Lab - Create an Agent for Renting a Car

- In an incognito browser, navigate to https://app.pluralsight.com

- Log in using the email and password provided to you

- In the upper left, make sure that "Skills" is selected - there is a dropdown that you can click to change if needed

- Click "Hands-on" and under "Cloud Sandboxes" click "Get Started"

- You may see an error: "There was a problem loading your playgrounds"; you can safely ignore

- Under "Google Cloud Sandbox", click "Open Sandbox"

- Click the "Start Sandbox" button

- Right-click the "Open Sandbox" button and open the link in a new tab

- Email address should be populated already in the Sign In window; if not, you can copy from the sandbox details screen

- Click "Next"

- For password, copy/paste the password provided to you in the sandbox details screen

- Click "Next"

- If presented with the welcome message, click the "I understand" button

- In the "Welcome" dialog, make sure "United States" is selected under Country and click the checkbox next to "I agree"; click "Agree and Continue"

- From the same incognito session, in a separate tab, navigate to https://dialogflow.cloud.google.com/cx

- In the "Select Project" dialog, click "All"

- Choose the project with the name starting with "playground"

- You should be prompted with a dialog asking you if you want to enable the "DialogFlow API"; click "Enable API"

- Click the "Create agent" button

- Click "Build your own"

- For "Display name", enter "Car rental", select "global" for the "Location", leave all other settings at the defaults, and click "Create"

- Modify the default start page

    o Click on "Start Page"

    o Click "Default Welcome intent"

    o Scroll down to "Agent responses" under "Fulfillment"

    o In "Agent dialogue", add a new welcome message: "Welcome to the Rental Car Robot! How can I assist you today?"

    o Delete all other entries under "Agent dialogue"

    o Click "Save" and then click "Test Agent"

    o Enter "Hello"; you should be presented with the appropriate welcome message

    o Close the "Simulator"

- Click "Manage" | "Intents" | "+ Create"

- Use a meaningful name for the intent - e.g., "main.car_rental"

- Under training phrases, enter each of the following:

    o I want to rent a car.

    o Can I book a car for next weekend?

    o I need a rental car.

    o I want to reserve a car.

    o I need a car for the weekend, can you help me?

    o Can I rent a vehicle for my road trip?

    o I'm looking for a car rental service near me.

    o I want to book a luxury car for a special occasion.

    o Can you reserve a car for me next Friday?

    o I need a car for business travel, what do you have?

    o Is it possible to rent an SUV for a family trip?

- I'd like to hire a car for a few days.

- What's the process for booking a rental car?

- Can I get a convertible for my vacation?

- I need a rental car with unlimited mileage.

- Do you have electric cars available for rent?

- I'd like to rent a car in Columbus for dropoff in Hilton Head

- Notice annotations applied automatically by DialogFlow

- Click "Save"

- Navigate back to "Build" and click on "Start Page"

- Click the + next to "Routes"

- Under "Intent", select your "main.car_rental" intent

- Under "Fulfillment", select "Agent responses", and click "+ Add dialogue response"

- Click "Agent dialogue" and add the following: "Great - I can help you with your car rentail. Let's get some details."

- Under "Transition", select "Page" and "+ new Page" from the dropdown; for "Page name", enter "Get Rental Details"

- Click "Save"

- Click "Test Agent" and enter "Hello"

- Try different variations of an initial request to rent a car to see how the agent reponds; you can reset the conversation in the Simulator by closing it and clicking "Test Agent" again

- Close the Simulator when finished testing

- Click on the "Get Rental Details" page and click the + next to "Parameters"

- Add a parameter for pickup location:

  - For name enter "pickup_location"

  - For "Entity type" use "@sys.geo-city"

  - Ensure that "Required" is checked

- Under "Initial prompt fulfillment", click "Agent responses" and "+ Add dialogue response"

- Enter "Where would you like to pick up the car?"

- Click "Save"

- Add a parameter for rental date:

  - For name enter "rental_date"

  - For "Entity type" use "@sys.date"

  - Ensure that "Required" is checked

  - Under "Initial prompt fulfillment", click "Agent responses" and "+ Add dialogue response"

  - Enter "Great! When do you need the car?"

  - Click "Save"

- Add a parameter for type of car:

  - For name enter "car_type"

  - For "Entity type" use "@sys.any"

  - Ensure that "Required" is checked

  - Under "Initial prompt fulfillment", click "Agent responses" and "+ Add dialogue response"

  - Enter "What type of car would you like to rent (e.g., sedan, SUV, convertible)?"

  - Click "Save"

- Add a parameter for return date:

  - For name enter "return_date"

  - For "Entity type" use "@sys.date"

  - Ensure that "Required" is checked

  - Under "Initial prompt fulfillment", click "Agent responses" and "+ Add dialogue response"

- o Enter "When will you be returning the rental?"

- o Click "Save"

- Within the "Get Rental Details" page, click the + next to "Routes"

- Under "Condition", make sure "Match AT LEAST ONE rule (OR)" is selected

- In the "Parameter" area under "Condition":

    - o Enter "$page.params.status" for the parameter name

    - o Select "=" from the Operand

    - o For Value, enter "FINAL" (including the double quotes)

- Under "Fulfillment", click "Agent responses" and "+ Add dialogue response"

- Enter "Thank you for providing your information. Let me check on the availability of rentals that match your request."

- Scroll down to the bottom under "Transition" and select "Page"

- Select "+ new Page" from the dropdown and enter "Confirm Details" for the page name

- Click "Save"

- Click on the "Confirm Details" page and click "Edit Fulfillment" under "Entry fulfillment"

- Under "Agent responses", click "+ Add dialogue response" and enter the following for the response:

This is to confirm that you would like to rent car type $session.params.car_type to be picked up on $session.params.rental_date in $session.params.pickup_location, and you will be returning the car on $session.params.return_date. Do I have all of that correct?

- Click "Save"

- In your "Confirm Details" page, click the + next to "Routes"

- Under "Intent", click "+ new Intent"

    - o Enter "confirmed.yes" for name

    - o For training phrases, enter several variations of "yes" (e.g., yes, yep, you got it, etc.)

- o Click "Save"

- Under "Fulfillment", click "Agent responses", and "+ Add dialogue response"

- Enter "Awesome-sauce! You are all set with a rental!"

- Add a new route

- Under "Intent", click "+ new Intent"

  - o Enter "confirmed.no" for name

  - o For training phrases, enter several variations of "no" (e.g., no, not correct, incorrect, etc.)

  - o Click "Save"

- From the "Route" definition section, scroll down to "Transition", click "Page", and choose "Get Rental Details" for the page

- Scroll up to "Parameter presets" and add the following parameters:

  - o pickup_location (for value, use null)

  - o rental_date (for value, use null)

  - o car_type (for value, use null)

  - o return_date (for value, use null)

  - o This will reset the invalid parameter values for reentry by the user

- You can optionally add an agent response associated to the "no" route (e.g., something like "I'm sorry - let's try that again...")

- Click "Save"

- Click "Test Agent" and try out different variations of interaction with the agent

- Try the "yes" and the "no" path

- If you have time left over, try experimenting with adding additional steps or modifying the configuration of your agent