

BUILT MY OWN CUSTOMER SUPPORT CHATBOT!

MACHINE LEARNING TASK 3 / FUTURE INTERNS

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DIALOGFLOW INTENTS

SETUP

(Greeting, FAQs, Fallback)

• OrderStatus

SAVE

Enter action name

REQUIRED ?	PARAMETER NAME ?	ENTITY ?	VALUE	IS LIST ?
<input type="checkbox"/>	Enter name	Enter entity	Enter value	<input type="checkbox"/>

+ New parameter

Responses ?

DEFAULT +

Text Response

- 1 Please enter your order ID, and I'll fetch the details for you.
- 2 Enter a text response variant

• OrderStatus

SAVE

” Has my order been shipped?

” Check delivery

” How can I help you?

” Order status

” Track my order

” Where is my order?

Try it now



How to cancel?

I want a refund

Where is my order?

[COPY CURL](#)

How to cancel?



DEFAULT RESPONSE



To cancel your order, go to 'My Orders' and click on the cancel option next to your item.

INTENT

CancelOrder

ACTION

Not available

The screenshot shows the Dialogflow console interface. On the left is a sidebar with navigation options: MySupportBot, Intents (selected), Entities, Knowledge (beta), Fulfillment, Integrations, Training, Validation, History, Analytics, Prebuilt Agents, and Small Talk. The main area is titled 'Intents' and contains a list of intents: CancelOrder, ContactSupport, Default Fallback Intent, Default Welcome Intent, OrderStatus, RefundPolicy, ReturnItem, and Welcome. A 'CREATE INTENT' button is visible in the top right of the main area. On the right side, there is a 'Try it now' section with a microphone icon and a message: 'Please use test console above to try a sentence.'

Try it now



I want a refund
Where is my order?

USER SAYS

COPY CURL

I want a refund



DEFAULT RESPONSE



Refunds are processed within 5–7 working days after request approval.

INTENT

RefundPolicy

ACTION

Not available

DIAGNOSTIC INFO

Try it now



Where is my order?

Agent

USER SAYS

COPY CURL

Where is my order?



DEFAULT RESPONSE



Please enter your order ID, and I'll fetch the details for you.

INTENT

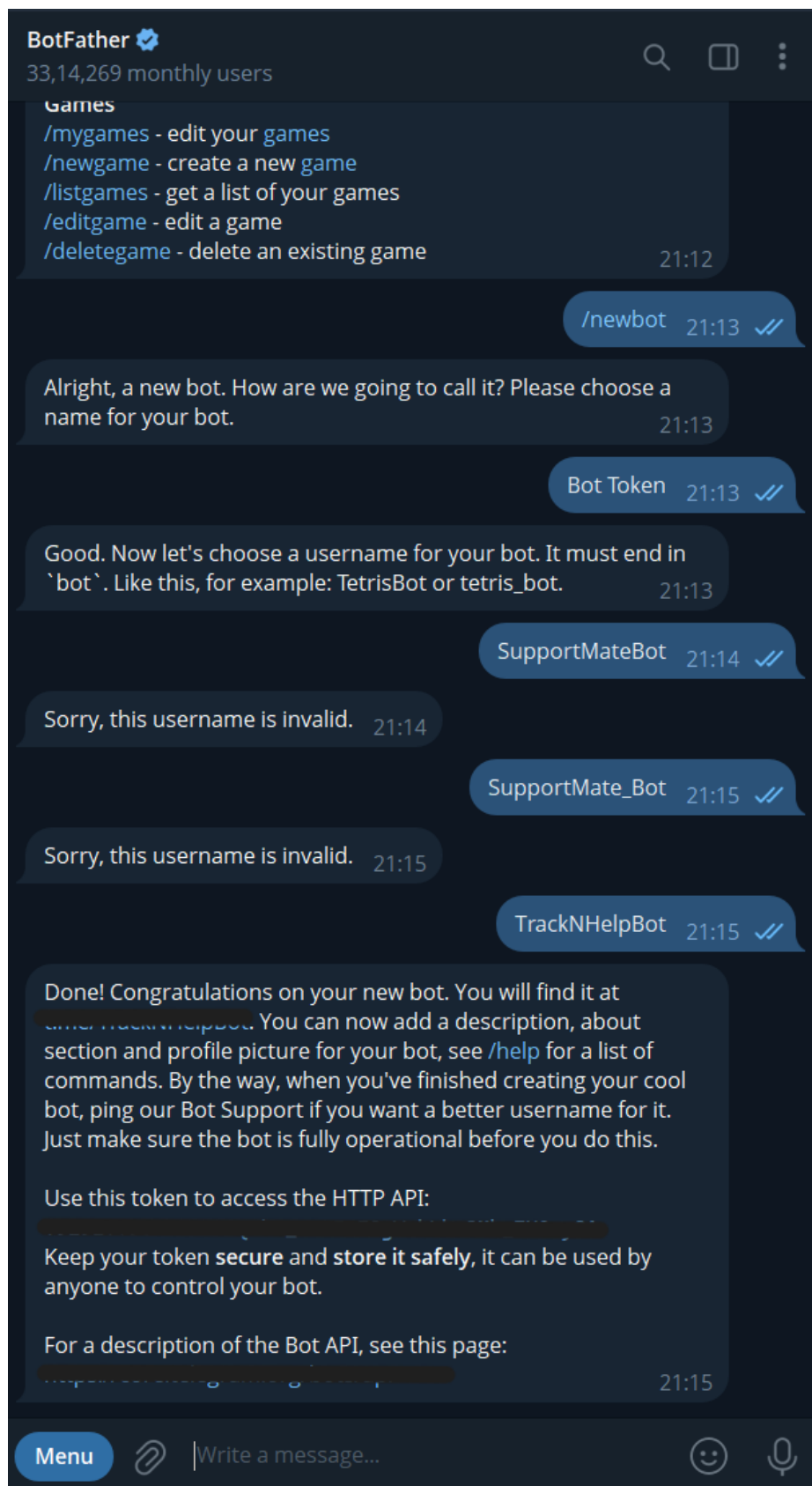
OrderStatus

ACTION

Not available

TELEGRAM BOT SETUP

(BotFather + Token screenshot)



Bot Token

bot



July 9

/start 21:16 ✓✓

Hi 21:21 ✓✓

Hi there! 🙌 How can I help you today? 21:21

Where is my order? 21:27 ✓✓

Please enter your order ID, and I'll fetch the details for you. 21:27

How can I return my item? 21:27 ✓✓

Sure! You can raise a return request within 7 days of delivery from the 'My Orders' section. 21:27

I want a refund 21:27 ✓✓

Refunds are processed within 5-7 working days after request approval. 21:27



Write a message...



Brief Logic Explanation

Customer Support Chatbot

The chatbot was designed using **Dialogflow Essentials**, with the goal of automating responses to common customer queries and seamlessly integrating with **Telegram** for real-time user interaction.

Logic Flow:

1. **User Message Received**

➤ A customer sends a message via **Telegram**.

2. **Intent Matching (Dialogflow)**

➤ Dialogflow uses **NLP** to match the message with predefined **intents** like:

- “Where is my order?”
- “How to return an item?”
- “How do I contact support?”

3. **Bot Responds with Predefined Reply**

➤ Based on matched intent, the bot replies instantly.

4. **Fallback Handling**

➤ If no intent matches, a **fallback response** like “Sorry, I didn’t understand. Can you rephrase?” is sent.

5. **Loop or End**

➤ User either asks another question or ends the chat.

Example Intents Added:

- **Greeting:** “Hi”, “Hello” → “Hi! How can I assist you today?”
- **Order Status:** “Where is my order?” → “Please share your order ID...”
- **Return Policy:** “How do I return a product?” → “You can return within 7 days...”
- **Contact Info:** “How to contact support?” → “You can call us at 1800-xxx...”
- **Fallback:** Anything else → “Sorry, I didn't understand. Please try again.”

Conclusion & Acknowledgement

This project gave me practical exposure to building real-time customer support systems using AI. From designing user intents in Dialogflow to deploying the chatbot on Telegram via BotFather, each step strengthened my understanding of conversational logic, NLP, and chatbot deployment.

This task not only improved my technical skills but also taught me how to structure human-like conversations for scalable business support.

A special thanks to *Future Interns* for this valuable learning opportunity.

The hands-on experience and structured guidance provided throughout the internship have truly helped me grow as a machine learning and AI practitioner.

