CHATBOT

A chatbot is a software application that mimics conversation with a human in natural languages through various platforms like messaging, websites, mobiles, etc. The chatbot responds by identifying the intent of the conversation and then responding accordingly.

My Chatbot

My chatbot is based on ordering a bike from a nearby bike shop. I developed a chatbot using Google Dialogflow which is a natural language understanding platform that makes it easy to design and integrate a conversational user interface into your mobile app, web application, device, bot, interactive voice response system, and so on.

I followed the below steps in developing a Chatbot.

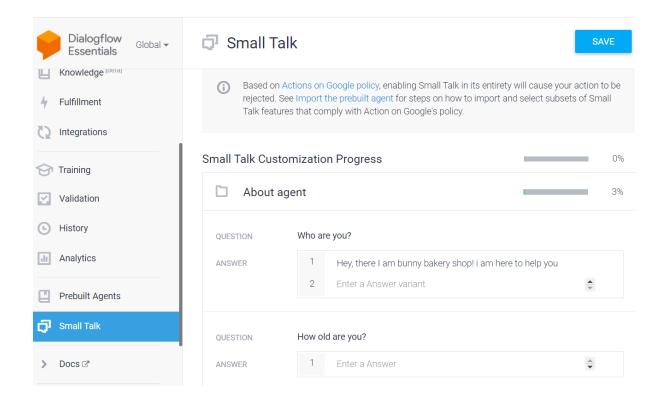
Level 1

Step 1: Getting set up with a Dialog flow account

- 1. Go to https://dialogflow.com/
- 2. Click on "go to console" in the top right corner
- 3. Login with a Gmail account when prompted

Step 2: Enable small talk:

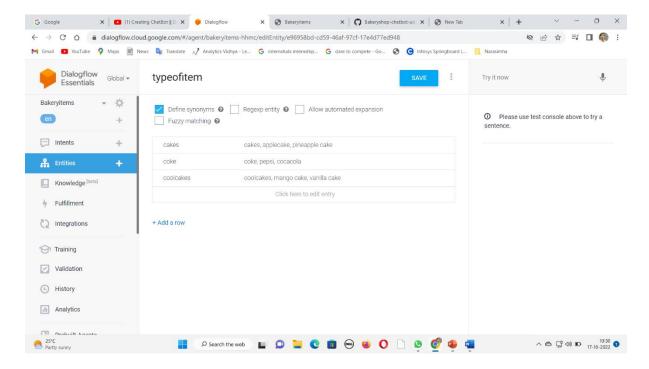
I have enabled small talk so that my agent can learn how to support small talk without any extra development. By default, it will respond with Hiiiii, Hello. Below are customized responses to the most popular requests.



Step 3: Defining Entities:

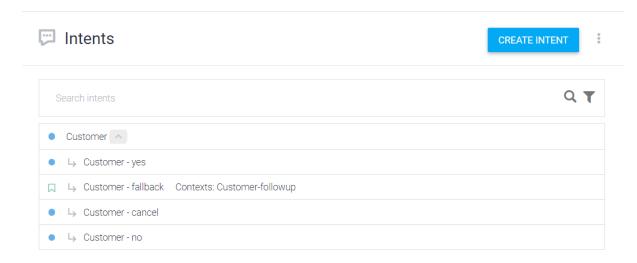
Entities can be fields, data, or text describing just about anything — a time, place, person, item, number, etc. Using natural language processing (NLP), chatbots can extract entities from entries that users type in order to turn around accurate recommendations and answers.

In this chatbot, I have created entities as a type of items, flavor of cake Size of cake, etc., Type of items: This entity describes the type of items in the **bunnybakeryshop**. The flavor of cake: This entity describes the flavors of cake such as vanilla, black forest, pineapple, chocolate, etc.



Step 4: Intents:

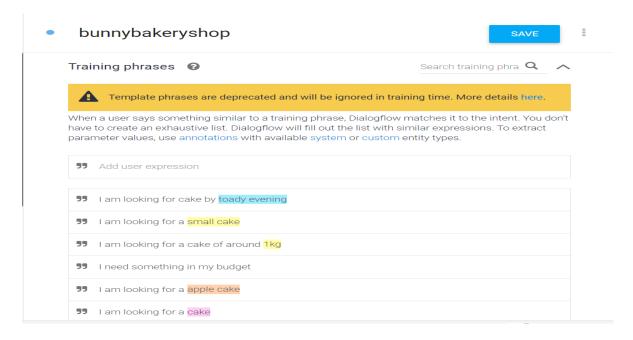
Intent refers to the goal that the customer has in mind when typing in a question or comment. While entity refers to the modifier the customer uses to describe their issue, the intent is what they mean. Here, I created intent as bunnybakeryshop.



Step 5: Training phrases:

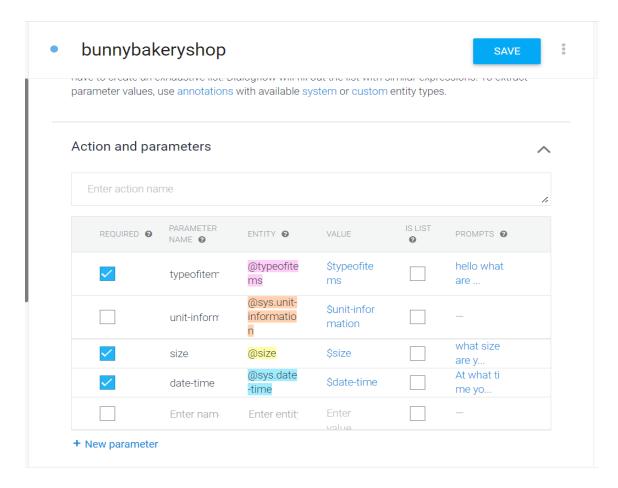
Training phrases are example phrases for what end-users might type or say, referred to as end-user expressions. For each intent, you create many training phrases. When an end-user expression resembles one of these phrases, Dialogflow matches the intent.

I used the following phrases to train and match Dialogflow it to the intent.

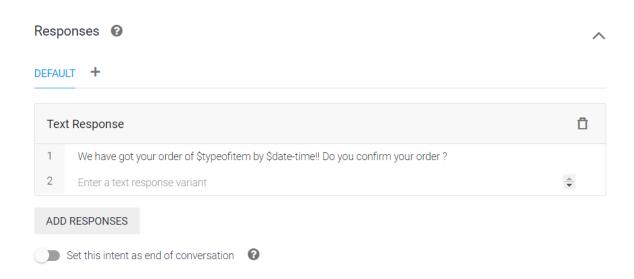


Step 6: Actions and parameters:

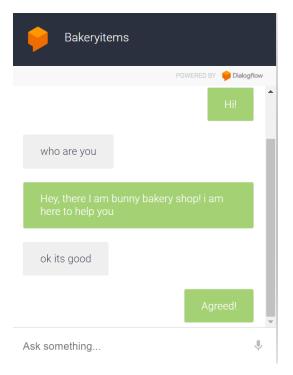
Dialogflow sends an API interaction response for each step of slot filling. For each of these slot-filling responses, the intent and action will be the same, and the parameters collected so far will be provided. When building an agent, we provide prompts that the agent will use to get parameter data from the end user.

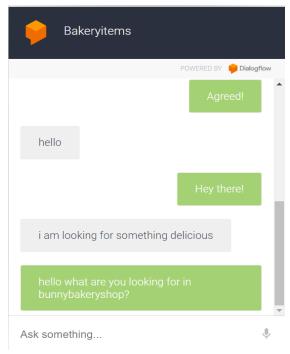


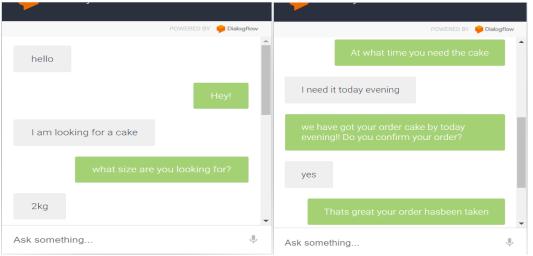
Step 7: Responses:

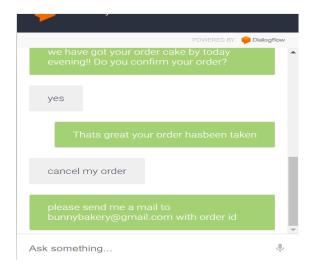


Chatbot responses:









Chatbot link: https://dialogflow.cloud.google.com/#/agent/bakeryitems-hhmc/editIntent/13143aae-7f00-44dc-9248-e632cc7984bb/

GitHub link:

https://github.com/UNarasimha