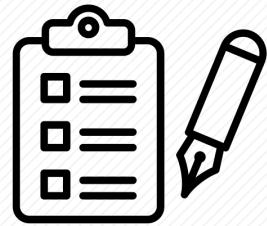
A wide-angle photograph of a tropical beach at sunset. The sky is a gradient from blue to orange and pink. In the foreground, there's a sandy beach with several orange lounge chairs and white umbrellas. To the left, a wooden pier extends into the water. The background is filled with numerous palm trees of various heights. The ocean waves are visible on the right.

TRAVEL ENQUIRY BOT

OUTLINE

- **Overview**
- **Methodology**
- **Demo**
- **Next Steps**
- **Challenges**

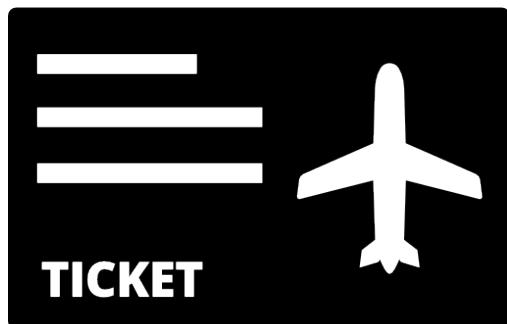


OVERVIEW

A wide-angle photograph of a tropical beach at sunset. The sky is a gradient from light blue to warm orange and pink near the horizon. In the foreground, a sandy beach meets the turquoise ocean with small waves. A wooden pier or boardwalk extends from the left side into the water. On the left, there's a cluster of beach umbrellas and chairs, some yellow and some white. Behind them, several tall palm trees stand against the sky. In the background, more palm trees line the shore, and a few small buildings are visible. The overall atmosphere is peaceful and vacation-like.

Overview

Snap Travel would like to build an enquiry bot to extract information on tickets, car rentals and hotel bookings



Why Propose An Enquiry Bot



Snap Travel needs a conversational travel bot to help reduce the load on customer representatives.



To support and scale business teams in their relations with customers.



Helps the business save by reducing labor costs

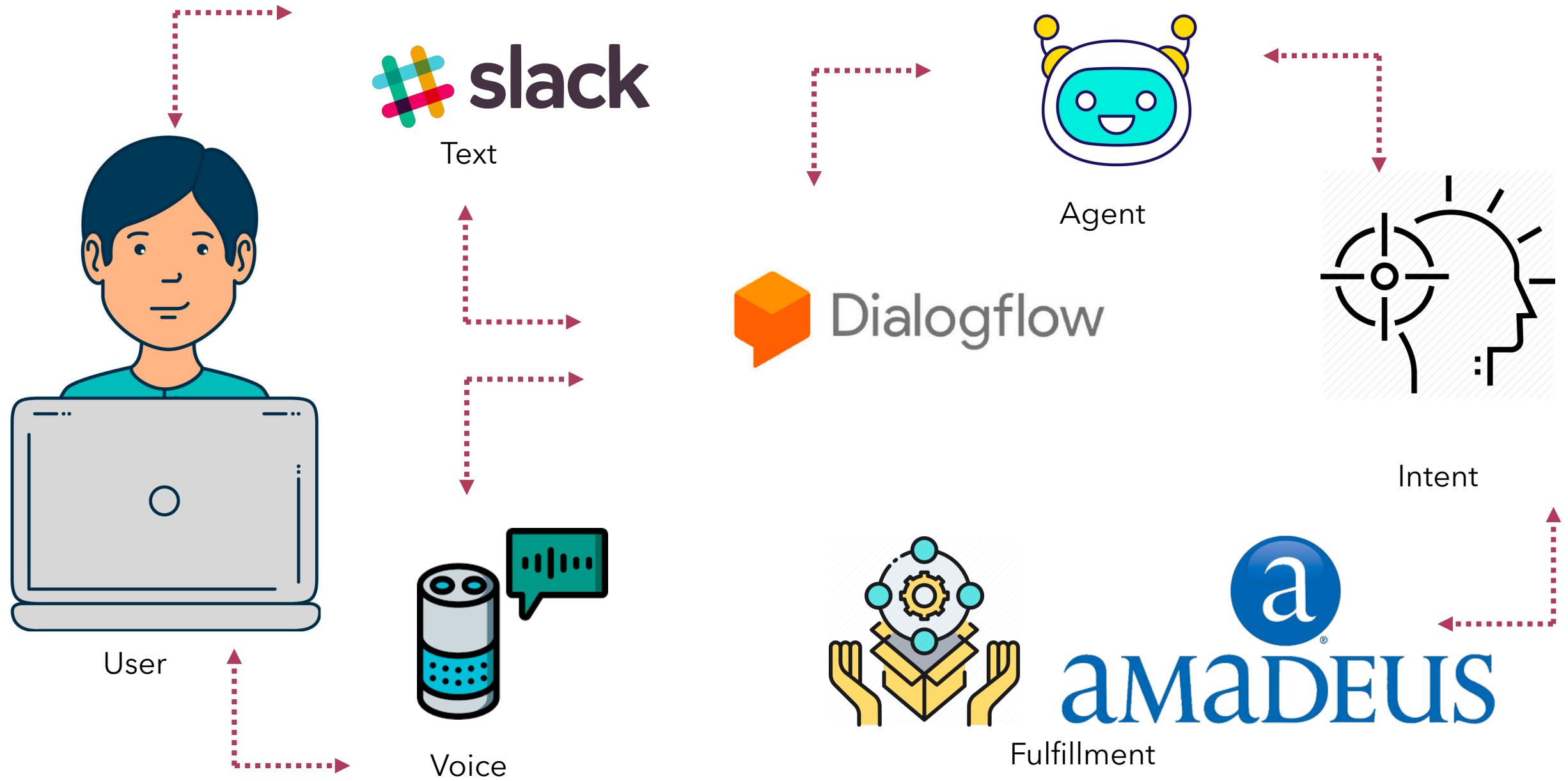


Helps the business reach a bigger audience as the bots can be deployed on platforms like Facebook Messenger, Slack and SMS

METHODOLOGY

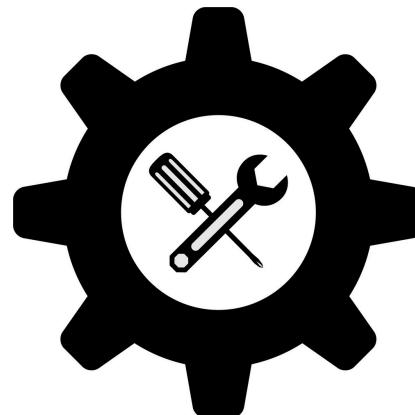


Architecture



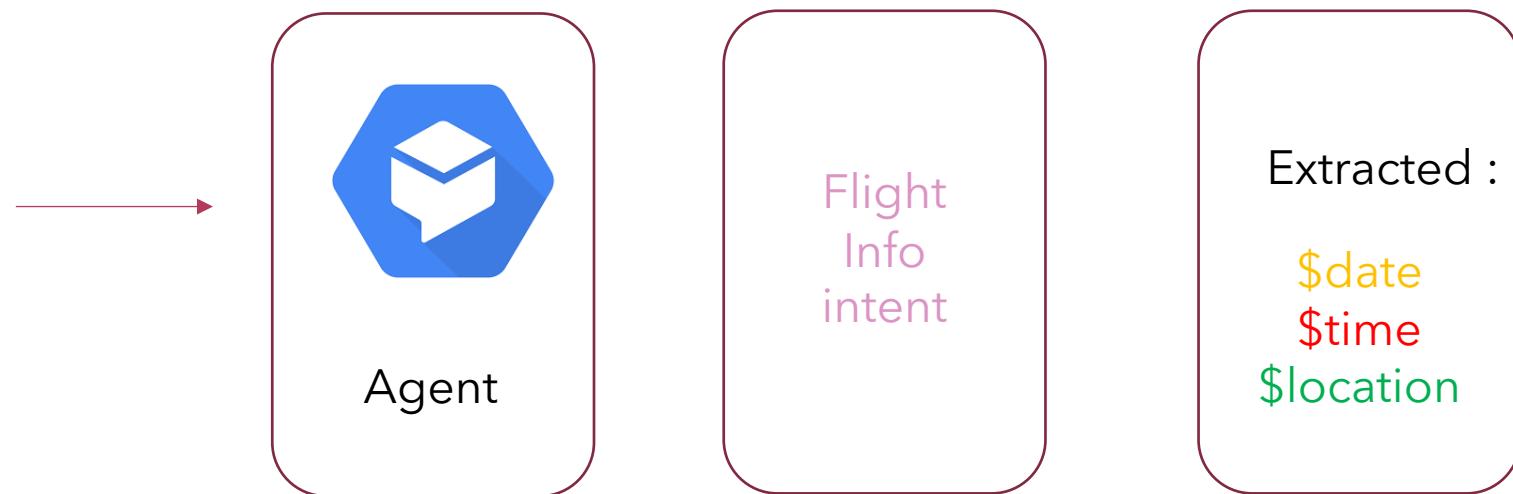
How It Works

- **Agent**
- **Intents**
- **Entities**
- **Training phrases**
- **Action**
- **Parameters**
- **Responses**



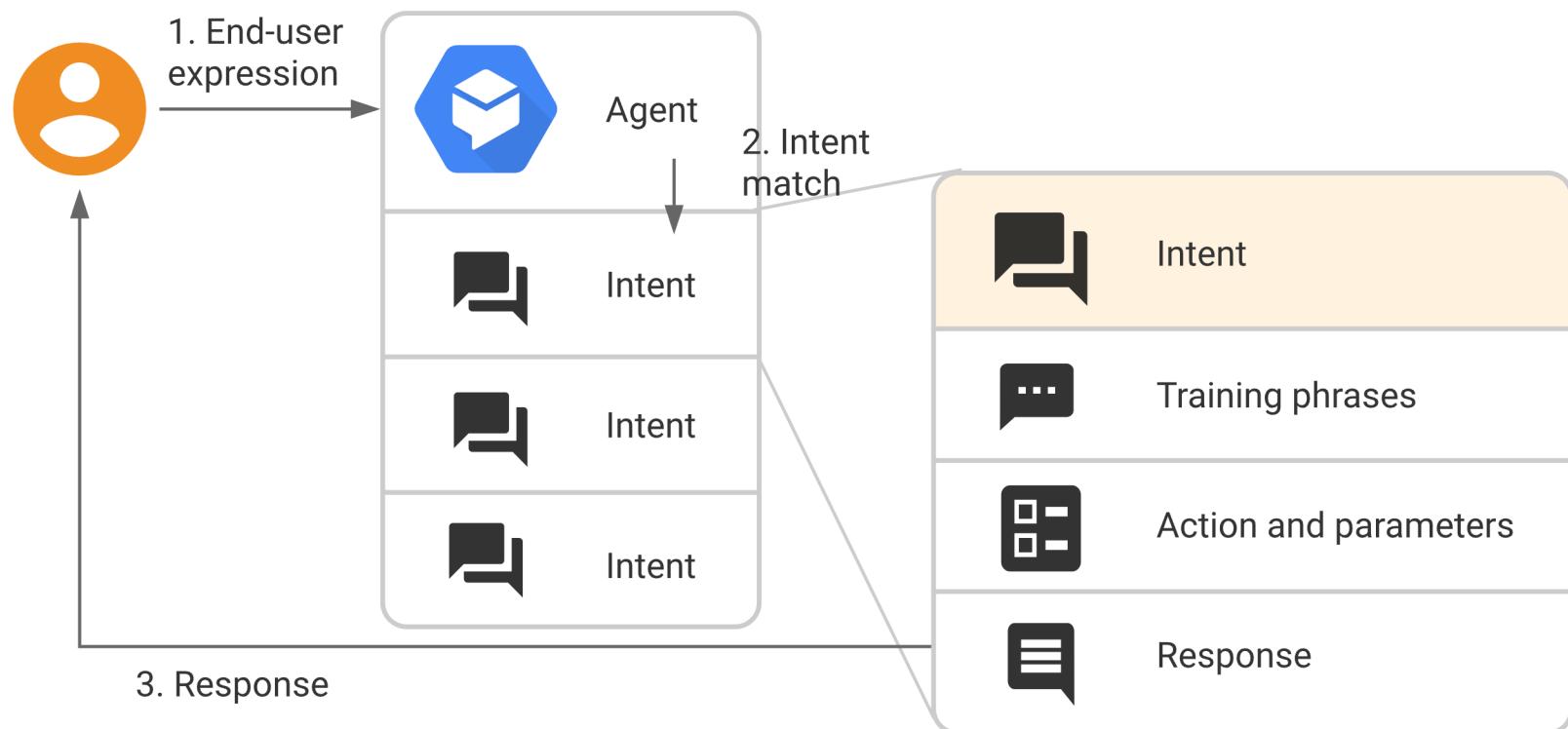
Agent : Intent

I would like to book a flight
tomorrow at 7pm to Banjul

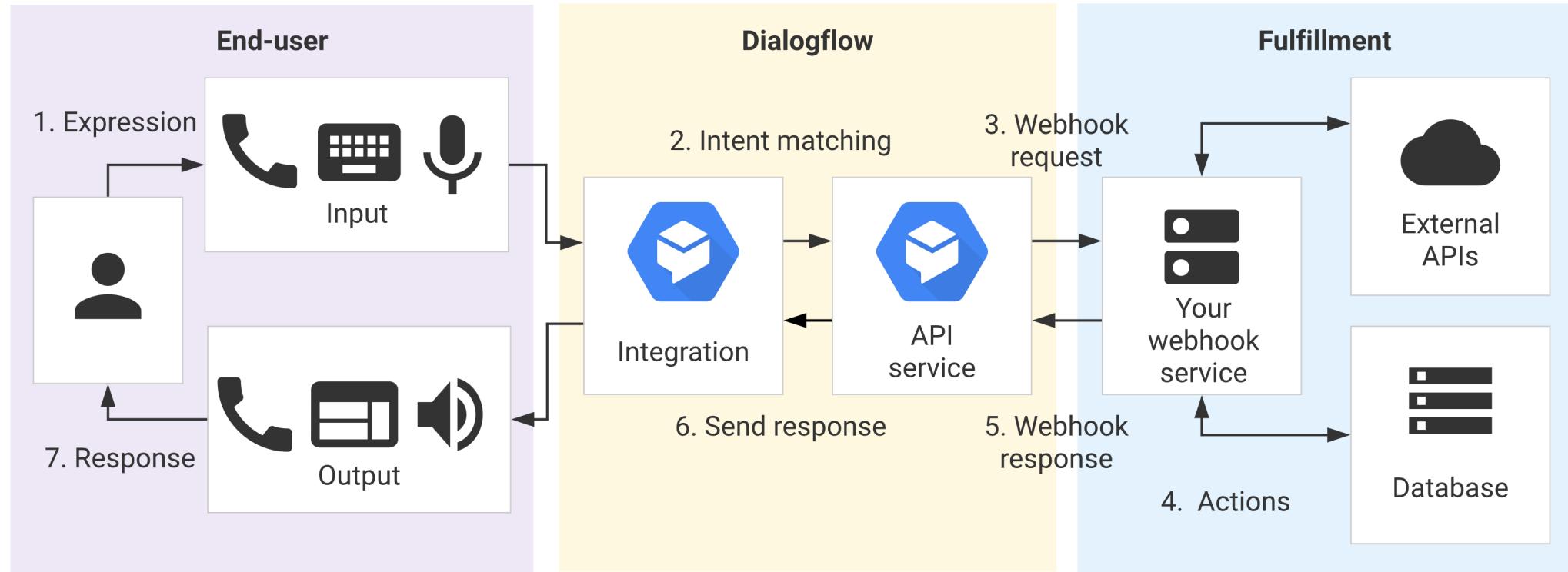


Intent Matching And End-User Response

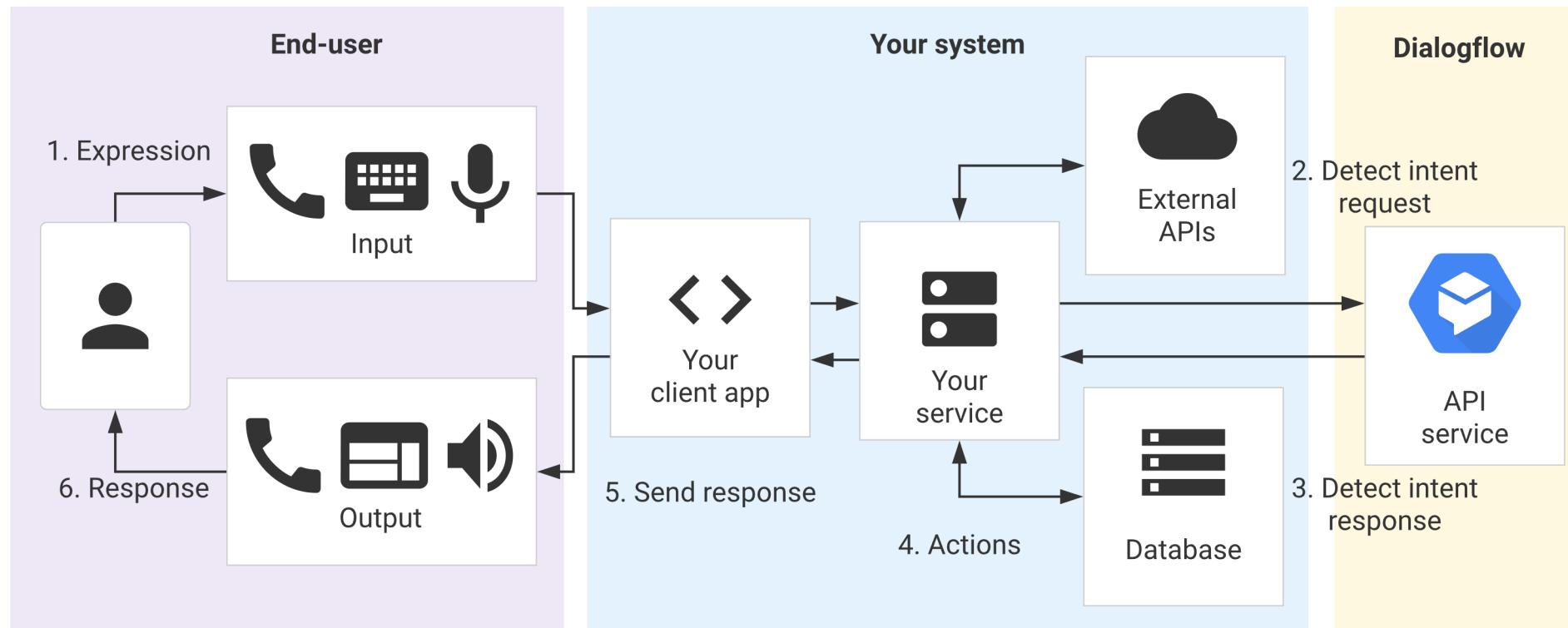
- Training phrases
- Action
- Parameters
- Responses



Fulfillment For Integrations



User Interactions With The API



A wide-angle photograph of a tropical beach at sunset. The sky is a gradient from light blue to orange and pink near the horizon. In the foreground, there's a sandy beach with several sets of beach chairs and umbrellas. A wooden pier or boardwalk extends from the left side into the water. Numerous palm trees of various heights are scattered across the landscape, some in the foreground and others lining the background. The ocean is visible on the right, with small waves breaking.

DEMO

Demo



John Allotey 5:44 PM

Hi



Dialogflow Bot APP 5:44 PM

Hello!

Message Dialogflow Bot



Aa

@

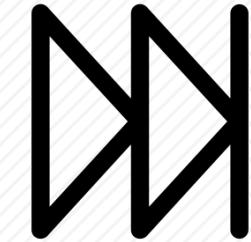


A wide-angle photograph of a tropical beach at sunset. The sky is a gradient from blue to orange and pink. Numerous palm trees stand along the shoreline. In the foreground, there's a wooden walkway or boardwalk leading towards the water. Beach umbrellas and chairs are scattered along the sand. The ocean waves are visible on the right side.

NEXT STEPS

Next Steps

- Query precise and exact information for customers
- Make the bot conversational as compared to functional
- Additional intents and Entity use cases



A wide-angle photograph of a tropical beach at sunset. The sky is a gradient from blue to orange and pink. In the foreground, there's a sandy beach with some footprints. To the left, there's a wooden pier or boardwalk area with several orange deck chairs and white umbrellas. Behind the pier, there's a thatched-roof hut and more palm trees. The ocean is visible on the right, with small waves crashing onto the shore.

CHALLENGES

Challenges

- Unstable connection to API
- Limited knowledge on Spacy
- Bulky underground digging in the beginning
- Tried using other NER technologies like RASA and DeepePavLov

