Important Problems on Chatbots

**Q1:)Can I get a record of the chatbot’s conversation?**

Ans:)

**->** The Bot Framework does not store any conversation history;primarily for privacy reasons..

**-> OFFICIAL LINK of Microsoft to get conversational history:**

<https://docs.botframework.com/en-us/csharp/builder/sdkreference/dc/dc6/namespace_microsoft_1_1_bot_1_1_builder_1_1_history.html>

* **The CODE part:: LINK::**

<https://chatbotslife.com/managing-state-and-logging-chat-history-in-microsoft-bot-framework-aeb330c688c5>

**Q2:)Is there any way to find out how many times my BOT has displayed the error message (or the message of it not understanding the conversation)?**

Ans:)

If we once find the chat history,we can easily get the number of **error messages** ,displayed.(*count* the number of error or some particular messages or keep a counter)

**Error message** can be any particular message on occurrence of an error..which helps us in improving the bot.

**Q3:)How to implement the suggested metrics?**

Ans:)

It can be easily done using **chatbot analytics platform.**

***[1] Google ChatBase:***

* Most popular is Google ChatBase:It is a platform that provides key metrics for chatbot(**with a kit**).
* URL:: <https://codelabs.developers.google.com/codelabs/chatbase/index.html?index=..%2F..index#0>

* The following URL gives **tutorials** of how to use the GoogleChatbase,give **API key(including active rates and other complicated metrics).** It is a one stop shop of chatbot analytics

URL::

<https://supermetrics.com/blog/google-chatbase-analytics>

***[2]Dashbot::***

* better at understanding conversations(in terms of retention,engaged rates and user behavior

URL::

<https://www.dashbot.io>

***[3]BotAnalytics::***

* best for tracking user lifecycle,

length,date of conversations and **number of conversations per user.**

URL::

<https://botanalytics.co>

**Q4:)How to implement the *voice to text* feature in the already developed chatbot?**

Ans:)

* [**https://docs.microsoft.com/en-us/azure/bot-service/bot-service-channel-connect-webchat-speech?view=azure-bot-service-3.0**](https://docs.microsoft.com/en-us/azure/bot-service/bot-service-channel-connect-webchat-speech?view=azure-bot-service-3.0)

(Go To Bing Speech Service).We can use this with a token.

* Speech support to Bot Framework(in LUIS)::

URL:: <https://blog.botframework.com/2017/06/26/speech-to-text/>

* ***Official*** website of Microsoft for this issue::

(*Jump To* **Speech recognition and conversion** section):

URL::

<https://docs.microsoft.com/en-us/azure/bot-service/bot-service-concept-intelligence?view=azure-bot-service-3.0>

*Thus ,Microsoft has already introduced cognitive services with regard to* **voice to text** *and thus we can introduce the very important SPEECH feature on the chatbot.*