# Documentation

> ⓘ This documentation was written for the prototype application, please refer to the updated file if there have since been changes.

**Software Name:** Holiday Chat Agent
**Software Version:** v0.1

**Technical Information:** The guide below states how to deploy the application in a development virtual environment, to deploy this onto a website in production these steps may be slightly different.

**Software Summary**
The Holiday Chat Agent is essentially a GUI chatbot that can be made available on any website. The bot asks some initial questions to gather the user's destination requirements, using AI and machine learning, the bot will recommend a hotel/destination that the user could stay at, based on the data provided in 'intents.json'. All responses for each session are shown in the chat GUI and are captured and then written to an Excel file, which an internal member of staff can review to generate possible sales leads.

**How-To Guide**
Follow this guide to get the Holiday Chat Agent deployed in a development environment:

| Steps To Get Started | Instructions | Code to Run |
| --- | --- | --- |
| *Step 1* | Download the project and create a virtual environment | cd {directory}<br>python3 -m venv venv<br>. venv/bin/activate |
| *Step 2* | Install Dependencies | pip install Flask torch torchvision nltk |
| *Step 3* | Install nltk package | python<br>>>> import nltk<br>>>> nltk.download('punkt')<br>*Then click enter to run* |
| *Step 4* | Modify `intents.json` with different intents and responses for | |

| | | |
|---|---|---|
| | your Chatbot to further expand its intelligence. | |
| *Step 5* | Run the following | python train.py<br>python chat.py<br>python app.py |

**This will deploy the Flask application in a virtual environment for development, visit '127.0.0.1:5000' to access the application.**

### Customer Support
If users need additional assistance with setting this up, please contact Harrison Warburton (the lead developer) via email: ✉ *harrisonw@inconnection.com*

### Additional Comments
Due to time restraints, there were a lot of features I wanted to include in the prototype but couldn't find the time to add, they were:
- Capture the user's details (Name, Email, etc)
- Add further chat agent questions beyond the initial questions that would facilitate a user to confirm a hotel booking
- Add more phrases to the 'intents.json' to properly train the bot to respond to questions of all types - particularly the category of the destination. *For example, train to handle response for 'Show me holidays in Asia which are active'*