

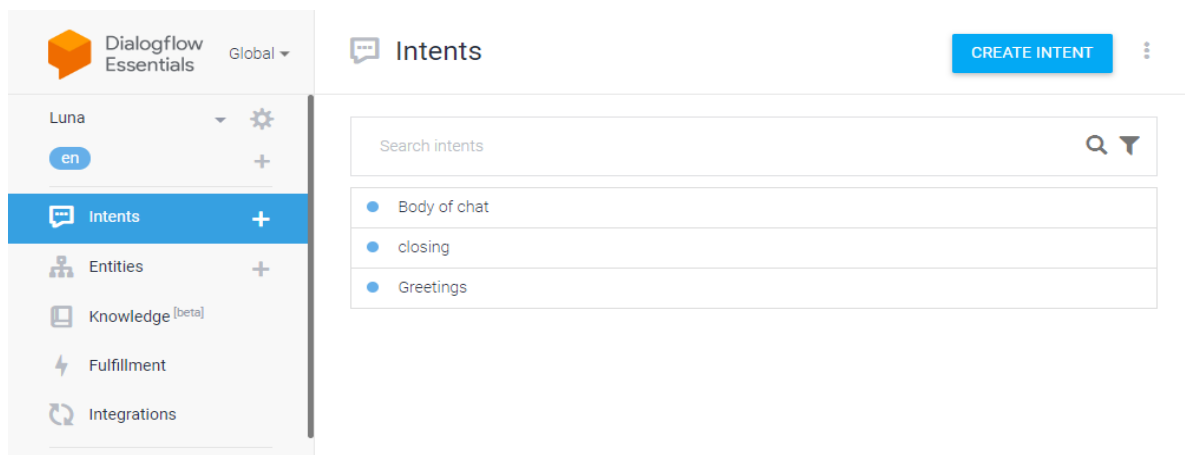
# Luna - a Bot

## —Helps You to Fly—

A chatbot is a computer programme that mimics and interprets human dialogue (spoken or written), enabling users to interact with digital devices as if they were speaking to real people.

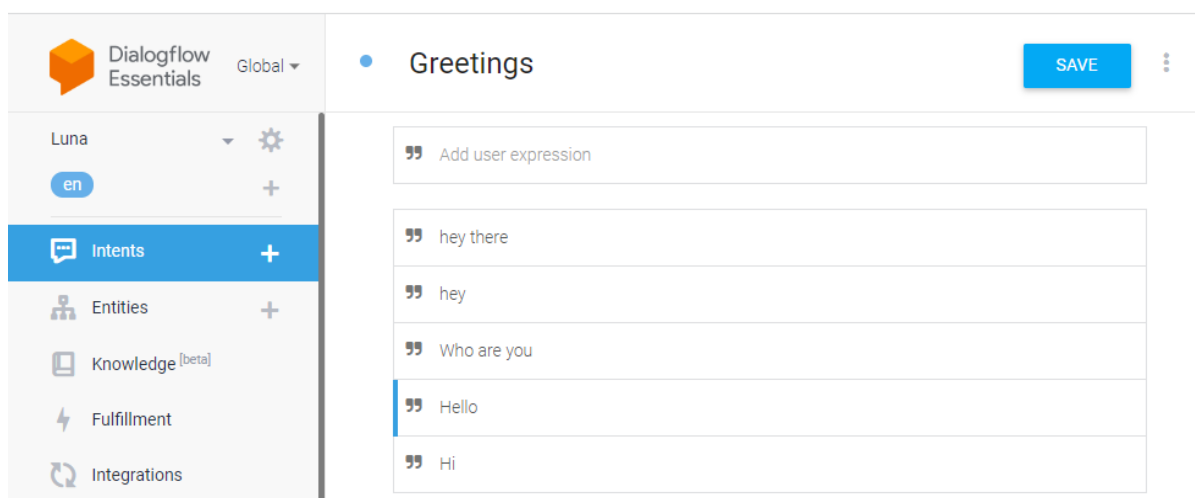
Here, Luna is a virtual agent; it will help the user in booking Flight Tickets. I trained Luna by giving some phrases which users may likely to ask. Also added some responses which Luna has to respond according to the user.

**Intent Settings:** Intent refers to the goal the customer has in mind when typing in a question or comment. Greetings, Body of chat, and Closing are the three intents given below.



The screenshot shows the Dialogflow Essentials interface for the 'Luna' agent. The left sidebar contains a navigation menu with options: 'Luna' (selected), 'Intents', 'Entities', 'Knowledge [beta]', 'Fulfillment', and 'Integrations'. The 'Intents' section is currently active. The main content area displays a list of intents under the heading 'Intents'. The list includes 'Body of chat', 'closing', and 'Greetings'. A 'CREATE INTENT' button is located in the top right corner of the main area.

Here are the welcome training phrases in Greetings Intent



The screenshot shows the Dialogflow Essentials interface for the 'Luna' agent, specifically the 'Greetings' intent. The left sidebar contains a navigation menu with options: 'Luna' (selected), 'Intents', 'Entities', 'Knowledge [beta]', 'Fulfillment', and 'Integrations'. The 'Intents' section is currently active. The main content area displays the 'Greetings' intent with a list of training phrases. The phrases are: 'Add user expression', 'hey there', 'hey', 'Who are you', 'Hello', and 'Hi'. A 'SAVE' button is located in the top right corner of the main area.

The following text responses were also provided to the chatbot as training after user requests as part of the training phrases:

The screenshot shows the 'Greetings' section in Dialogflow Essentials. On the left sidebar, 'Intents' is selected. The main area shows the 'DEFAULT' intent with four text responses:

- 1 I am luna,I am here to help you with booking Flight Tickets.
- 2 Hey there! I am Luna, how can I help you?
- 3 Hello there,how can I help you?
- 4 Enter a text response variant

Required parameters and entities with suitable prompts in the body of chat. Bot will starts asking the information required from user.

The screenshot shows the 'Body of chat' section in Dialogflow Essentials. It displays a table of required parameters and entities:

REQUIRED	PARAMETER NAME	ENTITY	VALUE	IS LIST	PROMPTS
<input checked="" type="checkbox"/>	Name	@sys.any	\$Name	<input type="checkbox"/>	For Successful...
<input checked="" type="checkbox"/>	Address	@sys.address	\$Address	<input type="checkbox"/>	Could you please...
<input checked="" type="checkbox"/>	Cityfrom	@sys.any	\$Cityfrom	<input type="checkbox"/>	From which city...
<input checked="" type="checkbox"/>	Cityto	@sys.any	\$Cityto	<input type="checkbox"/>	May I know your...
<input checked="" type="checkbox"/>	FlightClass	@FlightClass	\$FlightClass	<input type="checkbox"/>	What is your pr...
<input checked="" type="checkbox"/>	FlightType	@FlightType	\$FlightType	<input type="checkbox"/>	Select Flight T...
<input checked="" type="checkbox"/>	Passenger	@Passenger	\$PassengerType	<input type="checkbox"/>	Select the Pass...
<input checked="" type="checkbox"/>	DateFrom	@sys.date	\$DateFrom	<input type="checkbox"/>	Type the Date t...

Prompts for the Parameter and Entities:

#### Prompts for "FlightClass"

The screenshot shows the configuration for the 'FlightClass' parameter. It includes a table with the parameter details and a list of prompts:

NAME	ENTITY	VALUE
FlightClass	@FlightClass	\$FlightClass

PROMPTS

- 1 What is your preferred Flight Class? Select from these Economy, Business, First.
- 2 Enter a prompt variant

CLOSE

Bot response after taking all the information from the user

The screenshot shows the Dialogflow Essentials interface. On the left is a sidebar with navigation options: Luna, Intents, Entities, Knowledge [beta], Fulfillment, Integrations, and Training. The 'Intents' section is selected. The main area is titled 'Body of chat' and contains a 'Text Response' configuration. It shows two response variants: Variant 1 is a personalized message using entity placeholders like \$Name, \$Address, \$CityFrom, \$Cityto, \$FlightClass, \$FlightType, \$PassengerType, \$DateFrom, and \$ContactNo. Variant 2 is a placeholder for a text response variant. A 'SAVE' button is in the top right, and an 'ADD RESPONSES' button is at the bottom.

Entity refers to the modifier – fields, data, or text, the customer uses to describe their requirement and FlightClass, FlightType, PassengerType are the entities for booking a flight ticket

The screenshot shows the 'Entities' configuration page in Dialogflow Essentials. The sidebar is the same as in the previous screenshot, but 'Entities' is now selected. The main area is titled 'Entities' and has tabs for 'Custom' and 'System'. Below the tabs is a search bar labeled 'Search entities'. A list of entities is displayed: '@ FlightClass', '@ FlightType', and '@ Passengertype'. A 'CREATE ENTITY' button is in the top right corner.

The following intent will end up the conversation.

The screenshot shows the 'closing' intent configuration in Dialogflow Essentials. The sidebar is the same, but 'Intents' is selected. The main area is titled 'closing' and shows the 'Responses' configuration. It displays four response variants: Variant 1: 'Is there anything else that I may help you with?', Variant 2: 'Reach us for further help and queries. Have a good day!!', Variant 3: 'Have a great day!', and Variant 4: a placeholder for a text response variant. A 'SAVE' button is in the top right, and an 'ADD RESPONSES' button is at the bottom.