Chatbot Architecture

The chatbot is made to be provided as a pluggable service, and configurable through configuration files, in addition to modifying code.

Concepts

**Intent** : This is a particular skill of a chatbot. It could be booking a flight, or searching a store in a location etc. Each intent has a few **parameters**, which are basically information required to be elicited by the user for the chatbot to complete the particular intent. Example : Book name, city name, registration number etc. **Actions** : Each intent also had an action, that is basically a function call after all the parameters have been fulfilled.

Configuration Files:

Entities Folder:

Here each file contains example entities. Example -

Intents Folder:

Here each file contains example utterances for each intent. Note the placeholders starting with $ for entity masking (as done by attribute\_getter) Example -

params/newparams.cfg :

This file contains the json which holds the parameters for each intent, and its corresponding values, such as placeholder, required etc.

Conversation Flow :