

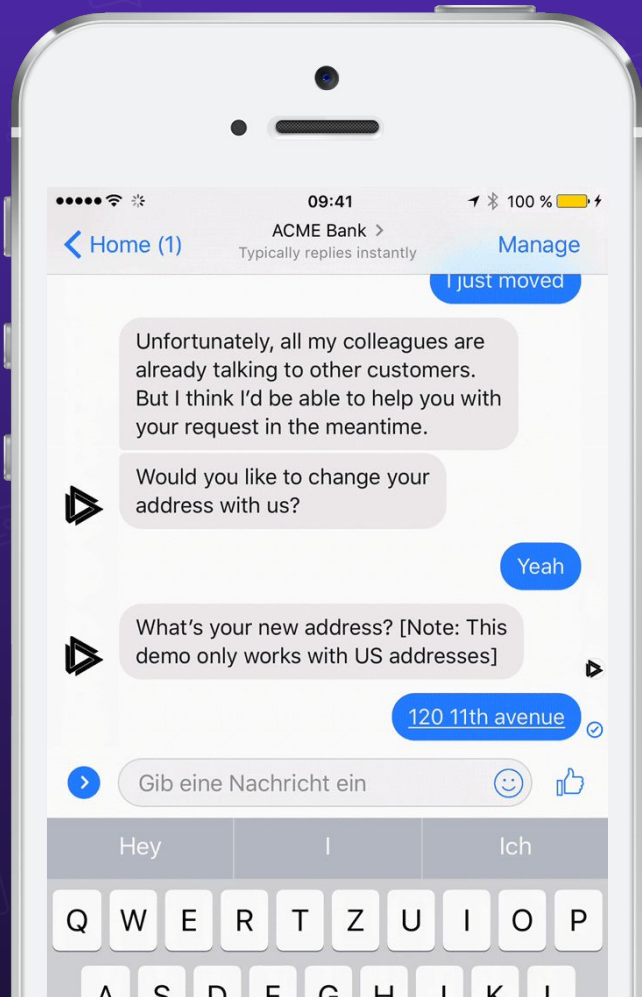
# Deprecating the state machine: building conversational AI with Rasa stack

*Justina Petraityte, Developer Advocate*

# Conversational AI will dramatically change how your customers interact with you.

## Example of a live Skill:

A customer can change her address via Facebook Messenger



# An open source, highly scalable ML framework to build conversational software

The screenshot shows the GitHub repository page for RasaHQ/rasa\_nlu. The repository is described as "turn natural language into structured data" with the URL <https://rasa.ai>. It features a list of tags including nlp, machine-learning, machine-learning-library, bot, bots, botkit, rasa, luis, wit, nlu, conversational-bots, conversational-agents, conversational-ai, spacy, mitie, chatbot, chatbots, chatbots-framework, bot-framework, and Manage topics. The repository statistics show 1,099 commits, 7 branches, 21 releases, 27 contributors, and the Apache-2.0 license. At the bottom, a commit by tmbo is shown, dated 2 days ago.

This repository Search Pull requests Issues Marketplace Gist

RasaHQ / rasa\_nlu Unwatch 123 Unstar 1,574 Fork 313

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turn natural language into structured data <https://rasa.ai> Edit

nlp machine-learning machine-learning-library bot bots botkit rasa luis wit nlu conversational-bots

conversational-agents conversational-ai spacy mitie chatbot chatbots chatbots-framework bot-framework Manage topics

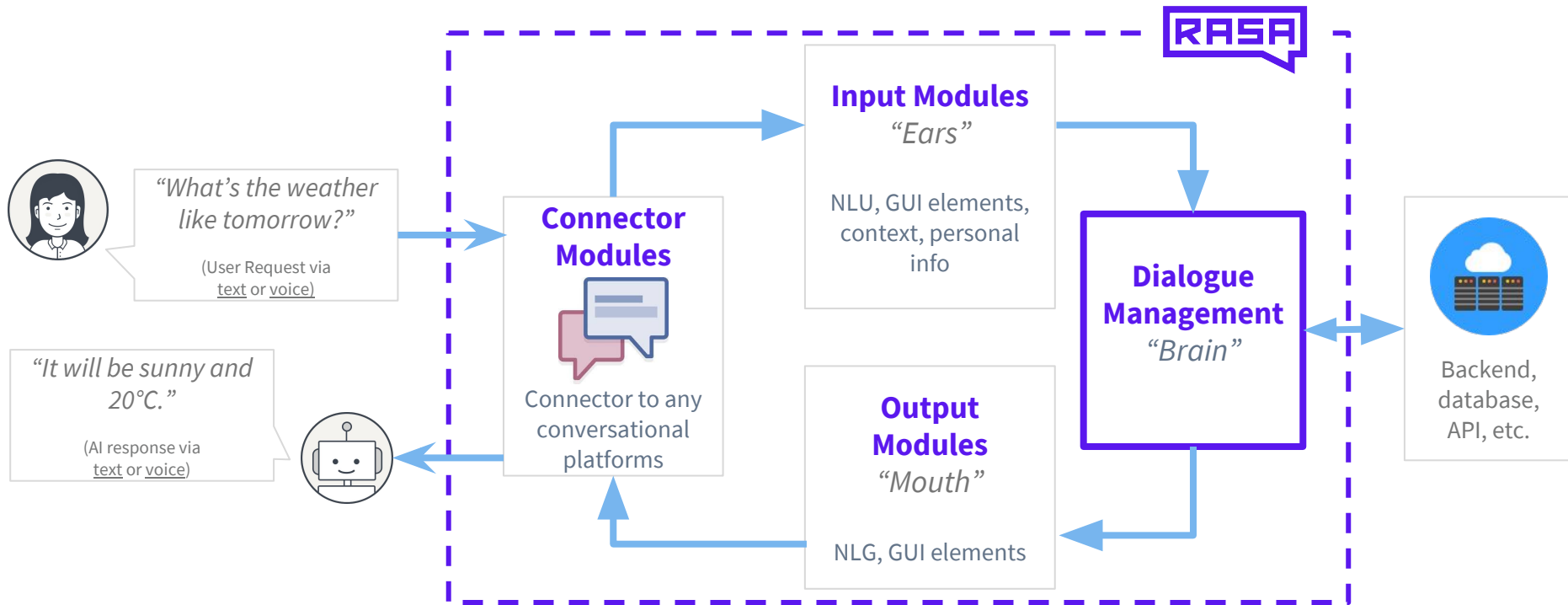
1,099 commits 7 branches 21 releases 27 contributors Apache-2.0

Branch: master New pull request Create new file Upload files Find file Clone or download

tmbo committed on GitHub Update endpoint.sh Latest commit ac7421a 2 days ago

## Introduction

# Rasa the OSS to build conversational software with ML



Alternatives:  Dialogflow

**wit.ai**



# Why Rasa?



## Runs Locally

- No Network Overhead
- Control QoS
- Deploy anywhere



## Own Your Data

- Don't hand data over to big tech co's
- Avoid vendor lock-in



## Hackable

- Tune models for your use case

## What we are focusing on today

### Goal:



build & understand a bot based on machine learning

### Roadmap:

1. Natural Language Understanding
  - i. Theory
  - ii. Let's Code
2. Dialogue Handling
  - i. Theory
  - ii. Let's Code
3. Research
4. Questions

## Setup

1. Jupyter notebook in python 3.6 (2.7 should work as well)



2. Download:

Repository: <https://github.com/RasaHQ/rasa-workshop-pydata-berlin>

# **Under the hood**

# **Natural Language Understanding**



## Rasa NLU: Natural Language Understanding

Goal: create structured data



*I have a new address, it's  
709 King St, San Francisco*



i just moved

i have a new address, it

how do i change my ad

i need to update my ad

I have a new address, it's

709 King St, San Francisco

Address

New Entity



Intent

address\_change

# Natural Language Understanding



What's the  
weather like  
tomorrow?

Natural Language  
Understanding

Example Intent Classification Pipeline

"What's the weather like tomorrow?" { "intent": "request\_weather" }

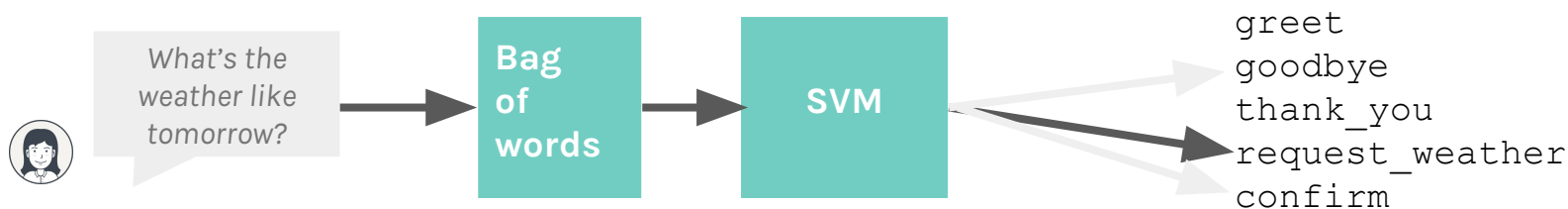
Vectorization

Intent Classification

## Rasa NLU: Natural Language Understanding

Bags are your friend

$$\{v_1, \dots, v_s\} \rightarrow \frac{1}{s} \sum_i v_i$$



## Rasa NLU: Natural Language Understanding



What's the  
weather like  
tomorrow?

Natural Language  
Understanding

### Example Intent Classification Pipeline

"What's the weather like tomorrow?" { "intent": "**request\_weather**" }

Vectorization

Intent Classification

### Example Entity Extraction Pipeline

"What's the weather like **tomorrow**?"

{ "date": "**tomorrow**" }

Tokenizer

Part of Speech  
Tagger

Chunker

Entity Extraction

Named Entity  
Recognition

## Rasa NLU: Entity Extraction

Where can I get a burrito in the 2nd arrondissement ?

↑  
cuisine

↑  
location

averaged perceptron

$$\hat{y} = \text{sign} \left( \sum_{k=1}^K c^{(k)} \left( \mathbf{w}^{(k)} \cdot \hat{\mathbf{x}} + b^{(k)} \right) \right)$$

1. Binary classifier `is_entity` & then `entity_classifier`
2. Direct structured prediction



**Let's code!**

# **Under the hood Dialogue Management**

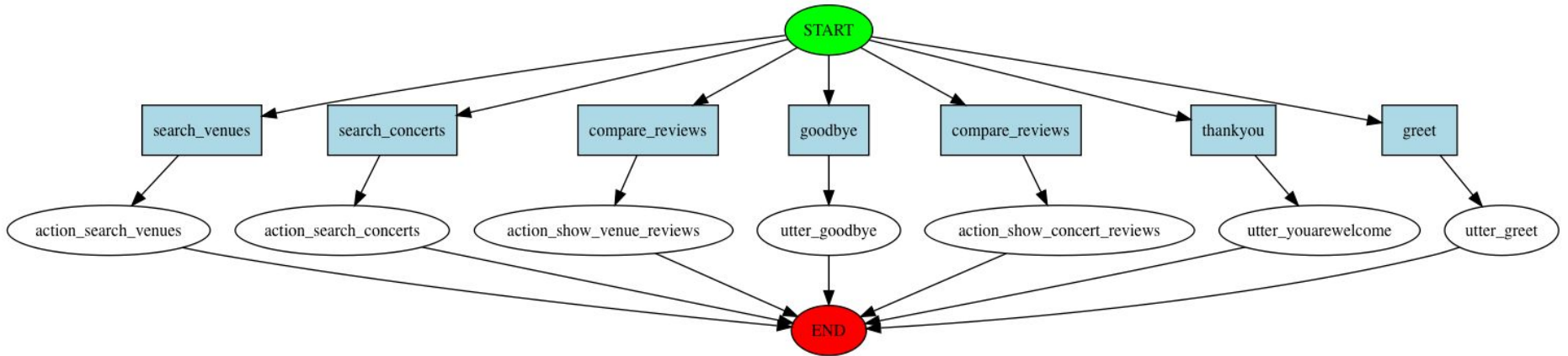
## Why Dialogue Handling with Rasa Core?

- No more state machines!
- Reinforcement Learning: too much data, reward functions...
- Need a simple solution for everyone



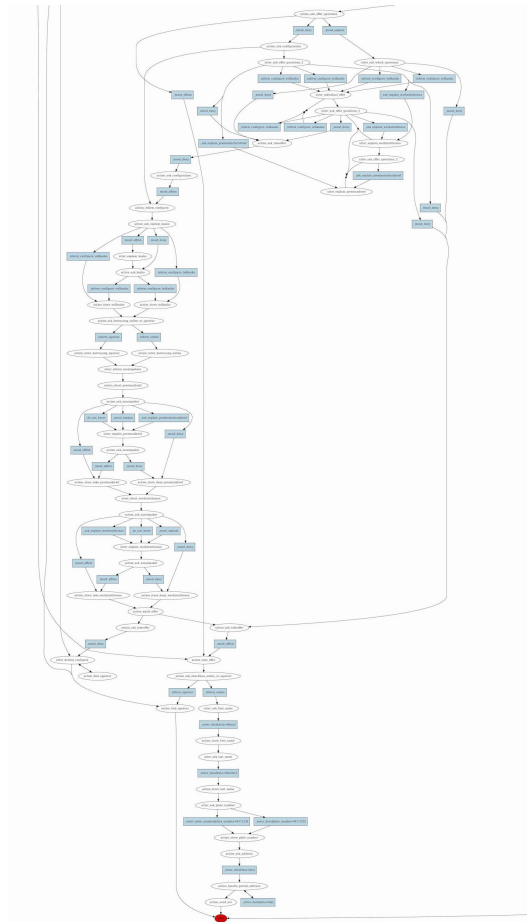
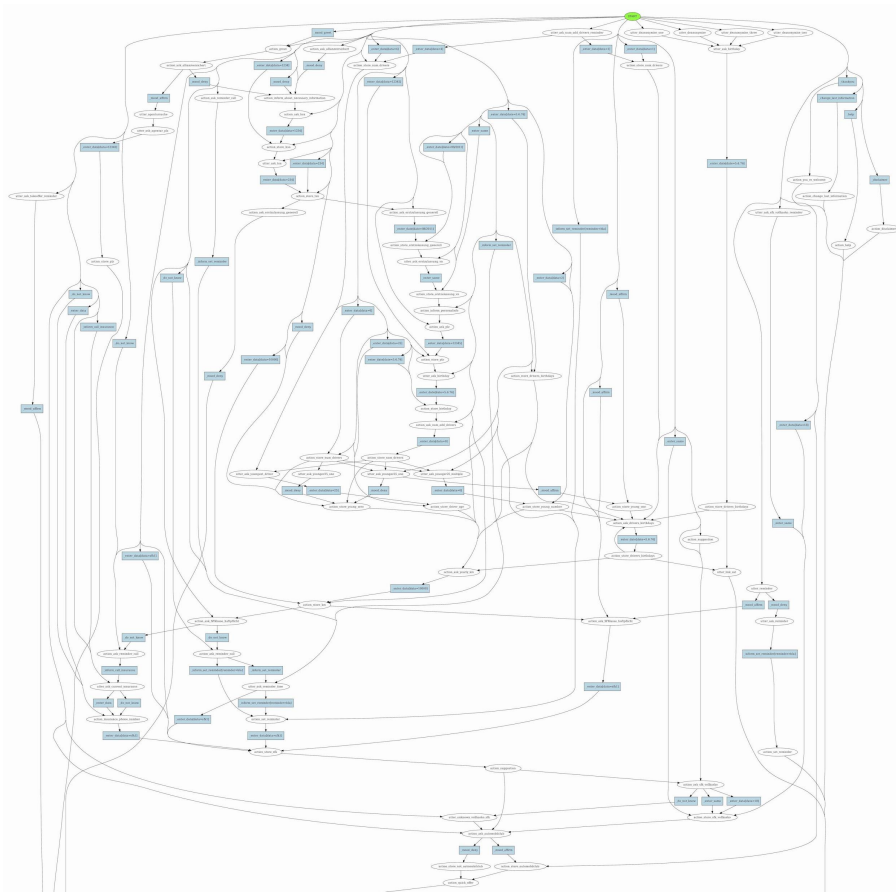


## Why Machine Learning?

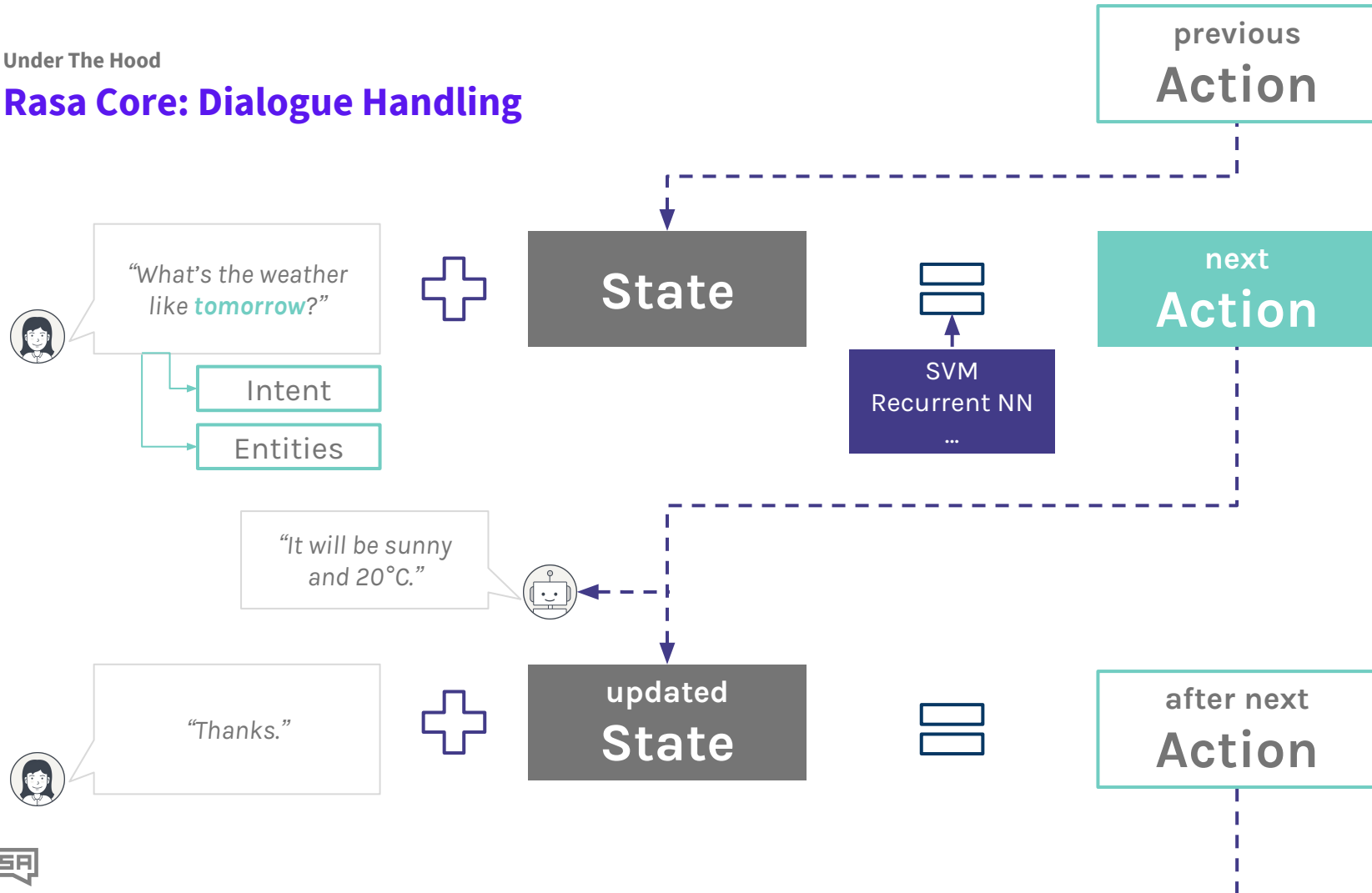


Under The Hood

## State Machines are infeasible

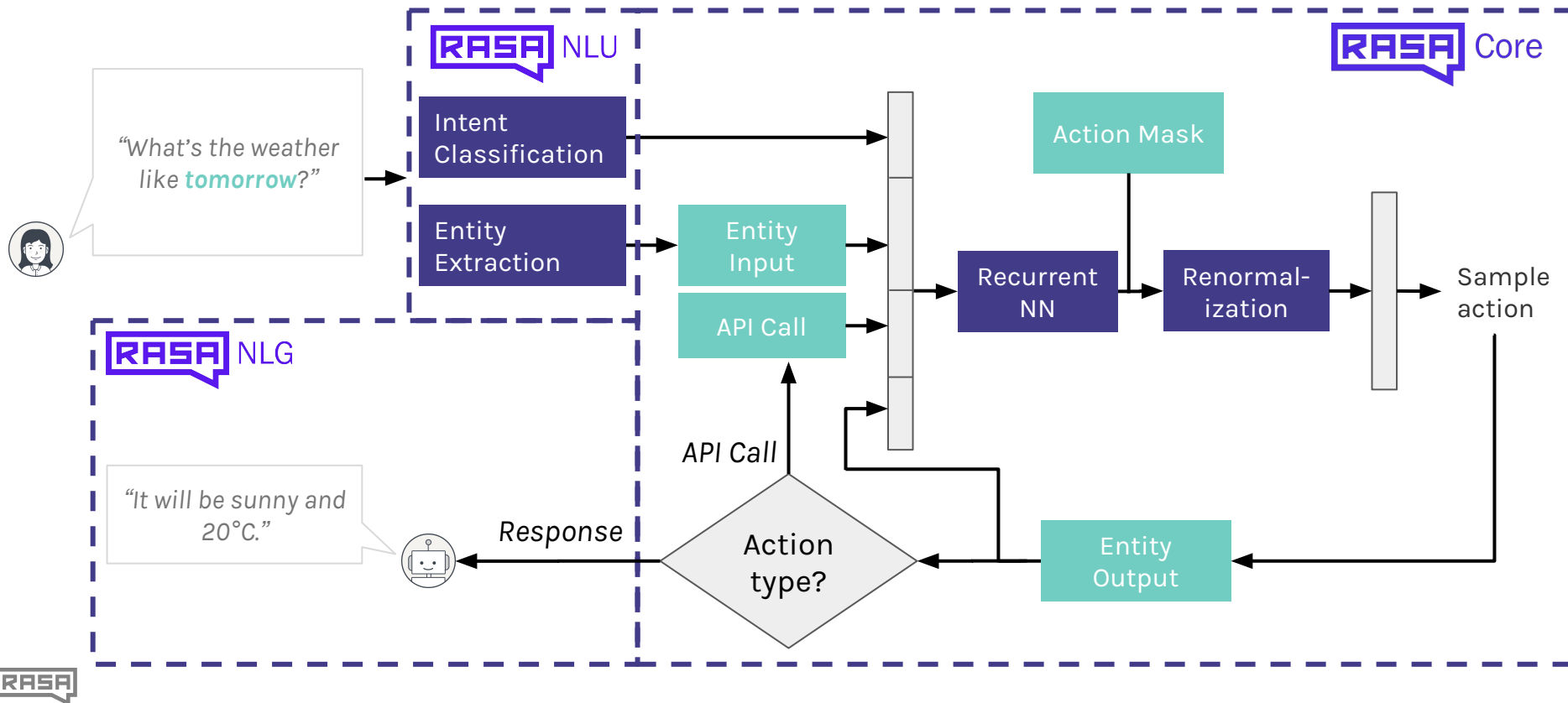


## Rasa Core: Dialogue Handling



## Rasa Core: Dialogue Handling

Similar to LSTM-dialogue prediction paper: <https://arxiv.org/abs/1606.01269>





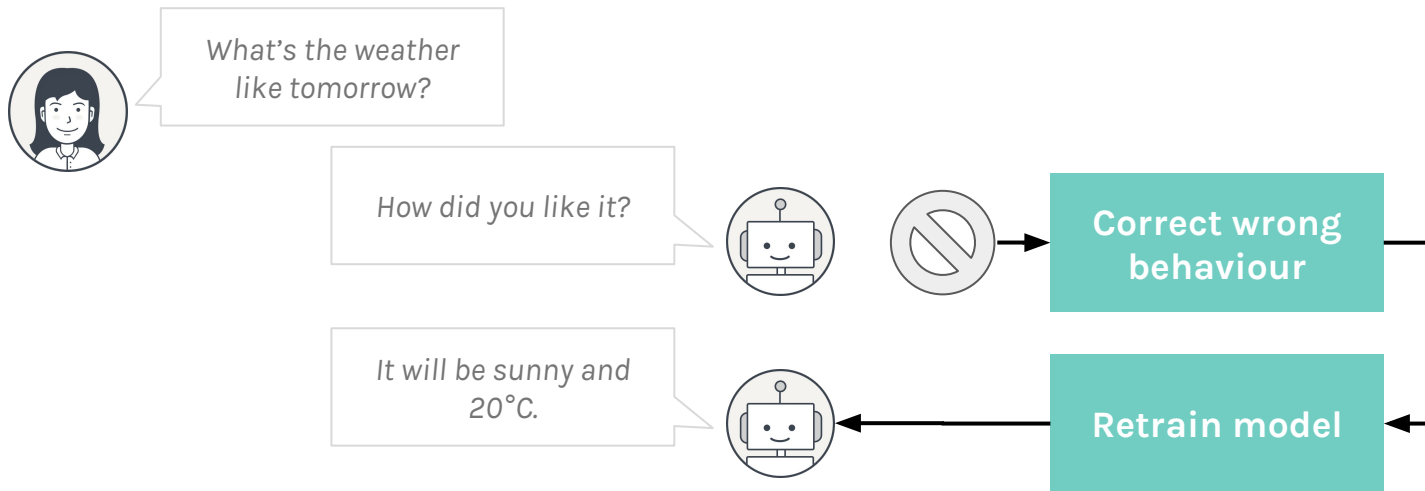
**Let's code!**

## Rasa Core: Dialogue Training

Issue: How to get started?



Online Learning



# Let's Code

Interactive Learning

# Research



## Training NLU models without initial word vectors

**Goal:** Learn an **embedding** for the intent labels based on the user messages

- Learns joined embeddings for intents & words at the same time
- Allows multi-intent labels
- Knows about similarity between intent labels
- Based on Starspace Paper

<https://medium.com/rasa-blog/supervised-word-vectors-from-scratch-in-rasa-nlu-6daf794efcd8>

<https://medium.com/rasa-blog/how-to-handle-multiple-intents-per-input-using-rasa-nlu-tensorflow-pipeline-75698b49c383>

## Training NLU models without initial word vectors

**Goal:** Learn an **embedding** for the intent labels based on the user messages

Multi-Intent:

Text	Intent
Hey how are you? i don't really care	<code>greet+dontcare</code>
ok something else then? thanks a bunch	<code>deny+thankyou</code>
cool! Who is the mayor or New York City?	<code>state_happy+random</code>

Evaluation:

Pipeline	train F1-score	test F1-score
spacy (small)	0.684 (0.020)	0.325 (0.018)
tensorflow_embedding	0.984 (0.001)	<b>0.898</b> (0.017)

## Generalisation *across* dialogue tasks

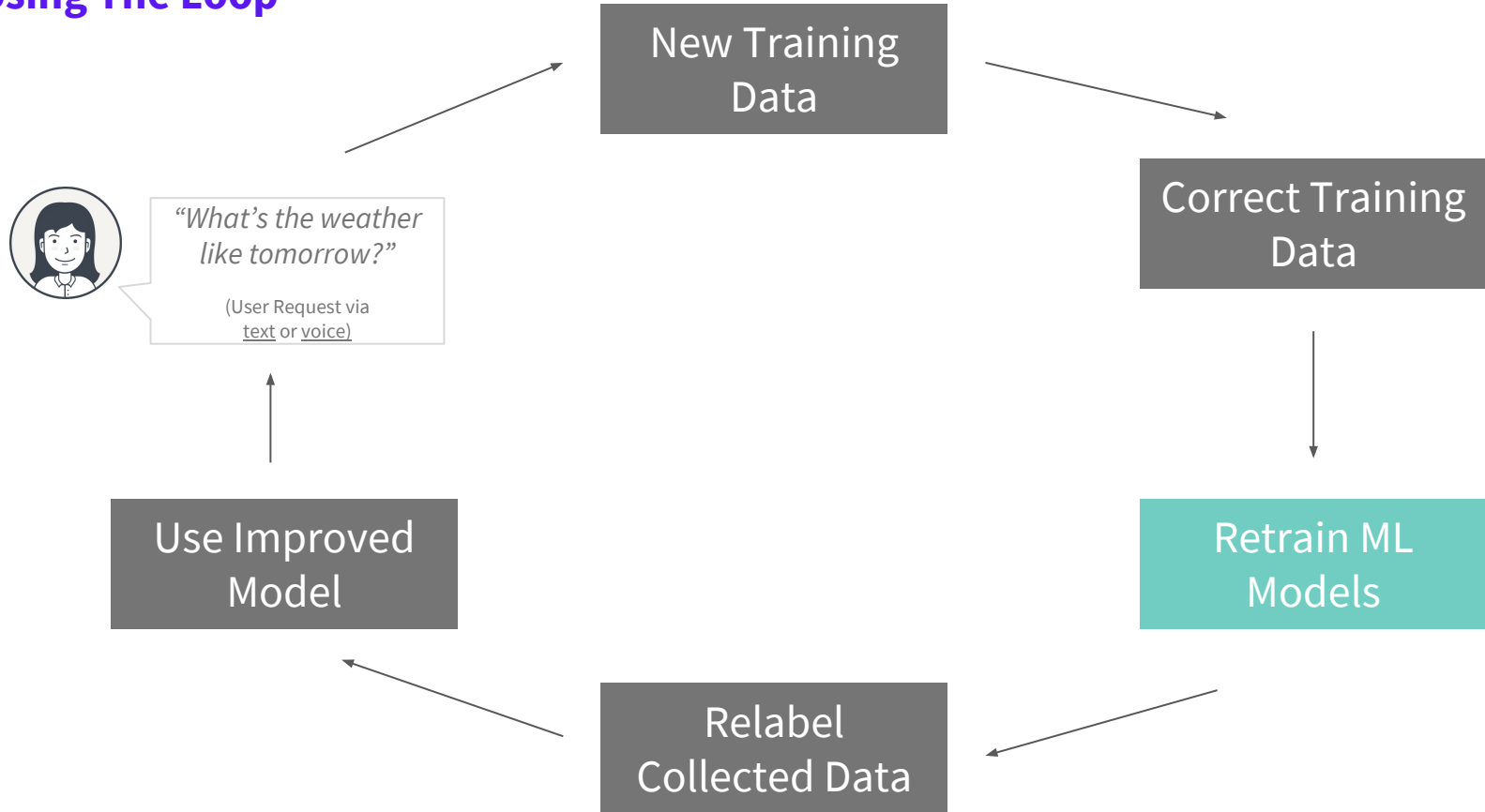
*Why do we need this complex architecture? For generalisation between domains!*

```
## hotel explain 1.3
* request_hotel
  - utter_ask_details
* inform{"location": "paris"}
  - utter_ask_people
* inform{"people": "4"}
  - utter_ask_price
* explain
  - utter_explain_price_hotel
  - utter_ask_price
```

```
## restaurant explain 1.3
* request_restaurant
  - utter_ask_details
* inform{"location": "paris"}
  - utter_ask_people
* inform{"people": "4"}
  - utter_ask_price
* explain
  - utter_explain_price_restaurant
  - utter_ask_price
```

# Final Thoughts

## Closing The Loop



## Open challenges

For those that are curious:

- Handling OOV words
- Multi language entity recognition
- Combination of dialogue models

We're constantly working on improving our models!

## Current Research

Good reads for a rainy day:

- Last Words: Computational Linguistics and Deep Learning ([blog](#))  
<https://goo.gl/lGSRuj>
- Starspace Embeddings ([paper](#))  
<https://arxiv.org/abs/1709.03856>
- End-to-End dialogue system using RNN ([paper](#))  
<https://arxiv.org/pdf/1604.04562.pdf>
- MemN2N in python ([github](#))  
<https://github.com/vinhkhuc/MemN2N-babi-python>
- Sentence Embeddings ([blog](#))  
<https://medium.com/huggingface/universal-word-sentence-embeddings-ce48ddc8fc3a>

## Summary

4 take home thoughts:

- Techniques to handle small data sets are key to get started with conversational AI
- Deep ML techniques help advance state of the art NLU and conversational AI
- Combine ML with traditional Programming and Rules where appropriate
- Abandon flow charts



# Get in touch!



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*Developer Advocate*

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@juste\_petr

# We are hiring!

ML Product  
Success Engineer

Help the teams who are  
using Rasa Platform  
succeed.

ML Engineer

Help us push the limits of  
the conversational AI  
software.

