ShopBot

for earphones and headphones

User Guide



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# **Getting Started**

You could either use our chatbot that is hosted on Heroku (See **Quickstart on FB Messenger**) or install it to your own local server (See **Full installation and deployment**).

See **Test Scenarios** for sample question and replies.

## **Quickstart on FB Messenger**

### System Requirements

For quickstart, as the Python webhook backend for DialogFlow is already hosted on Heroku, the only system requirements are for running Facebook Messenger (FB Messenger)[[1]](#footnote-1). See Table below for minimum requirements. The web version of FB Messenger should be supported for most modern web browsers.

Table 1. FB messenger system requirements for mobile apps (See [link](https://www.facebook.com/help/messenger-app/197039404112757) for details)

|  |  |
| --- | --- |
| **Operating System** | **Requirements** |
| iOS | * iOS 8 and above |
| Android | * Android 4 (Ice Cream Sandwich) and above |

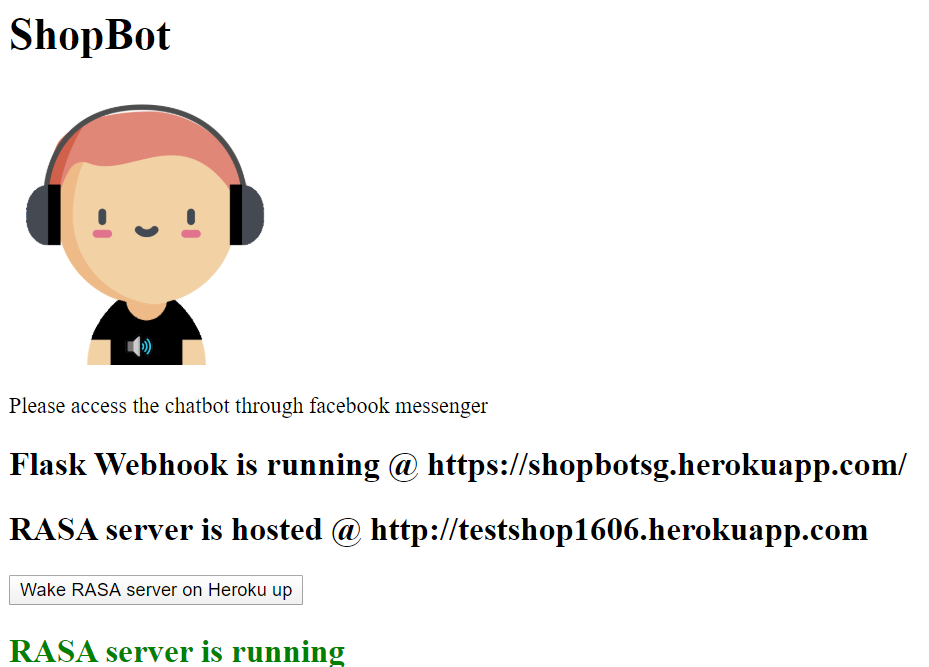
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### Installation Steps

1. As the FB Messenger bot is not publicly distributed at the moment, it can only be used with specific user accounts. Sign in to Facebook with the test user account and password that has been given to you

* **If you use other accounts, you can chat with the bot, but it will never reply you!**

1. After logging in, go to <https://m.me/shopbotsg> OR <https://www.facebook.com/messages/t/shopbotsg>
2. Dialogflow webhook is hosted on 1 Heroku server (A), and its NLU is hosted on another (B). Wake server A up by using a separate tab and go to <https://shopbotsg.herokuapp.com/>. Once the page loads, server A is up.
3. Then click on the “Wake RASA server on Heroku up” button to wake server B up. Wait until you see “RASA server is running”.



1. That’s it. You can now begin chatting with ShopBot

* Note: As Heroku apps will go to sleep after 30 minutes of inactivity, please expect a longer response when you first start chatting with the ShopBot if you have forgotten to follow steps 3 and 4.
* Warning: If for some reason, the Shopbot is not working properly (If it keeps giving “I do not understand” answers, it is highly likely that the backend Heroku server is not working for some reason. Please proceed to deploy it with a local server with the full instructions in the next section below. Also, you could check <https://status.heroku.com/> to see if Heroku is experiencing some issues.

## **Full installation and deployment**

Follow this section only if installing and deploying to your own DialogFlow account and local web server.

### System Requirements and Dependencies

* Python or Anaconda, and Python libraries as specified in requirements.txt
* A modern web browser. Recommended Google Chrome version 76 and above.

### Pre-requisites

* Google DialogFlow account. Sign up at

<https://console.dialogflow.com/>

* Download ngrok.exe or ngrok binary to your machine from

<https://ngrok.com/download>

* Clone or download project source code from GitHub repository from <https://github.com/eleow/shopBot>, and then install python project dependencies via the following script in console, optionally, in a new Anaconda environment (eg eba5004)

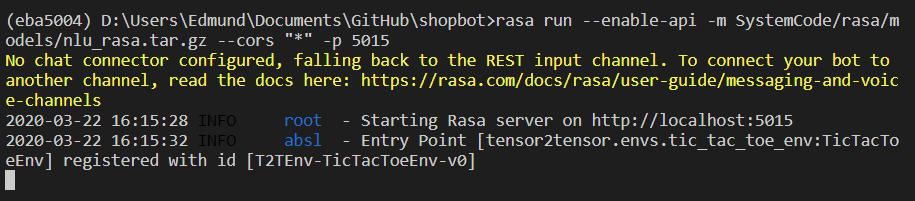
pip install -r requirements.txt

### Starting Rasa NLU server

* Navigate to the root of your local copy of the GitHub repository eg D:\github\shopBot
* Run Rasa NLU server by the following script in console:

rasa run --enable-api -m SystemCode/rasa/models/nlu\_rasa.tar.gz --cors "\*" -p 5015

* It might take some time to start up. But finally, you should see the following in the console

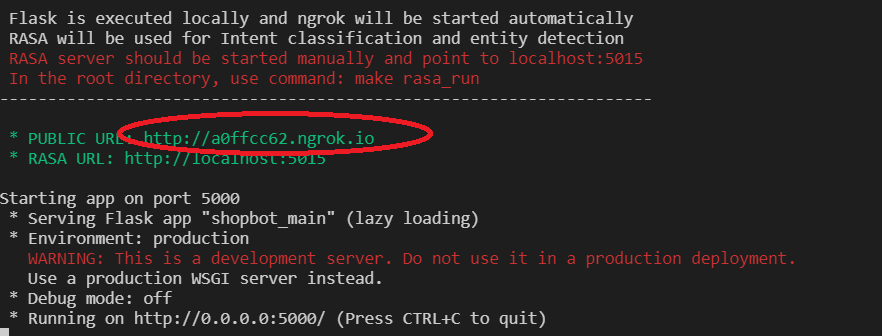


### Starting Python Flask for Webhooks

* Navigate to the root of your local copy of the GitHub repository eg D:\github\shopBot
* Run shopbot\_main.py by the following script in console:

python ./SystemCode/Fulfillment/shopbot\_main.py -s False -n True

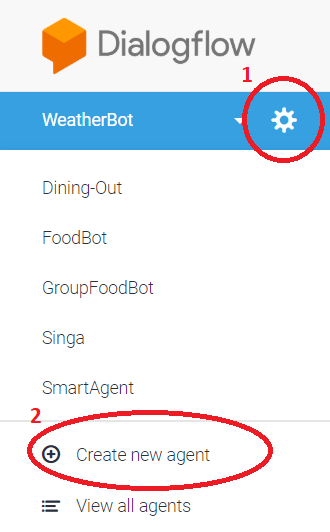
* You should see the following in the console



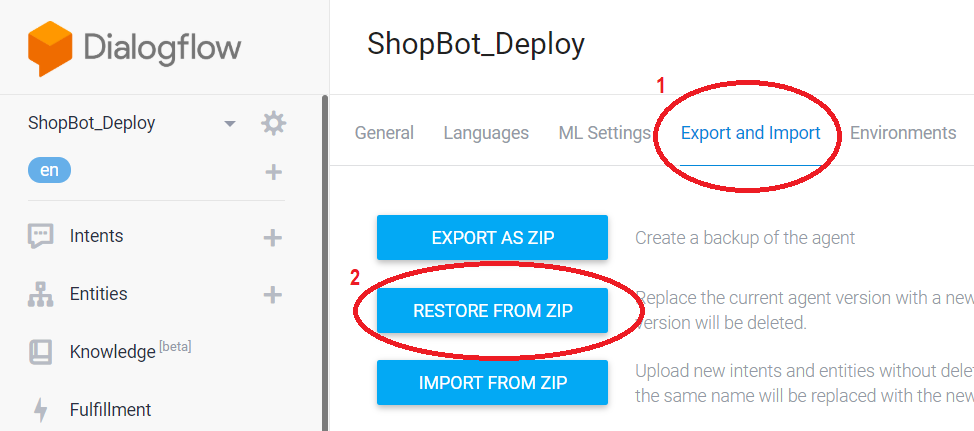
* Backend server is now running, and ngrok has been automatically started as well.
* Note down the public url for ngrok (Public url will change everytime you restart the backend)

### Importing ShopBot into DialogFlow

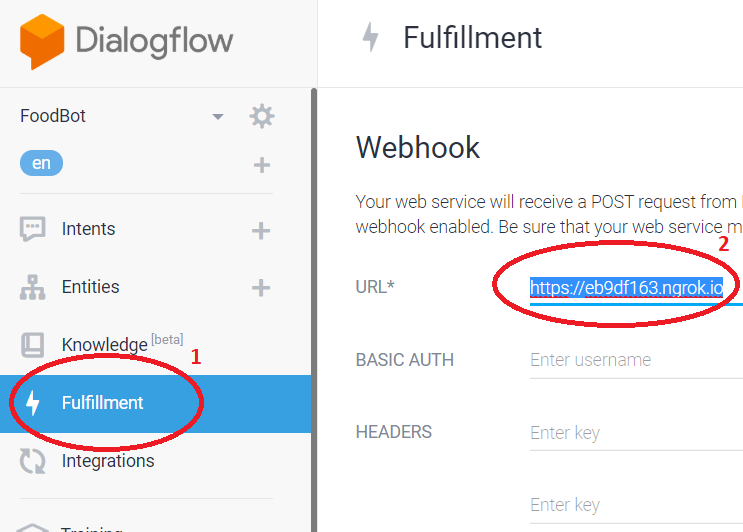
* Login to DialogFlow console at <https://console.dialogflow.com/>
* Create a new agent called “ShopBot” or whatever name you desire by
  1. Clicking the cog button
  2. Clicking the “Create new agent” button



* Import the zip file (ShopBot\_Deploy.zip) from the local copy of the GitHub repository at \SystemCode\DialogFlow by clicking the “Export and Import” button on DialogFlow, and then clicking “**RESTORE FROM ZIP**”



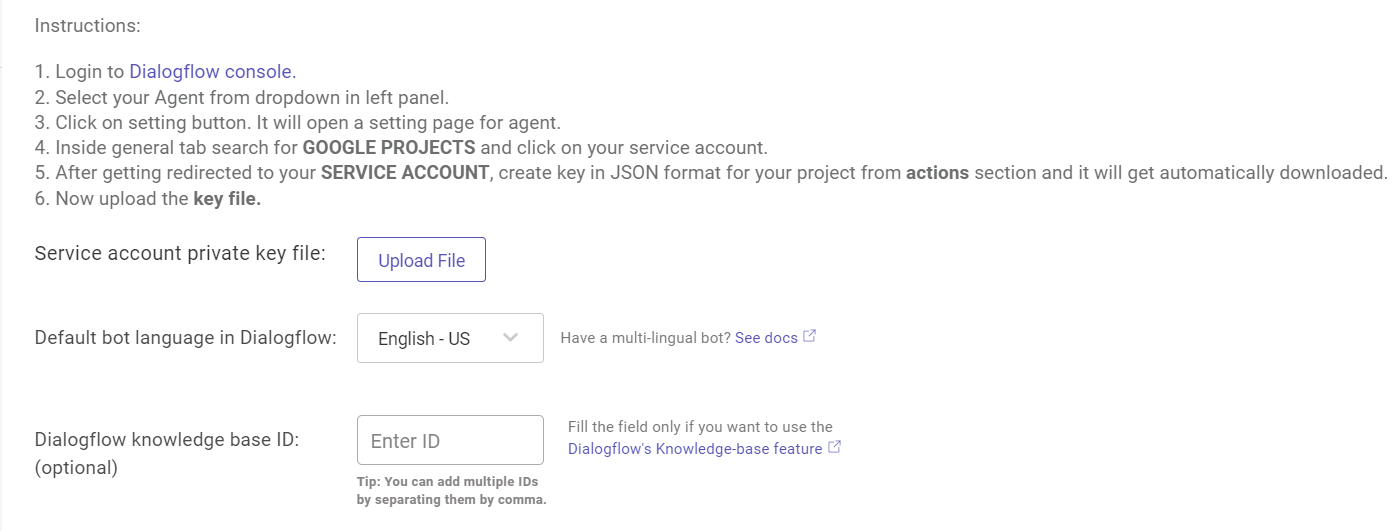
* In DialogFlow, navigate to **Fulfilment** and configure the webhook to point to the URL that was captured earlier, and then **remember to click Save.**



* The ShopBot is now running on DialogFlow and is connected to the local Python Flask web server through ngrok.

### Deploying to your own website

* Create an account with [Kommunicate](https://www.kommunicate.io/).
* Follow the instructions within the website to add the necessary code to your webpage
* Integrate Bot with DialogFlow



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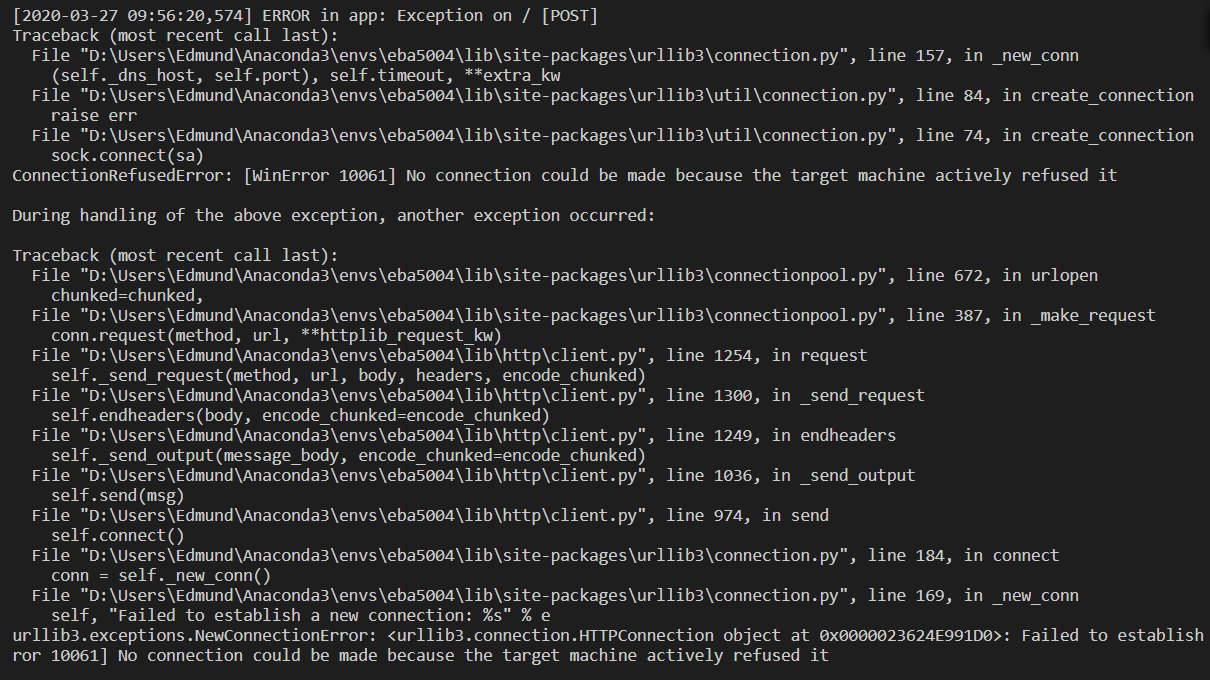
### Deploying as a FB Messenger Bot

* As our ShopBot was optimised and tested as a Messenger app, the best user experience would be achieved from FB Messenger.
* In DialogFlow, navigate to **Integrations**, ensure that Facebook Messenger integration is enabled, and click on the **Facebook Messenger** icon.
* Follow the instructions provided in <https://cloud.google.com/dialogflow/docs/integrations/facebook>

#### [WinError 10061] No connection could be made because the target machine actively refused it

### Troubleshooting

#### [WinError 10061] No connection could be made because the target machine actively refused it



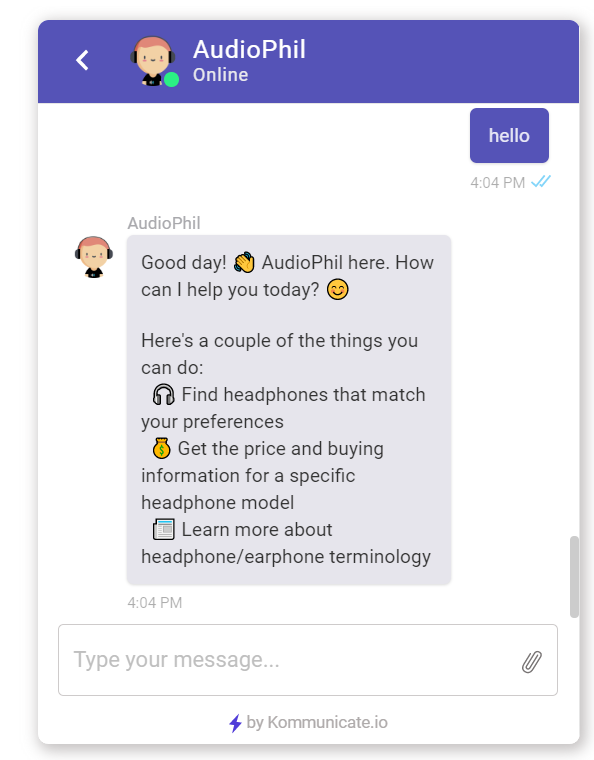
Looks like you might have forgotten to run Rasa NLU server! This error can occur if Rasa NLU server is not running or is running on a different port from what is configured. Refer to Starting RASA NLU server

## **Test Scenarios**

The following intents are available

* Welcome
* Get product recommendations
* Get pricing and buying information for a specific headphone model
* Get answers to headphone-related stuff (FAQ)

### Welcome



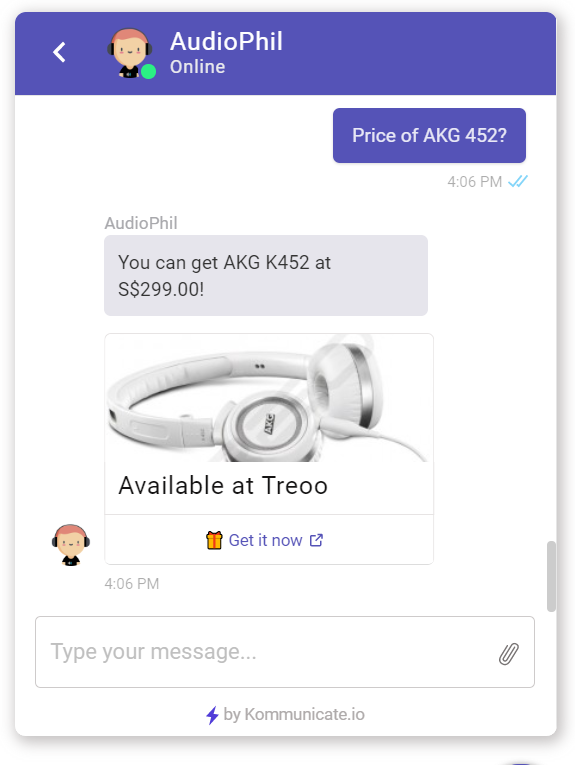
### Get Product Recommendations

TODO

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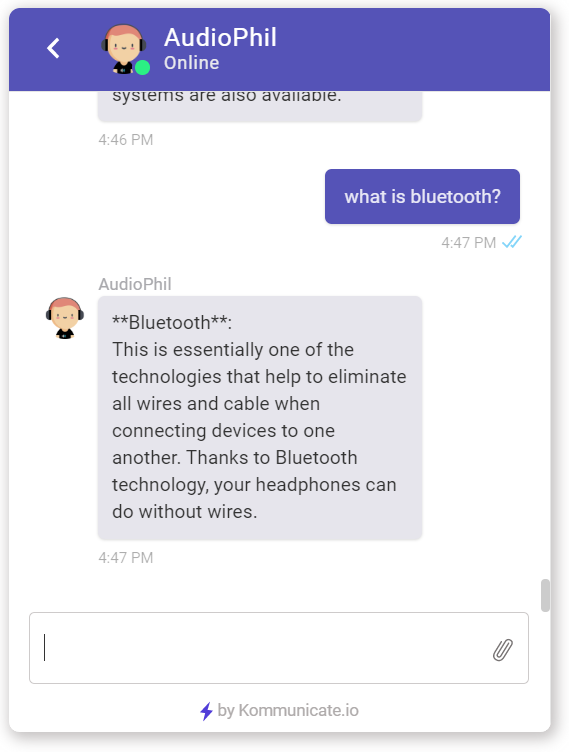
### Get Pricing and Buying information

If the user provides a specific headphone model, we will provide the price and link to buy it, if it is found.



## Get answers to headphone-related stuff (FAQ)

You can ask the chatbot specific terms related to headphones.



For example, “What is bluetooth?”

1. <https://www.facebook.com/help/messenger-app/197039404112757> [↑](#footnote-ref-1)