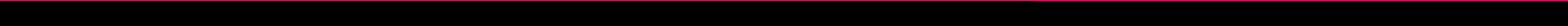


Hi I'm Drupal



how can I help you?



gambry

DrupalCamp London

3rd March 2018

MANIFESTO



ABOUT ME

Hi, I'm:

- Gabriele / Gabi / gambry
- 15+ PHP / 10+ Drupal
- Lead Drupal Engineer/Consultant @ MANIFESTO

I Like:

- Drupal, PHP, Javascript, Deployment, Performance
- Chatbots and Personal Assistants, Encryption
- Altered Carbon

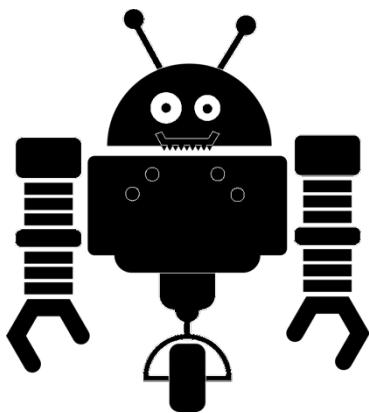


SERVING YOUR CONTENT

Website Social Media RSS
RESTful Mobile App Mail



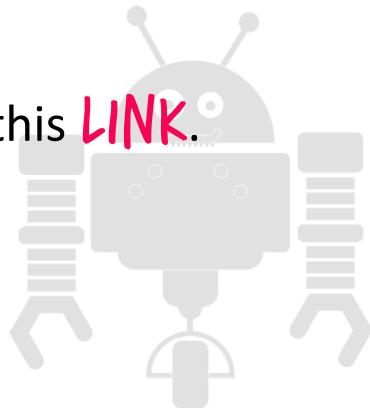
CHATBOTS & PERSONAL ASSISTANTS



CONVERSATIONAL INTERFACES

How can I get some **HELP**?

Have you tried on **OUR PORTAL**?



Follow this **LINK**.

No. Where about specifically?



Thanks, can you save it
on my **FAVOURITES**?

Done! I've added it to
your **DASHBOARD**.

How can I **register** to an event?

FAQs

When is **Run for Fun 2018** going to happen?

Campaigns

What's on **Camden Town** this **weekend**?

Events

Use the tab “Register” (on the right for Desktop, the last section on mobile). You will find the registration form in there.

Latest **news** about cinema?

News

“*Matrix, again*”
Rating: Imdb 8.5/10, RT 4.5/5
Say skip to scroll to next result.

Best **properties** near Shoreditch.

Search

Based on your latest preferences, I've emailed you your best matches for properties in Shoreditch

“The Dreamers” are playing at [The Camden Lock, Sat 9pm](#). Tickets from 10£. Do you want to know more or skip to next event?

How can I get my **boiler fixed**?

Support

[Call 00112233](#) from your registered mobile, then press 8 to book a technician.

NATURAL-LANGUAGE PROCESSING

How can I get my
boiler fixed?

What's the user **INTENT**
Extract known **ENTITIES** from user request
Understand and manage the current **CONTEXT**

NLP: INTENTS

How can I get my
boiler fixed?

MAINTENANCE REQUEST

- Can you fix my boiler?
- I need my boiler fixed.
- I need you to fix my boiler.
- How can I get my boiler fixed?
- How can I fix my boiler.
- My boiler needs to be fixed.
- Fix my boiler!
- ...

NLP: ENTITIES

How can I get my **@appliance** **@task**.

How can I get my
boiler fixed?

INTENT: Maintenance Request
ENTITIES: Appliance “Boiler”
Task “Repair”

Appliance:

- Boiler
- Oven
- Micro-wave
- Fridge
- ...

Task:

- Repair, fix, adjust
- Control, check, check out, check in
- Replace, change, substitute, swap
- Install
- ...

NLP: CONTEXT

How can I get my
boiler fixed?

Can I have your
Account Number?

11223344

Thanks. Is the repair
for your property?

YES

Next available slot is
Tue 15th at 9:30.
Does it work?

Yes

Appointment has been
confirmed. Thanks.

CONTEXT: Maintenance Request
Repair, Boiler
A/N 11223344
Property ABC5678

CLEAR CONTEXT

NLP: DIALOGFLOW



Intent Name

SAVE :

Dialogflow

Concierge en Concierge

Intents Entities Training [beta] Integrations Analytics [new] Fulfillment Prebuilt Agents Small Talk Docs

maintenance_support

Training phrases ? Search training phrases

” Add user expression

” How can I fix my house appliances

” How can I get something fixed

” My boiler needs to be fixed

” How can I change my boiler

” How can I get my boiler repaired

” I need you to fix my boiler

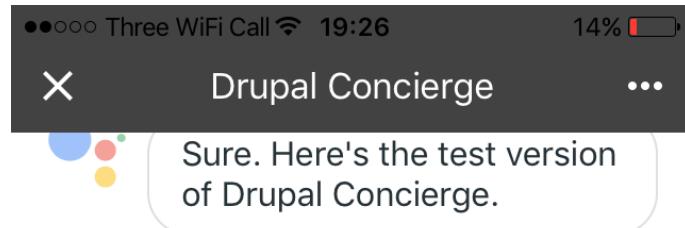
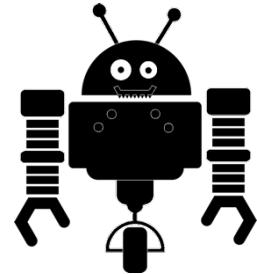
” I need my boiler fixed

” Can you fix my boiler

Utterances

This screenshot shows the Dialogflow interface for creating a new intent named "maintenance_support". The left sidebar lists various project components like Concierge, Entities, and Integrations. The "Intents" tab is selected and highlighted in blue. The main workspace shows the intent name "maintenance_support" and its associated "Training phrases". A red arrow points from the handwritten text "Intent Name" to the intent name itself. Another red arrow points from the handwritten text "Utterances" to the list of user expressions under "Training phrases".

GOOGLE ASSISTANT



House Concierge

Hello!

how can I get my boiler fixed

House Concierge

What's your Account ID

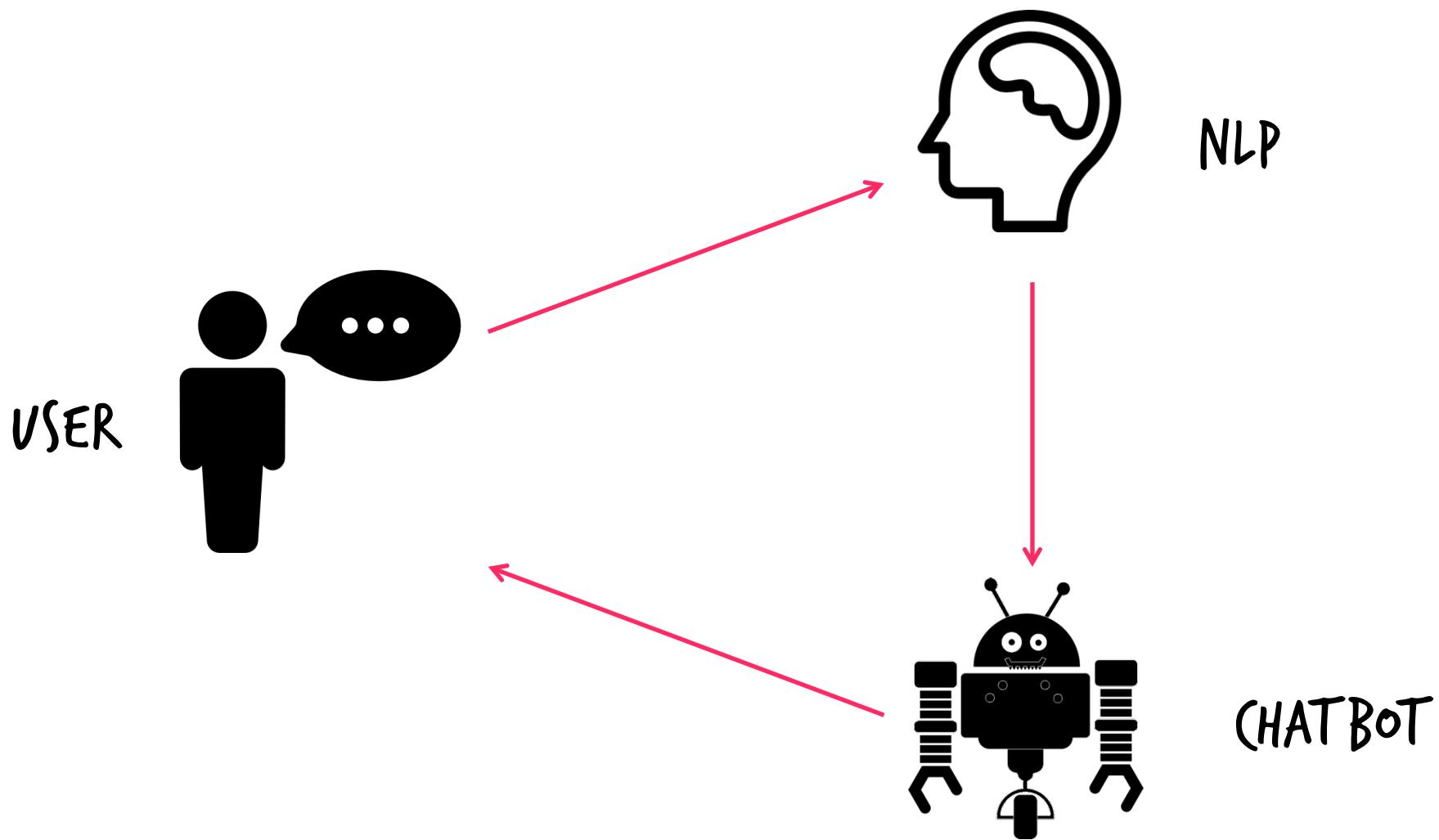
abc123

House Concierge

Appointment 24th March,
9:30 - 10:30



NLP and CHATBOTS



CHATBOT API



Drupal™



Dialogflow



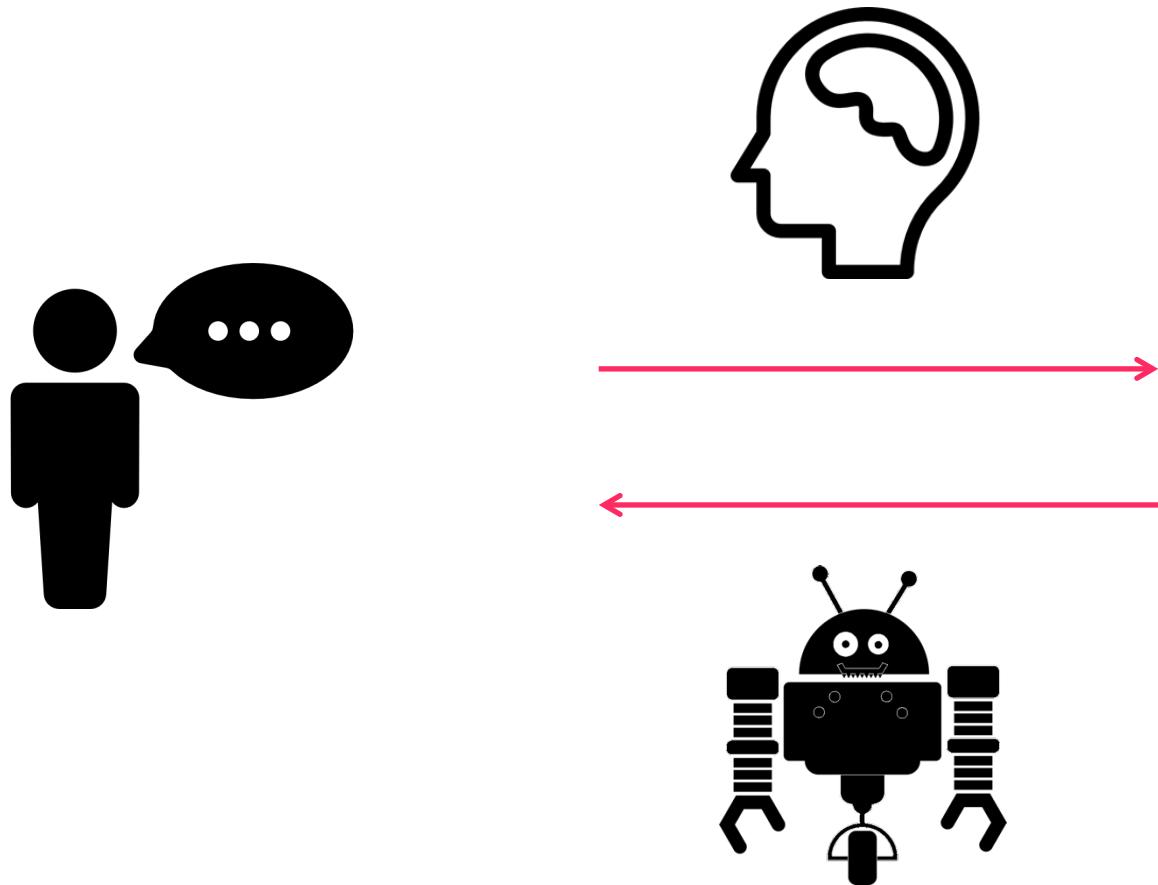
Botkit



Coming
soon!



CHATBOT API



CHATBOT API

Features:

- Intents are Plugins
- Entities from your data.
- Views integration
- Dialogflow and Alexa integration out-of-the-box. And more coming.
- Common flexible layer, for easy integration with custom platforms/NLPs/Chatbots

INTENT PLUGIN

```
namespace Drupal\drupalcamp_london\Plugin\Chatbot\Intent;

use Drupal\chatbot_api\Plugin\IntentPluginBase;

/**
 * Plugin implementation of the 'maintenance_support' Chatbot API Intent.
 *
 * @Intent(
 *   id = "maintenance_support",
 *   label = @Translation("Maintenance support intent")
 * )
 */
class MaintenanceSupportIntent extends IntentPluginBase {

  /**
   * {@inheritDoc}
   */
  public function process() {
    /*
     * ADD YOUR LOGIC HERE!
     */
    $this->response->setIntentResponse( text: 'An appointment with your technician has been
booked. The details are below and soon in your mailbox. Thanks for using Drupal Concierge.' );
    $this->response->setIntentDisplayCard( content: 'Appointment 24th March, 9:30 - 10:30', [
      title: 'Greetings'
    ] );
  }
}

Drupal\drupalcamp_london\Plugin\Chatbot\Intent > MaintenanceSupportIntent > process()
```

Plugin ID = Intent Name

Your Logic

Response

ENTITIES PUSH

Add entity collection ★

Home » Administration » Configuration » Entity collection entities

Label *

Topics  Machine name:

topics [\[Edit\]](#)

Label for the Entity collection.

Entity Type: Topics ▼ Choose the entity type for the entities to comprise this collection. Creating and update entities of this time will queue the collection to be sent to the remote endpoint during the next cron run.

Synonyms field

Synonyms ▼

Select the field to use for synonyms

Enabled query handlers *

Taxonomy term query

Enabled push handlers *

API AI entities endpoint

Push handler configuration

API AI entities endpoint

Remote name

Give the collection a name on API.ai

Save Har

ENTITIES PUSH

Dialogflow

Concierge en

Intents

Entities

Training [beta]

Integrations

Analytics [new]

Fulfillment

Prebuilt Agents

Small Talk

Docs

Forum

Support

Topics

Define synonyms ? Allow automated expansion

Urgent	Red, Critical, Emergency
Important	Important
Family	Home, House, Relatives, Parents

[Click here to edit entry](#)

[+ Add a row](#)

SAVE ⋮

[Try it now](#) ⋮ Microphone icon

ⓘ Please use test console above to try a sentence.

ⓘ See how it works in Google Assistant. ↗

IEWS INTEGRATION

List Messages (Content) ☆

Home » Administration » Structure » Views

Displays

Chatbot Intent + Add Edit view name/description

Display name: Chatbot Intent Duplicate Chatbot Intent

INTENT SETTINGS
Intent name: [list_messages](#)

FORMAT
Format: [Unformatted list](#) | [Settings](#)
Show: [Fields](#) | [Settings](#)

FIELDS Add
Content: [Title](#)

FILTER CRITERIA Add
Content: [Published \(= Yes\)](#)
Content: [Content type \(= Message\)](#)

SORT CRITERIA Add
Content: [Authored on \(desc\)](#)

HEADER Add
FOOTER Add
Global: [Text area \(Global: Text area\)](#)

NO RESULTS BEHAVIOR Add
Global: [Text area \(Global: Text area\)](#)

PAGER
Items to display:
[Display a specified number of items](#) | [1 item](#)
Link display: [None](#)

► ADVANCED

VIEWS INTEGRATION



Test your app by typing or saying "Talk to Drupal Concierge" below or any device you're logged into with "gambrys@gmail.com"

Input

• ▾ Talk to Drupal Concierge

Microphone icon

Speaker icon

A screenshot of a mobile application interface. At the top, it says "Input". Below that is a text input field containing the text "Talk to Drupal Concierge". To the left of the input field is a small circular icon with a dot and a downward arrow. To the right of the input field are icons for a microphone and a speaker.

SERVING YOUR CONTENT THROUGH A CHATBOT

- Plan your intents in advance
- For utterances try answerthepublic.com
- Train your bot
- Build your content with intents in mind
- Create a Display Mode for your bot

"Hi, I'm Drupal. How can I help you?"

THANK YOU!

http://dgo.to/chatbot_api

<https://dialogflow.com/>

@gambry

LONDON DRUPAL USER GROUP

<https://www.meetup.com/London-Drupal-User-Group/>