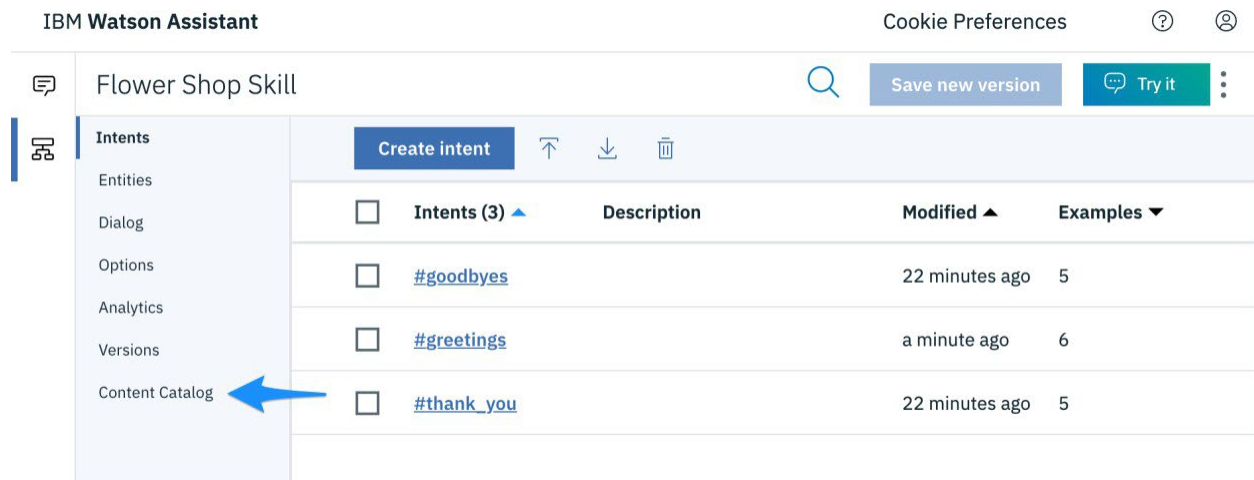Lab 3: Import Intents

Exercise 1: Add intents from the Content Catalog

IBM provides you with some ready-made intents that might be relevant to the scope of your chatbot. Click on Content Catalog within your dialog skill to see what's available.

Select one category of your choice (e.g., *Banking*) and then **click on the *Add to skill* button** next to it. Switch back to the *Intents* section (in the top left of the page), and you should see a series of new intents relevant to common queries customers may have for the category of your choice.
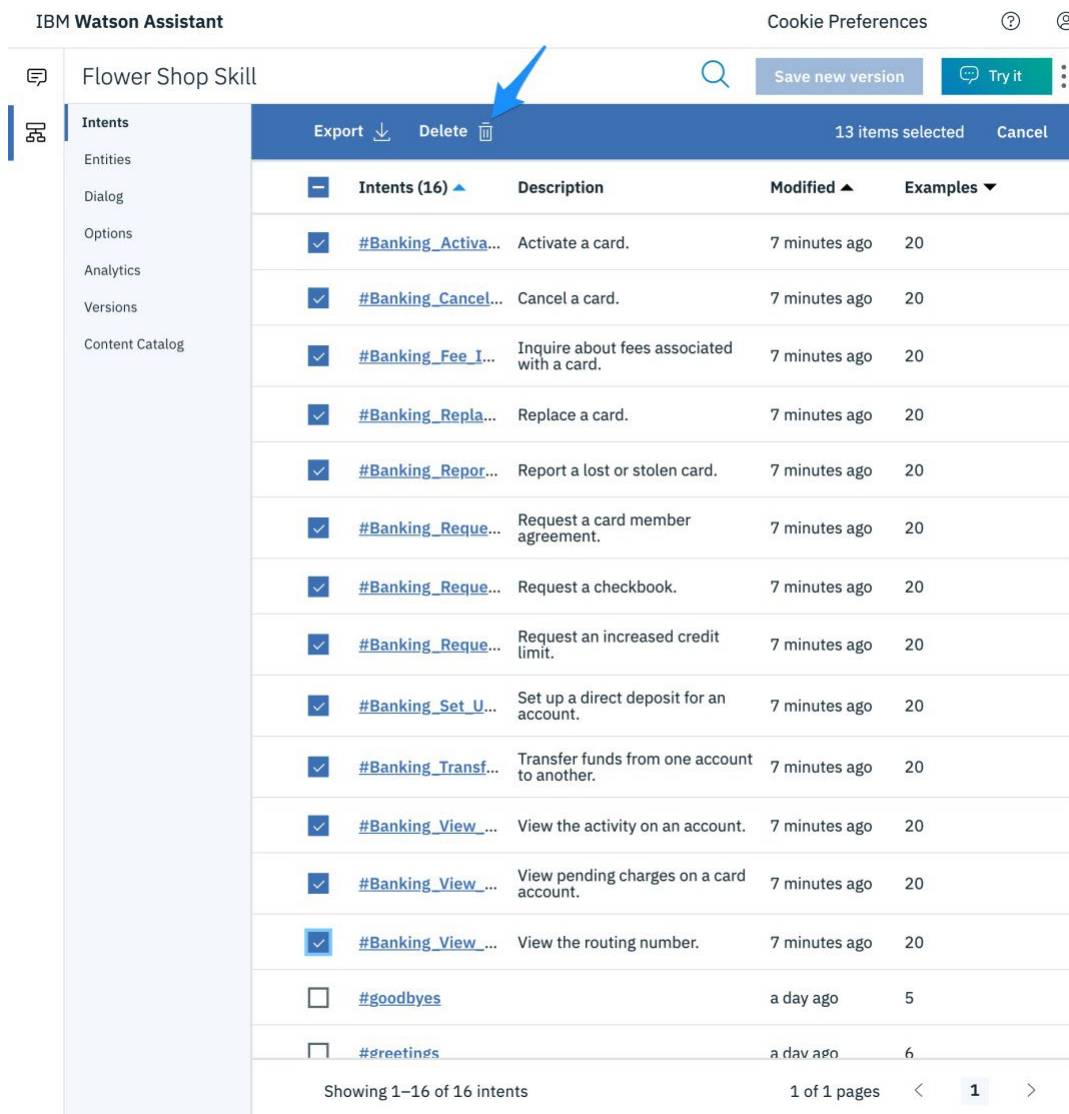
Lab 3: Import Intents

This isn't quite a pre-made chatbot, but it's a nice starting point that you can edit and adapt as needed. Feel free to try them out in the *Try it out* panel.

For example, if you added banking intents, try `I lost my credit card` in the *Try it out* panel. What intent is detected by Watson?

As usual, ignore the response that we get from the chatbot. It's simply because we haven't addressed responses yet. What we care about at this stage is that Watson correctly identifies and classifies our input.

We are not going to use banking intents for our flower shop chatbot, so select the checkmarks next to them and **press the Delete button to remove them**. (Make sure you keep the chit chat intents we created.)

	Intents (16) ▲	Description	Modified ▲	Examples ▼
☑	#Banking_Activa...	Activate a card.	7 minutes ago	20
☑	#Banking_Cancel...	Cancel a card.	7 minutes ago	20
☑	#Banking_Fee_I...	Inquire about fees associated with a card.	7 minutes ago	20
☑	#Banking_Repla...	Replace a card.	7 minutes ago	20
☑	#Banking_Repor...	Report a lost or stolen card.	7 minutes ago	20
☑	#Banking_Reque...	Request a card member agreement.	7 minutes ago	20
☑	#Banking_Reque...	Request a checkbook.	7 minutes ago	20
☑	#Banking_Reque...	Request an increased credit limit.	7 minutes ago	20
☑	#Banking_Set_U...	Set up a direct deposit for an account.	7 minutes ago	20
☑	#Banking_Transf...	Transfer funds from one account to another.	7 minutes ago	20
☑	#Banking_View_...	View the activity on an account.	7 minutes ago	20
☑	#Banking_View_...	View pending charges on a card account.	7 minutes ago	20
☑	#Banking_View_...	View the routing number.	7 minutes ago	20
☐	#goodbyes		a day ago	5
☐	#greetings		a day ago	6

IBM **Watson Assistant**   Cookie Preferences

Flower Shop Skill   Save new version   Try it

Intents   Export ↓   Delete 🗑   13 items selected   Cancel

Entities
Dialog
Options
Analytics
Versions
Content Catalog

Showing 1–16 of 16 intents   1 of 1 pages   ‹ **1** ›

Lab 3: Import Intents

Confirm the deletion when prompted.
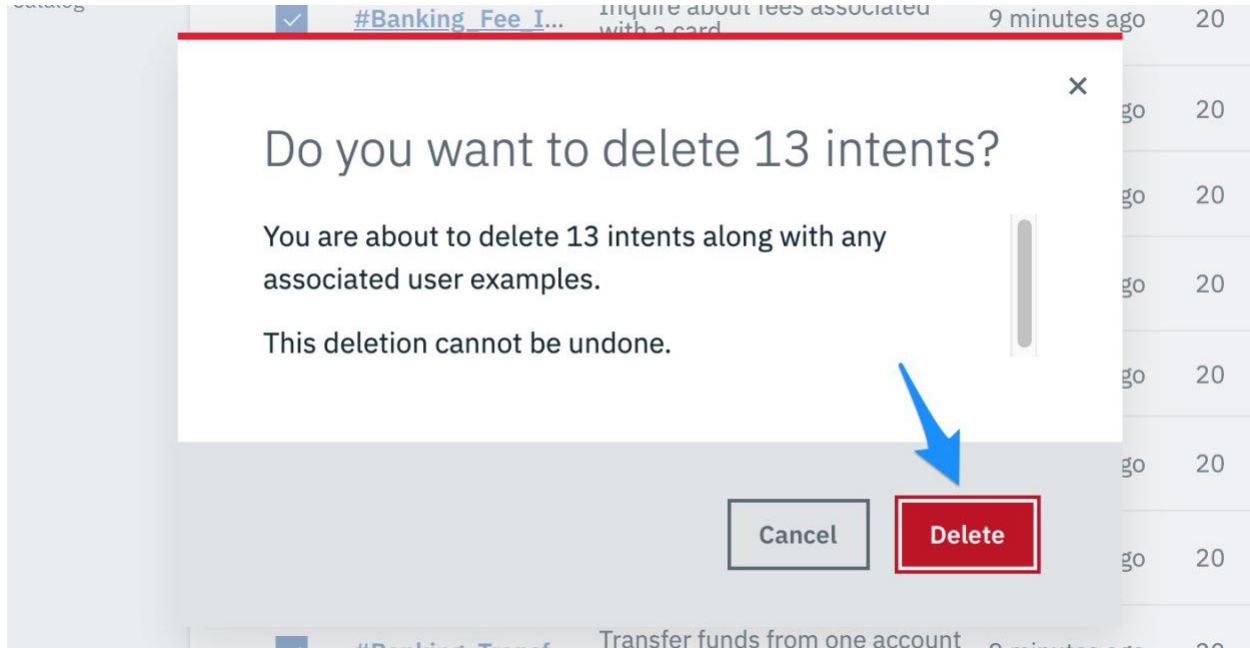
In the screenshot on the previous page, you'll notice that you were also given the option to export the selected intents. This is quite useful when reusing intents across different chatbots, particularly when they are intents you created and not pre-made. The ones in the Content Catalog will also be available in your new chatbot, so there is no need to export and import them.

Go ahead and select our three chitchat intents, then click **the *Export* button** to download a CSV file containing our intents and examples.
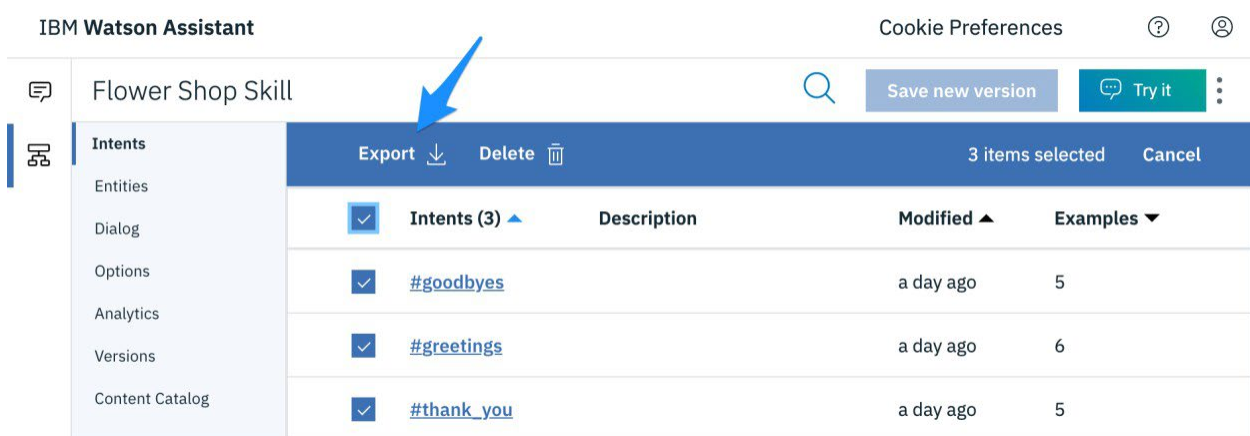
Lab 3: Import Intents

Open the file to see what it looks like.

You'll notice that the structure is very simple. The example is in the first column, and the intent it corresponds to is in the second column. If you open the CSV file in a text editor, you'll see its raw form.

```
good bye,goodbyes
talk to you soon,goodbyes
c ya,goodbyes
see you,goodbyes
bye,goodbyes
Hi,greetings
kia ora,greetings
good afternoon,greetings
good morning,greetings
Hey,greetings
hello,greetings
appreciate it,thank_you
thank you,thank_you
thanks,thank_you
thx,thank_you
cheers,thank_you
```

As you can see, it's very easy to create, modify, and delete intents, whether they were manually created or imported from the Content Catalog.

Exercise 2: Import intents from a CSV file

Just like we exported our intents to a CSV file, we can do the opposite and import intents from a CSV file. This format is particularly handy because it allows you to easily import intents (and their examples) from a spreadsheet. Let's see how this works in practice.

1. **Download the CSV file** I prepared for you, or copy and paste the following in an hours_and_location_intents.csv file.

```
When do you open,hours_info
When are you open,hours_info
What days are you closed on?,hours_info
When do you close,hours_info
Are you open on Christmas' Day?,hours_info
Are you open on Saturdays?,hours_info
What time are you open until?,hours_info
What are your hours of operation?,hours_info
What are your hours?,hours_info
Are you open on Sundays?,hours_info
what are you hours of operation in Toronto,hours_info
what are the hours of operation for your Montreal store,hours_info
list of your locations,location_info
Where are your stores?,location_info
Where are you physically located?,location_info
What are your locations?,location_info
List of location,location_info
Give me a list of locations,location_info
Locations in Canada,location_info
locations in America,location_info
what's the address of your Vancouver store?,location_info
What's the address of your Toronto store?,location_info
do you have a flower shop in Montreal,location_info
where is your Toronto store?,location_info
```

If clicking on the link, open the file in a new tab in your browser instead of downloading it; with that tab selected, press CRTL+S on Windows or ⌘+S on Mac to download it.

You'll notice that the structure of the file is very simple. Each line of the file has an example, a comma separated by the intent we want to assign to it, just like the chitchat examples you've seen on the previous page.

Lab 3: Import Intents

In our *Flower Shop Chatbot*, we want to allow people to inquire about hours of operation and addresses of our flower shop stores, so this file includes examples for both #hours_info and #location_info.

Note that the # prefix is not included in the CSV file. It will be automatically added by Watson to the intent names when importing them.

2. From the *Intents* section of your skill, **click on the *Import intents* icon** next to the *Add intent* button.
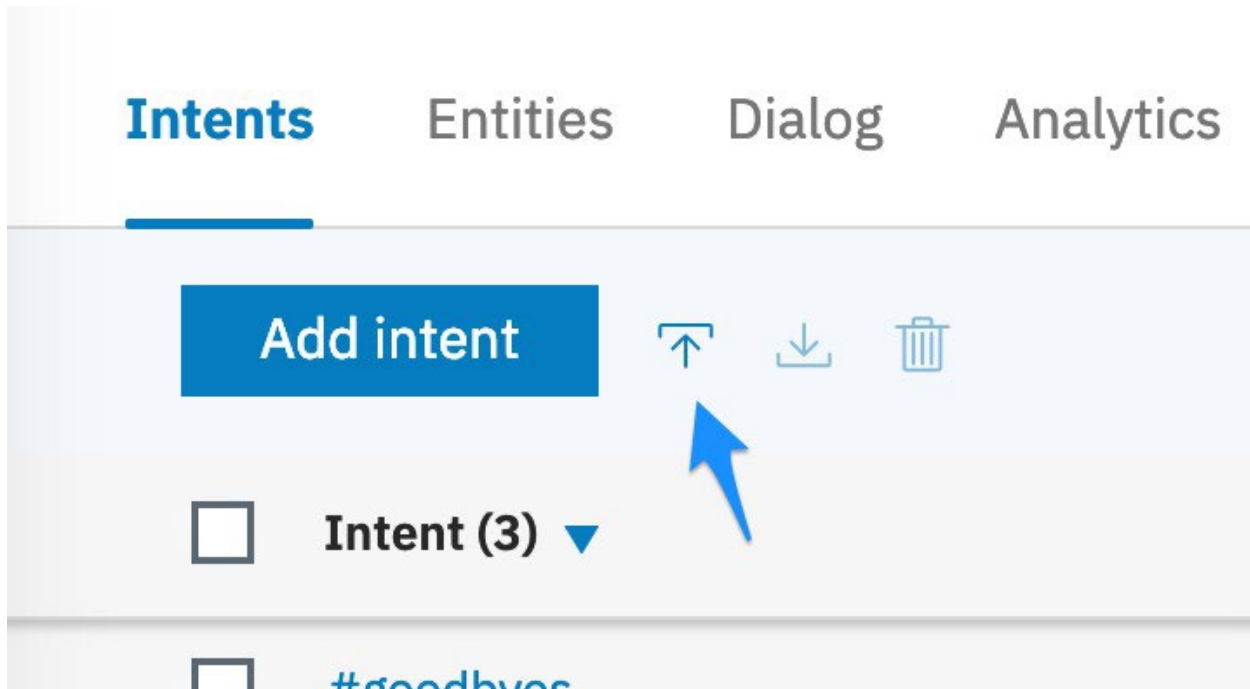
3. **Select *Choose a file*** from the window that appears and select the CSV file you downloaded on your local drive.

4. **Click on the *Import* button**. A report of what was imported will be shown as seen in the picture below. Click on *Done* to close the window. You now have successfully imported two new intents and their examples to train Watson.
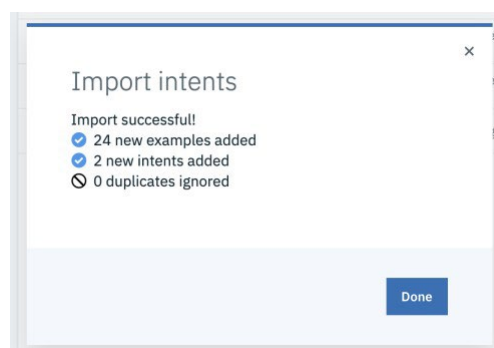
Lab 3: Import Intents

Take a moment to **review the intents that were imported** and the examples for each of them.

Next, take them for a spin in the *Try it out* panel. **Ask questions like you naturally would** to inquire about store hours or address information. Does it recognize the intents we imported well enough? Train Watson further by adding your own examples directly from the *Try it* panel when it fails to interpret them correctly.

At this point, our chatbot understands basic chitchat and it detects when a question is about hours of operation vs when it's about location.