Creating Chatbots with Google Dialogflow

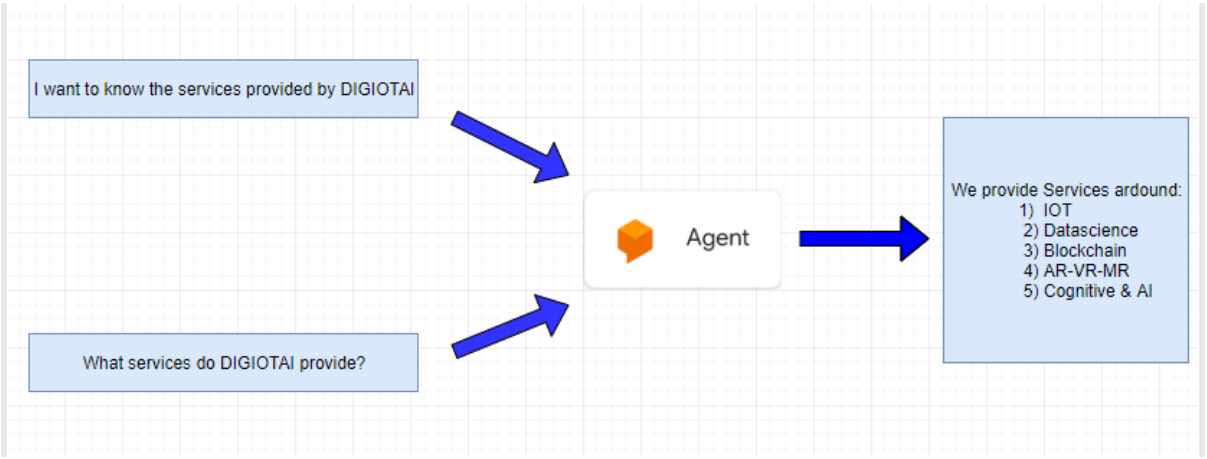
Here we are going to create a Dialogflow chatbot and integrate it with Facebook Messenger. Developing a chatbot for Facebook messenger involves a 3 step process:

Step 1) Setting up Dialog flow

At first, we need to set up Dialogflow environment. Google Dialogflow plays a major role in Chatbot development. The actual training for the bot is given using Dialogflow environment.

a) Login to Google Dialogflow using the link provided below
https://console.dialogflow.com/api-client/#/login
Use your Google account for authenticating into Dialogflow.

b) Creating Agents
A Dialogflow agent will help you process user input into structured data that you can use to return an appropriate response. You define all these things inside one or many intents, which define how to map user input to a corresponding response



Above figure describes how a typical agent will work

Let's create a new agent and give it name as DIGIOTAI

c) creating intents

Intents are the user queries for which bot replies

click on + symbol next to intents

Give your first Intent name as Services

Now we need to add questions in training phase. Training Phase defines example phrases of what users can say. Dialogflow uses these training phrases and naturally expands them to many more similar phrases to build a language model that accurately matches user input. Through further training and machine learning, Dialogflow builds a more robust and varied language model to better match user input

Add a question in training phrase field

"I want to know the services provided by DIGIOTAI"

You can also provide similar expressions like

"What services do DIGIOTAI provide?".

Now we will give responses in response field. Responses define a text, speech, or visual response to the user, which usually prompts users in a way that lets them know what to say next or that the conversation is ending.

Give the response as.

" We provide services around:

1) IOT
2) Datascience
3) Blockchain
4) AR-VR-MR
5) Cognitive & AI"

click on save

Add your second intent as IOTService

add question in training phase as we did in last intent

"Can you provide more information on IOT services."

another expression as

"I want to know more details about IOT services."

Give the response in response field

Thank you, your request has been sent to info@digiotai.com.
You will get a reply soon.

Click on save

step 2) setting up Facebook messenger app

In this step we are going to create a messenger app in developer console

a) Login in to Facebook developer console by clicking below link https://developers.facebook.com/
b) Create a new app by clicking new app button
c) Give app name as DIGIOTAI and click on create App Id by completing security check

Step 3) Integrating Dialogflow with Facebook messenger

a) Go back to Dialogflow then click on Integrations
b) Choose Facebook messenger
c) Now slide the toggle bottom which is shown at the top
d) Note the Call back URL
e) Give any string like hello in Verify token and note it down
f) Go back to the Facebook app created in previous step and click on the + symbol next to products
g) Now choose setup messenger
h) In Token Generation select the Facebook page for which you want to integrate the chatbot. Here I Choose DIGIOTAI solutions Facebook page.
i) After choosing the page you will get a page access Token note it down
j) Now paste the page access token in the window we got in "e"
k) Click on start you will see a pop up stating your bot is started
l) Now in Facebook developer console window of "h" you will see webhooks click on set up webhooks button
m) Now paste the call back URL noted from "d"
n) Paste the verify token from "e"
o) Now select the subscription fields
    I) messages
    II) message_deliveries
    III) messaging_post_backs
    IV) message_reads
    V) message_options
p) click on verify and save
q) click on select a page and then subscribe.

That's all your Dialogflow bot is ready to reply in your Facebooks page messages