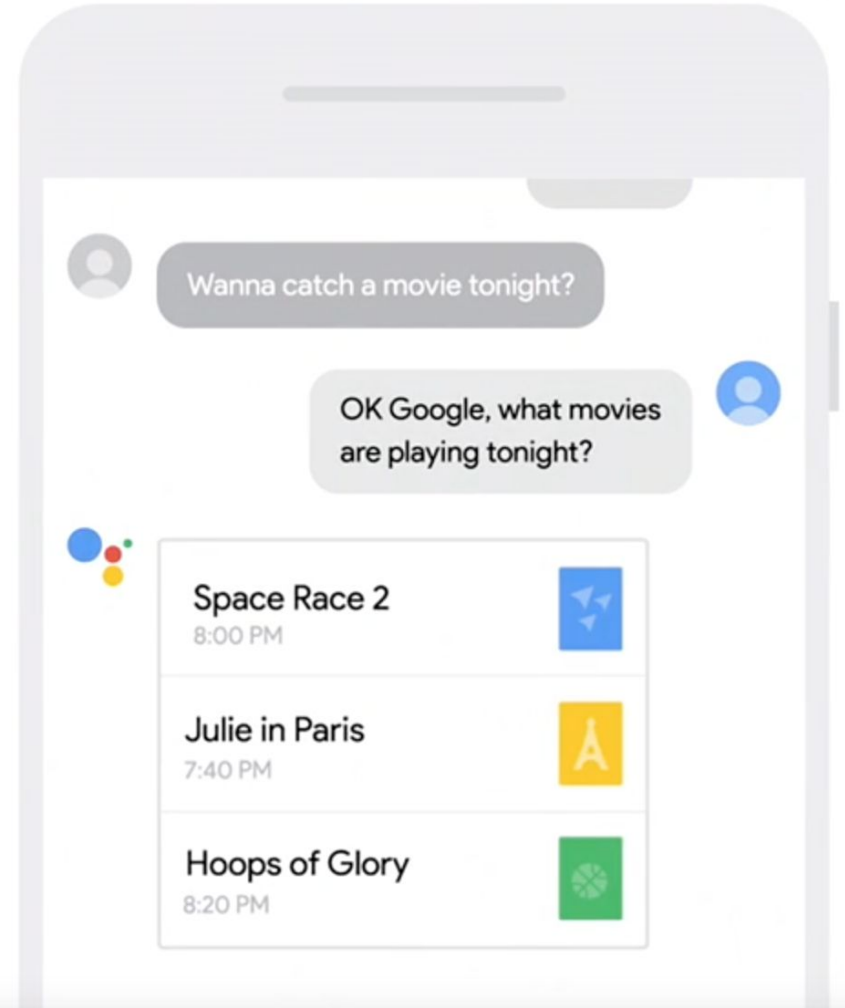@the_distorted_aura
@shuvam360
github.com/GeekBoySupreme

Actions for Google

Messenger Chatbots

Bot beats DotA 2 champion.
Yada-yada!

Bots need a Persona

Something to make them more Intuitive, more Interactive, more personal, and more fun.
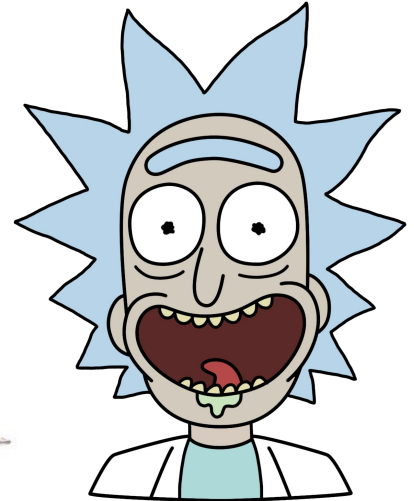
What is Persona?

1. The aspect of someone's character as perceived by others.
2. The role or character adopted by an author or an actor.

Everyone has a Persona

It's what differentiates Us

When people hear any voice they automatically and unconsciously assign a personality to it...

Clifford Nass / Scott Brave

In the Voice

Age
Gender
Education
Register
Locale

How to Create one?

1. Brainstorm a list of adjectives.

2. Come up with a few different characters who embody these qualities.

3. Find, or create, an image or two that visually represents your persona.

Good designs balance the need for clearly defined user paths with the users' desire for shortcuts directly to what they want.

Users won't automatically know what they can ask for when they start talking to your Action, so you need to give them paths to follow, with signposts along the way.

Test and iterate

Identifying problems is difficult when you're immersed in design—an outsider's opinion is required. The good news is that you can (and should) get insight, quickly and easily, into whether your design will work for users before writing a single line of code.

Wizard of Oz
Experiment

Wizard of Oz (WOZ) experiments get their name from the book/movie *The Wizard of Oz*; they refer to the idea that there is a man behind the curtain pulling the levers.
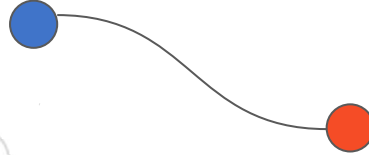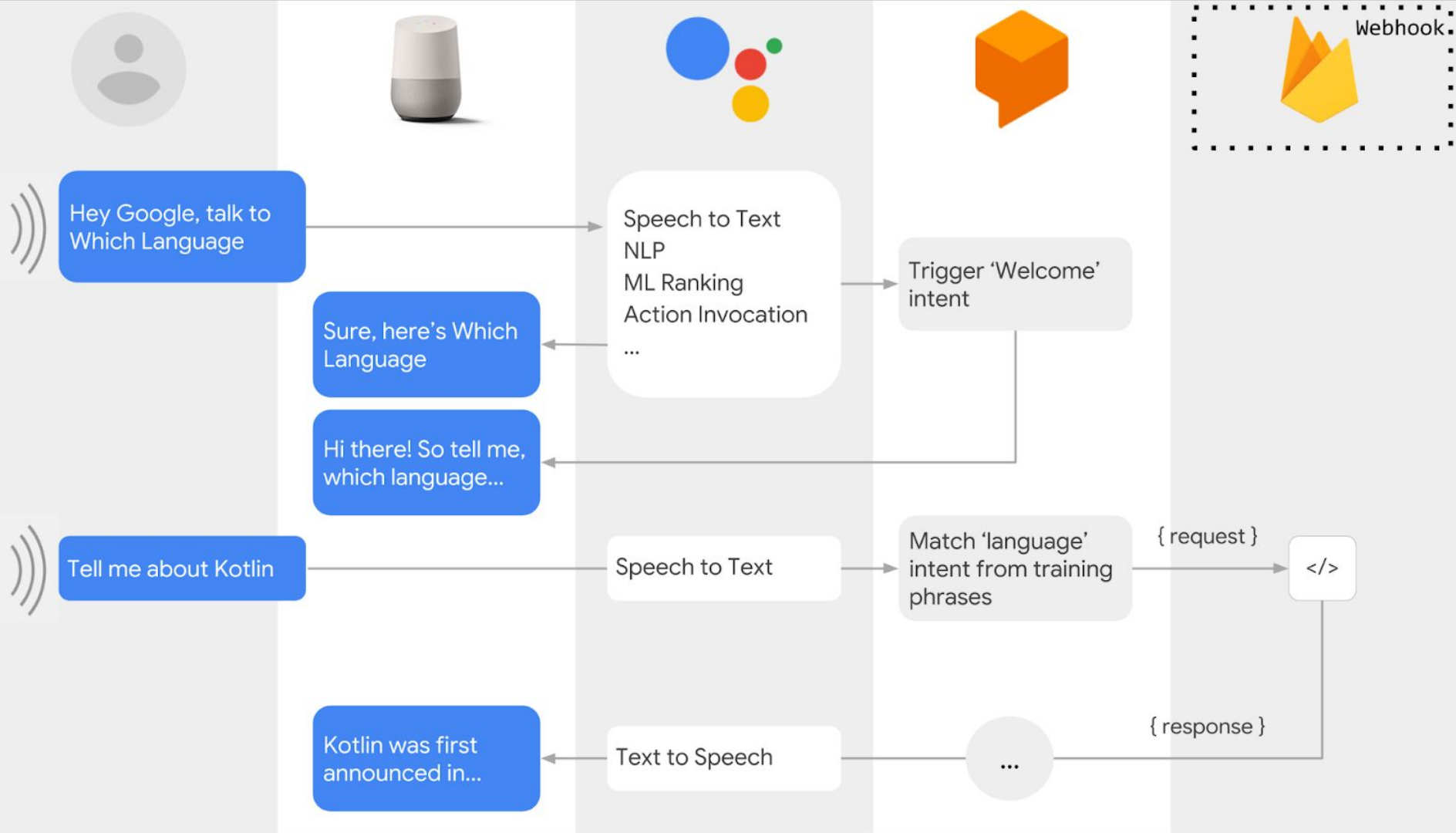
Assistant

Dialogflow

Hi, how can I help?

Talk to the Assistant → Invoke Action

Webhook

Hey Google, talk to Which Language

Speech to Text
NLP
ML Ranking
Action Invocation
...

Trigger 'Welcome' intent

Sure, here's Which Language

Hi there! So tell me, which language...

Tell me about Kotlin

Speech to Text

Match 'language' intent from training phrases

{ request }

</>

Kotlin was first announced in...

Text to Speech

...

{ response }

The Tools

Actions Console. Dialogflow. Chatbase

That's it

Thank You for not booing,

or hurling shoes, exploding batteries or rotten tomatoes.

May the source be with you

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