# 3. Incoming

## 3.1 New Utterances

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| 3.1.1 | Test new utterances | * Can see the user utterances or new messages in New Utterances tab. * Type and send the user messages in the widget. | The user utterances are displayed in the new utterance tab as shown below. |  |
| 3.1.2 | Test confidence level of the user utterances | To test the confidence level of the user utterances.   * Start conversation with the Clai. * Check in New utterances tab in Incomings page as shown below. |  |  |
| 3.1.3 | Validate the user utterances | Validate the user utterances and add to training data.   * Select the user utterance. * Edit the intent name. * Click on *Mark this utterance valid* button.      * Then click on *Add to training data* button. * And click on *Yes* to save the changes. | The validated utterances will be added to the training data. |  |
| 3.1.4 | Filter by dates | To filter the intents by dates   * Click on *Filter by date*.      * Choose the date range from one date to another date and click on apply as shown below. | The incoming user utterances are filtered between the two dates as shown below. |  |
| 3.1.5 | Filter by intents | Can filter the particular intents by filtering the intent name.   * Type the intent name in the filter as shown below. | Below are the test results of filtered intents as shown in below. |  |
| 3.1.6 | Filter by user utterance | Filter the intents by filtering user utterances as shown below. | Below are the test results of filtering intents by user utterances. |  |

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| 3.1.7 | Test run evaluation | * Select the user utterance in New Utterances tab. * Click on *mark this utterance valid* icon.      * Click on *Run evaluation* button and click on *Yes* button. | This will evaluate the model using the validated examples as a validation set and overwrite your current evaluation results. |  |
| 3.1.8 | Sorting intents | Can sort the intent or user utterances by choosing the following below:   * Sort the intents by *Newest* (which are triggered newly) or by *Oldest* (which are triggered older). * Sort the intents which are *validated first* or *validated last*. * Sort the intents by *% ascending* order or *% descending* order (% is confidence of the user utterances) | The results for the sorting intents are shown below. |  |

## 3.2 Conversations

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| 3.2.1 | | Test Conversation | The conversations of a particular user session Id are displayed in *Conversations* menu.  The conversations are saved with Id as shown below. | | |  |  |
| 3.2.2 | | Delete conversations | To delete the conversations   * Select the particular conversation Id. * And click on delete button. | | | Cannot get back the conversations once it is deleted as shown below. |  |
| 3.2.3 | Filter Conversations  With Intents, Actions and Slot events | | | Can filter the conversation with various filters.   * To filter the conversation with particular Actions or intents or slot events. * Select the conditions like AND, OR, In Order to filter. * And click on *apply* as shown below. | The results will be shown as below. | |  |
| 3.2.4 | Filter Conversations  With confidence level | | | Can filter the conversations with Confidence level of user utterances and intents.   * Select the filter type. * Enter the confidence level **<=** **X** %. * And click on *apply* as shown below. | The filtered results for the entered confidence level are shown below. | |  |
| 3.2.5 | Filter with duration | | | To filter the conversations with *duration*.   * Add elapsed time between the first and last message in seconds. * And click on apply as shown below. | The filtered results for the duration filter is shown as below. | | The duration time should be entered in seconds |
| 3.2.6 | Filter conversations with Length | | | To filter the conversations with length.   * Choose the filter type as shown below. * Enter the length of the intent’s. * Click on apply. | The filtered results for the length filter are shown below. | | Here the length is the number of intents triggered in particular conversation. |
| 3.2.7 | Filter by User Initiated and Triggered | | | To filter the conversation with User initiated and triggered intents.   * Click on the User initiated intents or triggered intents option. * Click on apply to filter as shown below. | The results for the user initiated or triggered filters as shown as below. | |  |
| 3.2.8 | Filter by Date range | | | To filter the conversations with date range.   * Select the filter type as *Date range.* * Choose the date range from calendar. * And click on *Apply*. | The results for the date range filter are shown as below. | | In the date range the to\_date should be greater than from\_date. |
| 3.2.9 | Hide or reset the filters | | | To hide or reset all the filtered settings.   * Click on *Hide filters* to reset the all the filtered results as shown below. | The results after hiding the filters are shown as below. | |  |

## 3.3 Form results

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| 3.3.1 | Submit & Export Form | To down load or export the form results into CSV format follow the below steps.   * Create the form and train it in dialogue page. * Trigger the form and submit.        * Select the submitted form name. * And click on *export submissions to CSV format* to download the form results as shown below. | The results of the submission forms are exported to CSV format as shown below. |  |

## 3.4 Populate

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| 3.4.1 | Populate New Utterances | Can add the new utterances in populate.   * Go to populate menu. * Add utterances in below box (one per line, 50 max). * And click on Add Utterances to appear in new utterances menu as shown below.   C:\Users\Windows\Pictures\populate.png | * When you click on Add Utterances, they will be processed and the output will be shown in the New Utterances tab. * The test results will be shown as below.   C:\Users\Windows\Pictures\populates1.png |  |