

Sonar+D Masterclass on Conversational AI: Creating Speech Enabled Experiences

Dialogflow Sonar Query Bot [20]

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In this exercise, you will make a simple chatbot which will respond to typed user input and will be capable of a simple dialogue. The aim is to build a chatbot that would have a dialogue that will answer questions about Sonar+D. Desirable behaviour might be like the below:

John: Hi.

QueryBot: Hello, what can I help you with?

John: When is [ARTIST-NAME] performing at Sonar?

QueryBot: [ARTIST-NAME] will play on [DAY] at [TIME] in the [VENUE-NAME]

Steps:

1. Go to <https://dialogflow.com/> and click 'Sign Up' to get a free account. You need a Google account to access this (e.g. a gmail account)- if you don't have one, you will have to create one for this exercise. You will have to sign in using your Google username and password. You should then enter the Dialogflow. **[3 min]**
2. In the top of the left-hand menu, press the 'Create Agent' button, and enter a name such as 'SonarBot' for the agent. Press 'Create' and wait a few seconds for the agent to be created. **[3min]**
3. The basis for understanding the user's meaning in Dialogflow are called 'intents'. An intent here is roughly an equivalent set of user inputs such that a consistent response can be given by the bot when one of those inputs is recognized.

Read <https://dialogflow.com/docs/intents> for details. **[10 min read]**

4. Create your first intent. Think of a common thing that a Sonar attendee might ask, e.g. 'When is Catnapp playing?'. Call the intent an appropriate name (e.g. 'AskForCatnappDay') and add an example form of the question by clicking on 'add training phrases' under the 'Training Phrases' sub-section. You can add several paraphrases (variations) of the first phrase you think of (e.g. 'Which day does Catnapp performs?', 'When is Catnapp performing?' etc.). Once you've added at least 2 training phrases, add a text response in the 'Responses' subsection of the intent menu (e.g. 'Catnapp is performing Thursday the eighteen at 1755'). Don't worry about the 'Contexts', 'Events' and 'Actions and Parameters' tabs for now. Once you've added a response, click the 'Save' button to save the intent. **[5 min]**
5. Test the current state of your chatbot using the 'Try it now' text-field in the top-right corner. Type in one of the training phrases you entered and see if the response is what you expect.

You can also test the chatbot as it would be experienced by users by clicking on the 'Integrations' button in the left-hand menu and clicking 'Web Demo'. A URL will be generated which will consists of 'https://bot.dialogflow.com/' followed by a number. This is where the bot will be deployed to. Navigate to that URL and interact with your bot.

6. Repeat steps 4 and 5 several times to create a number of sensible input(s)->output mappings that make sense for this application.