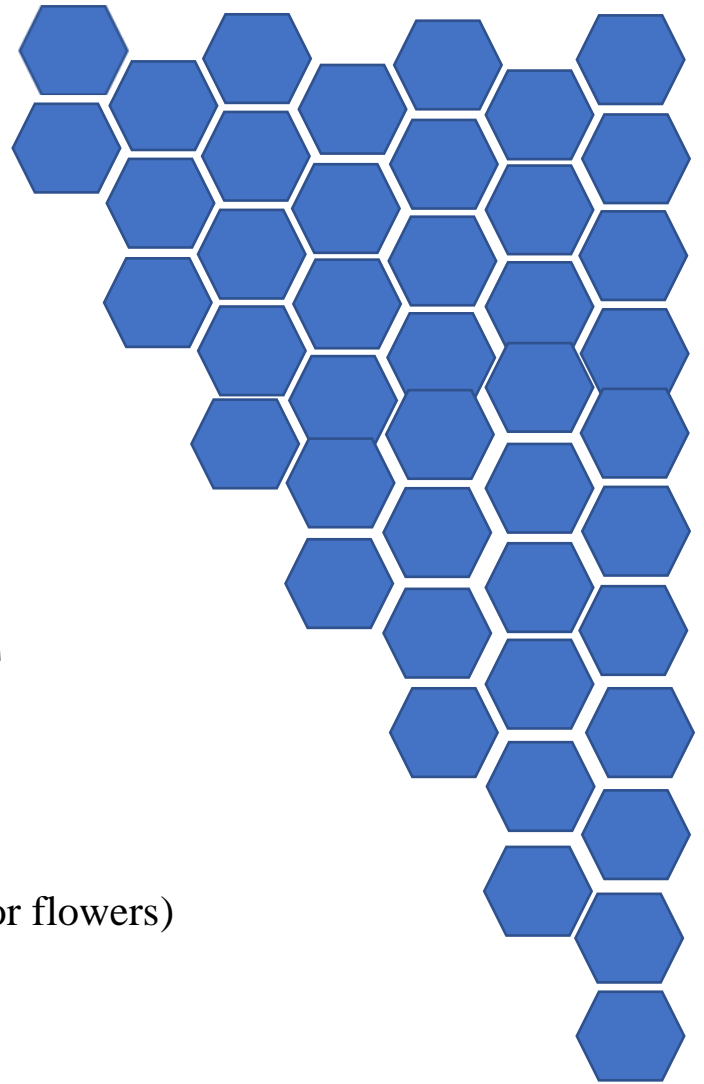


Predictive Analytics Internal I

CHATBOT

AGENT : PRABHU_8

(Chat bot interface to take orders for flowers)



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CHATBOT

Chatbot, also known as a chatterbox, is a software application that uses text or text-to-speech to conduct online chat conversations instead of providing direct contact with a live human agent. Chatbot systems, which are designed to convincingly simulate how a human would behave as a conversational partner, typically require continuous tuning and testing, and many in production remain unable to converse adequately, while none can pass the standard Turing test.

Engage: Reach out to visitors proactively using personalized chatbot greetings. Turn website visits into sales opportunities

Nature: Lead customers to a sale through recommended purchases and tailored offerings.

Qualify: Generate and qualify prospects automatically. Transfer high-intent leads to your sales reps in real time to shorten the sales cycle.

Convert: Let customers purchase, order, or schedule meetings easily using a smart chatbot.

Dialogflow

Dialogflow is a Google-owned framework that enables users to develop human-computer interaction technologies that can support Natural Language Processing(NLP). Basically, it lets you make Digital Programs that interact with end users through natural languages. Therefore, you could even say that Dialog flow enables the creation of Conversational User Experience Platforms.

Use Context and Follow up Intents

Chatbot can understand context and give context aware answers, it feels more natural to the user while talking to your bot.

Collect inquiries and FAQs: Collect the most frequently asked questions. The questions are also called expressions in chatbot development. Basically, expressions represent a user's desire or aim.

Group the intentions: Group the questions into their corresponding intentions. This is to group the expressions by the aim the user has so as to get a more clean and organized set of categories to handle. Sort them by the most common intents, such as opening hours, products, and location for the chatbot to tackle.

Provide responses: Provide a response that satisfies each intent.

Building Chatbot on DialogFlow

Create an Account: Go to a free chatbot building tool like DialogFlow and make an account.

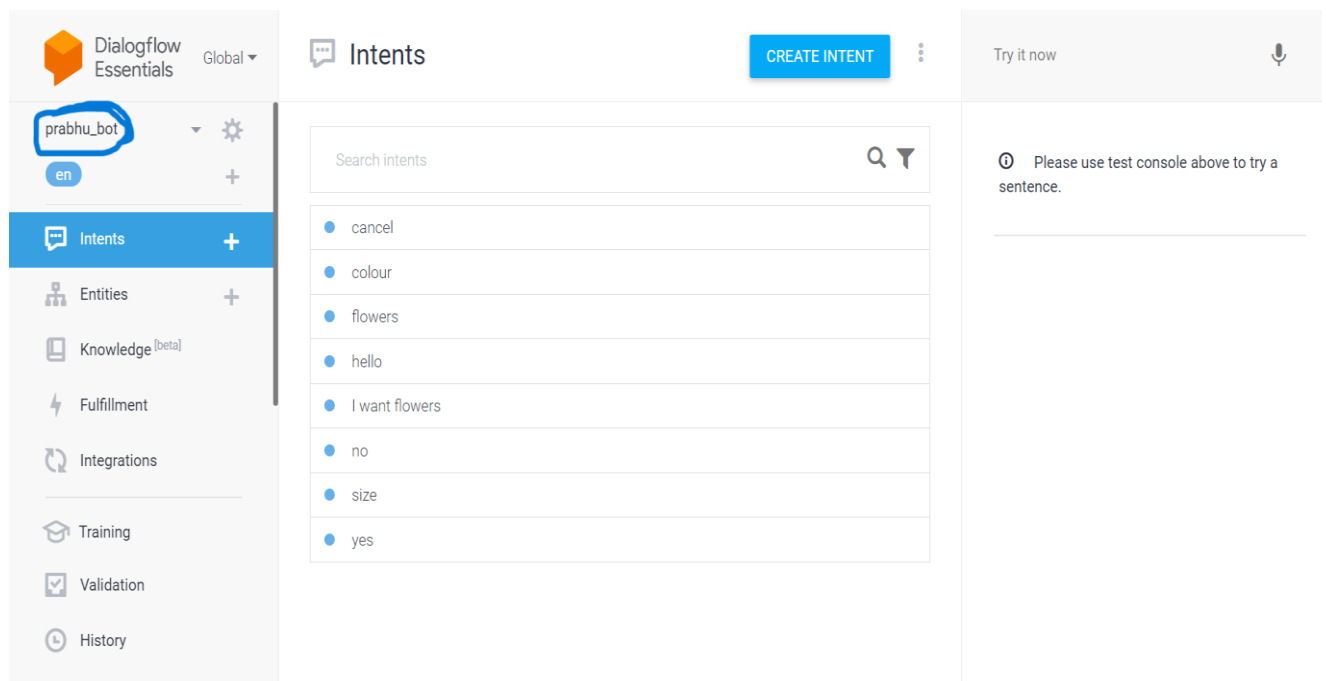
Create an agent: Go to the dashboard, and click “Add Agent” at the top left. Give the agent a name and make sure the agent is in the right language and time zone. Then click “Create”.

Agent: Prabhu_bot

This agent allows your app to help users solve queries regarding purchase of flowers, cancel orders and answer FAQ.

Create Intents

Create the first intention by clicking “create intent” at the top right, and give it the name “FLOWER”. Proceed by clicking “Add Training Phrases” and input the expressions you’ve seen customers ask before, and any other expressions you think a user might say to get the same answer. It’s best practice to use a minimum 8 intents.



The screenshot displays the Dialogflow Essentials web interface. On the left sidebar, the 'prabhu_bot' agent is selected, and the 'Intents' tab is active. The main area shows a list of existing intents: 'cancel', 'colour', 'flowers', 'hello', 'I want flowers', 'no', 'size', and 'yes'. A 'CREATE INTENT' button is visible at the top right of the main area. On the far right, there is a 'Try it now' button and a microphone icon. A note at the bottom right states: 'Please use test console above to try a sentence.'

Training Phases


When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter values, use annotations with available system or custom entity types.


The screenshot shows the Dialogflow Essentials interface for the 'hello' intent. The left sidebar contains a navigation menu with options: Knowledge [beta], Fulfillment, Integrations, Training, Validation, History, Analytics, Prebuilt Agents, and Small Talk. The main area displays the 'hello' intent with a 'SAVE' button. Below the intent name, there is a text input field for adding user expressions, followed by a list of three expressions: 'hai', 'hi', and 'hello'. Below this list is a section titled 'Action and parameters' with a text input field for entering an action name. On the right, there is a 'Try it now' button and a microphone icon. A note at the bottom of the right panel reads: 'Please use test console above to try a sentence.'


The screenshot shows the Dialogflow Essentials interface for the 'flowers' intent. The left sidebar contains a navigation menu with options: prabhu_bot, en, Intents, Entities, Knowledge [beta], Fulfillment, Integrations, Training, Validation, and History. The 'Intents' option is highlighted. The main area displays the 'flowers' intent with a 'SAVE' button. Below the intent name, there is a text input field for adding user expressions, followed by a list of five expressions: 'mary gold', 'rose', 'roses', 'lotus', and 'lilly'. Below this list is a section titled 'Action and parameters' with a text input field for entering an action name. On the right, there is a 'Try it now' button and a microphone icon. A note at the bottom of the right panel reads: 'Please use test console above to try a sentence.'


Create responses


Click “add response” by scrolling down the page. Then add the corresponding response to your intent. Save the intent at the top right, and repeat the process for each of the other intents.


Text Response 

1	ok, thanks . Please do revisit to place any order.	
2	Enter a text response variant	

Text Response 


1	sure , what types of flowers?	
2	Enter a text response variant	

Text Response 







1	ok, thanks . Please do revisit to place any order.	
2	Enter a text response variant	

Add the parameters to the intent

Add a code that marks the chatbot as “not done” on the Rocket bots platform, which would allow the human agent to know when users are pending for assistance on the platform.

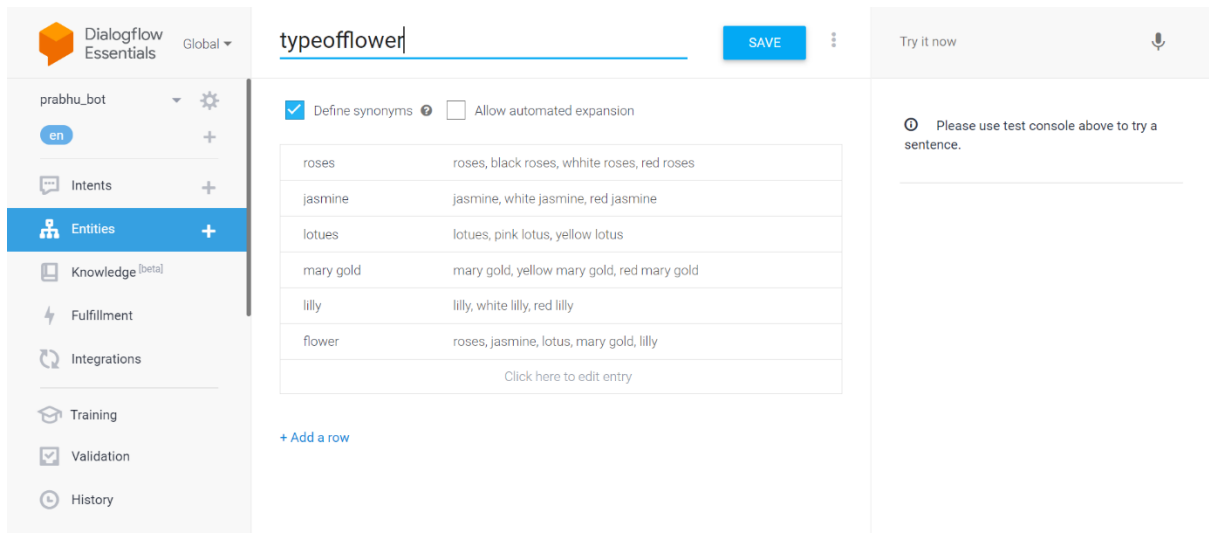
Action and parameters 

Enter action name 

REQUIRED 	PARAMETER NAME 	ENTITY 	VALUE	IS LIST 	PROMPTS 
	unit-inf	@sys. unit-inf ormati on-na me	Sunit-i nform ation-n ame		sure , what t yp...

Entities

‘Entities’ are Dialogflow’s mechanism for identifying and extracting useful data from natural language inputs.



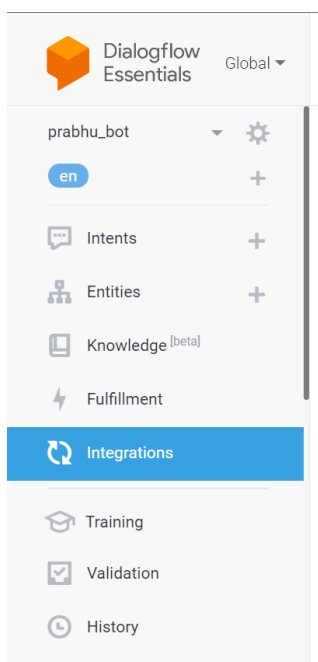
The screenshot shows the Dialogflow Entities page for a bot named 'prabhu_bot'. The left sidebar contains navigation links: Intents, Entities (selected), Knowledge [beta], Fulfillment, Integrations, Training, Validation, and History. The main area has a search bar with 'typeofflower' and a 'SAVE' button. Below the search bar are two checkboxes: 'Define synonyms' (checked) and 'Allow automated expansion' (unchecked). A table lists entities and their synonyms:

roses	roses, black roses, white roses, red roses
jasmine	jasmine, white jasmine, red jasmine
lotues	lotues, pink lotus, yellow lotus
mary gold	mary gold, yellow mary gold, red mary gold
lilly	lilly, white lilly, red lilly
flower	roses, jasmine, lotus, mary gold, lilly

Below the table is a link '+ Add a row' and a link 'Click here to edit entry'. On the right, there is a 'Try it now' button and a message: 'Please use test console above to try a sentence.'

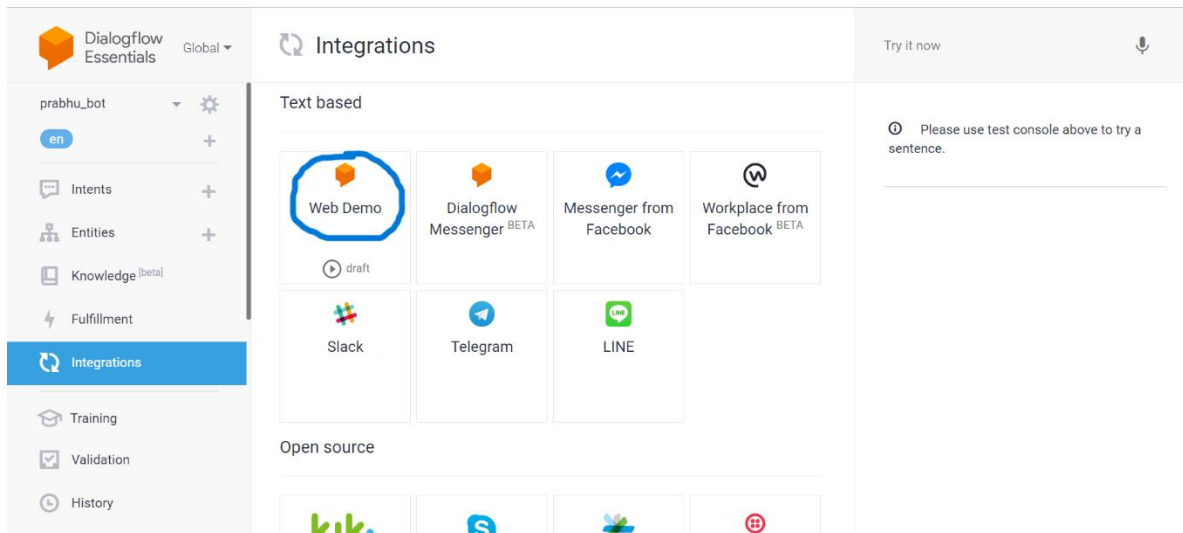
Integration

Chatbot deployment on platforms, like your 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:



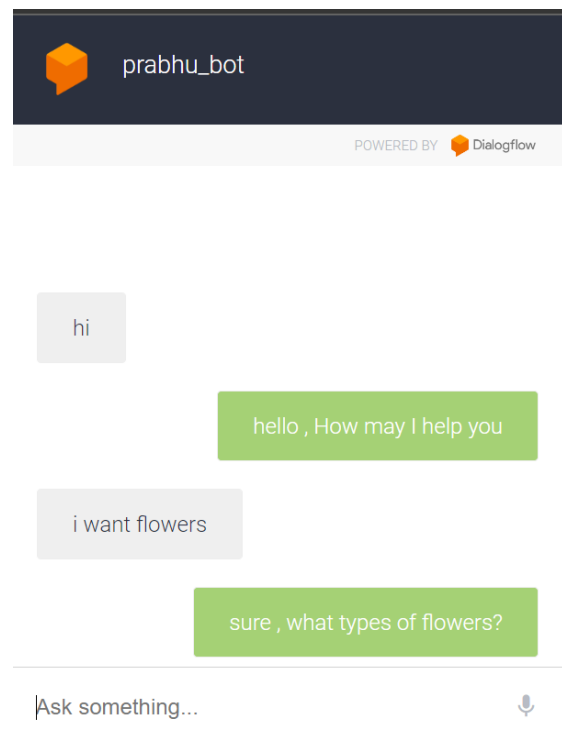
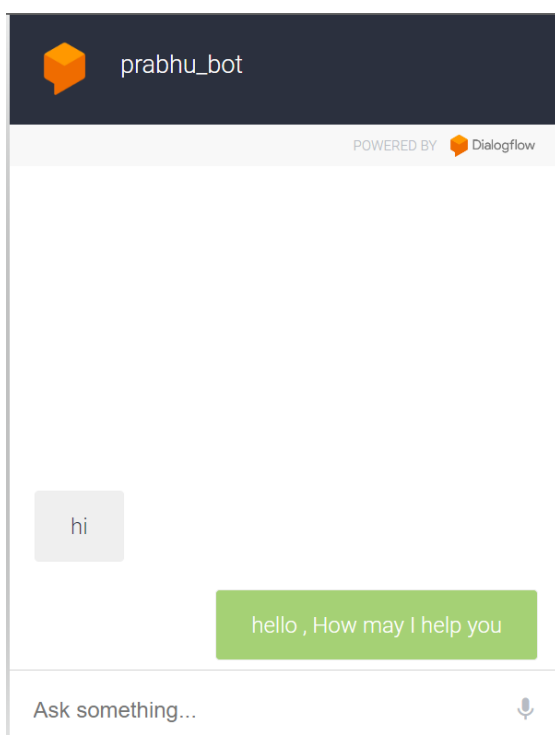
The screenshot shows the Dialogflow Integrations page for a bot named 'prabhu_bot'. The left sidebar contains navigation links: Intents, Entities, Knowledge [beta], Fulfillment, Integrations (selected), Training, Validation, and History. The main area is currently empty.

Choose Integrations and click on Web Demo and enable the Integration



CHAT BOT LINK : <https://bot.dialogflow.com/16a43ea9-6c2d-4aef-9fce-05d2629c133e>

Sample screenshots of Chatbot



prabhu_bot

POWERED BY Dialogflow

hello , How may I help you

i want flowers

sure , what types of flowers?

roses

ok , what colour you want .

Ask something...

prabhu_bot

POWERED BY Dialogflow

sure , what types of flowers?

roses

ok , what colour you want .

red

Sure what size you need

Ask something...

prabhu_bot

POWERED BY Dialogflow

yes

More flowers , please say what types of flowers?

lotus

ok , what colour you want .

white

Ask something...

prabhu_bot

POWERED BY Dialogflow

ok , what colour you want .


white


Sure what size you need

large

ok sure , is there any thing else?

Ask something...

prabhu_bot

POWERED BY  Dialogflow


yes


More flowers , please say what types of flowers?


lotus

ok , what colour you want .

white

Ask something... 

prabhu_bot

POWERED BY  Dialogflow

Sure what size you need

large

ok sure , is there any thing else?

no

sure , your order is confirmed. Thanks for your order.

Ask something... 