

# QUICK START GUIDE

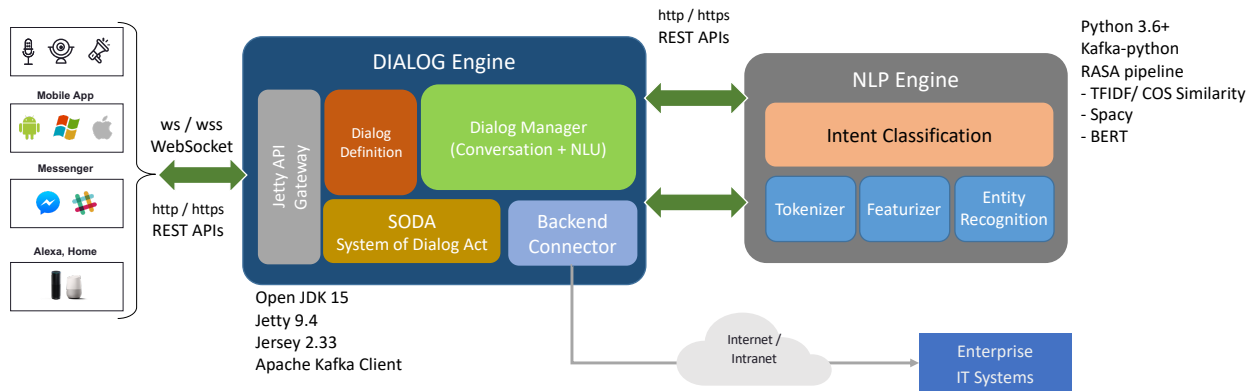
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## Quick Start Guide

The BOT platform is Client-Server architecture, client being Browser, App or Messenger like FB, Slack, Skype etc.



Below steps describe the deployment of HMI conversational UI (Bot) on Windows Machine.

Required configuration of Windows machine - Minimum 8 GB RAM with 64-bit OS with x-64 based processor

### Prerequisite

1. Install OpenJDK 15 and ensure all system variables (JAVA\_HOME etc.) are set. (follow this tutorial <https://www.codejava.net/java-se/download-and-install-openjdk-15>)
2. Download python-3.6+ version from <https://www.python.org/downloads/> ( note Rasa does not yet support 3.9)

### Download and Deploy NLP Engine and Dialog Engine

#### NLP Engine deployment

3. Download the binaries from Git repo, unzip and locate NLPEngine folder
  - Go to NLPEngine folder
  - Ensure that you have following folder structure

```
config
core
keys
pubsub
trainingData
utils
app.py
reuirements.txt
```

- Install all the required python modules (list of modules is in requirements.txt available in root folder)

```
$ python -m pip install -r ./requirements.txt
```

This will install kafka-python, rasa, spacy, nltk and flask modules necessary for NLP Engine. The installation may take several minutes based on your system.

- Load spacy data.

```
$ python -m spacy download en_core_web_md
$ python -m spacy link en_core_web_md en      (Ignore – DeprecationWarning)
$ python -m spacy validate
```

- Load the nltk data. Go to python prompt

```
$python
>> import nltk
>>nltk.download('punkt')
>>nltk.download('stopwords')
>> quit()
```

- Run the NLP Engine service –

```
$ python app.py
```

- Above command will start NLP engine service and ready to listen to Dialog Engine

#### Dialog Engine deployment

#### 4. Locate DialogEngine folder

- Go to DialogEngine folder
- Ensure that you have following folder structure

```
lib
res
hmi.jar
```

- Open command prompt, go to D:\DialogEngine folder and run following command.

```
# java -jar hmi.jar -i rest -p 8080 -r trip_en
```

where options,

- jar is Bot java library, hmi.jar in this case.

- i is mode of interaction, rest in this case. (console mode is used for testing)

- p is port number, 8080 in this case

- r is dialog definition file, trip\_en is sample trip booking dialog created for demo purpose

This will run conversation engine using inbuilt jetty server on port 8080.

## Sample Use Case – Trip Booking

This use case demonstrates the bot's conversational capabilities. The use case is of user who wants to book a ticket or check weather information.

### Use Case – Trip booking

A simple browser client that uses REST APIs is provided for testing this sample use case. Please note that this is just for demonstration purpose and does not represent the final solution.

#### **Browser Client**

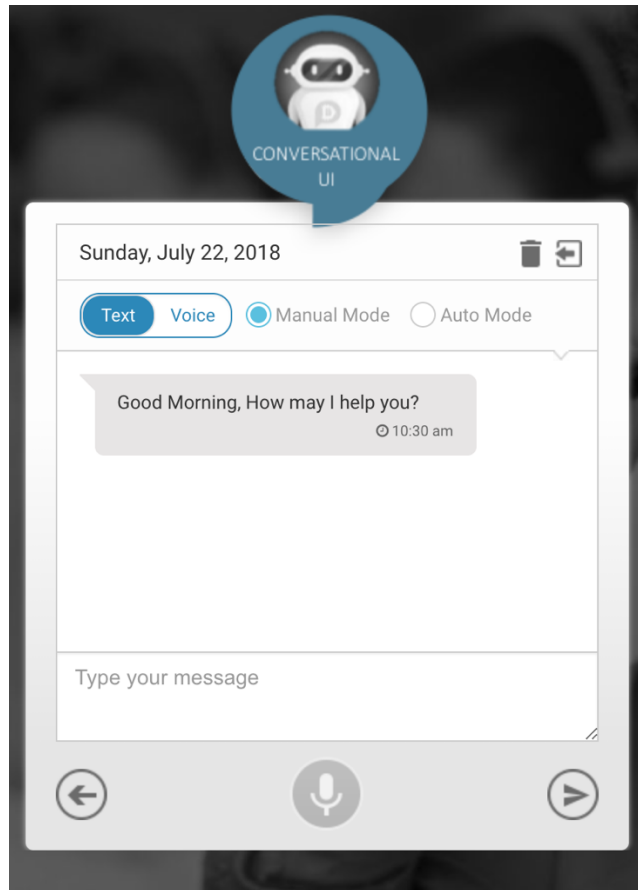
##### Scenario -1 - English Language

Follow below steps to run the trip booking bot configure in English language.

- 1- Open command prompt, go to D:\HMI folder and run following command.  
# java -jar hmi.jar -i rest -p 8080 -r trip\_en  
This will run conversation engine using inbuilt jetty server on port 8080. Note down your IP as displayed on command console. (e.g. https://192.168.0.107:8080/)
- 2- Open login.js located at /res/html/en/js folder
- 3- Modify "location1" parameter (line no-2) based on your IP address  
e.g. location1 = "https://192.168.0.107:8080/hmi";
- 4- Go to chrome browser and enter

**URL -** <https://<Your Machine IP>:8080/en> - (accept the self-signed certificate by clicking advanced -> Proceed to <Domain name> (Unsafe))

This should open up chat window as shown below.



### Sample Dialogue

B: Good evening, How may I help you?

U: Good evening

B: Good evening, Friend, hope you are doing good today. How may I help you?

U: I want to book a ticket

B: Please tell me what city do you want to travel?

U: I want to start from Atlanta

B: And for how many persons?

U: How is weather in Atlanata?

B: The temperature in Atlanta is 21.54 degrees. for how many persons?

U: for 4 persons

B: When do you want to leave?

U: I want to leave on Sunday

B: which class do you want to travel?

U: Business

B: Hey John, this trip to Atlanta costs 255 Dollars. What can I do for you?

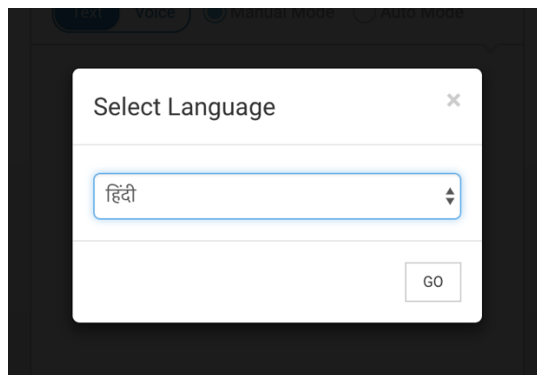
## Scenario -2 - Hindi Language

Follow below steps to run the trip booking bot configure in Hindi language.

- 1- Open command prompt, go to D:\HMI folder and run following command.  
`# java -jar hmi.jar -i rest -p 8080 -r trip_hi`  
This will run conversation engine using inbuilt jetty server on port 8080. Note down your IP as displayed on command console. (e.g. <https://192.168.0.107:8080/>)
- 2- Open login.js located at /res/html/en\_hi/js folder
- 3- Modify "location1" parameter (line no-2) based on your IP address  
e.g. location1 = "<https://192.168.0.107:8080/hmi/>";
- 4- Go to chrome browser and enter

**URL -** [https://<Your Machine IP>:8080/en\\_hi](https://<Your Machine IP>:8080/en_hi) - (accept the self-signed certificate by clicking advanced -> Proceed to <Domain name> (Unsafe))

- 5- This should open up pop-up window as shown below. Select "Hindi Language" and click "Go"



1. Now it will open chat window as shown below.  
One can type Hindi text in chat window to interact with Bot.



### Sample Dialogue

B: शुभ प्रभात, मैं आपकी क्या मदद कर सकता हूँ।

U: नमस्ते

B: नमस्ते। मैं आपकी क्या मदद कर सकता हूँ।

U: मुझे टिकट बुक करना है

B: और आप कहाँ जाना चाहते हैं ?

U: पुणे

B: मुझे बताओ, कितने व्यक्ति यात्रा करना चाहते हैं ?

U: ५

B: आप कब जाना चाहते हैं ?

U: 07/24/2018

B: आप किस श्रेणी से यात्रा करना चाहते हैं?

U: Business

B: जॉन , इस पुणे की यात्रा के लिए आपको २५५ डॉलर का खर्च आएगा । मैं आपकी क्या मदद कर सकता हूँ।



## Sample Rest APIs of Dialog Engine

The Dialog engine has exposed different APIs so that it can be seamlessly integrated with different clients such as browser client, mobile apps, Messenger Apps and smart devices like Alexa and google home.

Following steps are necessary to initiate the conversation with BOT

### Step -1 Creating BOT instance

One can create the BOT instance before user initiates a conversation. As an enterprise user you need to pass the user parameters to create the BOT instance. This is sent through url encoded body parameters. (user = John)

You can use any suitable REST client tool (curl, postman, soapUI etc.) to send below HTTP request. Enter below details to your REST Client tool (postman or soapUI etc.)

**Method – POST**

**URL -** <https://35.154.101.154:8080/api/v2/bot>

**Param** - url-encoded-body parameter – **key => user value => John**

e.g. (using curl)

```
# curl -k -i -X POST --data-urlencode "user=John" https://35.154.101.154:8080/api/v2/bot
```

### RESPONSE

HTTP/1.1 201 Created

Date: Mon, 09 Jan 2018 01:15:26 GMT

Location: **<https://35.154.101.154:8080/api/v2/bot/d3-DXWQDQ8WDDFQ>**

Content-Type: text/plain

Transfer-Encoding: chunked

How may I help you?

Once this request is sent, Bot Server will create a unique URL for every user and returns it in HTTP header response. (As highlighted in RED above)

### Step -2 Start conversation

Now that bot instance is created, you can start your conversation by sending your query through “userUtterance” parameter.

**Important – check URL**

**Method – POST**

**URL -** <https://35.154.101.154:8080/api/v2/bot/d3-DXWQDQ8WDDFQ>

Param - url-encoded-body parameter – **key => userUtterance value = >Good Morning**

e.g. (using curl)

```
# curl -k -i -X POST --data-urlencode "userUtterance=Good Morning"  
https://35.154.101.154:8080/api/v2/bot/d3-DXWQDQ8WDDFQ
```

## RESPONSE

HTTP/1.1 200 OK

Date: Mon, 09 Jan 2017 01:29:51 GMT

Content-Type: application/json

Transfer-Encoding: chunked

```
{  
  "user": "John",  
  "sessionId": " d3-DXWQDQ8WDDFQ ",  
  "timeStamp": "2018-07-22 10:50:38",  
  "language": "en",  
  "source": "trip",  
  "result": {  
    "query": "Good Morning",  
    "reply": "Hello and hope you are good this morning. What can I do for you?",  
    "speech": "Hello and hope you are good this morning. What can I do for you?",  
    "intent": {  
      "name": "start",  
      "label": "Initial Task"  
    },  
    "currentEntity": {  
      "name": "welcome",  
      "label": "",  
      "type": "open_ended",  
      "value": ""  
    },  
    "entities": [  
      {  
        "name": "welcome",  
        "label": "",  
        "type": "open_ended",  
        "value": ""  
      }  
    ],  
    "contexts": []  
  },  
  "action": {  
    "intent": {
```

```

        "name": "",
        "label": ""
    },
    "entities": []
},
"iCard": {
    "type": "taskList",
    "feedback": {
        "isVisible": "false",
        "likes": "0",
        "dislikes": "0"
    },
    "tasks": [
        {
            "id": "1",
            "name": "getTripInformation",
            "label": "Book ticket"
        },
        {
            "id": "2",
            "name": "getWeatherInformation",
            "label": "Weather information"
        },
        {
            "id": "3",
            "name": "getWikipediaCityInfo",
            "label": "City information"
        },
        {
            "id": "4",
            "name": "cancelTask",
            "label": "Cancel"
        }
    ]
}
}

```

As can be seen the response shows the BOTs reply in JSON format.

Key JSON Objects –

reply – Bots reply to user query

intent – Identified intent

entities – entities that are part of intent

action – is filled once BOT takes any backend action with entities that are found through user conversation.

User can continue to converse by passing his/her query through new POST method and modifying "userUtterance" parameter.

e.g.

```
# curl -k -i -X POST --data-urlencode "userUtterance=How is weather in London"  
http://35.154.101.154:8080/api/v2/bot/d3-DXWQDQ8WDDFQ
```

The list of other APIs are also available (available in manual document)

- terminate the instance of BOT
- Active dialogues that are being handled by BOT server
- Active tasks of specific dialogue instance
- Get conversation history of specific dialogue instance
- Store dialogue conversation in specific DB for further analysis and training