

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
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\shared\utils\io.py:97: 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\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.
  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 -> 
```

II. Unsubscription

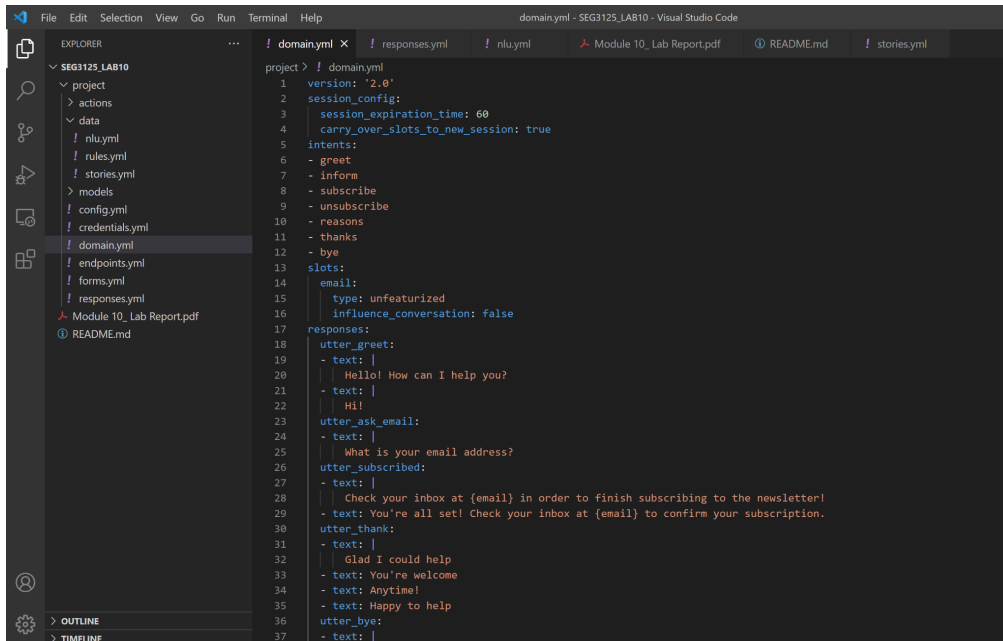
The 'greet and unsubscribe' story was created. It included new intents which allowed users to unsubscribe and provide a reason to unsubscribe. It also had new responses which asked why the user wanted to unsubscribe and then provided an empathetic response to the user's reason. Further, to close the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

```
TERMINAL
fluent_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 -> 
```

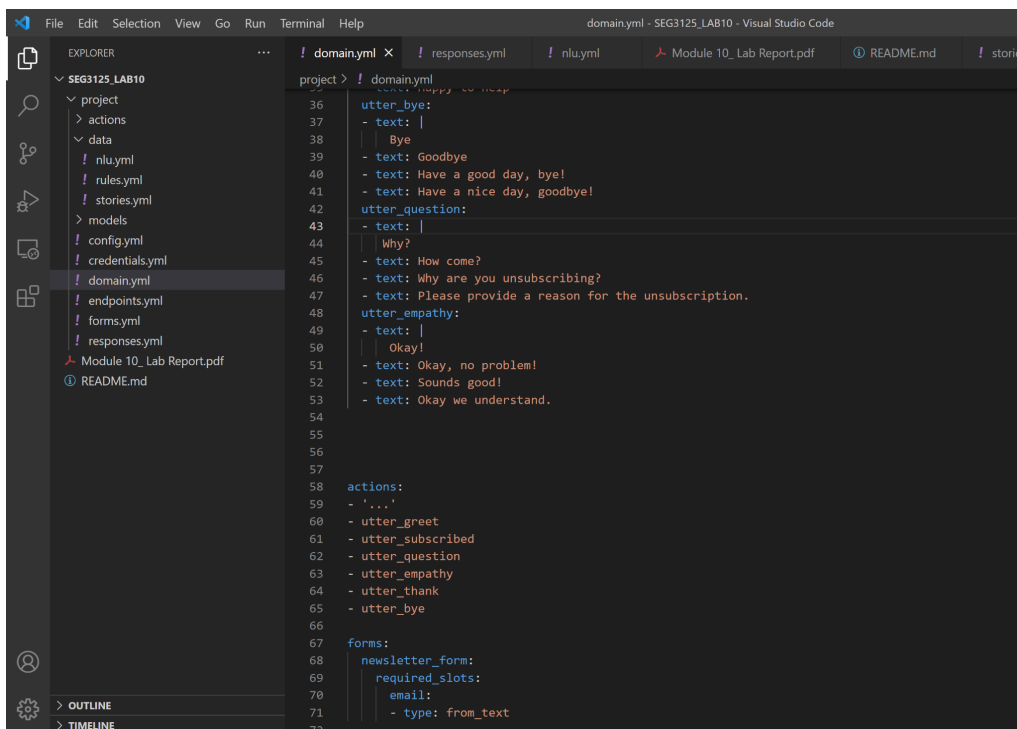
III. Code

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

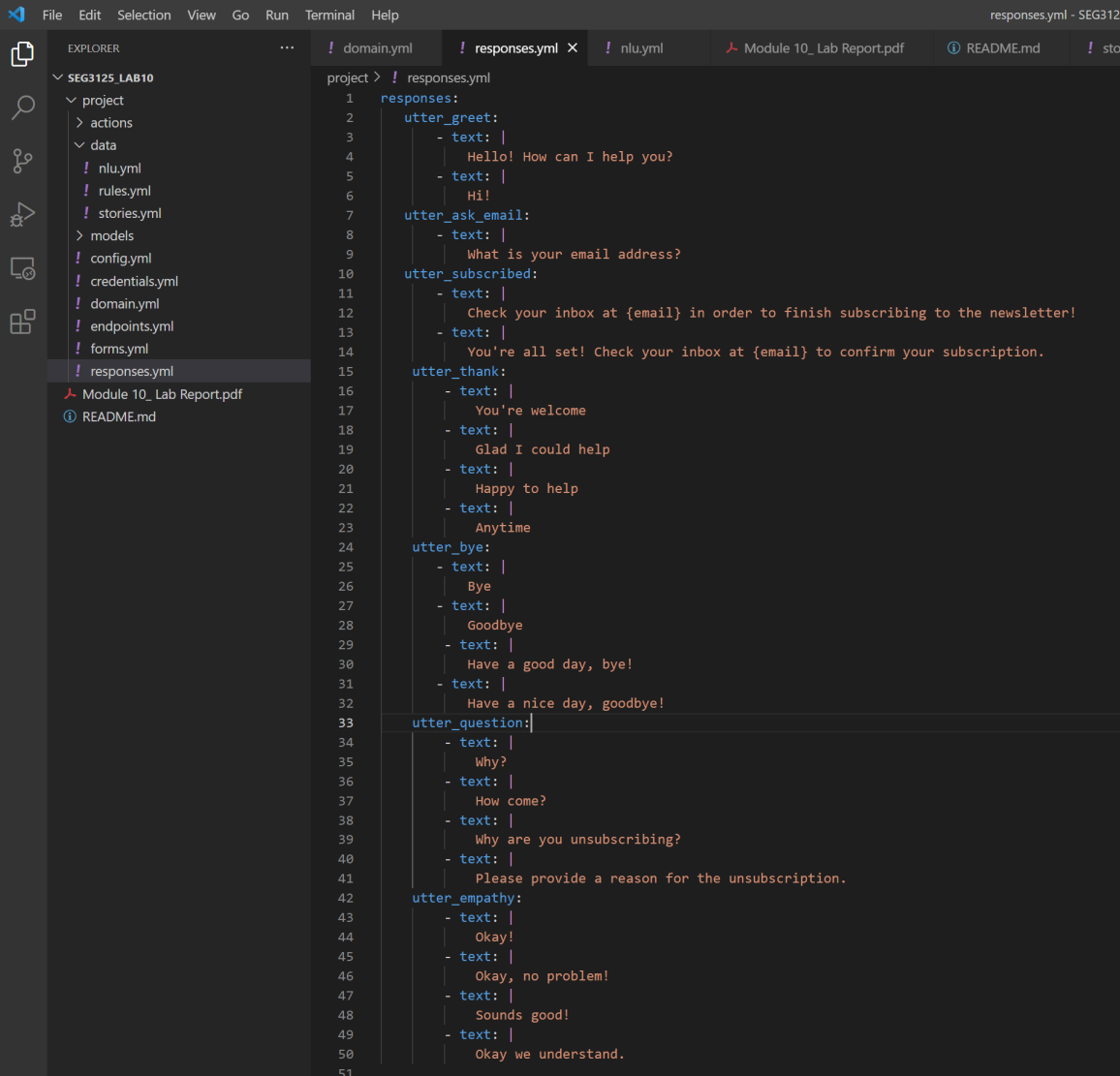


```
project > ! domain.yml
1  version: '2.0'
2  session_config:
3    session_expiration_time: 60
4    carry_over_slots_to_new_session: true
5  intents:
6    - greet
7    - inform
8    - subscribe
9    - unsubscribe
10   - reasons
11   - thanks
12   - bye
13  slots:
14    email:
15      type: unfeaturized
16      influence_conversation: false
17  responses:
18    utter_greet:
19      - text: |
20        | Hello! How can I help you?
21      - text: |
22        | Hi!
23    utter_ask_email:
24      - text: |
25        | What is your email address?
26    utter_subscribed:
27      - text: |
28        | Check your inbox at {email} in order to finish subscribing to the newsletter!
29      - text: You're all set! Check your inbox at {email} to confirm your subscription.
30    utter_thank:
31      - text: |
32        | Glad I could help
33      - text: You're welcome
34      - text: Anytime!
35      - text: Happy to help
36    utter_bye:
37      - text: |
```



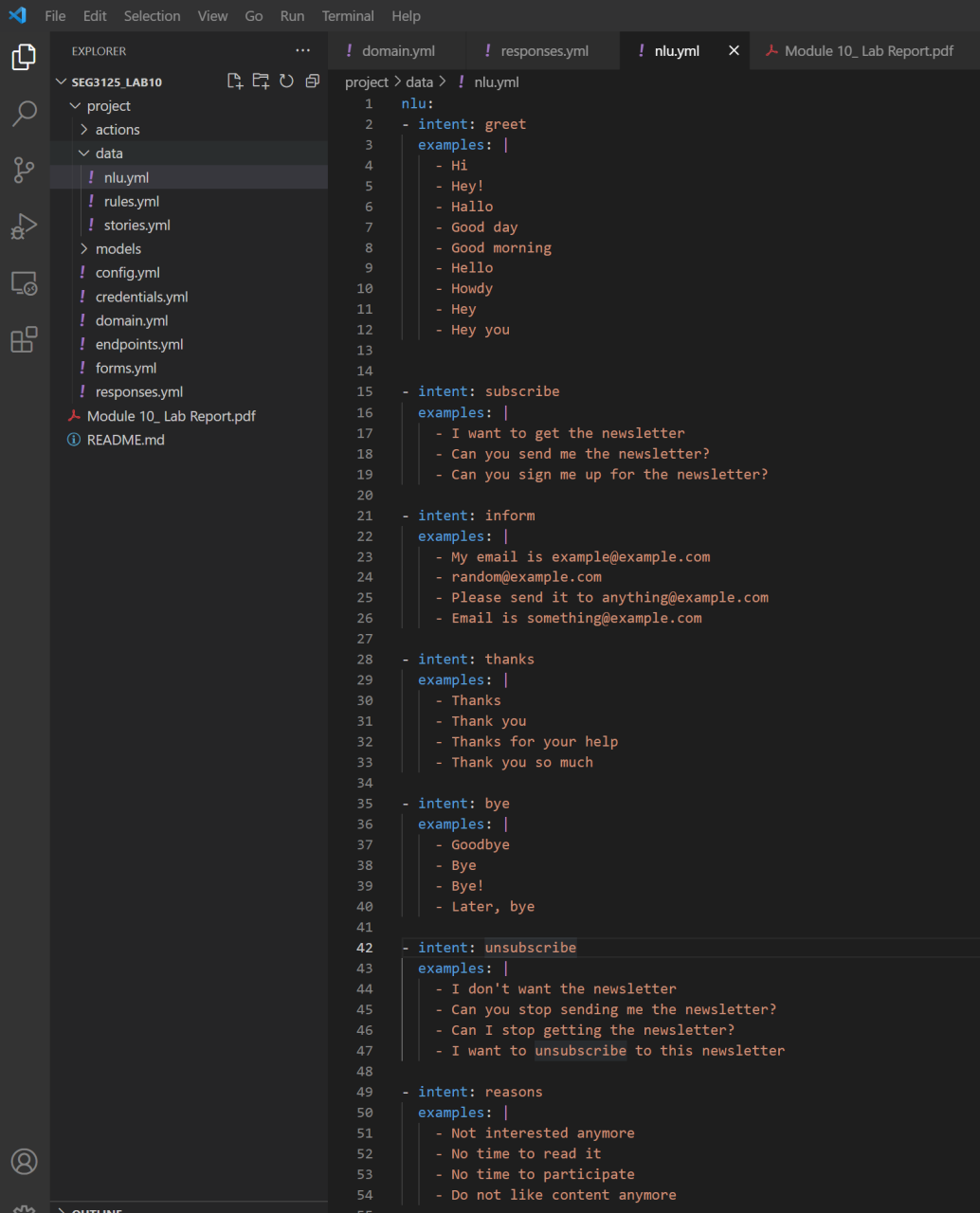
```
36    utter_bye:
37      - text: |
38        | Bye
39      - text: Goodbye
40      - text: Have a good day, bye!
41      - text: Have a nice day, goodbye!
42    utter_question:
43      - text: |
44        | Why?
45      - text: How come?
46      - text: Why are you unsubscribing?
47      - text: Please provide a reason for the unsubscription.
48    utter_empathy:
49      - text: |
50        | Okay!
51      - text: Okay, no problem!
52      - text: Sounds good!
53      - text: Okay we understand.
54
55
56
57
58  actions:
59    - '...'
60    - utter_greet
61    - utter_subscribed
62    - utter_question
63    - utter_empathy
64    - utter_thank
65    - utter_bye
66
67  forms:
68    newsletter_form:
69      required_slots:
70        email:
71          - type: from_text
72
```

Responses.yml



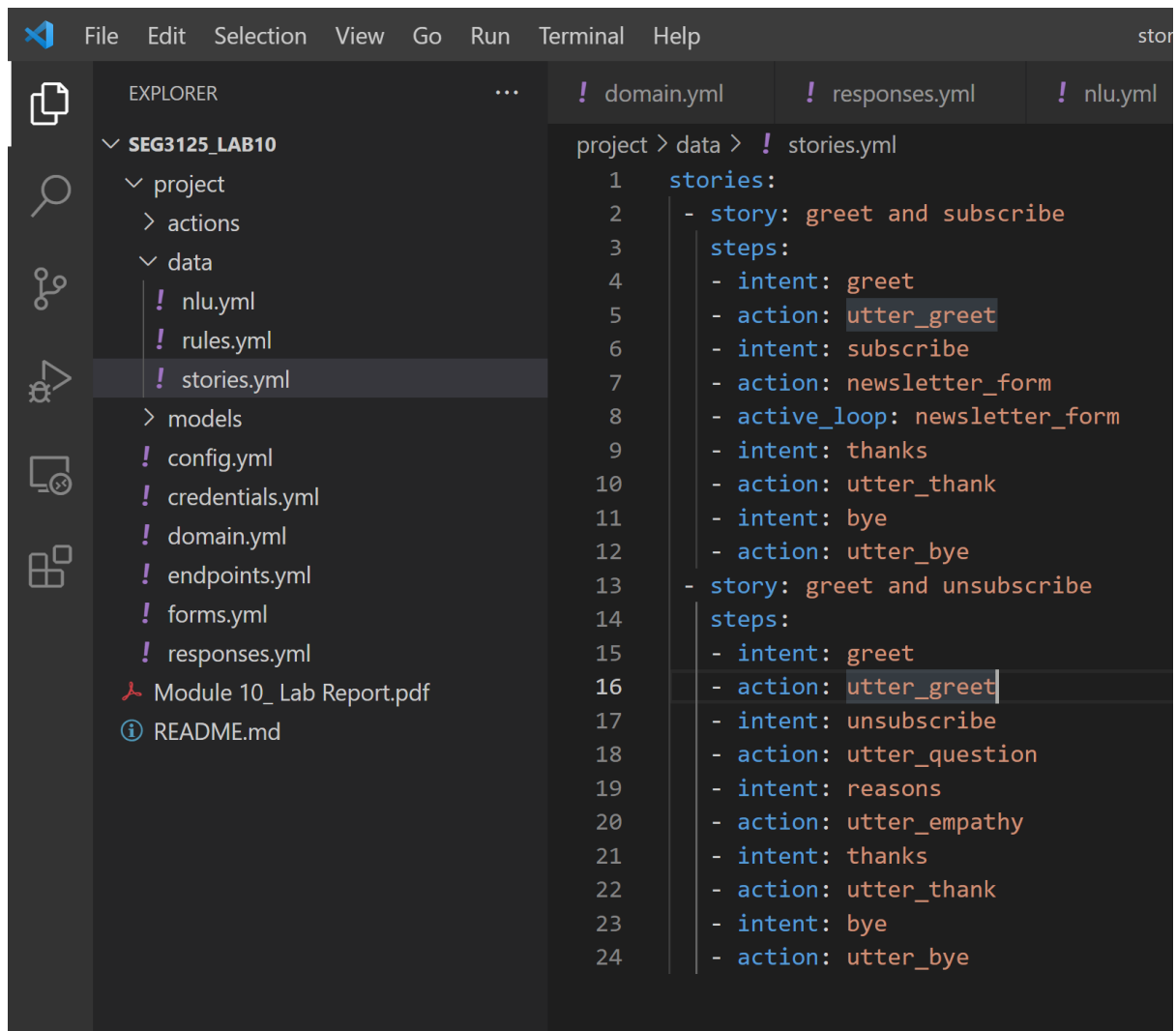
```
1 responses:
2   utter_greet:
3     - text: |
4       Hello! How can I help you?
5     - text: |
6       Hi!
7   utter_ask_email:
8     - text: |
9       What is your email address?
10  utter_subscribed:
11    - text: |
12      Check your inbox at {email} in order to finish subscribing to the newsletter!
13    - text: |
14      You're all set! Check your inbox at {email} to confirm your subscription.
15  utter_thank:
16    - text: |
17      You're welcome
18    - text: |
19      Glad I could help
20    - text: |
21      Happy to help
22    - text: |
23      Anytime
24  utter_bye:
25    - text: |
26      Bye
27    - text: |
28      Goodbye
29    - text: |
30      Have a good day, bye!
31    - text: |
32      Have a nice day, goodbye!
33  utter_question:
34    - text: |
35      Why?
36    - text: |
37      How come?
38    - text: |
39      Why are you unsubscribing?
40    - text: |
41      Please provide a reason for the unsubscription.
42  utter_empathy:
43    - text: |
44      Okay!
45    - text: |
46      Okay, no problem!
47    - text: |
48      Sounds good!
49    - text: |
50      Okay we understand.
```

Nlu.yml



```
1  nlu:
2    - intent: greet
3      examples: |
4        - Hi
5        - Hey!
6        - Hallo
7        - Good day
8        - Good morning
9        - Hello
10       - Howdy
11       - Hey
12       - Hey you
13
14   - intent: subscribe
15     examples: |
16       - I want to get the newsletter
17       - Can you send me the newsletter?
18       - Can you sign me up for the newsletter?
19
20   - intent: inform
21     examples: |
22       - My email is example@example.com
23       - random@example.com
24       - Please send it to anything@example.com
25       - Email is something@example.com
26
27   - intent: thanks
28     examples: |
29       - Thanks
30       - Thank you
31       - Thanks for your help
32       - Thank you so much
33
34   - intent: bye
35     examples: |
36       - Goodbye
37       - Bye
38       - Bye!
39       - Later, bye
40
41   - intent: unsubscribe
42     examples: |
43       - I don't want the newsletter
44       - Can you stop sending me the newsletter?
45       - Can I stop getting the newsletter?
46       - I want to unsubscribe to this newsletter
47
48   - intent: reasons
49     examples: |
50       - Not interested anymore
51       - No time to read it
52       - No time to participate
53       - Do not like content anymore
54
55
```

Stories.yml



```
File Edit Selection View Go Run Terminal Help
! domain.yml ! responses.yml ! nlu.yml
EXPLORER
  SEG3125_LAB10
    project
      actions
      data
        ! nlu.yml
        ! rules.yml
        ! stories.yml
      models
        ! config.yml
        ! credentials.yml
        ! domain.yml
        ! endpoints.yml
        ! forms.yml
        ! responses.yml
      Module 10_ Lab Report.pdf
      README.md
project > data > ! stories.yml
1 stories:
2   - story: greet and subscribe
3     steps:
4       - intent: greet
5       - action: utter_greet
6       - intent: subscribe
7       - action: newsletter_form
8       - active_loop: newsletter_form
9       - intent: thanks
10      - action: utter_thank
11      - intent: bye
12      - action: utter_bye
13   - story: greet and unsubscribe
14     steps:
15       - intent: greet
16       - action: utter_greet
17       - intent: unsubscribe
18       - action: utter_question
19       - intent: reasons
20       - action: utter_empathy
21       - intent: thanks
22       - action: utter_thank
23       - intent: bye
24       - action: utter_bye
```