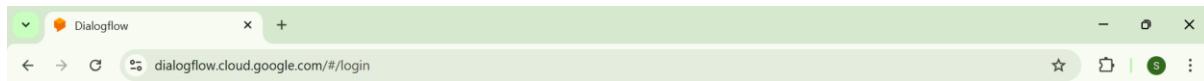


# AI DRIVEN CUSTOMER SUPPORT CHATBOT

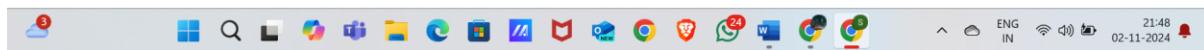
## Procedures to create Chatbot:

Step 1: Go to the site dialogflow.cloud.google.com and login into the Dialogflow console.



[Sign-in with Google](#)

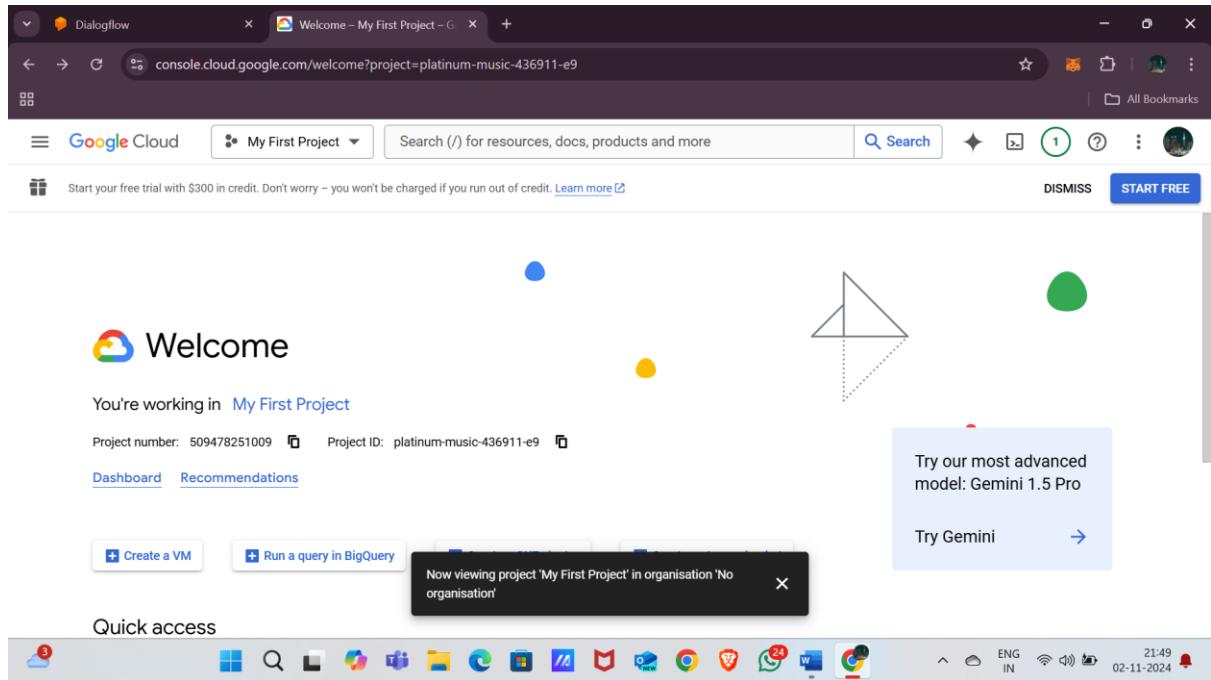
[Terms of use and privacy policy](#)



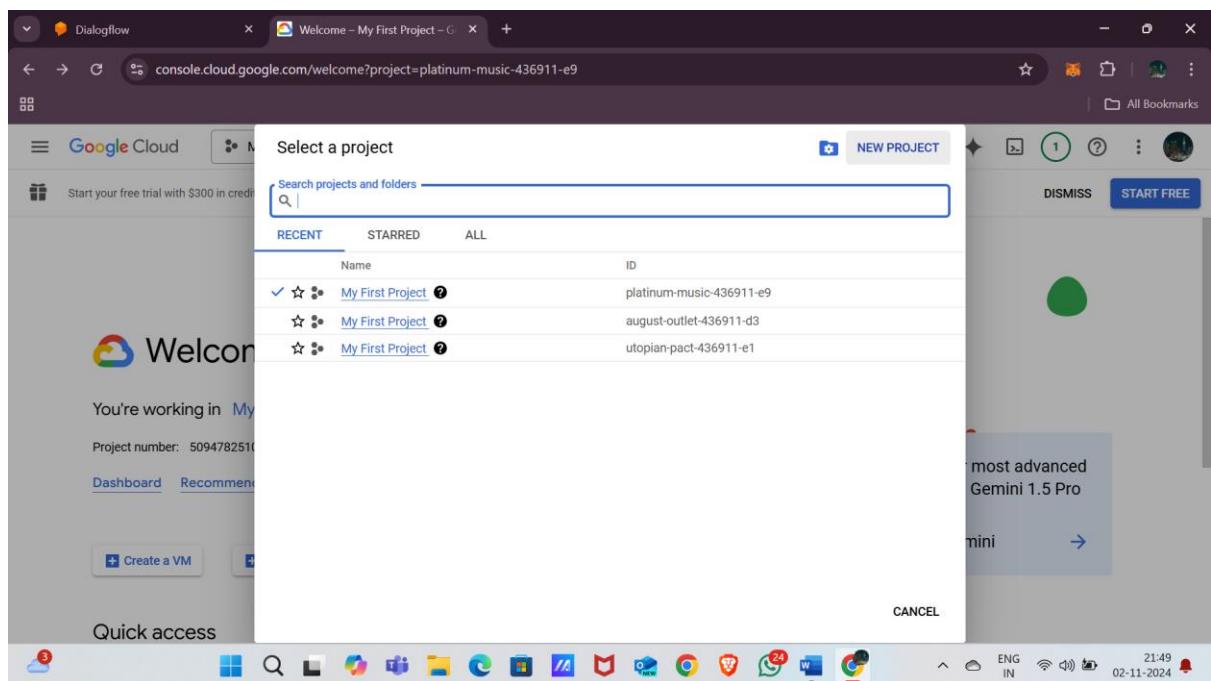
Welcome page of Dialogflow Essentials (ES)

A screenshot of a web browser window titled "Welcome – My First Project – G". The address bar shows "dialogflow.cloud.google.com/#/getStarted". The left sidebar of the Dialogflow interface is visible, featuring options like "Create Agent", "Docs", "Dialogflow CX [new]", "Support", "Account", and "Logout". The main content area displays a "Welcome to Dialogflow!" message with a "Get started" button and a photograph of a person's hands typing on a laptop keyboard. A note says "Don't know where to begin? Let us help you get started." At the bottom, it says "Now it's time to create your first agent." and has a "CREATE AGENT" button. The right side of the screen shows a message: "Please, create at least one agent to access the test console". The bottom of the screen shows the Windows taskbar with various pinned application icons and system status indicators.

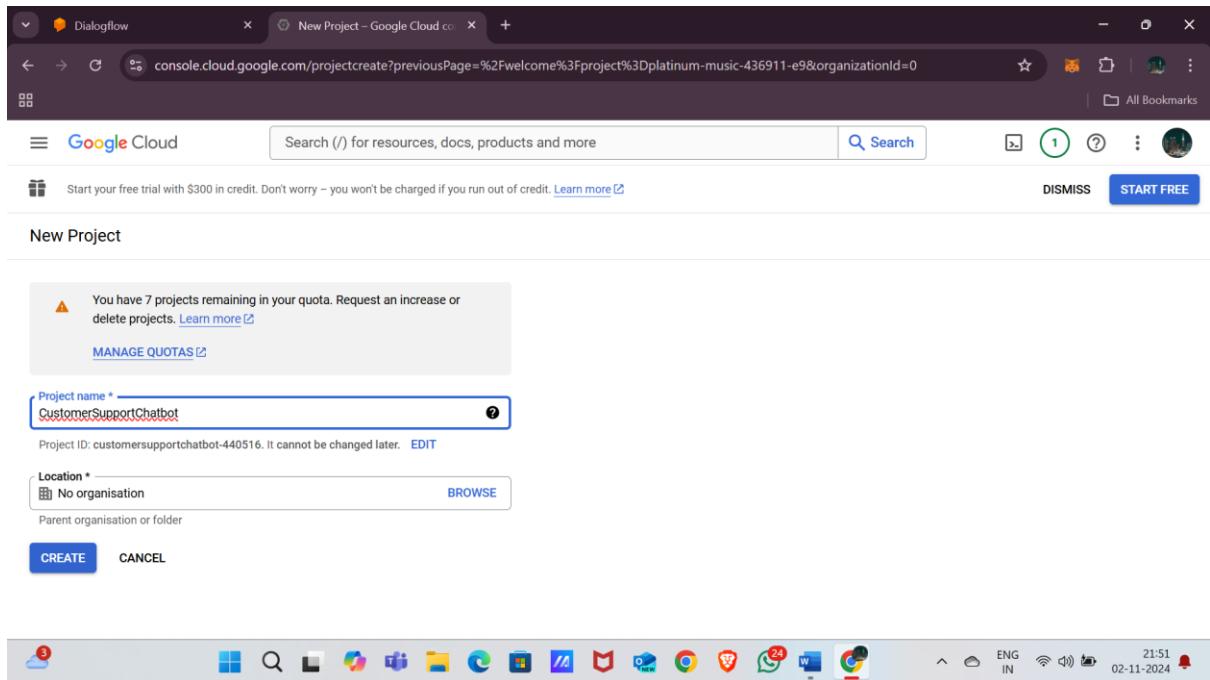
Step 2: Go to the site console.cloud.google.com and sign in to create the new project.



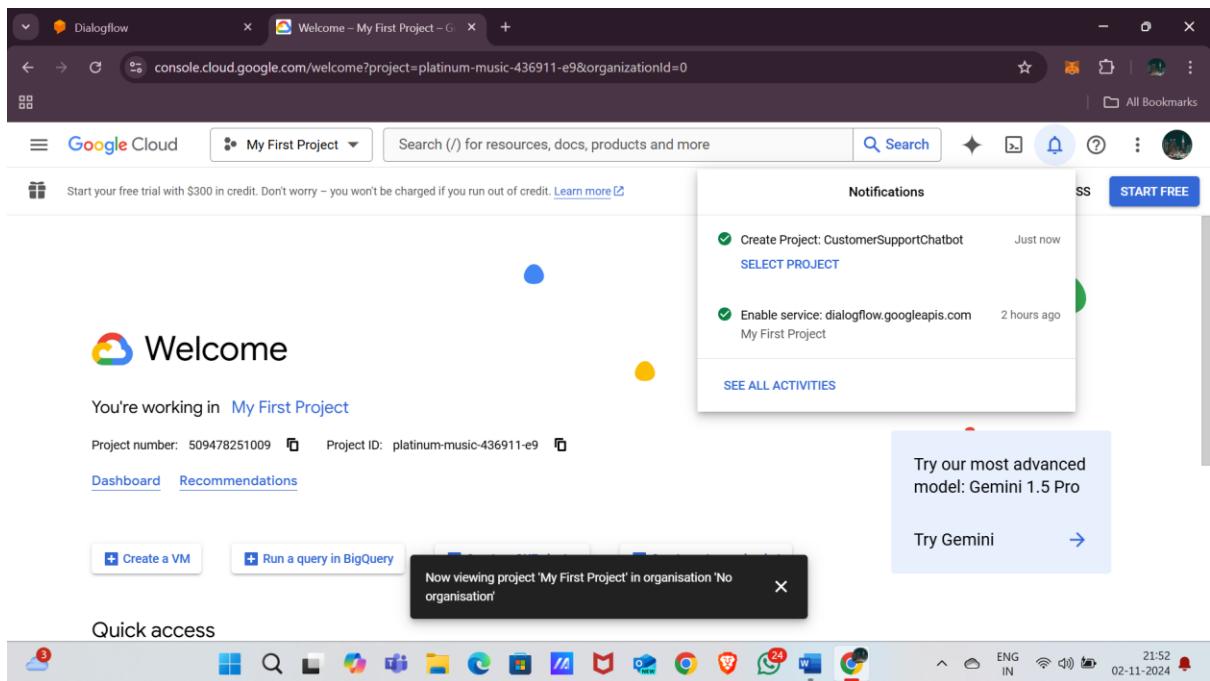
Create the new project.



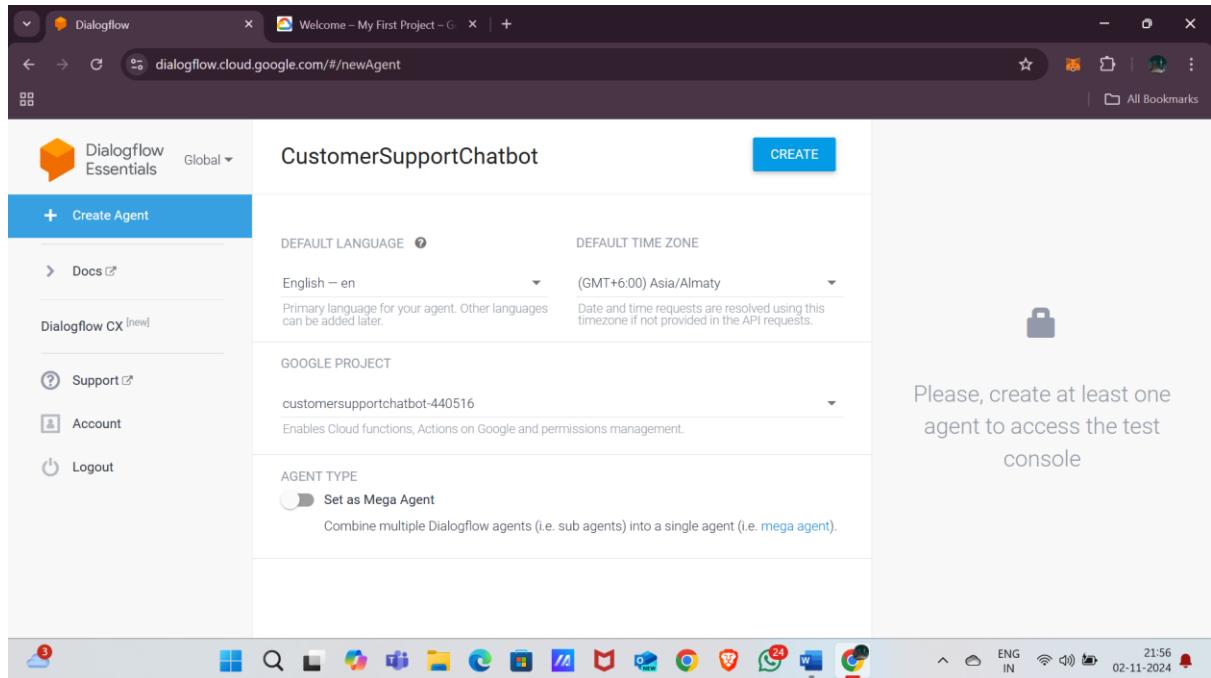
Customer Support Chatbot is the name of the project.



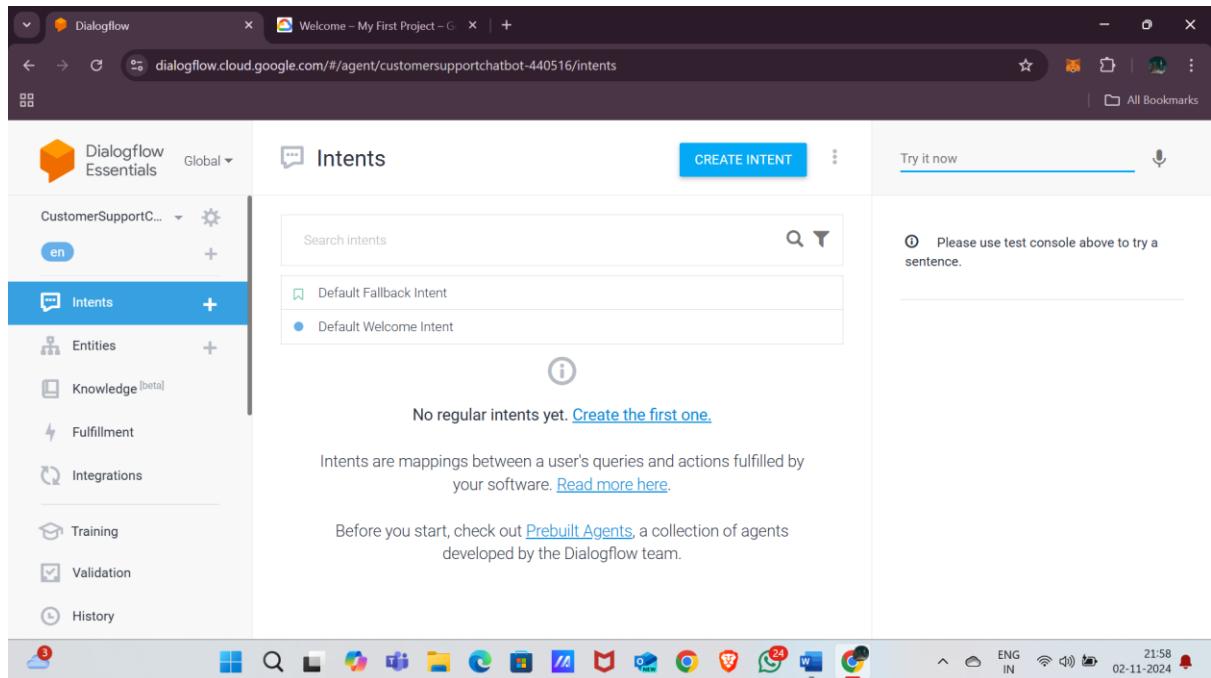
Project is successfully created.



Step 3: In Dialogflow console create a new agent and provide the name as Customer Support Chatbot and connect the google project.



Step 4: Go to the Intents and provide some default intents (nothing but your theme of conversations).



Provide Some Training phrases and add some Text Response to the phrases related to your theme.

The screenshot shows the Dialogflow interface with the 'Default Welcome Intent' selected. The left sidebar shows navigation options like 'CustomerSupportC...', 'en', 'Intents', 'Entities', 'Knowledge [beta]', 'Fulfillment', 'Integrations', 'Training', 'Validation', and 'History'. The main panel displays the intent configuration with sections for 'Contexts', 'Events', and 'Training phrases'. A warning message states: 'Template phrases are deprecated and will be ignored in training time. More details here.' Below this, a note explains that Dialogflow matches user input to training phrases even if they're not exact. The right panel shows a 'Try it now' button and a microphone icon. The bottom status bar shows system icons and the date/time: 21:58 02-11-2024.

Step 5: Create a new Intent named Request Service.

The screenshot shows the Dialogflow interface with the 'RequestService' intent created. The left sidebar is identical to the previous screenshot. The main panel shows the 'RequestService' intent configuration with sections for 'Training phrases' and 'Action and parameters'. A warning message about deprecated template phrases is present. The right panel shows a 'Try it now' input field containing 'Hi, I want to request a service'. Below it, the 'Agent' section shows the user's message 'Hi, I want to request a service' and a response 'OK, your request is being processed'. The 'INTENT' section shows 'RequestService', and the 'ACTION' section shows 'Not available'. The bottom status bar shows system icons and the date/time: 22:13 02-11-2024.

Add the phrases and corresponding responses. Then update the Action and Parameters which contains the entity.

These are the prompts based on entity.

The screenshot shows the Dialogflow interface for a project titled "My First Project". The main view displays the "RequestService" intent. On the left sidebar, there are sections for "CustomerSupportC...", "en", "Intents" (selected), "Entities", "Knowledge [beta]", "Fulfilment", "Integrations", "Training", "Validation", and "History". The "Responses" section at the bottom is labeled "Not available". A modal window titled "Prompts for 'phone-number'" is open, listing one entity entry and three prompts:

NAME	ENTITY	VALUE
phone-number	@sys.phone-number	\$phone-number

**PROMPTS**

- 1 Enter your phone number
- 2 Please provide your phone number
- 3 Enter a prompt variant

At the bottom right of the modal, there is a "CLOSE" button.

These are selected and updated prompts.

The screenshot shows the Dialogflow Essentials interface for a project named "CustomerSupportC...". On the left sidebar, under the "Intents" section, the "RequestService" intent is selected. The main panel displays the configuration for this intent, specifically for the "en" language. The intent has four parameters defined:

REQUIRED	PARAMETER NAME	ENTITY	VALUE	IS LIST	PROMPTS
<input checked="" type="checkbox"/>	person	@sys.person	\$person	<input type="checkbox"/>	What is your name...
<input checked="" type="checkbox"/>	email	@sys.email	\$email	<input type="checkbox"/>	Please enter your...
<input checked="" type="checkbox"/>	phone-number	@sys.phone-number	\$phone-number	<input type="checkbox"/>	Enter your phone...
<input checked="" type="checkbox"/>	Service	@ServiceType	\$ServiceType	<input type="checkbox"/>	What type of service...
<input type="checkbox"/>	Enter n	Enter e	Enter value	<input type="checkbox"/>	—

Below the table, there is a link "+ New parameter". To the right of the table, the "SAVE" button is visible. The "Try it now" section shows a simulated conversation:

USER SAYS  
1234384891

DEFAULT RESPONSE  
Ok Tom, your email is customer1@gmail.com, your phone number is 1234384891, your request is being processed

INTENT  
RequestService

ACTION  
Not available

PARAMETER  
VALUE  
customer1@gmail.com

Available Intents:

Default Fallback Intent

The screenshot shows the Dialogflow Essentials interface for a project named "CustomerSupportC...". On the left sidebar, under the "Intents" section, the "Default Fallback Intent" is selected. The main panel displays the configuration for this intent, specifically for the "en" language. The intent has one response variant defined:

Responses

DEFAULT

Text Response

1 Sorry, cost and further details about service provider will be sent your email.  
2 Sorry, you will get the phone call shortly for further queries  
3 Sorry, for further enquiry call the mobile number +91 9789735701  
4 Enter a text response variant

ADD RESPONSES

Set this intent as end of conversation

To the right of the responses, the "SAVE" button is visible. The "Try it now" section shows a simulated conversation:

USER SAYS  
Hi

DEFAULT RESPONSE  
Hi! Welcome to Customer Support Chatbot. We are here to serve you with following available services: 1.Electrical Repairs 2.HVAC (Heating, Ventilation, and Air Conditioning) Services 3.Appliance Repair and Maintenance 4.Painting and Decorating 5.Gardening and Landscaping 6.Plumbing Services 7.House Cleaning 8.Carpentry Service 9.Welding Service 10.Masonry Service How can I help you?

Intent saved

## Default Welcome Intent:

The screenshot shows the Dialogflow interface for a project named "CustomerSupportChatbot". The left sidebar is open, showing sections like Intents, Entities, Knowledge, Fulfillment, Integrations, Training, Validation, and History. The main area displays the "Default Welcome Intent". Under "Text Response", there is a list of responses:

1. Hi! Welcome to Customer Support Chatbot.  
We are here to serve you with following available services:  
1.Electrical Repairs  
2.HVAC (Heating, Ventilation, and Air Conditioning) Services  
3.Appliance Repair and Maintenance  
4.Painting and Decorating  
5.Gardening and Landscaping  
6.Plumbing Services

The right panel shows the "Agent" interface with a transcript. The user says "Hi" and the bot responds with the same list of services. Below the transcript, there is an "INTENT" section.

## Working Hours Intent:

The screenshot shows the Dialogflow interface for the same project. The left sidebar is open, showing sections like Intents, Entities, Knowledge, Fulfillment, Integrations, Training, Validation, and History. The main area displays the "WorkingHours" intent. Under "Responses", there is a "DEFAULT" tab with a "Text Response" section containing two responses:

1. Our service team is available from 9:00 AM to 8:00 PM on weekdays. For urgent needs, please feel free to contact us, and we'll do our best to assist you!
2. Enter a text response variant

The right panel shows the "Agent" interface with a transcript. The user says "Hi" and the bot responds with the working hours message. Below the transcript, there is an "INTENT" section.

## Cancel Service Intent:

The screenshot shows the Dialogflow interface for creating a new intent named 'CancelService'. The left sidebar lists various project components like Entities, Knowledge, Fulfillment, Integrations, Training, Validation, and History. The main workspace displays the 'Responses' section for the 'DEFAULT' response type. It contains two text responses:

- 1 Ok \$person, your email is \$email, your phone number is \$phone-number. Yes, you can cancel your service booking and you will receive a email about service cancellation and further information. You are always welcome for further services.
- 2 Enter a text response variant

Below the responses, there's a 'Text Response' button and a 'Set this intent as end of conversation' toggle switch. The right panel shows a preview of the agent's response to a user saying 'Hi', which includes a welcome message and a list of available services. The status bar at the bottom indicates the session is in English ('ENG IN') and was last updated on 03-11-2024 at 14:06.

## Reschedule Service Intent:

The screenshot shows the Dialogflow interface for creating a new intent named 'RescheduleService'. The left sidebar is identical to the previous screenshot. The main workspace displays the 'Responses' section for the 'DEFAULT' response type. It contains two text responses:

- 1 You can reschedule your service by contacting the mobile number provided in your Email. Thank you, have a great day!
- 2 Enter a text response variant

Below the responses, there's a 'Text Response' button and a 'Set this intent as end of conversation' toggle switch. The right panel shows a preview of the agent's response to a user saying 'Hi', which includes a welcome message and a list of available services. The status bar at the bottom indicates the session is in English ('ENG IN') and was last updated on 03-11-2024 at 14:10.

## Customer Greetings Intent:

The screenshot shows the Dialogflow interface for creating a new intent named "CustomerGreetings". The left sidebar is titled "CustomerSupportC..." and includes sections for "Intents", "Entities", "Knowledge [beta]", "Fulfillment", "Integrations", "Training", "Validation", and "History". The main panel displays the "Responses" section for the "DEFAULT" intent. Under "Text Response", there are seven responses listed: 1. It's our pleasure to serve you!, 2. We feel glad to hear this from you!, 3. We are honoured to serve you!, 4. It's our pride to serve you!, 5. It's our duty to help you!, 6. We love to hear this from you! Have a great day., and 7. Enter a text response variant. A "SAVE" button is at the top right. On the right side, there is a preview area showing a user message "House Cleaning" and a bot response "Thank you Sonali, your request for a House Cleaning is being processed. An Email will sent to you on customer1@gmail.com and an agent will contact you on 3462167891 shortly for further details such as service provider information, cost and time duration.". Below this, it shows the "INTENT RequestService" and "ACTION Not available". The bottom status bar shows the date and time as 03-11-2024 15:59.

Step 6: Create a new Entity based on the service available to the customer and save it.

The screenshot shows the Dialogflow interface for creating a new entity named "ServiceType". The left sidebar is titled "CustomerSupportC..." and includes sections for "Intents", "Entities", "Knowledge [beta]", "Fulfillment", "Integrations", "Training", "Validation", and "History". The main panel displays the "ServiceType" entity with two columns: "USER SAYS" and "AGENT RESPONSE". The entries are: Electrical Repairs, Electrical Repairs; Plumbing Services, Plumbing Services; Gardening and Landscaping, Gardening and Landscaping; Painting and Decorating, Painting and Decorating; HVAC (Heating, Ventilation, and Air Conditioning) Services, HVAC (Heating, Ventilation, and Air Conditioning) Services; Appliance Repair and Maintenance, Appliance Repair and Maintenance; Carpentry Service, Carpentry Service; Masonry Service, Masonry Service; House Cleaning, House Cleaning; and Welding Service, Welding Service. A "SAVE" button is at the top right. On the right side, there is a preview area showing a user message "Hi" and a bot response "Hi! Welcome to Customer Support Chatbot. We are here to serve you with following available services: 1.Electrical Repairs 2.HVAC (Heating, Ventilation, and Air Conditioning) Services 3.Appliance Repair and Maintenance 4.Painting and Decorating 5.Gardening and Landscaping 6.Plumbing Services 7.House Cleaning 8.Carpentry Service 9.Welding Service 10.Masonry Service How can I help you?". Below this, it shows the "INTENT" and "ACTION". A green toast message "Entity saved" is visible at the bottom left, and an "OK" button is at the bottom right. The bottom status bar shows the date and time as 03-11-2024 14:11.

Step 7: Try the chat available in Dialogflow console, to check whether the phrases you trained to the agent are saved and working properly.

Try it now

Agent

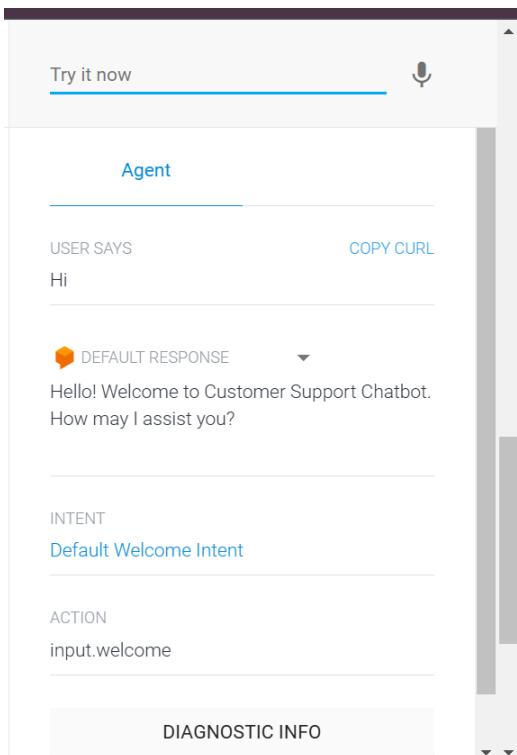
USER SAYS [COPY CURL](#)  
Hi

DEFAULT RESPONSE  
Hello! Welcome to Customer Support Chatbot.  
How may I assist you?

INTENT [Default Welcome Intent](#)

ACTION [input.welcome](#)

DIAGNOSTIC INFO



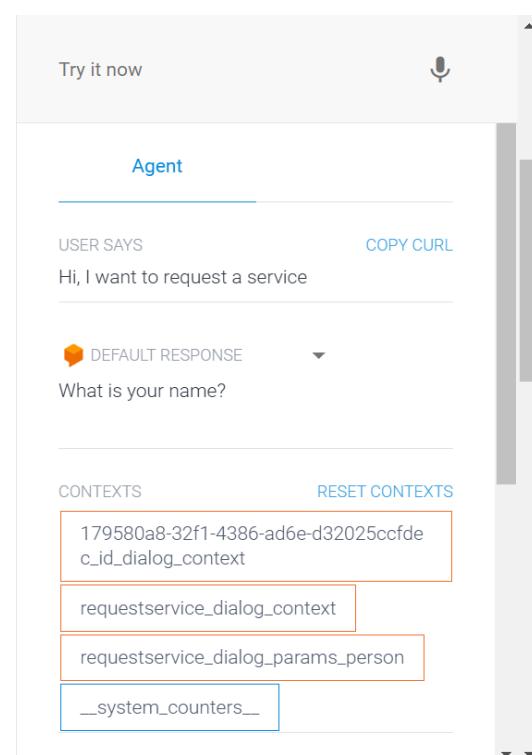
Try it now

Agent

USER SAYS [COPY CURL](#)  
Hi, I want to request a service

DEFAULT RESPONSE  
What is your name?

CONTEXTS [RESET CONTEXTS](#)  
179580a8-32f1-4386-ad6e-d32025ccfde  
c\_id\_dialog\_context  
requestservice\_dialog\_context  
requestservice\_dialog\_params\_person  
\_\_system\_counters\_\_



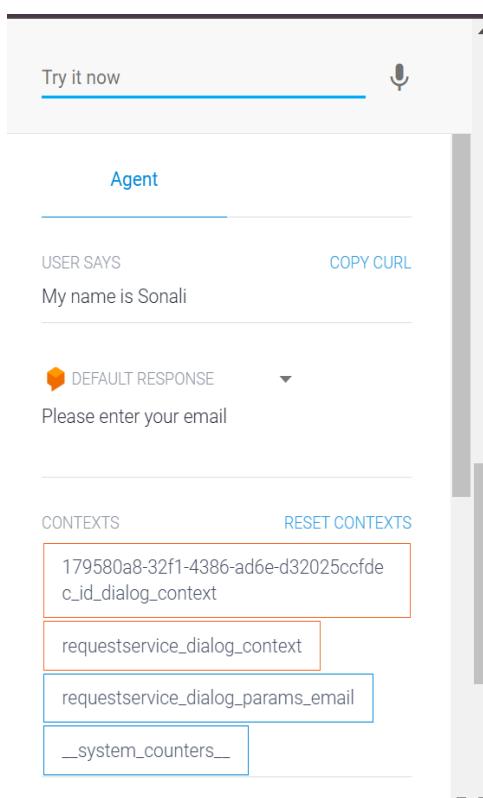
Try it now

Agent

USER SAYS [COPY CURL](#)  
My name is Sonali

DEFAULT RESPONSE  
Please enter your email

CONTEXTS [RESET CONTEXTS](#)  
179580a8-32f1-4386-ad6e-d32025ccfde  
c\_id\_dialog\_context  
requestservice\_dialog\_context  
requestservice\_dialog\_params\_email  
\_\_system\_counters\_\_



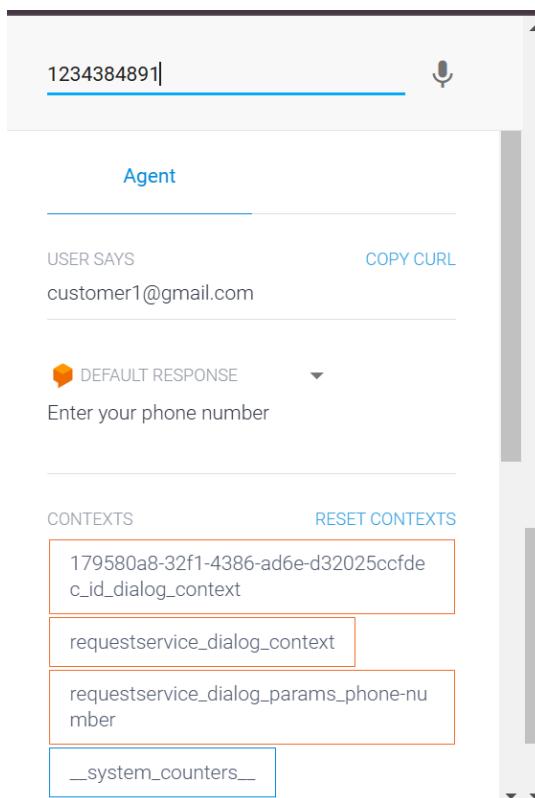
1234384891

Agent

USER SAYS [COPY CURL](#)  
customer1@gmail.com

DEFAULT RESPONSE  
Enter your phone number

CONTEXTS [RESET CONTEXTS](#)  
179580a8-32f1-4386-ad6e-d32025ccfde  
c\_id\_dialog\_context  
requestservice\_dialog\_context  
requestservice\_dialog\_params\_phone-number  
\_\_system\_counters\_\_



Cleaning

User Says: 3462167891

Agent Response: Try it now

USER SAYS: House Cleaning

DEFAULT RESPONSE: Thank you Sonali, your request for a House Cleaning is being processed. An Email will sent to you on customer1@gmail.com and an agent will contact you on 3462167891 shortly for further details such as service provider information, cost and time duration.

CONTEXTS:

- 179580a8-32f1-4386-ad6e-d32025ccfde (c\_id\_dialog\_context)
- requestservice\_dialog\_context
- requestservice\_dialog\_params\_servicety pe
- \_\_system\_counters\_\_

Some other representation trained.

Try it now

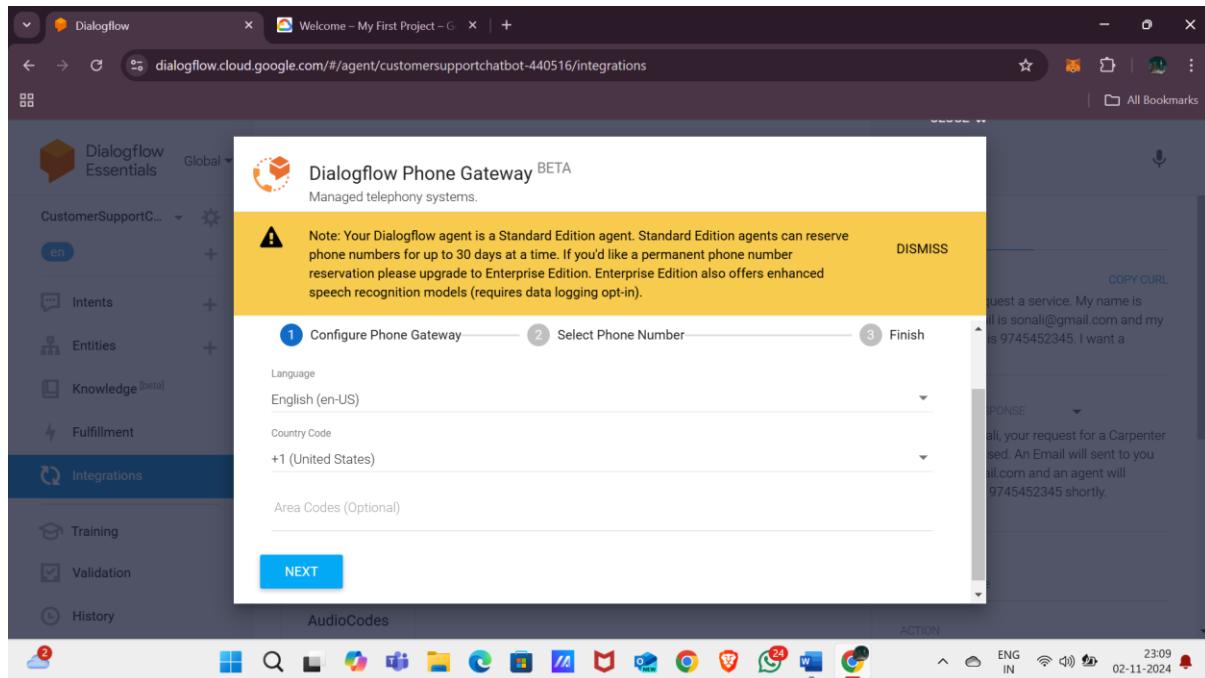
User Says: Hi, I want to request a service. My name is Sonali. My email is sonali@gmail.com and my phone number is 9745452345. I want a carpenter

Agent Response: Thank you Sonali, your request for a Carpenter is being processed. An Email will sent to you on sonali@gmail.com and an agent will contact you on 9745452345 shortly.

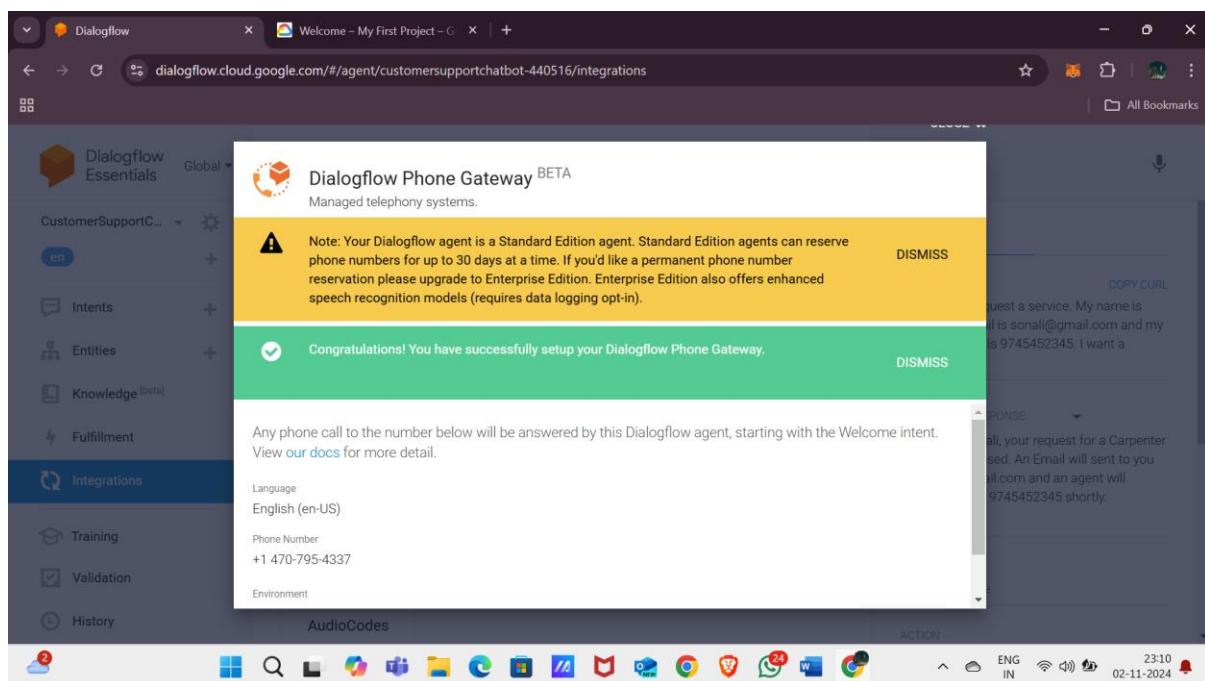
INTENT: RequestService

ACTION:

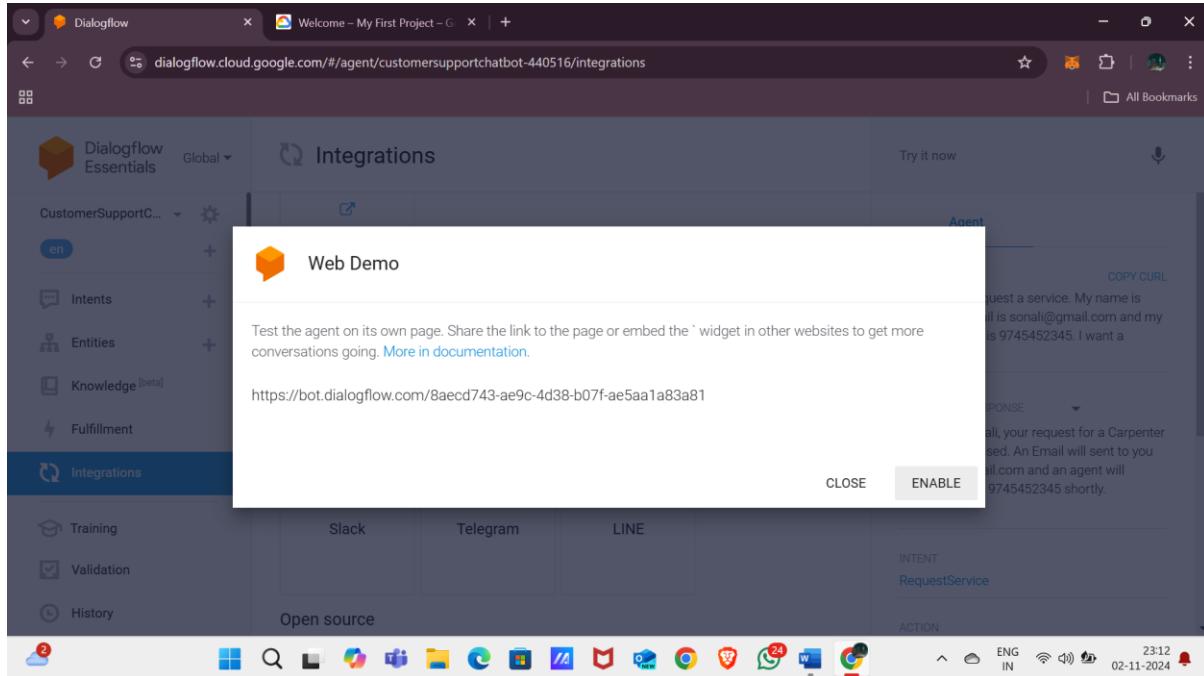
## Step 8: Integrate the Dialogflow Phone Gateway Agent to your project.



Setup is successful and free trial will last for 30 days.



Step 9: Also Integrate the Web Demo Service available in google platform to view the chatbot using the given link available below.



This is the chatbot what we have trained so far.

