# Maintaining Conversation State



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# Agenda



What is State?

The Levels of State

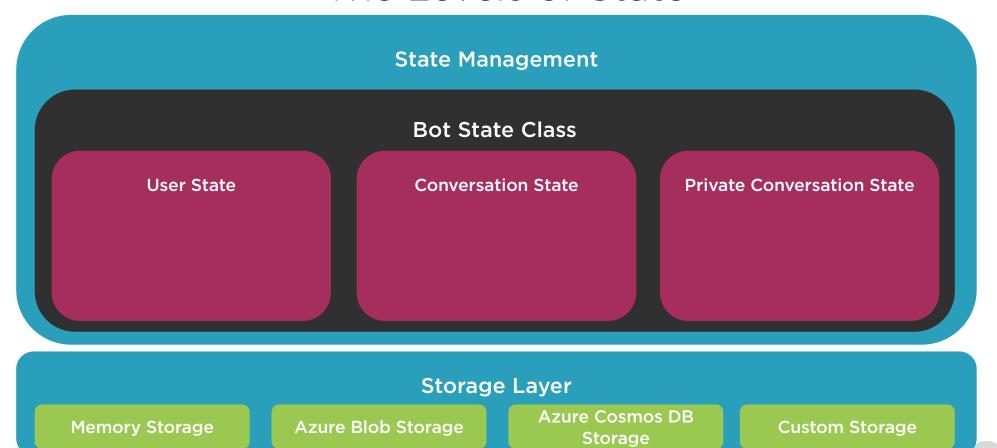
Demo



#### What is State?

- A bots memory
- Chatbots are stateless by nature
- Helps to add meaning to your conversations

# The Levels of State



# User State

# Keys

User	Channel	Property 1	PropertyN
MKruczek	Facebook	Value	Value



#### FB Messenger Conversation 2

"Matthgamhoffer Note some deals?"

"BuMattatiseublrbeetreat"



Bot

## Conversation State

#### Keys

ConversationId	Channel	Property 1	PropertyN
12345	Facebook	Value	Value



#### **FB Messenger Conversation 1**

User1

"Please change the current topic to budget discussion"



"The new topic is budget discussion"

"What was the previous topic?"



"The last topic was elections"



Bot

## Private Conversation State

#### Keys

ConversationId	User	Channel	Property 1	PropertyN
12345	MKruczek	Facebook	Value	Value



### FB Messenger Conversation 1

User1

"Valmatvartateeare suits 37 ii the current issue?"

"Slager] Modered geogramoth bleero2 imgted liso"



"I vote yes"

"I vote no"



Bot



## The Levels of State

#### **State Management**

#### **Bot State Class**

**User State** 

**State Property Accessor** 

**State Property** 

**Conversation State** 

**State Property Accessor** 

**State Property** 

**Private Conversation State** 

**State Property Accessor** 

**State Property** 

#### **Storage Layer**

**Memory Storage** 

**Azure Blob Storage** 

Azure Cosmos DB Storage

**Custom Storage** 



# Summary



#### What is State?

- Adds Complexity

#### The Levels of State

- Storage Layer
- State Management

#### Demo

