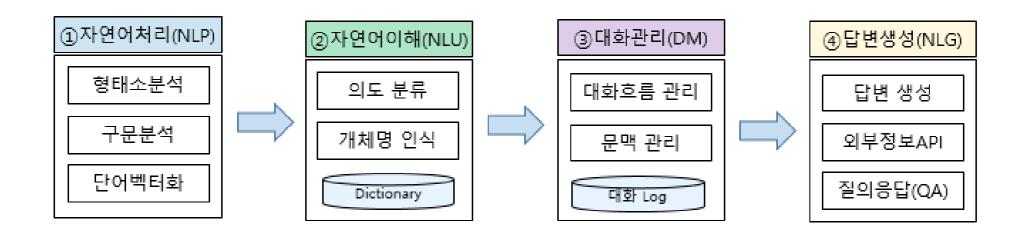
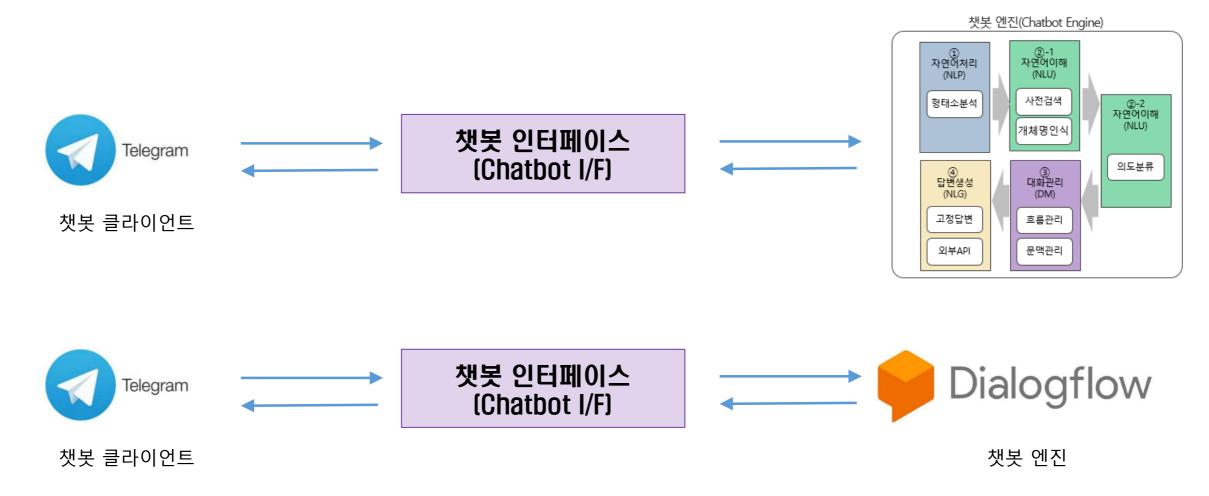
- 챗봇 엔진의 구성
- ①자연어 처리(NLP) ②자연어 이해(NLU) ③대화관리(Dialog Management) ④ 자연어(답변) 생성(NLG) 등으로 구성 본격적인 자연어 처리에 앞서 텍스트 전처리 과정 선행



■ 챗봇 엔진과 Dialogflow 본격적인 챗봇 엔진 구축에 앞서 인텐트(의도), 엔티티(개체명), 슬롯 등 챗봇 핵심 개념에 대한 적용 구글 Dialogflow를 통해 챗봇 엔진에 대한 이해



페이지2

■ Dialogflow란?

대화식 사용자 인터페이스를 모바일 앱, 웹 애플리케이션, 기기, 봇, 대화형 음성 응답 시스템 등에 쉽게 설계하고 통합할 수 있도록 하는 자연어 이해 플랫폼
텍스트 또는 오디오 입력(전화 또는 음성 녹음 등)을 포함하여 고객이 제공하는 여러 유형의 입력을 분석 2016년 유명한 챗봇 플랫폼인 Api.ai를 Google 이 인수하여
대화식 사용자 인터페이스의 핵심 엔진으로 Google의 인공지능 딥러닝 기반 엔진 탑재 Google의 강력한 인공지능 딥러닝 기반 엔진을 이용하여 고품질의 사용자 환경 제공 영어, 중국어 뿐만 아니라 한국어 등 다국어 지원

출처: https://cloud.google.com/dialogflow/docs?hl=ko

■ https://dialogflow.com/ 접속

Build natural and rich conversational experiences

클릭

Give users new ways to interact with your product by building engaging voice and text-based conversational interfaces, such as voice apps and chatbots, powered by Al. Connect with users on your website, mobile app, the Google Assistant, Amazon Alexa, Facebook Messenger, and other popular platforms and devices.

Sign up for free



Powered by Google's machine learning

Dialogflow incorporates Google's machine learning expertise and products such as Google Cloud Speech-to-Text.

Built on Google infrastructure

Dialogflow is a Google service that runs on Google Cloud Platform, letting you scale to hundreds of millions of users. Optimized for the Google Assistant

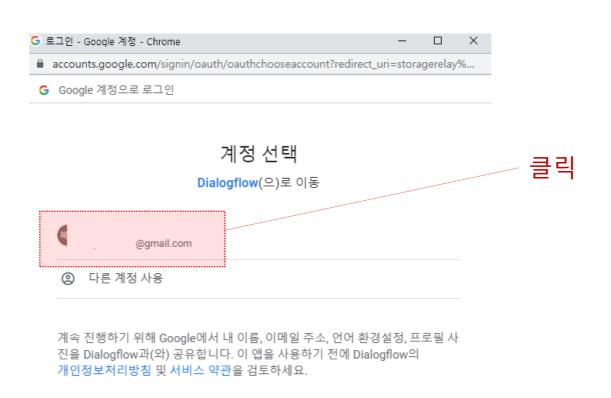
Dialogflow is the most widely used tool to build Actions for more than 400M+ Google Assistant devices.

Dialogflow is user-friendly, intuitive, and just makes sense. Its natural language processing (NLP) is the best we've tried.

Mandi Galluch, Digital Experience Program Leader, Domino's

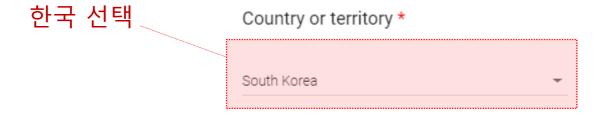
■ 구글 계정으로 접속 및 허용





■ 서비스 약관 동의

Please review your account settings



Terms of Service *

Yes, I have read and accept the agreement.

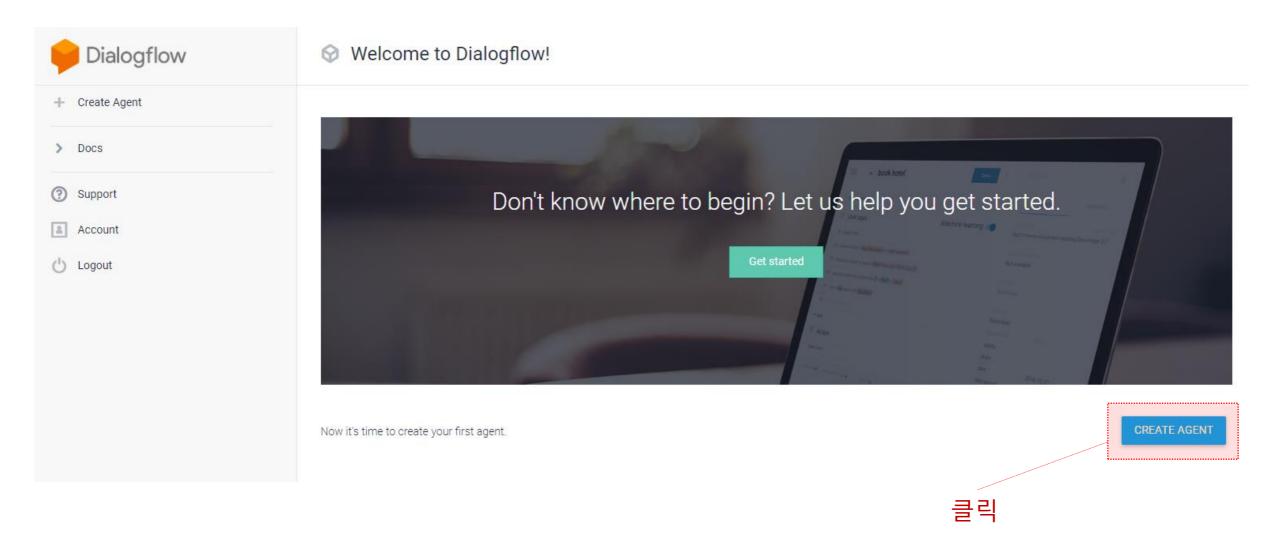
By proceeding and clicking the button below, you agree to adhere to the Terms of Service.

Additionally, you may have access to certain Firebase services. You agree that your use of Firebase services will adhere to the applicable Firebase Terms of Service. If you integrate any apps with Firebase on this project, by default, your Firebase Analytics data will enhance other Firebase features and Google products. You can control how your Firebase Analytics data is shared in your Firebase settings at anytime.



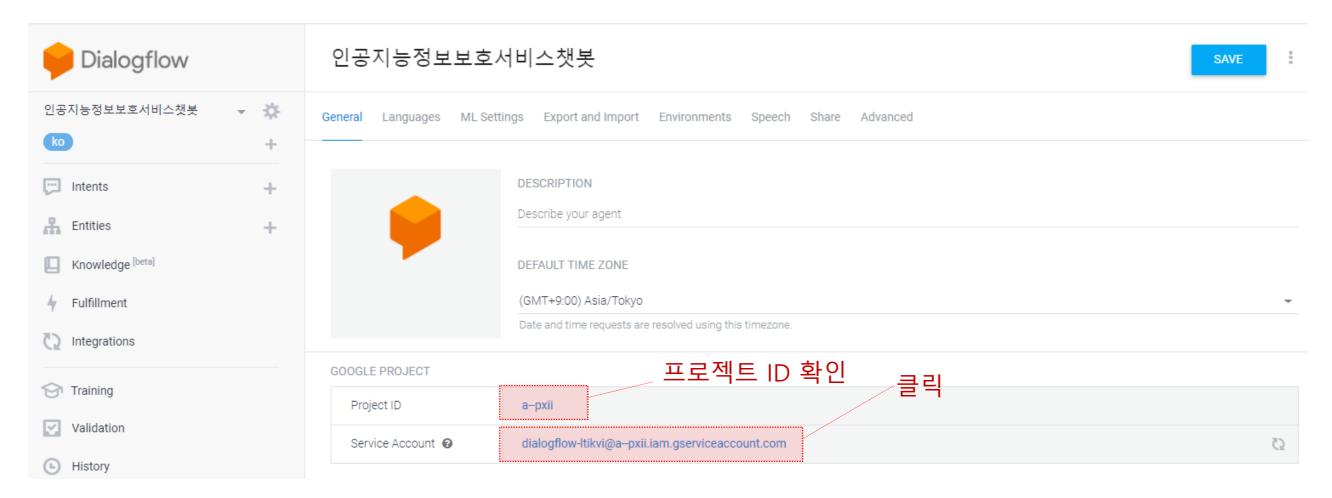


■ Dialogflow Agent 생성





■ Service Account 비공개키 생성

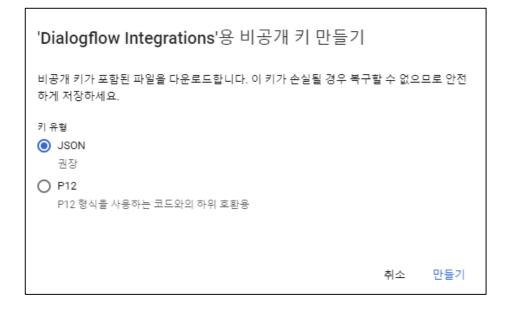


■ Service Account 비공개키 생성



■ Service Account 비공개키 생성

Service Account 비공개키 생성 후 JSON 파일 형태로 로컬 PC에 저장 프로그램에서 사용하기 때문에 저장 위치 및 파일명 확인 필요



```
{
    "type": "service_account",
    "project_id": "a--pxii",
    "private_key_id": "64c4b61d7c3ded06a71addeb0d156f972e23285b",
    "private_key": "----BEGIN PRIVATE KEY----₩nMIIEvQIBADANBgkqhkiG9w0BAQEFAASCBKcwgq
    "client_email": "dialogflow-ltikvi@a--pxii.iam.gserviceaccount.com",
    "client_id": "113941512220688262579",
    "auth_uri": "https://accounts.google.com/o/oauth2/auth",
    "token_uri": "https://oauth2.googleapis.com/token",
    "auth_provider_x509_cert_url": "https://www.googleapis.com/oauth2/v1/certs",
    "client_x509_cert_url": "https://www.googleapis.com/robot/v1/metadata/x509/dialogflow-ltikvi
}
```

- dialogflow 클라이언트 모듈 설치 pip install dialogflow
- dialogflow 클라이언트 모듈 import import os import dialogflow_v2 as dialogflow
- dialogflow 접속을 위한 설정 값
 os.environ["GOOGLE_APPLICATION_CREDENTIALS"] = "Service Account 비공개키 json 파일 위치"
 project_id = 'Dialogflow 프로젝트 ID'
 session_id = '세션 ID(임의의 문자열 32자 까지 가능)'
 language_code = 'ko'

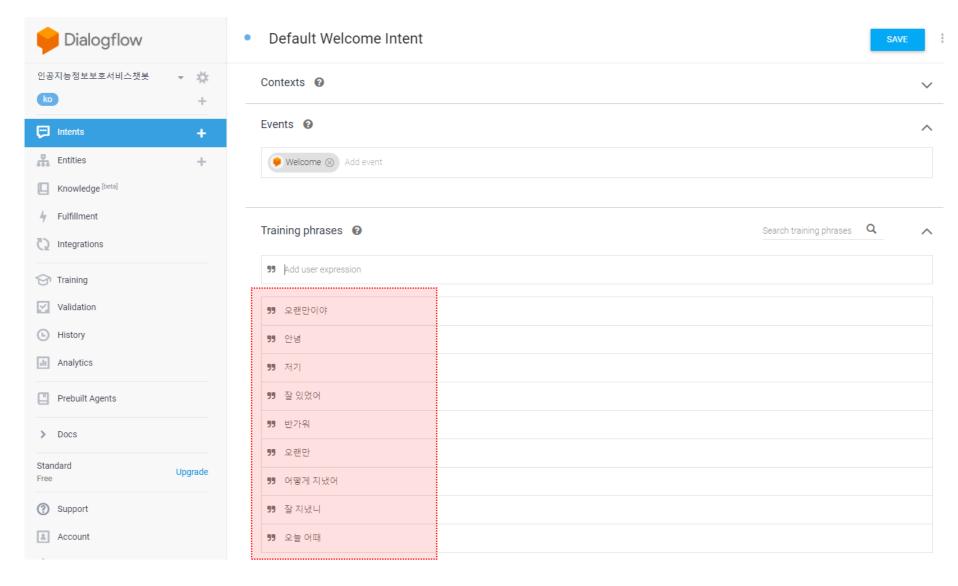
■ dialogflow 접속 및 대화 전송

```
session_client = dialogflow.SessionsClient()
session = session_client.session_path(project_id, session_id)
text_input = dialogflow.types.TextInput(text=text, language_code=language_code)
query_input = dialogflow.types.QueryInput(text=text_input)
```

■ dialogflow 인텐트 분류 결과 응답

```
response = session_client.detect_intent(session=session, query_input=query_input)
print('Query text: {}'.format(response.query_result.query_text))
print('Detected intent: {} (confidence: {})\#n'.format(
    response.query_result.intent.display_name,
    response.query_result.intent_detection_confidence))
print('Fulfillment text: {}\#n'.format(response.query_result.fulfillment_text))
```

Dialogflow Default Welcome Intent



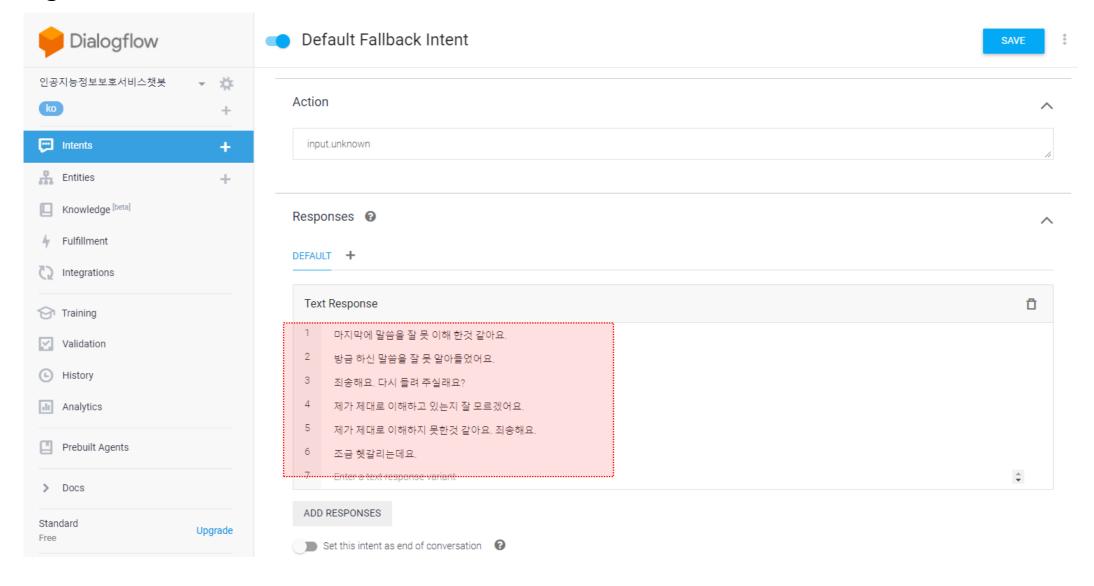
Dialogflow Default Welcome Intent

```
detect_intent_texts(project_id, session_id, '안녕', language_code)
Session path: projects/a--pxii/agent/sessions/1234567890ABCDEFG1234567890
============
Query text: 안녕
Detected intent: Default Welcome Intent (confidence: 1.0)
Fulfillment text: 안녕!
detect intent texts(project id, session id, '잘 지냈어?', language code)
Session path: projects/a--pxii/agent/sessions/1234567890ABCDEFG1234567890
Query text: 잘 지냈어?
Detected intent: Default Welcome Intent (confidence: 0.5902990698814392)
Fulfillment text: 안녕하세요!
```

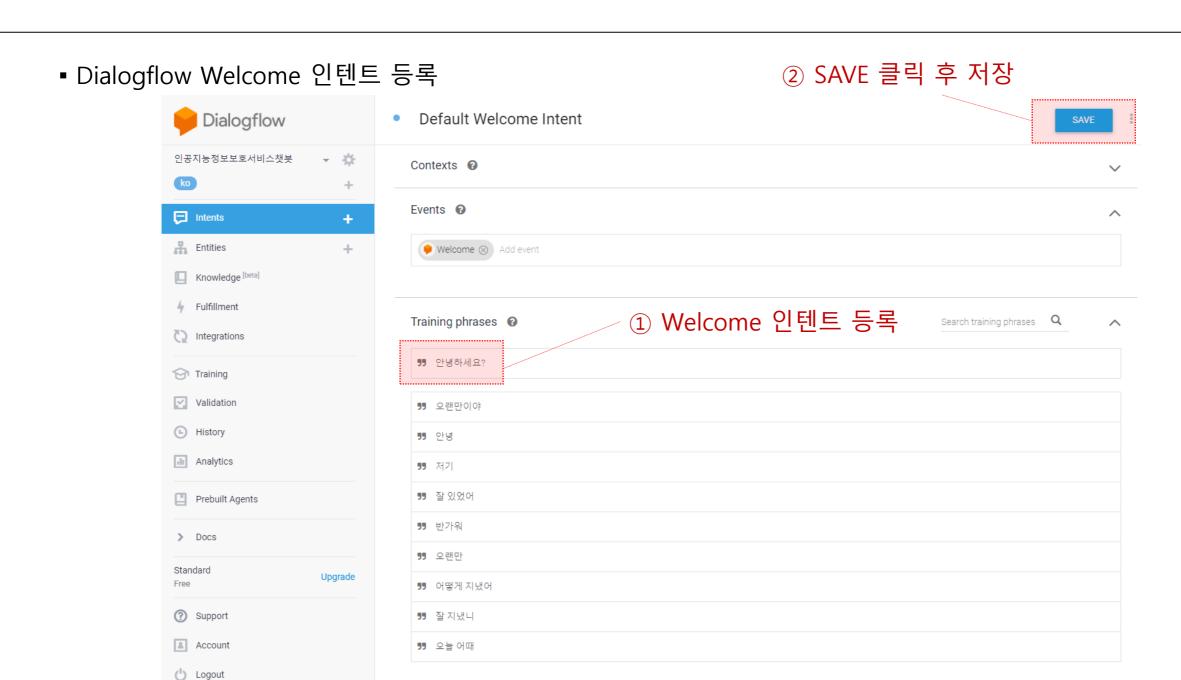
페이지2

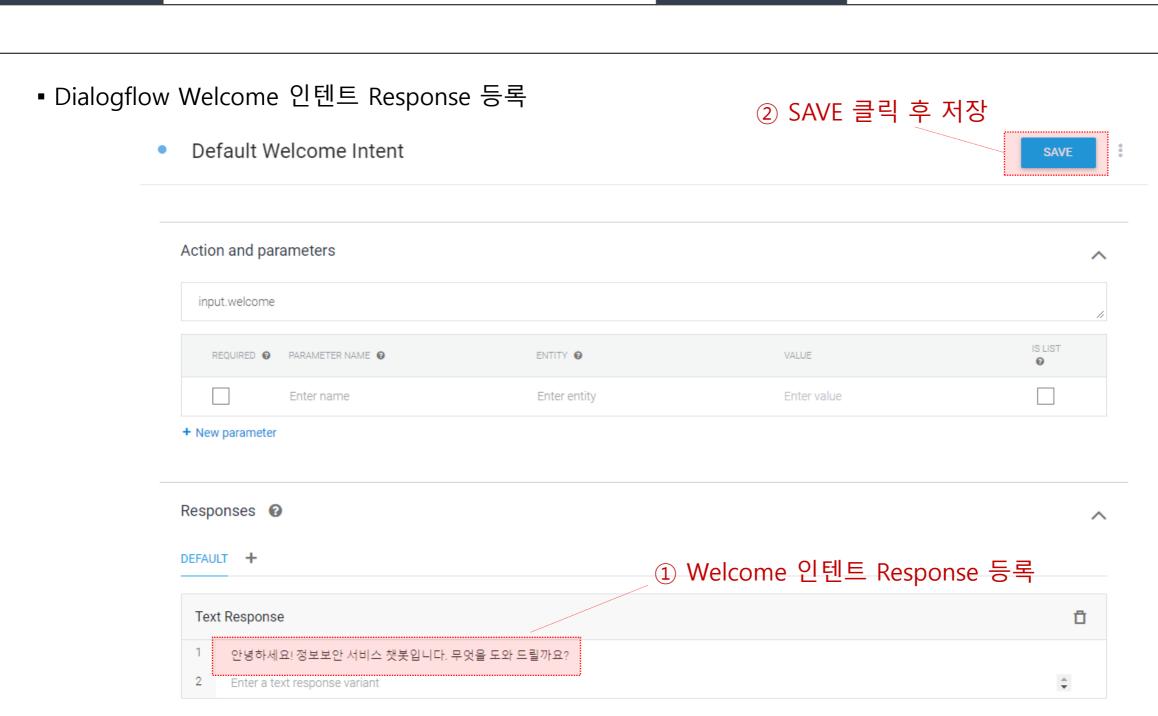
Dialogflow Default Fallback Intent

Dialogflow Default Fallback Intent



```
#!pip install dialogflow
import os
import dialogflow_v2 as dialogflow
bs.environ["GOOGLE_APPLICATION_CREDENTIALS"] = "G:/sync/Project/Python/chatbot/data/a--pxii-64c4b61d7c3d.json"
project_id = 'a--pxii'
session id = '1234567890ABCDEFG1234567890'
language code = 'ko'
def dete
   " dialogflow_api.ipynb 실습
   sess
   print('Session path: {}\n'.format(session))
   text input = dialogflow.types.TextInput(text=text, language code=language code)
   query input = dialogflow.types.QueryInput(text=text input)
   response = session_client.detect_intent(session=session, query_input=query_input)
   print('=' * 20)
   print('Query text: {}'.format(response.query result.query text))
   print('Detected intent: {} (confidence: {})\n'.format(
         response.query_result.intent.display_name,
         response.query_result.intent_detection_confidence))
   print('Fulfillment text: {}\n'.format(
         response.query result.fulfillment text))
```

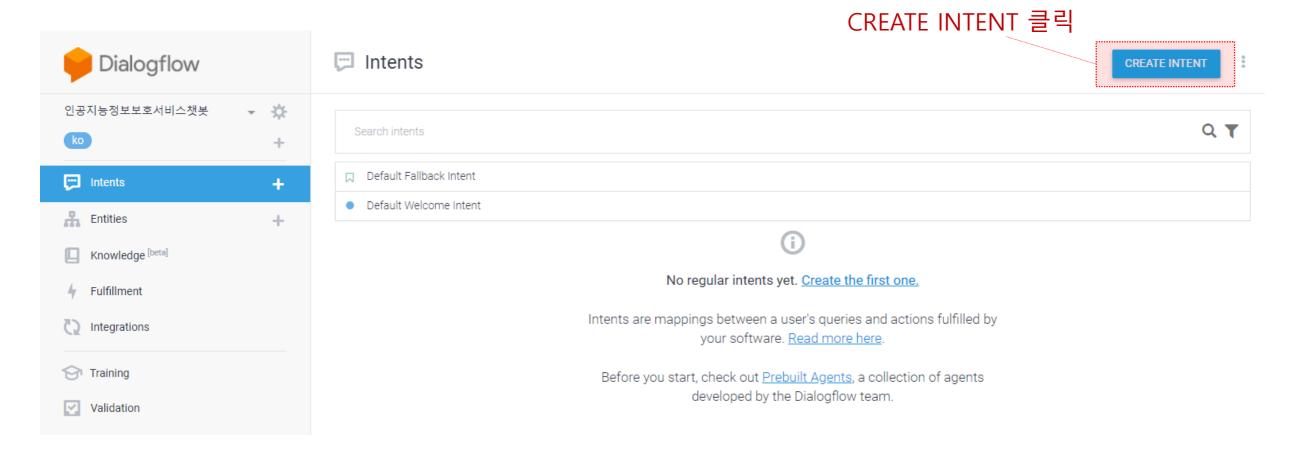




■ Dialogflow Welcome 인텐트 Response 등록 확인

```
text = '안녕하세요?'
dialogflow response(project id, session id, text, language code)
Session path: projects/a--pxii/agent/sessions/1234567890ABCDEFG1234567890
================
Query text: 안녕하세요?
Detected intent: Default Welcome Intent (confidence: 1.0)
Fulfillment text: 안녕하세요! 정보보안 서비스 챗봇입니다. 무엇을 도와 드릴까요?
text = '하이'
dialogflow response(project id, session id, text, language code)
Session path: projects/a--pxii/agent/sessions/1234567890ABCDEFG1234567890
Query text: 하이
Detected intent: Default Welcome Intent (confidence: 1.0)
Fulfillment text: 안녕하세요! 정보보안 서비스 챗봇입니다. 무엇을 도와 드릴까요?
```

■ Dialogflow 새로운 인텐트 추가



■ Dialogflow 새로운 인텐트 추가

Training phrases, Action and parameters 및 Response 추가 필요





Train the intent with what your users will say

Provide examples of how users will express their intent in natural language. Adding numerous phrases with different variations and parameters will improve the accuracy of intent matching. Learn more

ADD TRAINING PHRASES

Action and parameters



Extract the action and parameters

Parameters are specific values extracted from a user's request when entities are matched. The values captured by parameters can be used in fulfillment, or in building a response. If you mark parameters as required, Dialogflow will prompt the user if their values were not extracted from their initial request. Learn more

ADD PARAMETERS AND ACTION

Responses ?



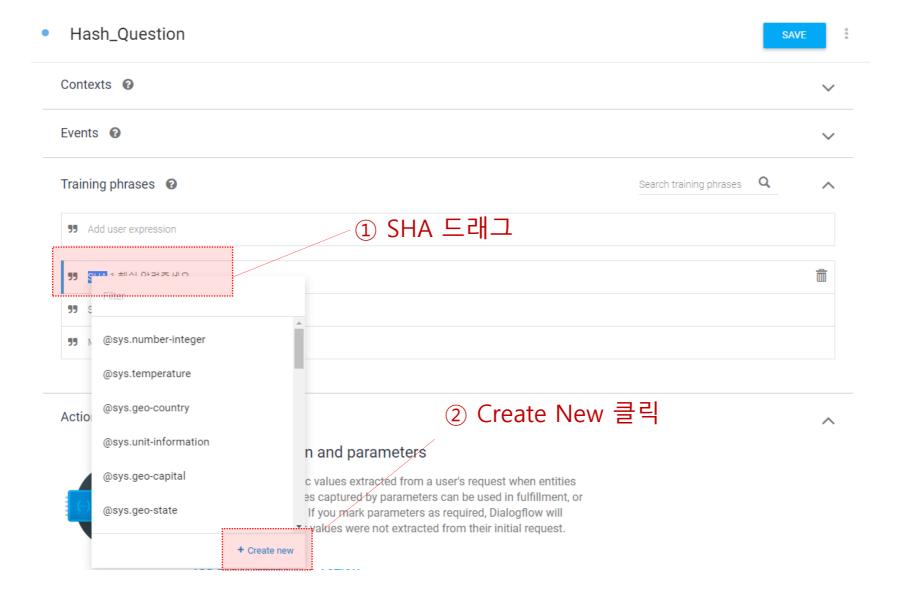
Execute and respond to the user

Respond to your users with a simple message, or build custom rich messages for the integrations you support. Learn more

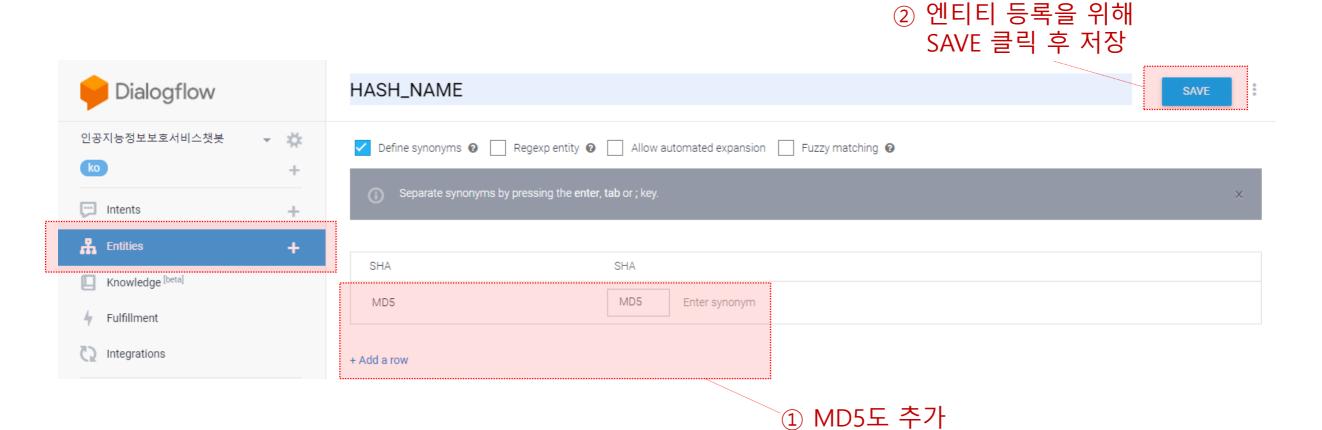
ADD RESPONSE



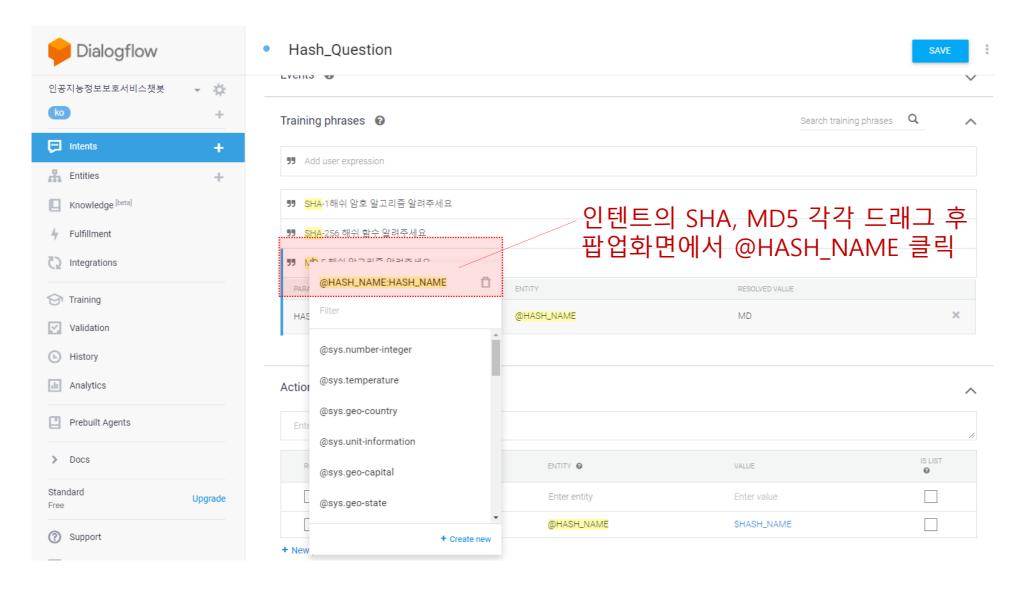
■ 새로운 Entity 추가



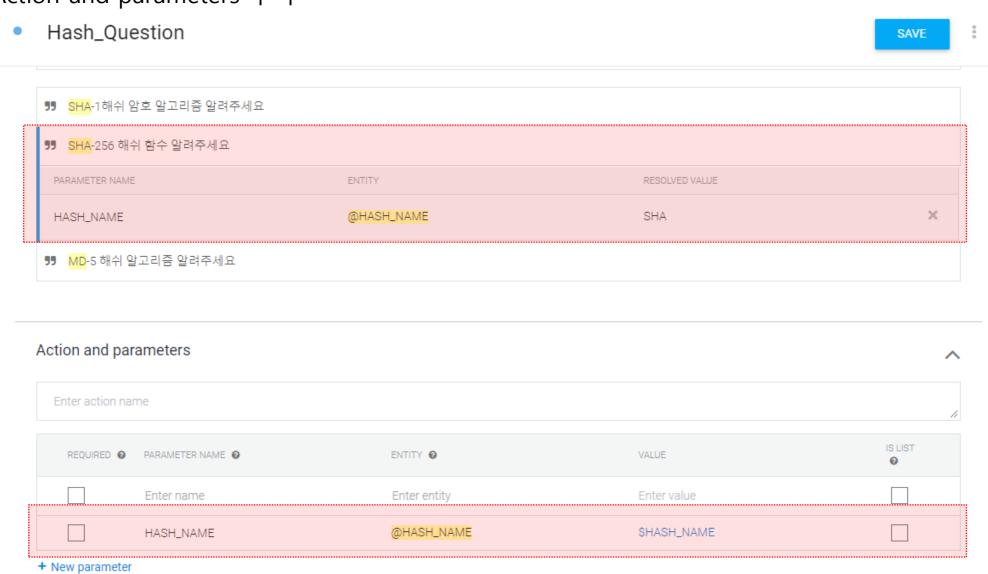
■ 새로운 Entity 추가



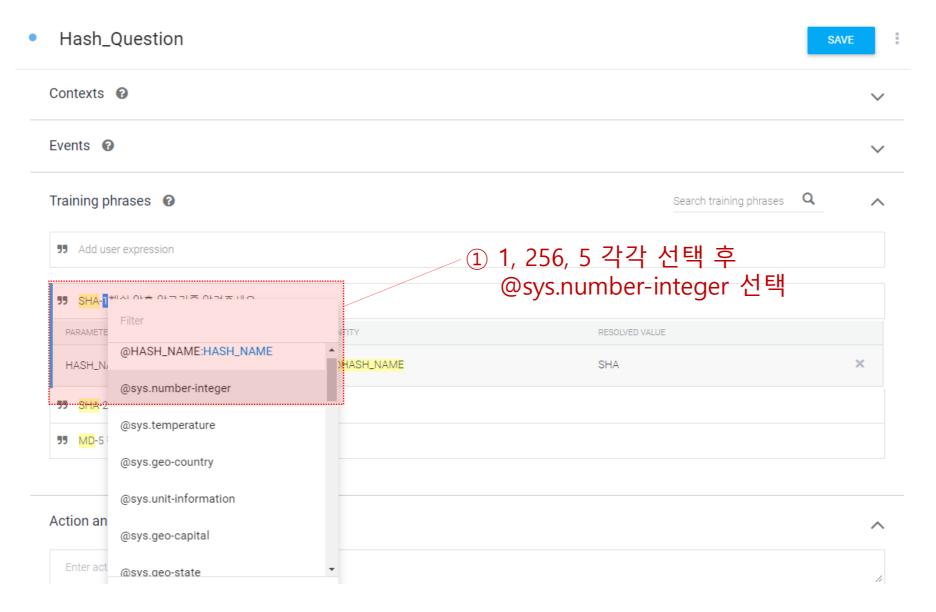
■ 인텐트 Action and parameters(슬롯) 추가



■ 인텐트 Action and parameters 추가



■ 인텐트 Action and parameters 추가



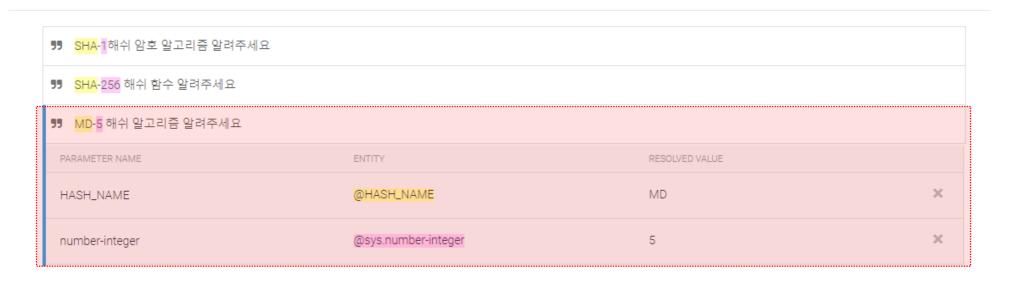
SAVE

 \wedge

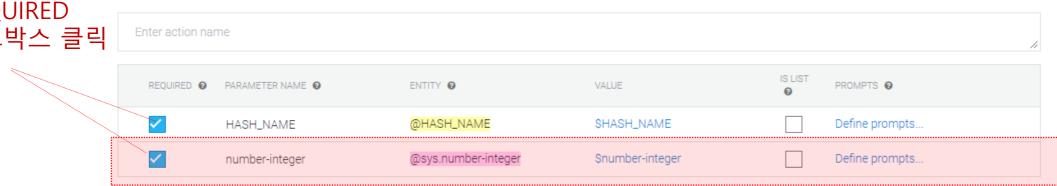
■ 인텐트 Action and parameters 추가

Action and parameters

Hash_Question



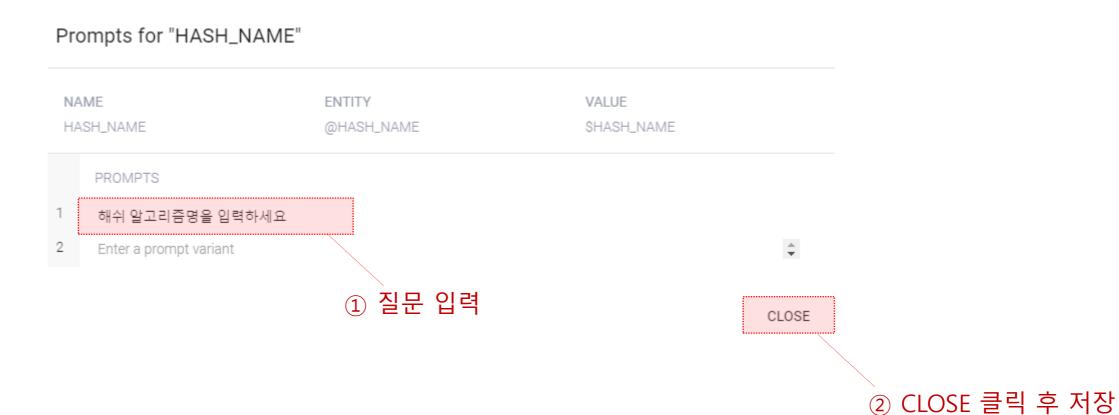
REQUIRED 체크박스 클릭



■ 인텐트 Action and parameters 추가

ction and par	ameters					^
Enter action nar	me					//
REQUIRED @	PARAMETER NAME ②	ENTITY 2	VALUE	IS LIST	PROMPTS ②	
✓	HASH_NAME	@HASH_NAME	\$HASH_NAME		Define prompts	
✓	number-integer	@sys.number-integer	Snumber-integer		Define prompts	
						Define prom 체크박스 클

■ 인텐트 Action and parameters 추가
"Action and parameters 가 "REQUIRED"로 입력되면 "슬롯"이 모두 채워질 때까지
Prompts로 사용자의 답변을 요청

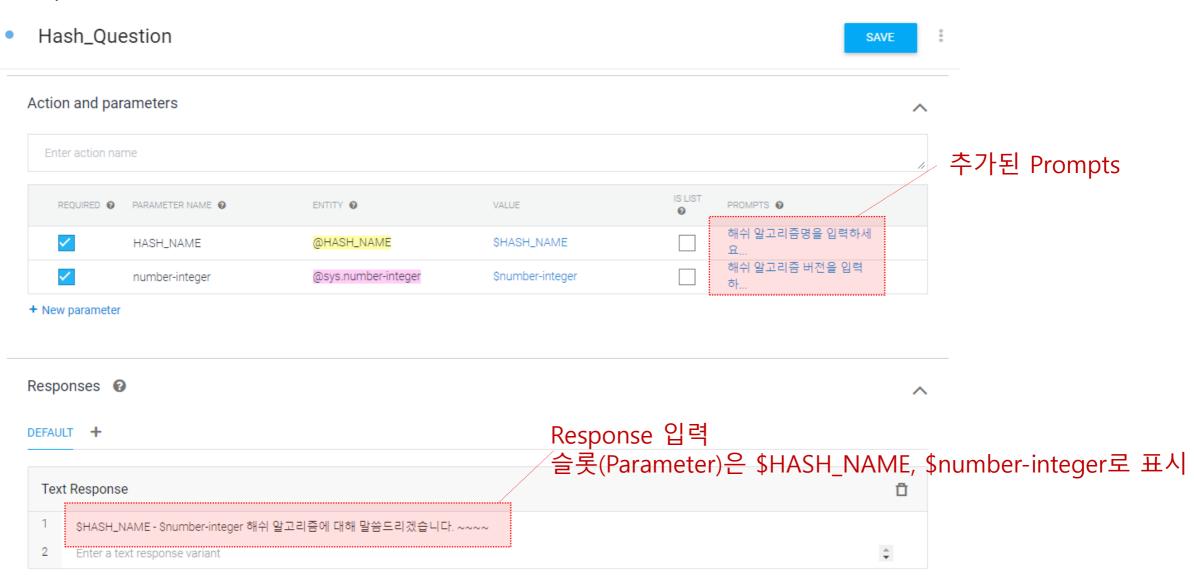


■ 인텐트 Action and parameters 추가 숫자로 지정된 해쉬 알고리즘 버전도 Prompts 질문 입력



② CLOSE 클릭 후 저장

■ 인텐트 Responses 추가



유닛3

```
text = '해쉬 함수 알려주세요'
dialogflow_response(project_id, session_id, text, language_code)
Session path: projects/a--pxii/agent/sessions/1234567890ABCDEFG1234567890
______
Query text: 해쉬 함수 알려주세요
Detected intent: Hash_Question (confidence: 0.4587589502334595)
Fulfillment text: 해쉬 알고리즘명을 입력하세요
ំ dialogflow_hash.ipynb 실습
Detected intent: Hash Question (confidence: 1.0)
Fulfillment text: 해쉬 알고리즘 버전을 입력하세요
text = '256'
dialogflow_response(project_id, session_id, text, language_code)
Session path: projects/a--pxii/agent/sessions/1234567890ABCDEFG1234567890
==============
Query text: 256
Detected intent: Hash_Question (confidence: 1.0)
Fulfillment text: SHA - 256 해쉬 알고리즘에 대해 말씀드리겠습니다. 지식 검색중입니다. 잠시만 기다려 주세요.
```

페이지3