
MY_ASSISTANT

CHAT BOT for DTH SERVICE

Getting Started

Step 1: Setting up a Dialog Flow account

1. Go to <https://dialogflow.com/>
2. Click on "go to console" in the top right corner
3. Login with a Gmail account when prompted

Step 2: creating an agent

4. Start off by clicking "creating an agent" in the column menu to your left
5. Give your bot's name! "MY_ASSISTANT"
6. Be sure to select time zone and language required
7. Click on create

Congratulations you have created your first agent. Once the system recognizes it. Will see column menu expands

Level2: Bot development











Step 1: checking out the present intents This is just telling the bot what to do when welcoming someone or when the bot doesn't know the answer to their question. "Click on default welcome intent "











Scroll to the "training phrases" section. Create new intents

1. To create new intent click on "+"

We'll create intents for each of these question types. Then feed in the appropriate expressions and responses.

We can develop as many intents as we want. After this click on save to save our intent and responses

Search intents	 
 0	
 1	
 2	
 3	
 4	
 5	
 9	
 A	

 4	
 5	
 9	
 A	
 Default Fallback Intent	
 Default Welcome Intent	
 N	
 R	
 S	
 Y	

Actions and parameters

Step 1: Creating Actions and parameters

- 1.Name the parameters Example: Goal
- 2.enter the entity that you created. Start with the “@” symbol Ex: @Category
- 3.enter the corresponding “value” starting with “\$” sign Ex: \$goal
- 4.check the “required” box to enter the “prompts”

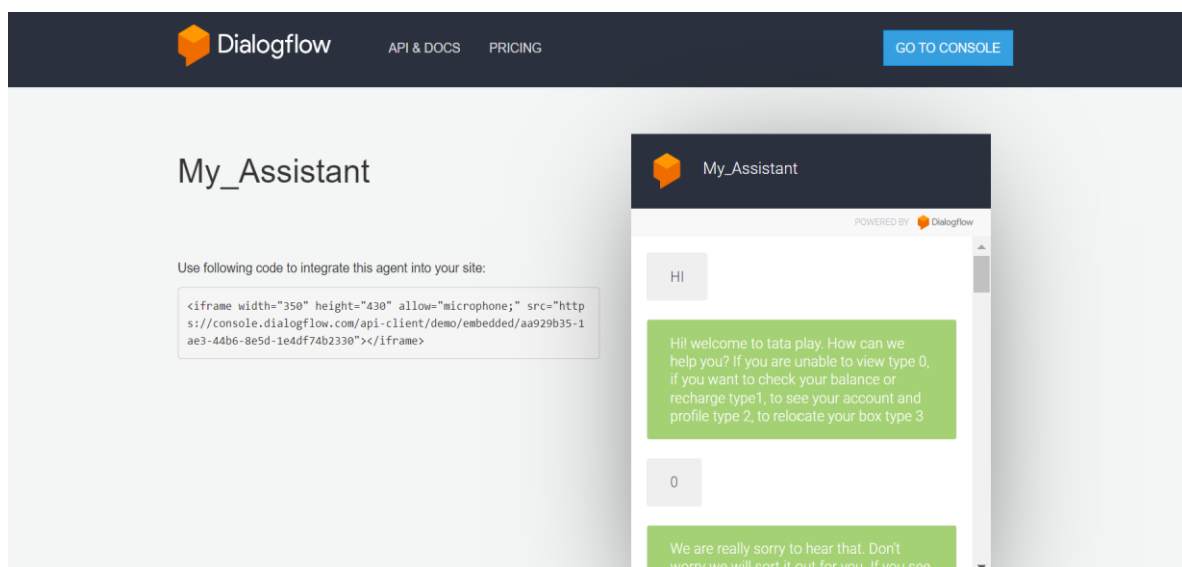
Step2: Adding expressions

- 5.Proceed to add the training phrases
6. notice automatic colour coded annotation
7. If you notice automatic colour coded annotation, manually annotate by right click the phrases and assigning the entities

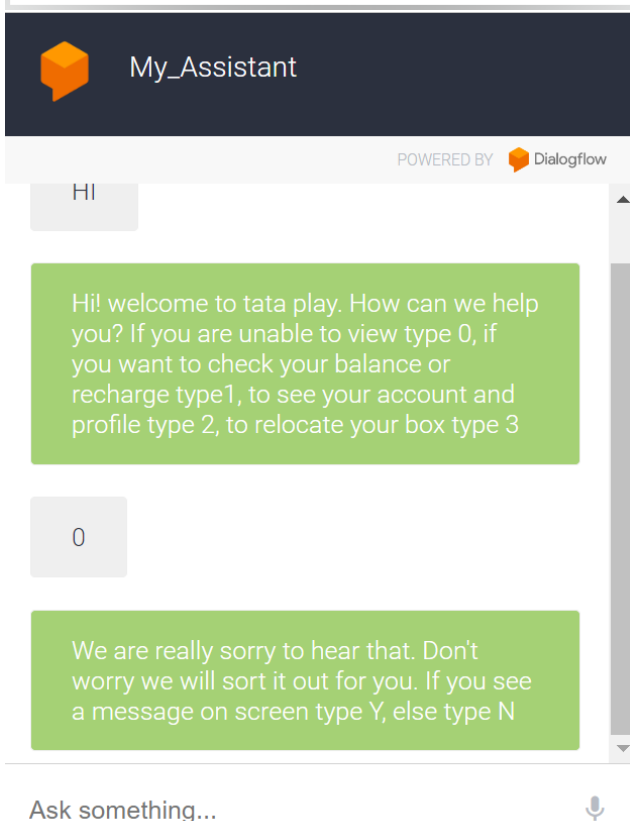
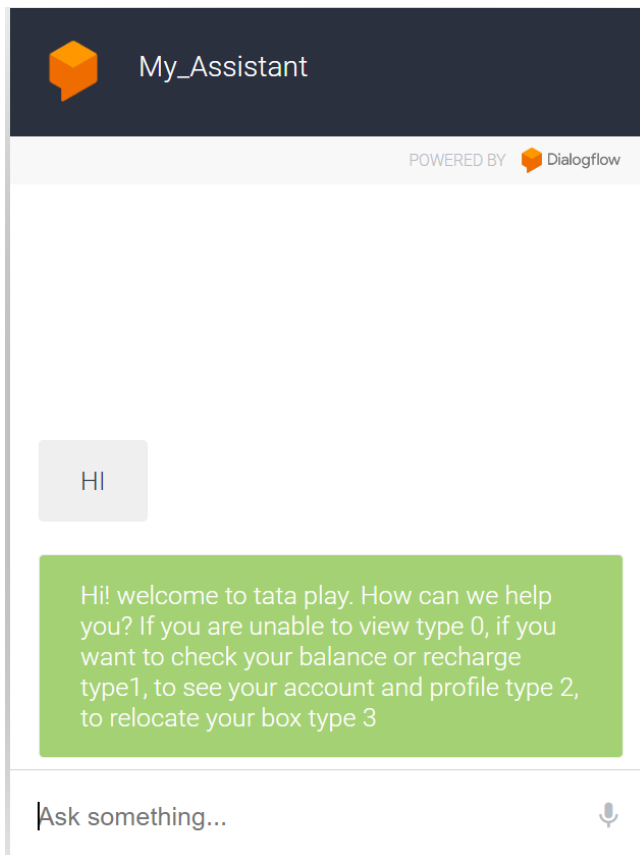
Step 3: Adding the response


- 8.Draft a concluding response
9. include the “\$value” in the message So that it can copy useful information from the parameters.
10. Toggle on the intent as “end of the conversation”


Integration Actual chatbot deployment on platforms like our websites etc. is a complicated procedure that required publishing the bot. but we can still get an idea of how the chatbot would appear when functional here’s how 1. Navigate to the “integration” section in the left column 2. Toggle “web demo” on, then click to enter.



Screenshots showing how my chat bot looks and responds



 My_Assistant

POWERED BY  Dialogflow

y


If you see 'NO SIGNAL' on your screen type A, if you see 'PLEASE INSERT DIGICARD', then please insert the card in the set top box


a

Check if your tv and set top box are connected and have you chosen input mode as AV/HDMI? If yes type 9, if not please connect them.

Ask something...



 My_Assistant

POWERED BY  Dialogflow

please connect them.

9


Is it cloudy or rainy outside? If yes click 'R', if not click 'S'


r

Please hold on for a while till the sky gets clear and try again after some time.

Ask something...



 My_Assistant

POWERED BY  Dialogflow

Is it cloudy or rainy outside? If yes click 'R', if not click 'S'

r


Please hold on for a while till the sky gets clear and try again after some time.


s

Please call 1800 1800 1800

Ask something...



 My_Assistant

POWERED BY  Dialogflow


hi

Hi! welcome to tata play. How can we help you? If you are unable to view type 0, if you want to check your balance or recharge type1, to see your account and profile type 2, to relocate your box type 3

0

We are really sorry to hear that. Don't worry we will sort it out for you. If you see a message on screen type Y, else type N

Ask something...





My_Assistant

POWERED BY  Dialogflow

hi

Hi! welcome to tata play. How can we help you? If you are unable to view type 0, if you want to check your balance or recharge type1, to see your account and profile type 2, to relocate your box type 3

1

On the home screen of Tata play app, go to main menu on top left, and click balance and recharge option

Ask something...



My_Assistant

POWERED BY  Dialogflow

4

Switch off the power supply, wait for 10 seconds and then switch on. If the problem persists, please call 1800 1800 1800

5

Please connect your tv and set top box. Thank you! Hope we have answered your queries, glad to help you.

Ask something...





My_Assistant

POWERED BY  Dialogflow

In that case, are your tv and set top box connected and have you chosen your input mode as AV/HDMI? If yes type 4, if no type 5

4

Switch off the power supply, wait for 10 seconds and then switch on. If the problem persists, please call 1800 1800 1800

Ask something...



My_Assistant

POWERED BY  Dialogflow

1

On the home screen of Tata play app, go to main menu on top left, and click balance and recharge option

2

On the home screen of tata play app, go to the main menu on the top left, and click Accounts and profile option

Ask something...





My_Assistant

POWERED BY  Dialogflow

balance and recharge option

2

On the home screen of tata play app, go to the main menu on the top left, and click Accounts and profile option

3

please call 1800 1800 1800

Ask something...

