**Intent Detection Accuracy Report – 5000 Data**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Intent** | **Actual Intent Percentage** | **Predicted Intent Percentage** | **Accuracy** | **Remarks** |
| **Curious Intent** | 30% | 25% | 83% | Misclassify |
| **Incident Intent** | 12% | 14% | 116.67% | Relatively well |
| **Junk Intent** | 30% | 40% | 133.33% | Misclassify |
| **Problem Intent** | 9% | 2% | 22.22% | Struggles to identify |
| **Service Request Intent** | 19% | 19% | 100% | Performs Well |

\*Based on unsorted data.

**Overall Accuracy: 77.78%** (1000 manual input and 4000 POST method data).

**Summary:** The evaluation of Dialogflow’ s intent detection system using the 5000 data entries (1000 manual input and 4000 POST method data) revealed an overall accuracy of 77.78%. The model demonstrated relatively good performance for Incident Intent and Service Request Intent, accurately identifying them at 116.67% and 100%, respectively. However, there were certain areas of improvement needed. The model misclassified Curious Intent and Junk Intent, resulting in lower accuracy percentages than the actual data. Additionally, the model struggled to identify Problem Intent, leading to a significantly lower accuracy percentage of 22.22%.

**Intent Detection Accuracy Report – 5000 Data**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Intent** | **Actual Intent Percentage** | **Predicted Intent Percentage** | **Accuracy** | **Remarks** |
| **Curious Intent** | 30% | 29% | 97.69% | Correctly Identify |
| **Incident Intent** | 12% | 14.14% | 118.57% | Relatively well |
| **Junk Intent** | 30% | 30% | 100.91% | Correctly Identify |
| **Problem Intent** | 9% | 9.09% | 100% | Correctly Identify |
| **Service Request Intent** | 19% | 17.17% | 89.95% | Relatively well |

\*Based on Manually Data Inputted

**Overall Accuracy: 96.70%** (1000 manual input and 4000 POST method data).

**Here are some tips for improving the accuracy of your data:**

* **Collect more data:**  The more data you have, the better your model will be able to learn the patterns in user queries.
* **Vary your data:**  Make sure your data includes a variety of different types of user queries. This will help the model to generalize better to new queries.
* **Clean your data:**  Make sure your data is free of errors and typos. This will help the model to learn the correct patterns.
* **Fine-tune your model:**  Once you have trained your model, you can fine-tune it to improve its accuracy. This can be done by adjusting the parameters of the model or by adding more data.

By following these tips, you can improve the accuracy of your data and get better results from your Dialogflow agent.

**Junk Intent only:** Before Manual Input Data

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Intent** | **Actual Intent Percentage** | **Predicted Intent Percentage** | **Accuracy** | **Remarks** |
| **Curious Intent** | 0% | 23.47% | 97.69% | Junk text detect as Curious Intent |
| **Incident Intent** | 0% | 0% | 0% | Correctly Identify |
| **Junk Intent** | 100% | 76.53% | 76.53% | Struggles to identify |
| **Problem Intent** | 0% | 0% | 0% | Correctly Identify |
| **Service Request Intent** | 0% | 0% | 0% | Correctly Identify |

**Overall Accuracy for Junk Intent: 76.53%**