Lab 10: Rasa ChatBot

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I.   Subscription

The 'greet and subscribe' story was modified to include the new 'thanks' and 'goodbye' intents. It was also further provided responses to make the bot more humanized. Here is a screenshot of the updated story:

```
∨ TERMINAL                                                                    RASA  + ∨  ⬚  🗑

2021-07-18 20:45:10 INFO     rasa.model  - Loading model models\20210718-204212.tar.gz...
2021-07-18 20:45:15 INFO     root  - Connecting to channel 'cmdline' which was specified by the '--connector' argument.
 Any other channels will be ignored. To connect to all given channels, omit the '--connector' argument.
2021-07-18 20:45:15 INFO     root  - Starting Rasa server on http://localhost:5005
2021-07-18 20:45:15 INFO     rasa.model  - Loading model models\20210718-204212.tar.gz...
c:\users\dhari\appdata\local\programs\python\python38\lib\site-packages\rasa\utils\train_utils.py:641: UserWarning: con
strain_similarities is set to `False`. It is recommended to set it to `True` when using cross-entropy loss. It will be
set to `True` by default, Rasa Open Source 3.0.0 onwards.
  rasa.shared.utils.io.raise_warning(
c:\users\dhari\appdata\local\programs\python\python38\lib\site-packages\rasa\shared\core\slots.py:311: FutureWarning: U
nfeaturizedSlot is deprecated and will be removed in Rasa Open Source 3.0. Please change the type and configure the 'in
fluence_conversation' flag for slot 'email' instead.
  rasa.shared.utils.io.raise_warning(
c:\users\dhari\appdata\local\programs\python\python38\lib\site-packages\rasa\shared\utils\io.py:97: UserWarning: the va
lue of 'evaluate_every_number_of_epochs' is greater than the value of 'epochs'. No evaluation will occur.
2021-07-18 20:45:43 INFO     root  - Rasa server is up and running.
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input ->  Howdy
Hi!
Your input ->  Can you send me the newsletter?
What is your email address?
Your input ->  Please send it to lab10@seg3125.com
Check your inbox at Please send it to lab10@seg3125.com in order to finish subscribing to the newsletter!
Your input ->  Thank you
Your input ->  Thank you for your help
You're welcome
Your input ->  Bye!
Have a nice day, goodbye!
Your input ->
                                                  Ln 27, Col 1   Spaces: 2   UTF-8   LF   YAML   ⚡  🔔
```
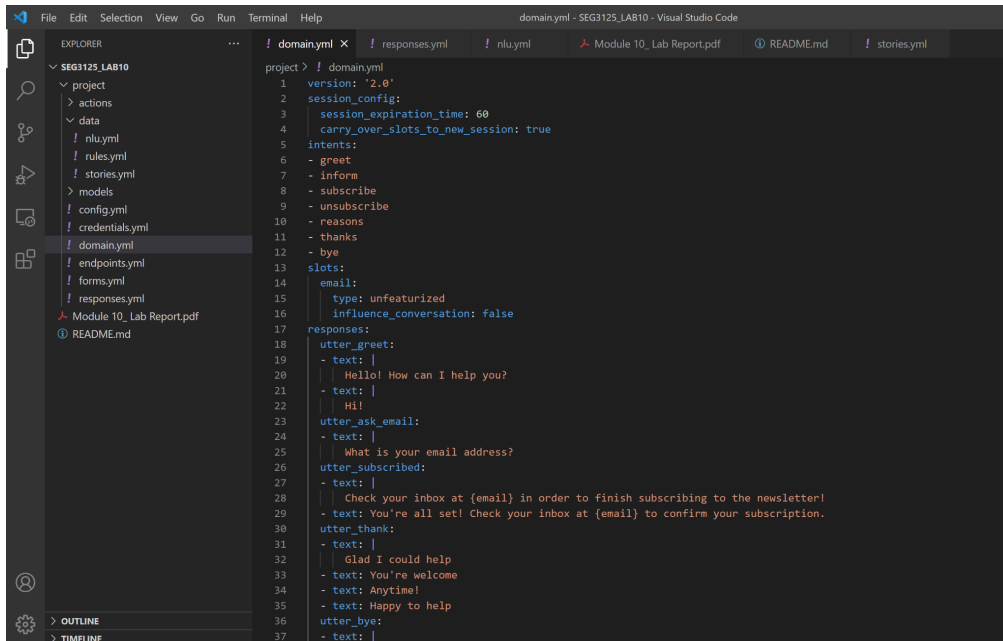
II.   Unsubscription

The 'greet and unsubscribe' story was created. It included new intents which allowed users to unsubscribe and provide a reason to unsubscribe. It also had new responses which asked why the user wanted to unsubscribe and then provided an empathetic response to the user's reason. Further, to close the conversation the 'thanks' and 'goodbye' intents were also included. Here is a screenshot of the new story:

```
∨ TERMINAL                                                                    RASA  + ∨  ⬚  🗑

fluence_conversation' flag for slot 'email' instead.
  rasa.shared.utils.io.raise_warning(
c:\users\dhari\appdata\local\programs\python\python38\lib\site-packages\rasa\shared\utils\io.py:97: UserWarning: the va
lue of 'evaluate_every_number_of_epochs' is greater than the value of 'epochs'. No evaluation will occur.
2021-07-18 21:14:45 INFO     root  - Rasa server is up and running.
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input ->  Hi
Hello! How can I help you?
Your input ->  I don't want the newsletter
Why are you unsubscribing?
Your input ->  Not interested anymore
Okay we understand.
Your input ->  Thanks
You're welcome
Your input ->  Goodbye
Have a good day, bye!
Your input ->
                                                  Ln 55, Col 5   Spaces: 2   UTF-8   LF   YAML   ⚡  🔔
```
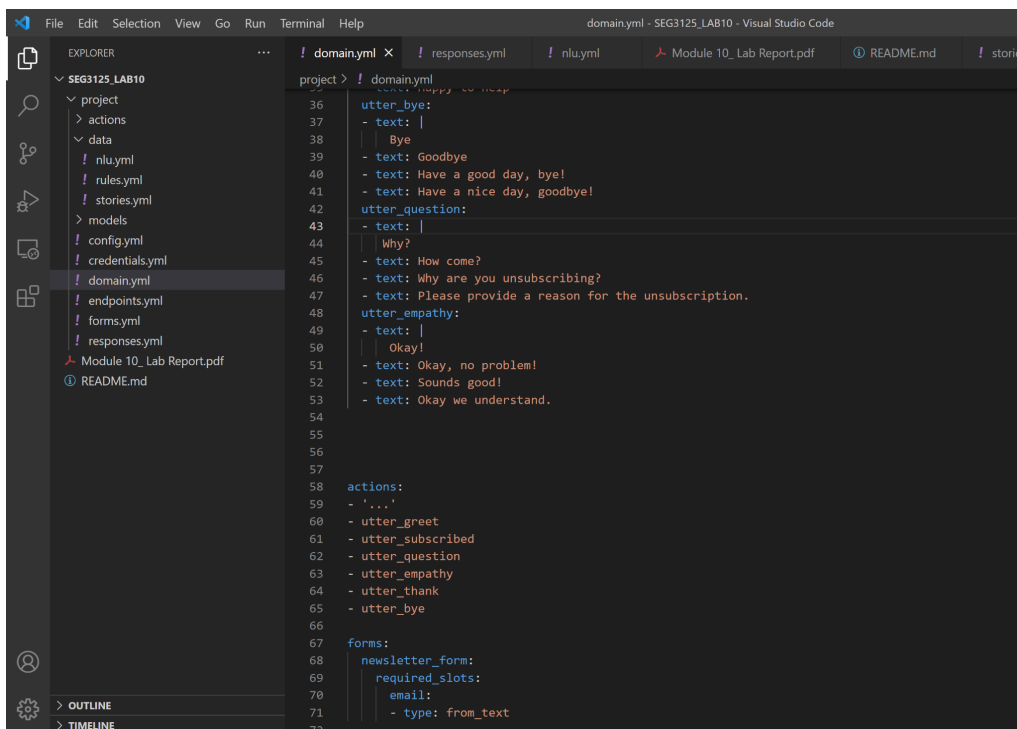
III. Code

The files changed are as follows: nlu.yml, stories.yml, responses.yml and domain.yml. They can be found under /project on the Github Repo submitted. And below are screenshots of the files as they've changed:
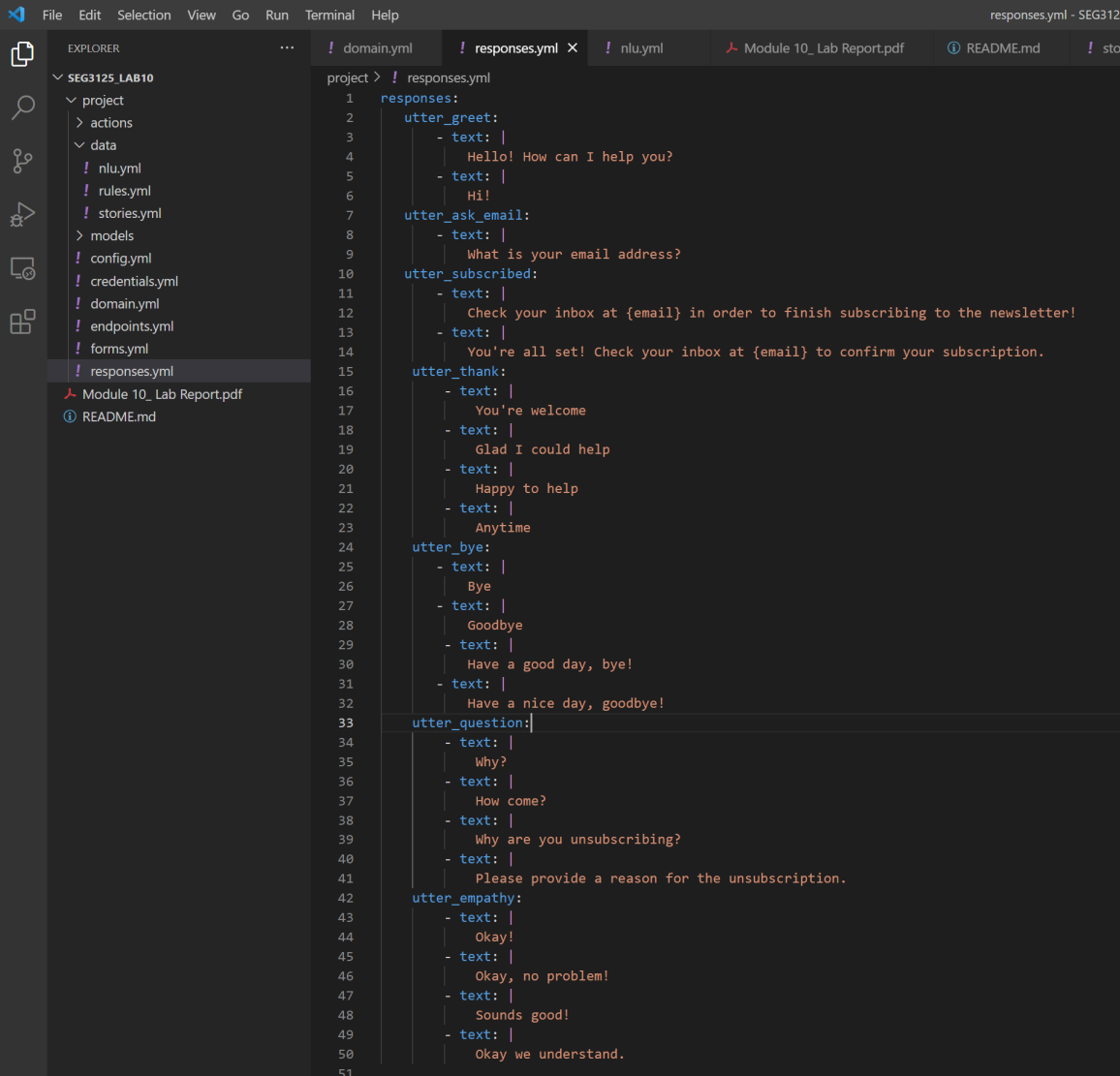
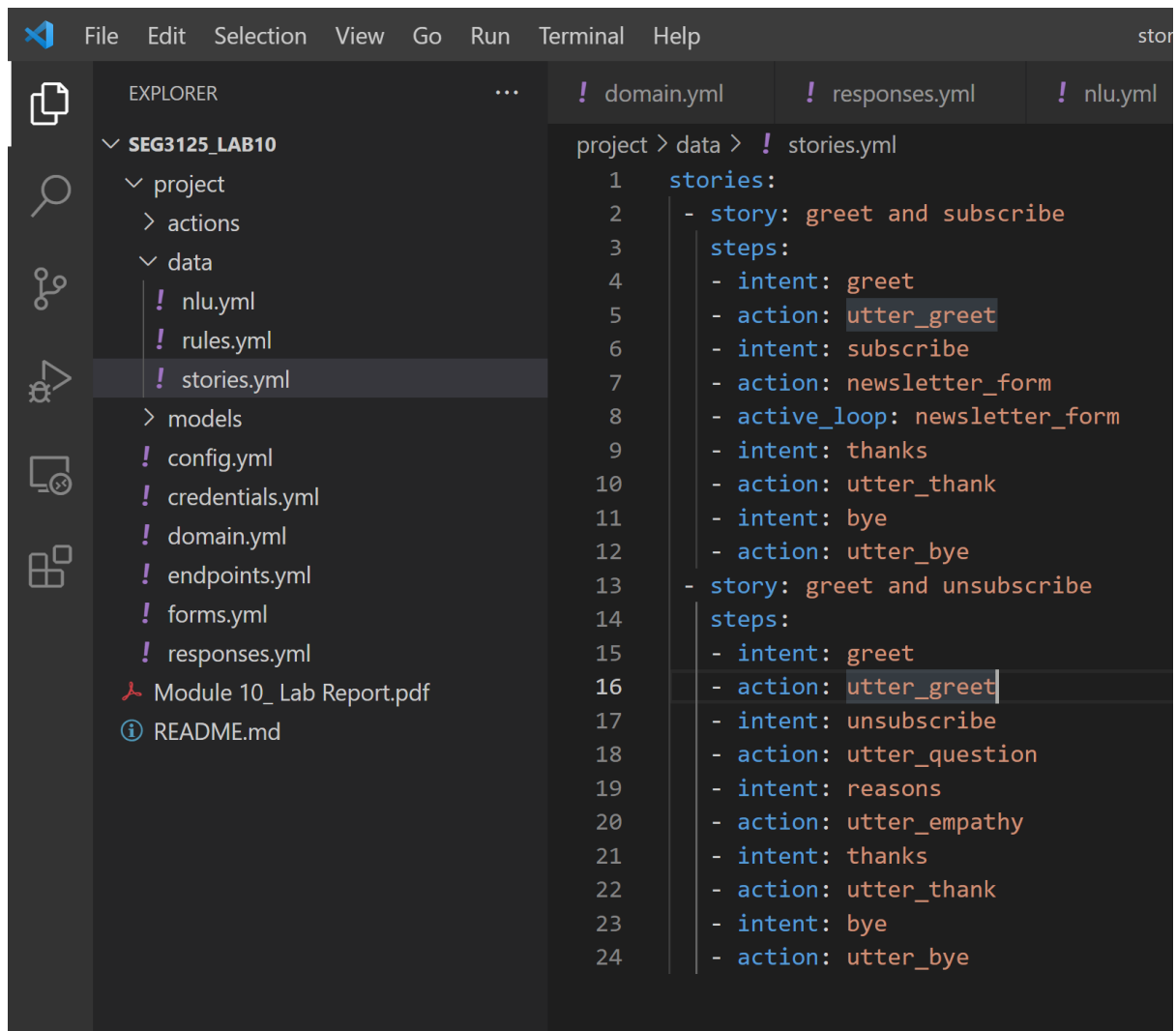### Domain.yml

Responses.yml

```yaml
responses:
  utter_greet:
    - text: |
        Hello! How can I help you?
    - text: |
        Hi!
  utter_ask_email:
    - text: |
        What is your email address?
  utter_subscribed:
    - text: |
        Check your inbox at {email} in order to finish subscribing to the newsletter!
    - text: |
        You're all set! Check your inbox at {email} to confirm your subscription.
  utter_thank:
    - text: |
        You're welcome
    - text: |
        Glad I could help
    - text: |
        Happy to help
    - text: |
        Anytime
  utter_bye:
    - text: |
        Bye
    - text: |
        Goodbye
    - text: |
        Have a good day, bye!
    - text: |
        Have a nice day, goodbye!
  utter_question:
    - text: |
        Why?
    - text: |
        How come?
    - text: |
        Why are you unsubscribing?
    - text: |
        Please provide a reason for the unsubscription.
  utter_empathy:
    - text: |
        Okay!
    - text: |
        Okay, no problem!
    - text: |
        Sounds good!
    - text: |
        Okay we understand.
```
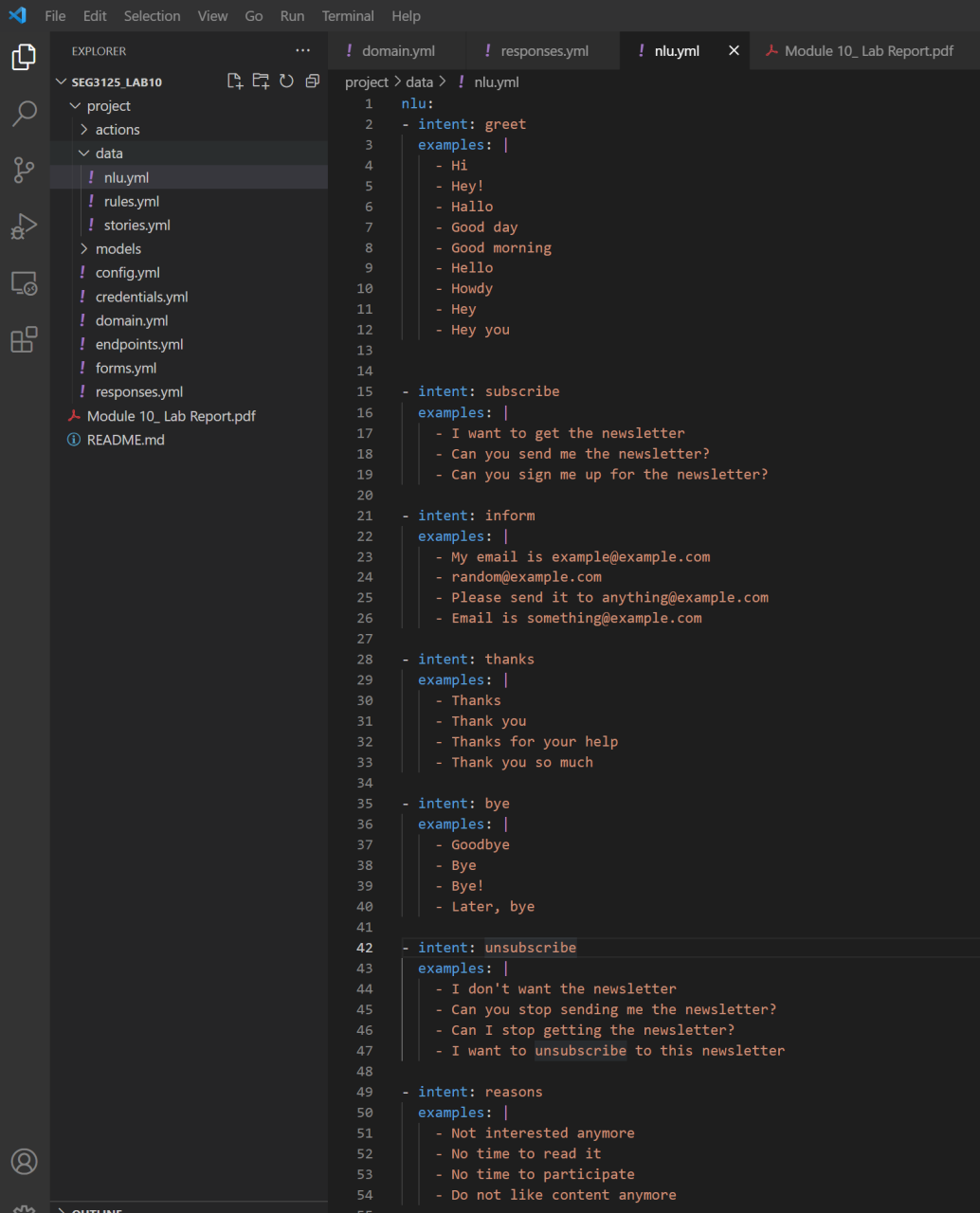
Nlu.yml

Stories.yml


```yaml
stories:
- story: greet and subscribe
  steps:
  - intent: greet
  - action: utter_greet
  - intent: subscribe
  - action: newsletter_form
  - active_loop: newsletter_form
  - intent: thanks
  - action: utter_thank
  - intent: bye
  - action: utter_bye
- story: greet and unsubscribe
  steps:
  - intent: greet
  - action: utter_greet
  - intent: unsubscribe
  - action: utter_question
  - intent: reasons
  - action: utter_empathy
  - intent: thanks
  - action: utter_thank
  - intent: bye
  - action: utter_bye
```