

## Developers Advanced Training Assessment submission

1. Select a task which prompts the user for a few inputs. Group the nodes and define sub intents to allow entity amendments. The subintents should allow entity amendment by prompting the user for the new value or extracting the new value from the user utterance itself. Share screenshots of the conversation window to demonstrate the amendment of entities while conversation is in progress.

### **A] prompting the user for the new value**

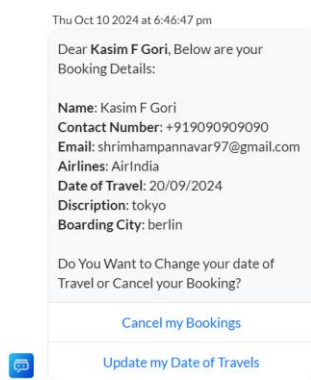
The screenshot displays the TravelMe chat interface in 'Online mode' and its associated debug log. The chat window shows a sequence of messages and user inputs over time (Thu Oct 10 2024).

**Chat Interface Details:**

- Initial Message (6:45:32 pm):** "Hello! Welcome to the TravelMe. Here are the tasks I can perform for you:  
a) Book Flight  
b) Book Cab  
c) Get Booking Details  
d) Modify Booking"
- User Input (6:45:39 pm):** "Modify Booking" (button)
- System Message (6:45:40 pm):** "Please provide your register contact number to proceed further !  
eg. +919090909090"
- User Input (6:45:46 pm):** "+919090909092" (button)
- System Message (6:45:47 pm):** "Which Booking you want to update?"  
Options: "cab", "Flight" (button)
- User Input (6:45:57 pm):** "provided contact number is wrong" (button)
- System Message (6:45:57 pm):** "Ok, Let's proceed with correcting the contact number."
- System Message (6:45:58 pm):** "Please provide your register contact number to proceed further !  
eg. +919090909090"
- User Input (6:46:41 pm):** "+919090909090" (button)
- System Message (6:46:42 pm):** "Which Booking you want to update?"  
Options: "cab", "Flight" (button)
- User Input (6:46:45 pm):** "Flight" (button)

**Debug Log Details:**

- 10-10-2024 18:45:57.758:** NAnalytics: [{"identifyingEngine": "ML", "intent": "changeCN", "type": "..."}]
- 10-10-2024 18:45:57.758:** Which\_booking  
Received input from user: provided contact number is wrong
- 10-10-2024 18:45:57.758:** Executing Subintent 'changeCN'
- 10-10-2024 18:45:57.758:** changeCN  
intent node initiated
- 10-10-2024 18:45:58.053:** changeCN  
intent node processing is completed
- 10-10-2024 18:45:58.053:** Transitioning from changeCN to contactNumber
- 10-10-2024 18:45:58.053:** contactNumber  
Waiting for user input
- 10-10-2024 18:45:58.053:** contactNumber  
entity node initiated
- 10-10-2024 18:45:58.116:** contactNumber  
User prompt parsing



## B] extracting the new value from the user utterance itself

Thu Oct 10 2024 at 7:04:05 pm

**Modify Booking**

Thu Oct 10 2024 at 7:04:06 pm

Please provide your register contact number to proceed further !  
eg. +919090909090

Thu Oct 10 2024 at 7:04:13 pm

**+919090909092**

Thu Oct 10 2024 at 7:04:14 pm

Which Booking you want to update?

[cab](#)

[Flight](#)

Thu Oct 10 2024 at 7:04:31 pm

**modify my contact number to +919090909090**

Thu Oct 10 2024 at 7:04:31 pm

Contact Number updated to to +919090909090

Thu Oct 10 2024 at 7:04:32 pm

Which Booking you want to update?

[cab](#)

[Flight](#)

Debug Log

NL Analysis

Session Context & Variables

10-10-2024 19:04:14.259 info Which\_booking

User prompt parsing successful

10-10-2024 19:04:31.735 info Nlanalysis: [{"intent": "assignCN", "type": "dialogTask", "fm": 0, "mi": ...}

10-10-2024 19:04:31.735 info Executing Subintent "assignCN"

10-10-2024 19:04:31.735 info assignCN

Intent node initiated

10-10-2024 19:04:31.735 info Which\_booking

Received input from user: modify my contact number to +919090909090

10-10-2024 19:04:32.085 info assignCN

Intent node processing is completed

10-10-2024 19:04:32.085 info Transitioning from assignCN to Which\_booking

10-10-2024 19:04:32.085 info Which\_booking

entity node initiated

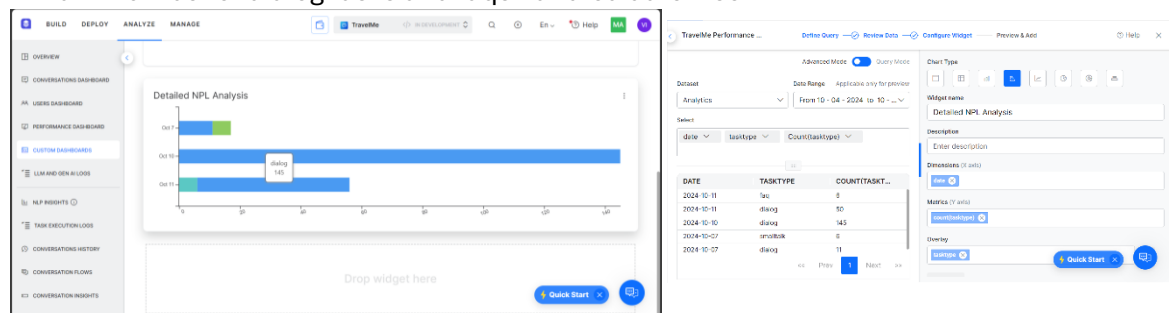
10-10-2024 19:04:32.085 info Which\_booking

Waiting for user input

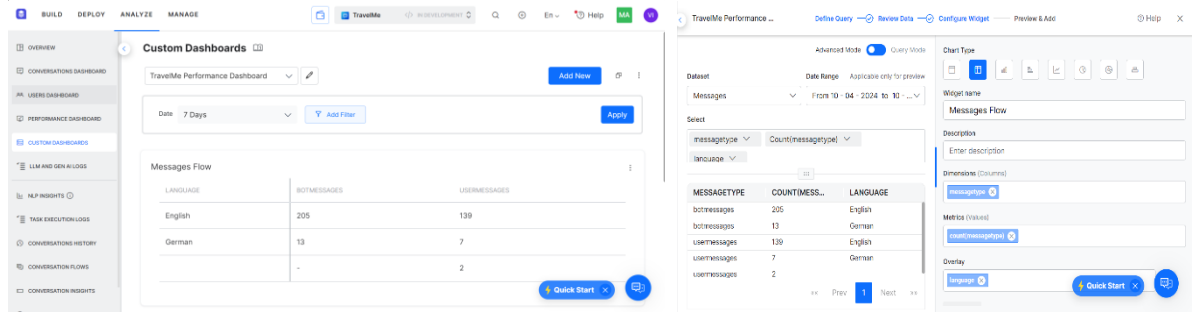
10-10-2024 19:04:32.148 info Which\_booking

## 2. Add a custom dashboard to your bot to show the following data in widgets:

### a. Number of dialog tasks and faqs handled datewise.

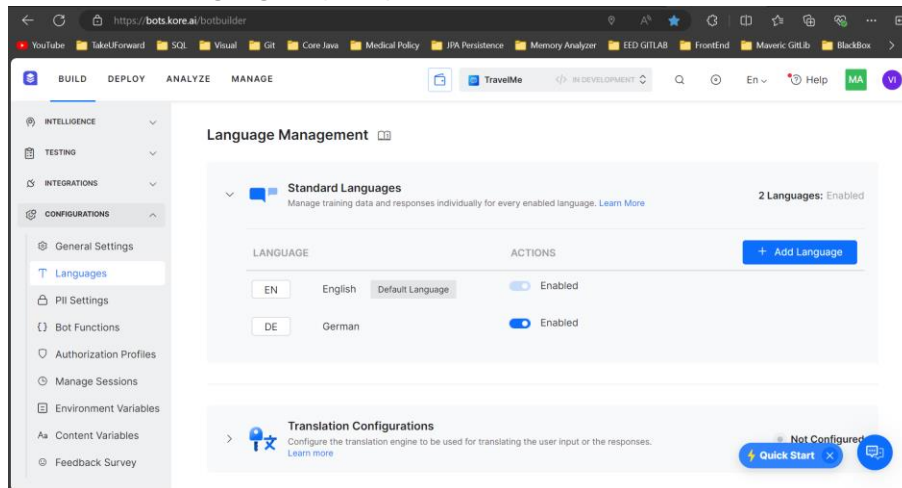


- b. For each language enabled for the bot, present a count of the number of incoming and outgoing messages.  
(Provide screenshots of the dashboard widgets)

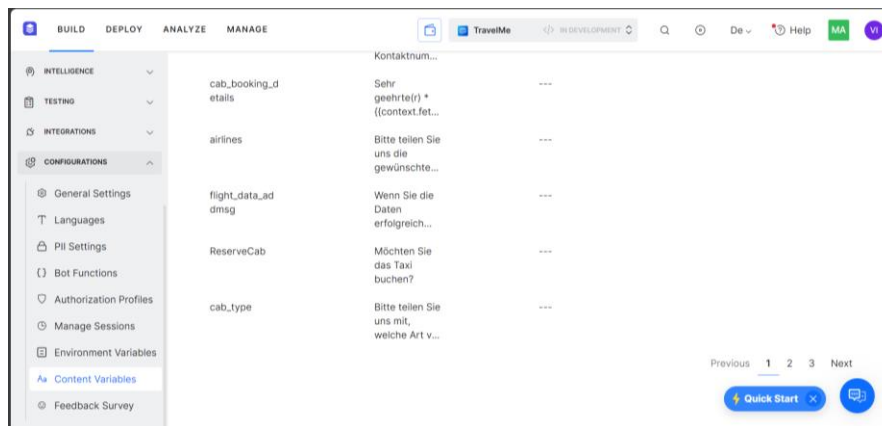
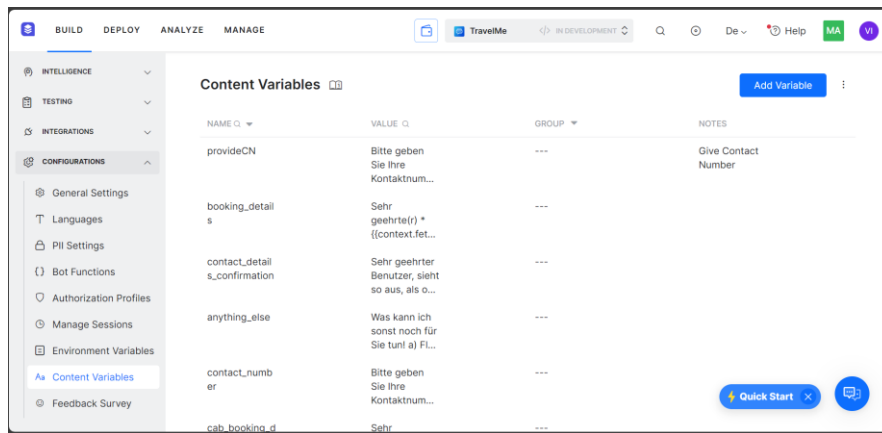


### 3. Language Enablement

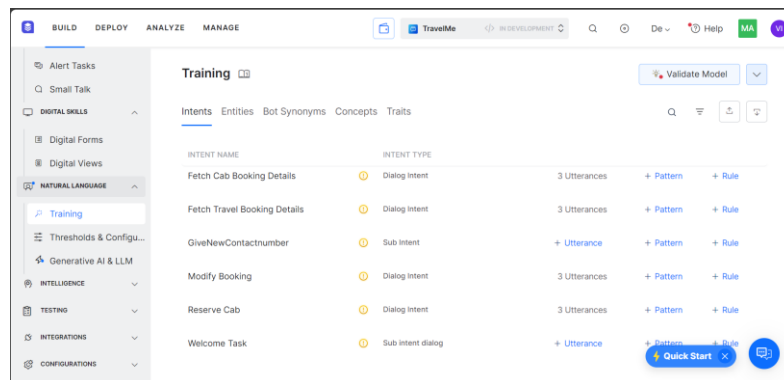
- a. Enable a language of your preference for the Bot.



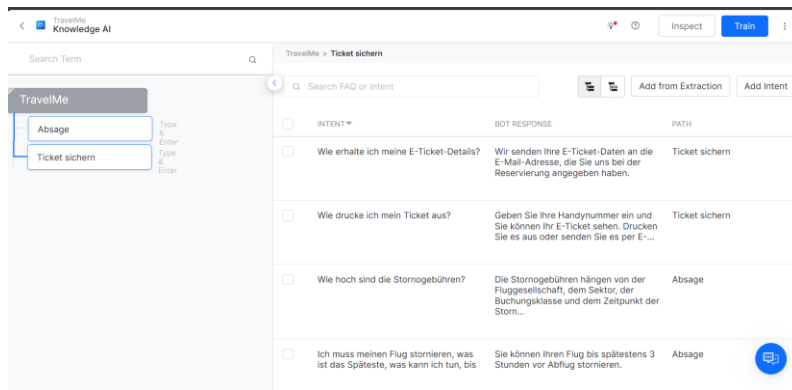
- b. Change the bot responses and the prompts for a task in the language you have enabled (Use content variables in this task for the prompts and messages)



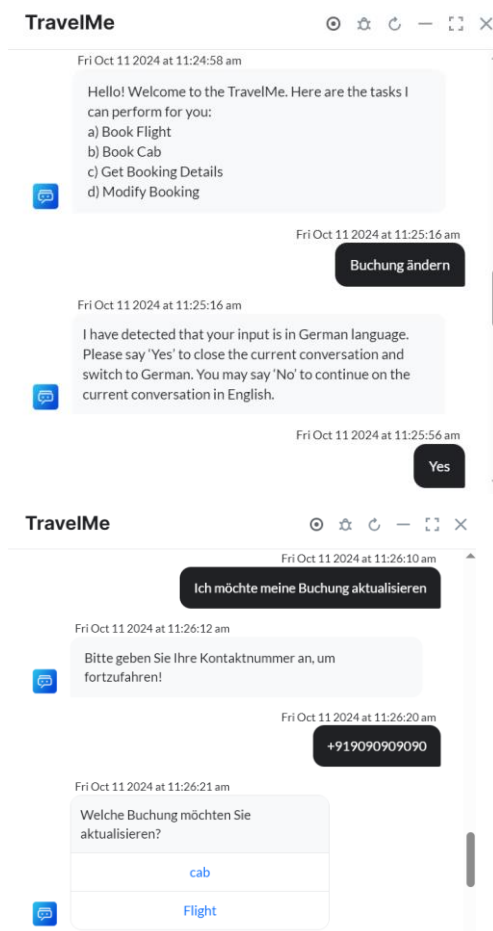
- c. Train NLP with a few utterances for the above task in the new language you have enabled.

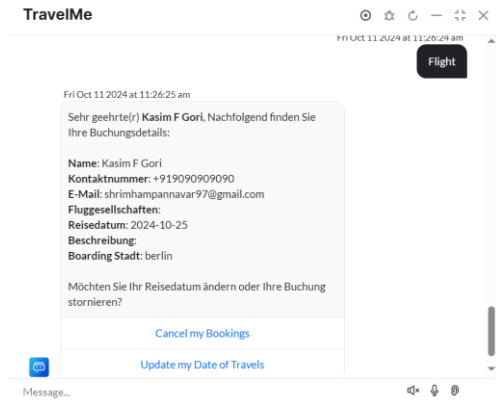


- d. Add FAQs in the new language enabled. Share screenshot of conversation to show bot responses for FAQ qualification in the new language.

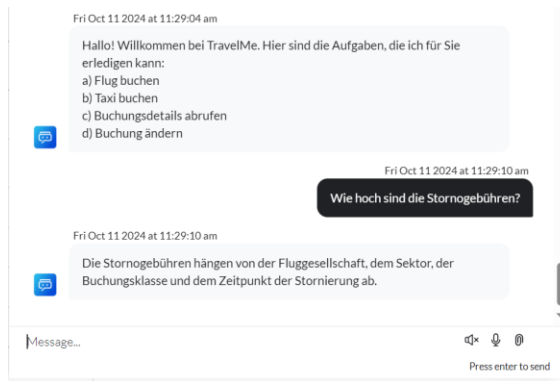


- e. Attach a screenshot of the conversation you have with the bot in these multiple languages enabled

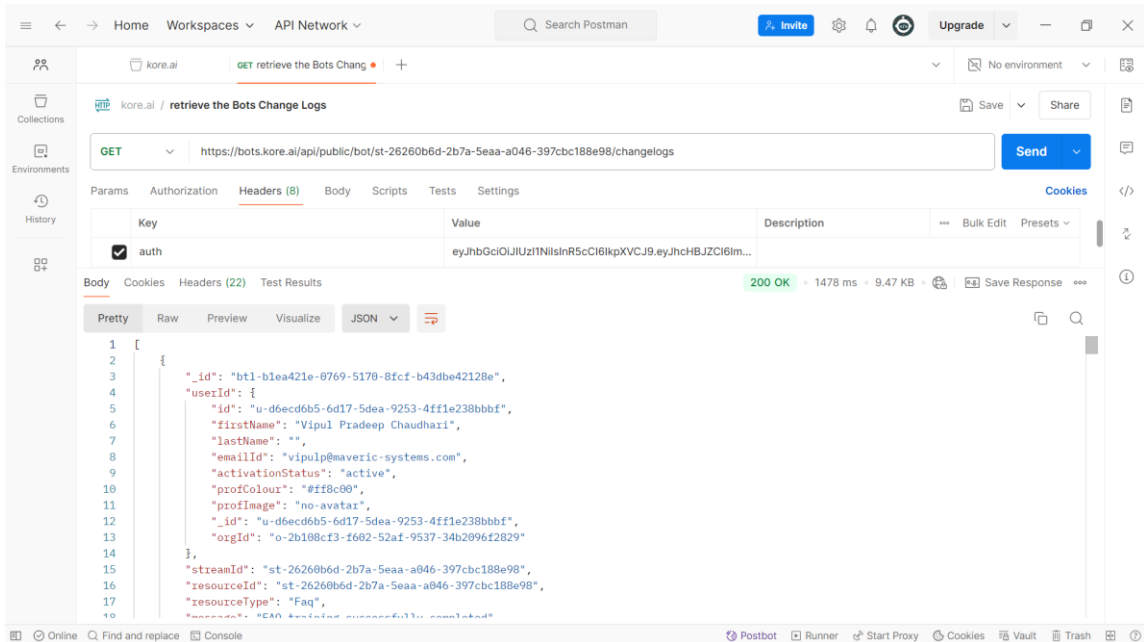




**FAQ:**

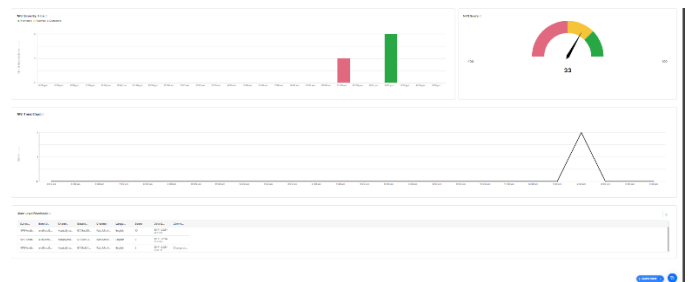
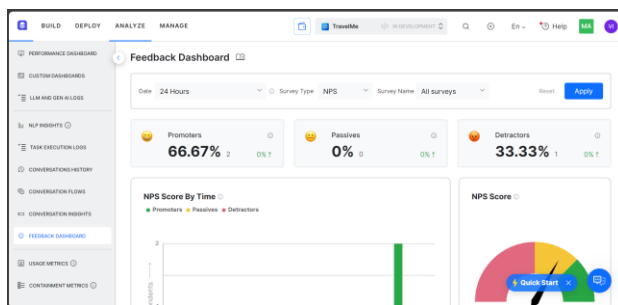
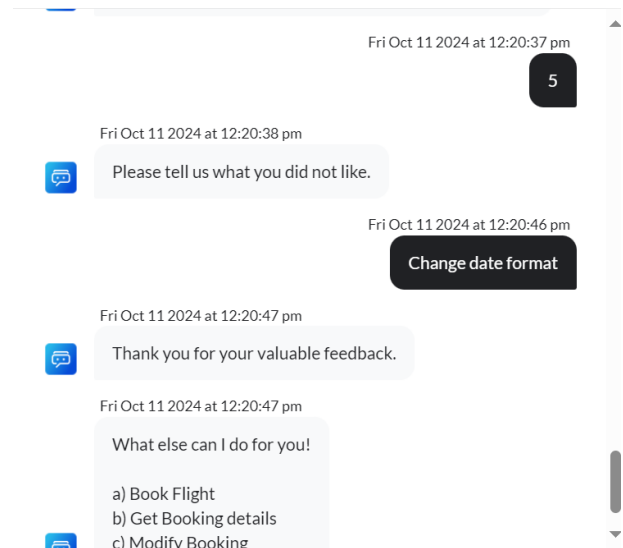
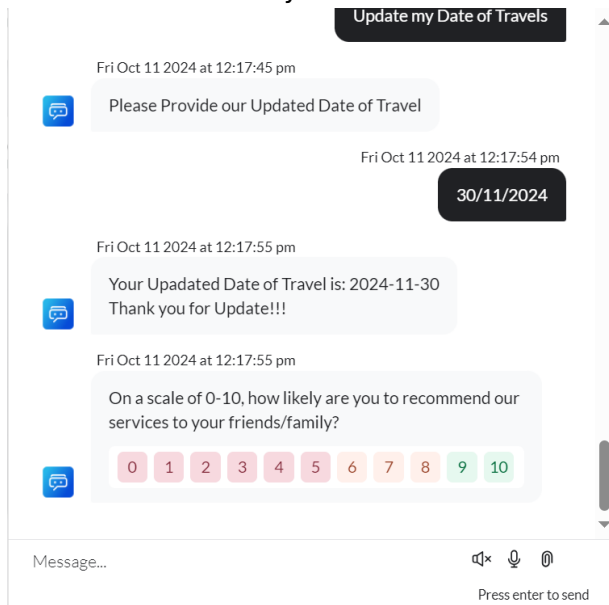


- Using Public APIs, retrieve the Bots Change Logs.  
(Share the API response screenshot when submitting the assignment).



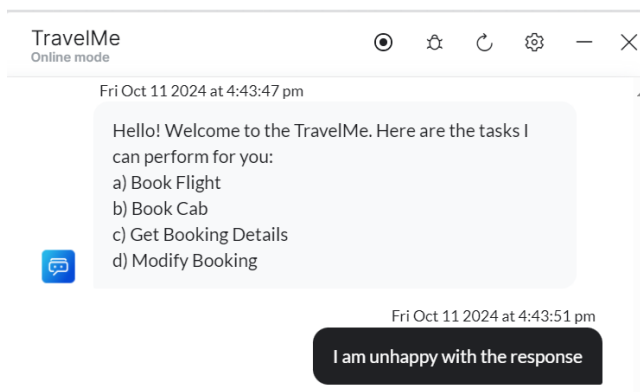
- **Response File is attached to the submission mail**

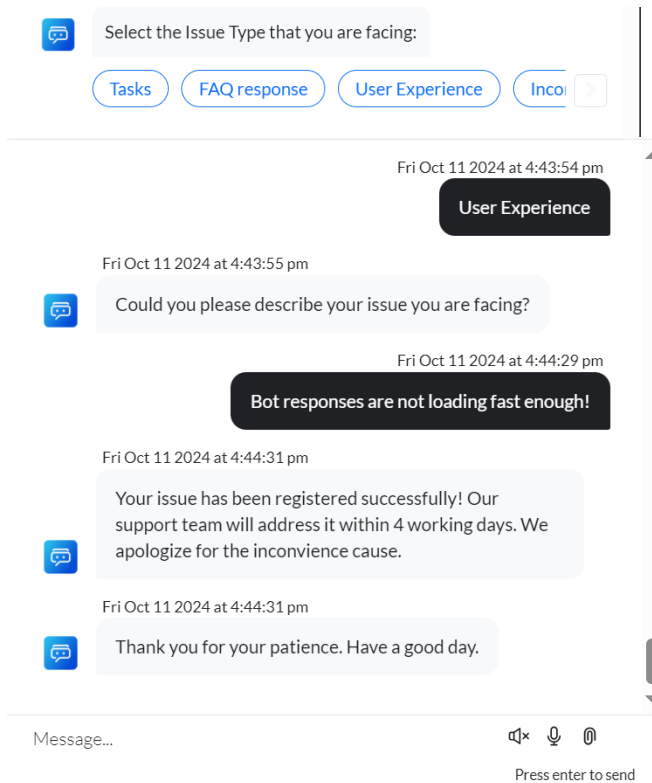
5. Define a feedback survey (NPS) and initiate the feedback at the end of a few selected dialog tasks. Share the downloaded User feedback report from the Feedback Dashboard in the bot Analytics.



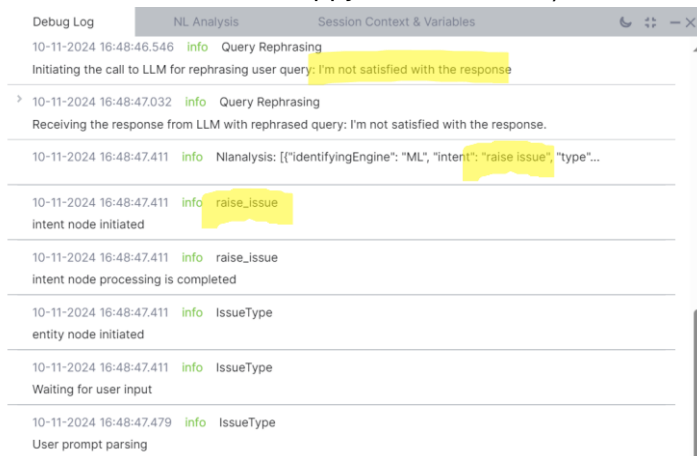
➤ **Downloaded report is attached to mail**

6. Create a task "Raise Issue". The task should allow the user to raise his concern on the tasks available in the bot. The issue types can be related to "Tasks", "FAQ response", "User Experience", "Incorrect Response" & "General". The user should be asked to select one of these and describe the issue faced.



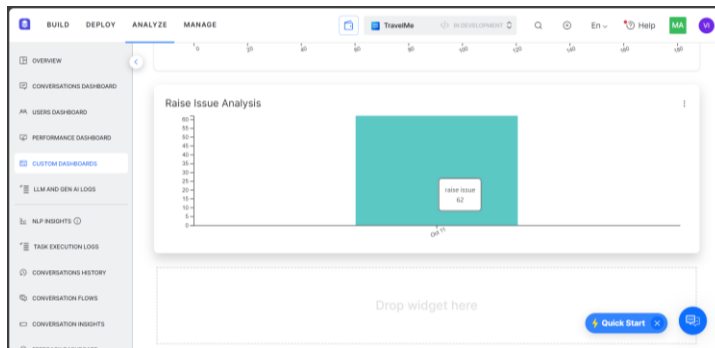


7. Trigger the “Raise Issue” task when the user expresses “dissatisfaction” (user says dissatisfied, unhappy or not satisfied) with the conversations.





8. Now, using Custom Dashboard widgets, present date wise how many times the “Raise Issue” task was initiated. ( Use date, taskname from the Analytics dataset). Ensure to include developer interactions.
- Attach screenshot of the custom dashboard widget.



The screenshot shows the "Configure Widget" interface for the "Raise Issue Analysis" widget. The "Dataset" is set to "Analytics". The "Date Range" is set to "From 10 - 10 - 2024 to 10 - 10 - 2024". The "Select" dropdown is set to "date". The "Count(taskname)" is selected. The "Taskname" is set to "raise issue". The "Widget name" is "Raise Issue Analysis". The "Description" is "Enter description (0-500)". The "Dimensions (0-500)" is set to "date". The "Metrics (0-500)" is set to "count(taskname)". The "Overlay" is set to "None". The "Quick Start" button is visible.

9. Enable the webhook channel. From Postman, send an utterance to trigger a task in the bot. (Share a screenshot of the bot response in Postman when submitting your assignment).

The screenshot shows a Postman API client interface. The request is a POST to the URL `https://bots.kore.ai/chatbot/v2/webhook/st-26260b6d-2b7a-5eaa-a046-397cbc188e98`. The request body is a JSON object:

```
1 {
2   "message": {
3     "type": "text",
4     "val": "get booking details"
5   },
6   "from": {
7     "id": "vipulp@maveric-systems.com"
8   }
9 }
```

The response is a 200 OK status with a response time of 1607 ms and a size of 2.09 KB. The response body is a JSON object:

```
1 {
2   "data": [
3     {
4       "type": "template",
5       "val": {
6         "text": "Select an option.\n(a) Fetch Cab Booking Details\n(b) Fetch Travel Booking Details\n",
7         "isTemplate": true
8       },
9       "createdOn": "2024-10-11T10:09:25.305Z",
10      "messageId": "ms-ed62b181-c856-5d8a-95da-c1f688525ffd"
11    }
12  ],
13  "_v": "v2",
14  "sessionId": "A78Rf95d3dR7f5h6aR875R16"
```