

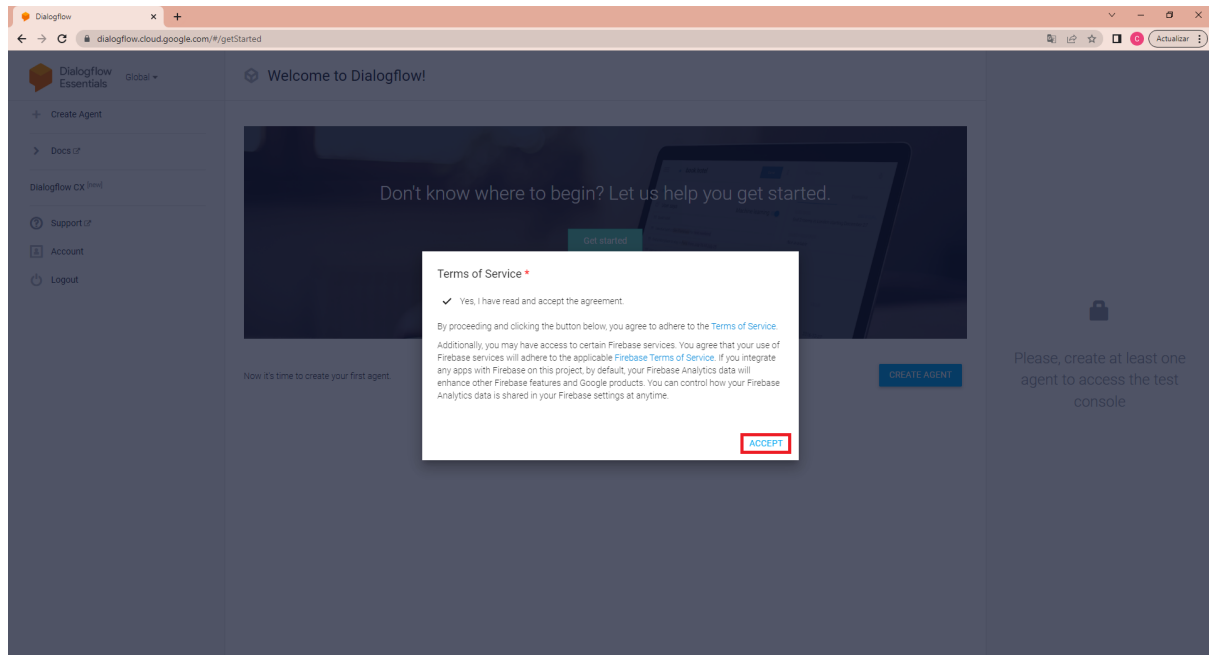
Dialogfow

Index

Create an account	2
Create an agent	3
Intents	4
Training Phrases	5
Parameters	5
Responses	8
Fulfillment	8
Entities	9
Fulfillment	9
Contexts	9
Integrations	9

Create an account

Enter into <https://dialogflow.cloud.google.com/> and accept terms and conditions, you should be sure to be logged in google with the account that you want to use to build the chatbot (Is possible that you will need to share the credentials of that google account to others in order to get support of bug fixing)



Create an agent

- click on “Create Agent”, add a name consistent with the company for which the project is to be created,
- Is also a good practice to add a version number since later there will be necessary to link the exact name of the agent in google console.
- Be sure that the language is “spanish” because you will not be able to change this later
- The same with the time zone
- click on “CREATE”

The screenshot shows the 'Create Agent' form in the Dialogflow console. Red boxes and arrows highlight key steps: the 'Create Agent' button in the left sidebar, the agent name 'Citas_Comuneros_V1' in the top text field, the 'Spanish - es' selection in the 'DEFAULT LANGUAGE' dropdown, the '(GMT-5:00) America/New_York' selection in the 'DEFAULT TIME ZONE' dropdown, and the 'CREATE' button in the top right. The form also includes sections for 'GOOGLE PROJECT' and 'AGENT TYPE' (with 'Set as Mega Agent' selected).

Dialogflow
Global

+ Create Agent

Citas_Comuneros_V1

CREATE

DEFAULT LANGUAGE

Spanish - es

DEFAULT TIME ZONE

(GMT-5:00) America/New_York

GOOGLE PROJECT

AGENT TYPE

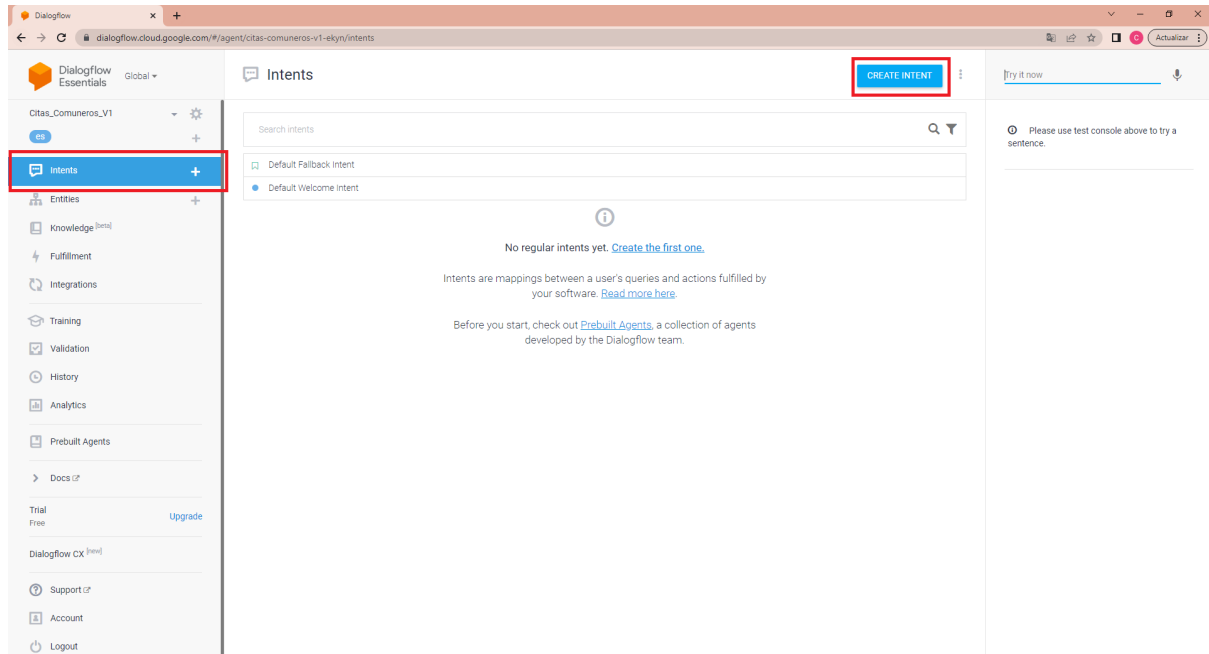
Set as Mega Agent

Please, create at least one agent to access the test console

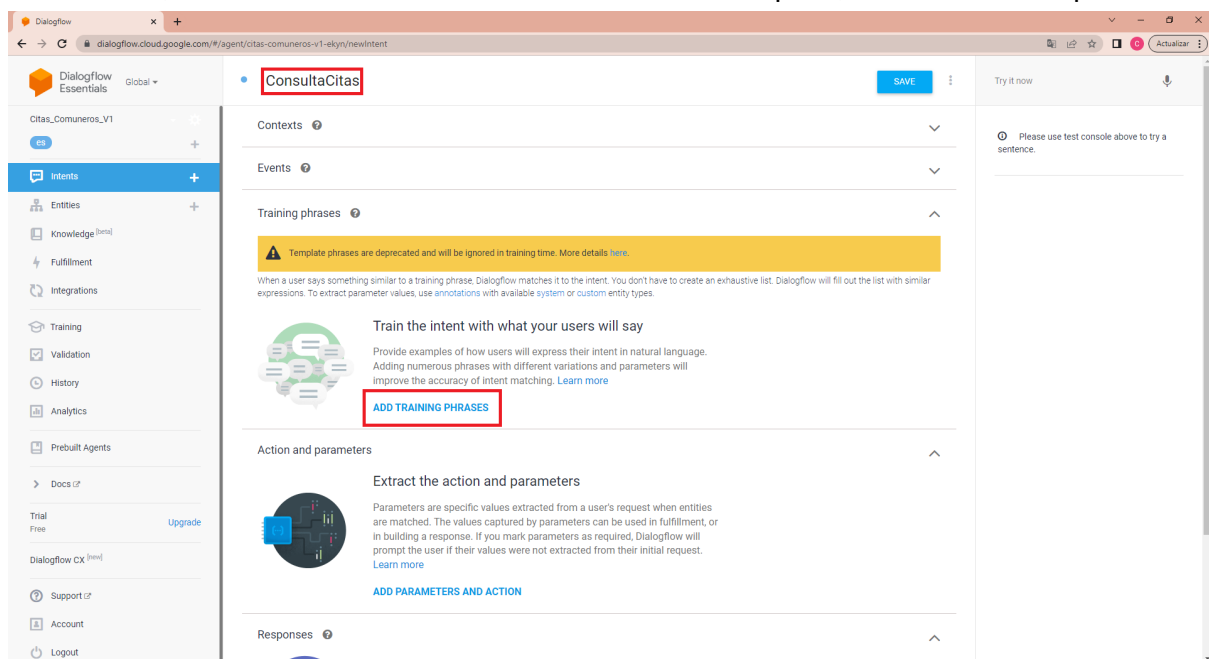
Intents

You can think in the intents like a small loop of conversation, that starts with some **key words** and ends with a response that could come from the agent or from an **API**. As soon as you create an agent it create 2 intents, one for the welcome of the customer and other for default

click on “Intents” and “Create Intent”

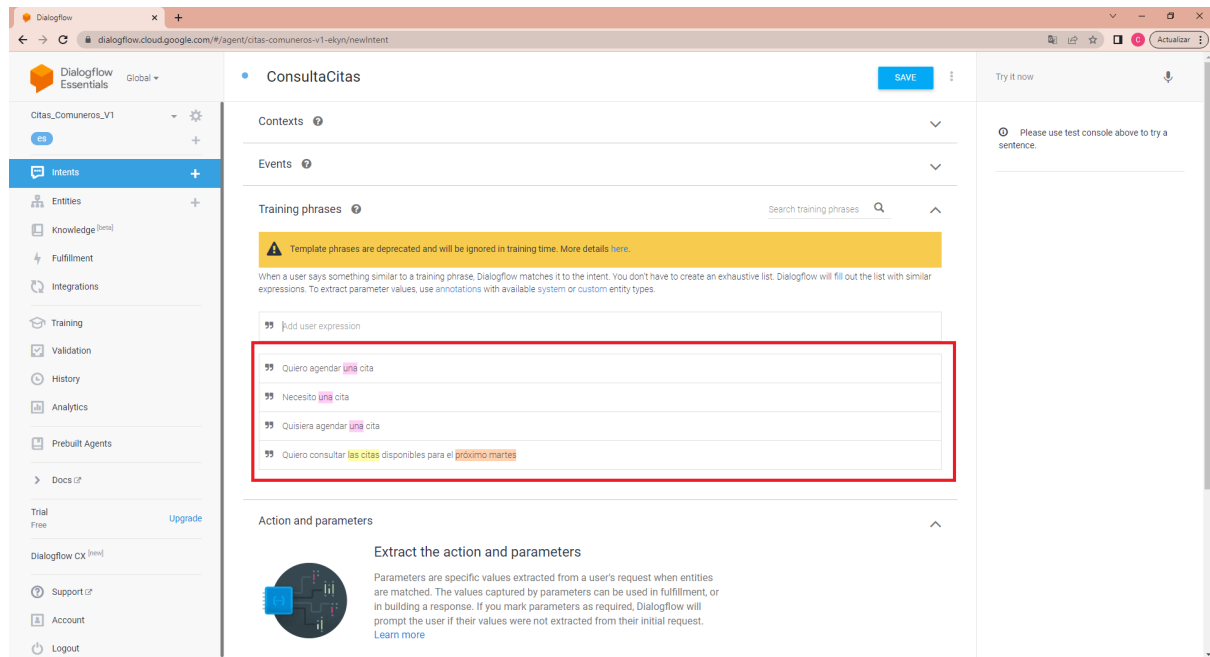


Add a name, this name will be a variable later in the API request, so avoid to use spaces



Training Phrases

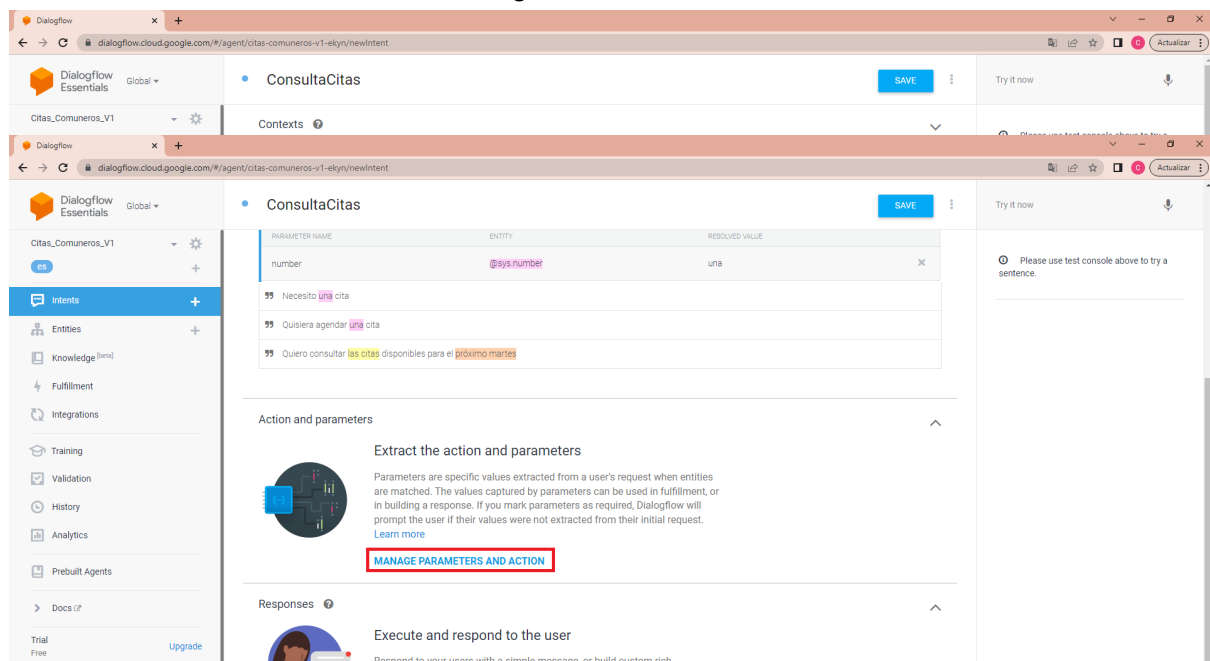
add also som training phrases, this phrases should be written in formal and no formal language, just as any customer could write to the agents



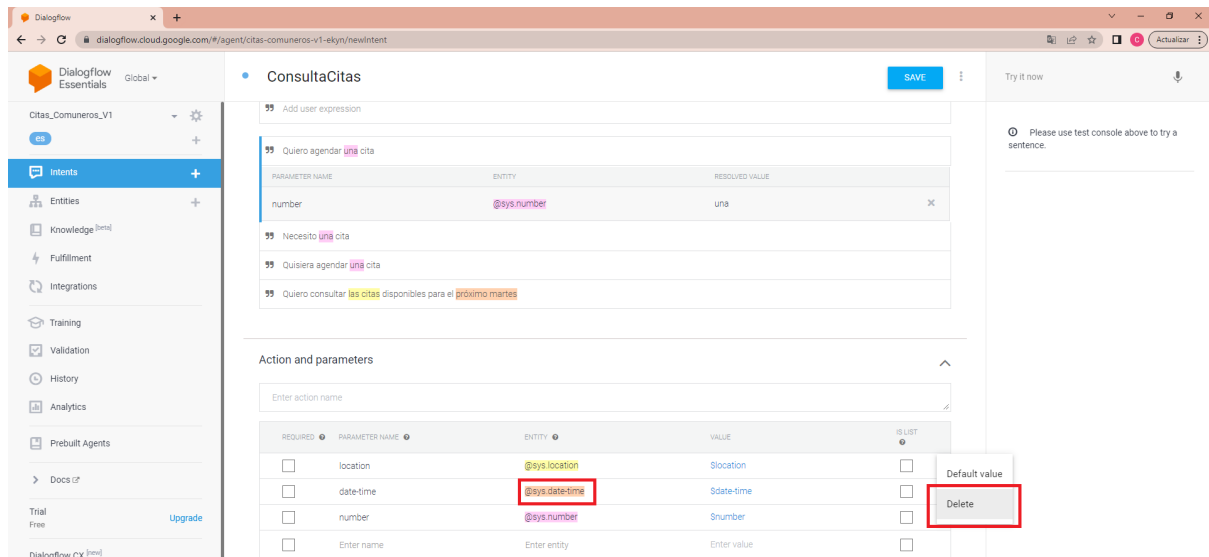
as soon as you write the training phrases, dialog flow starts to generate parameters

Parameters

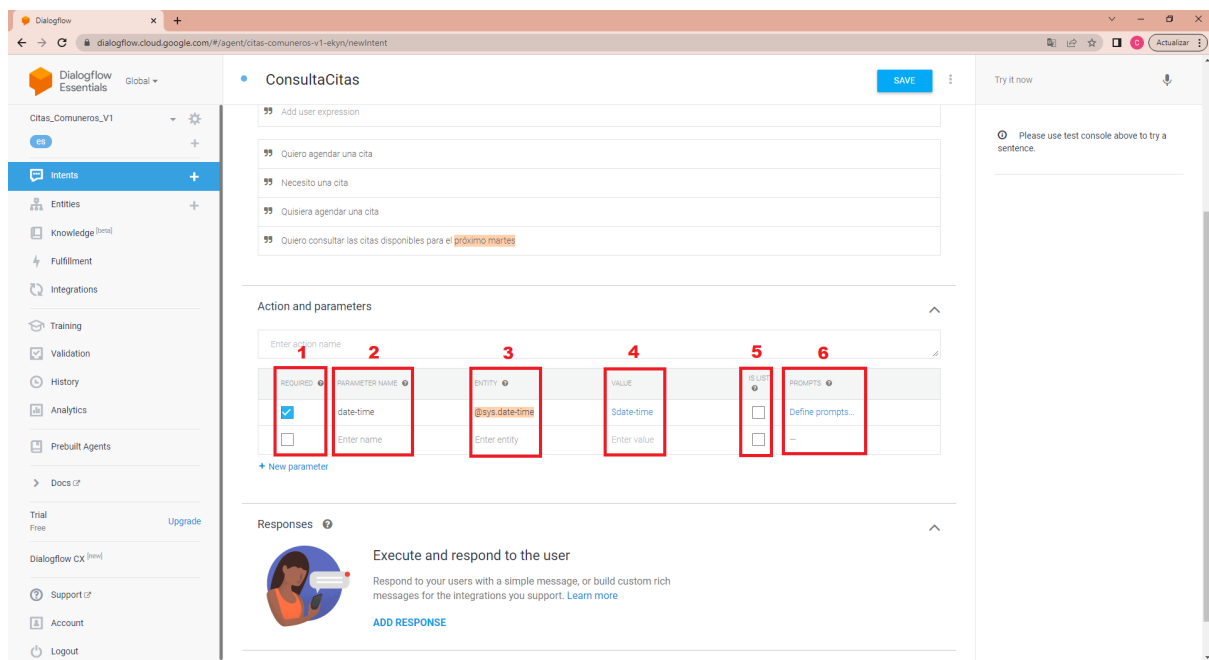
Parameters are like variables that dialog flow extract from the interaction with the customer



Dialogflow tries to create parameters from the input phrases, but in general we will need to erase some of them. for this example the only relevant is the one related to the date-time, so **erase the others**

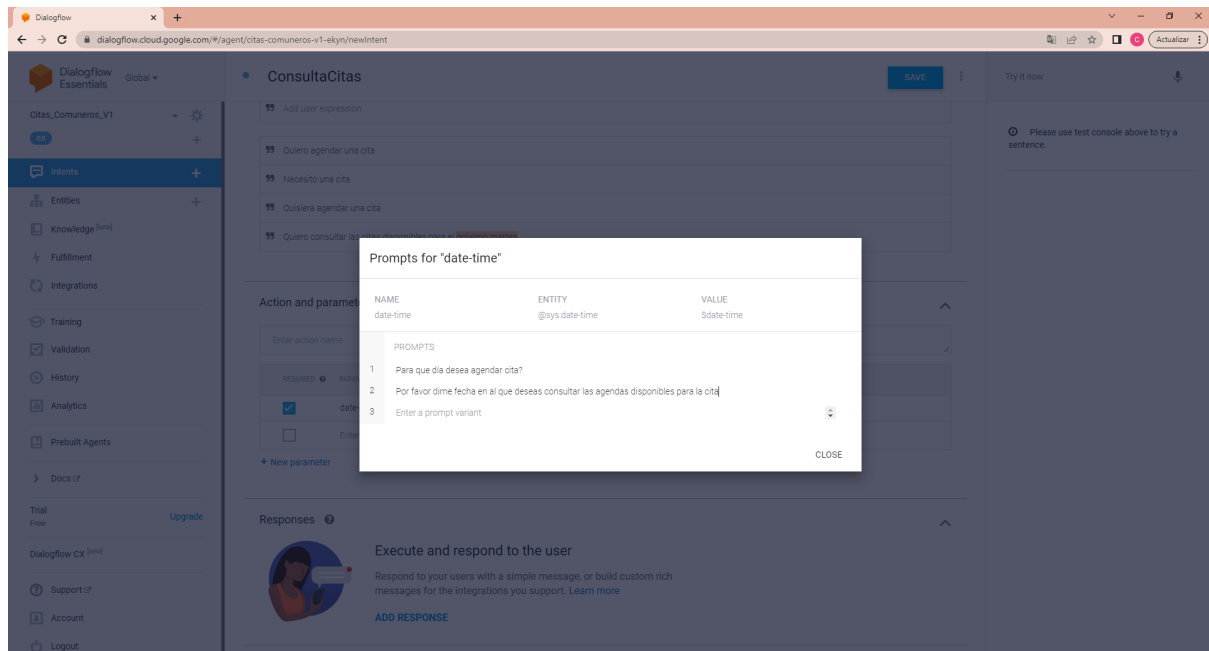


each parameter have 6 different configurations



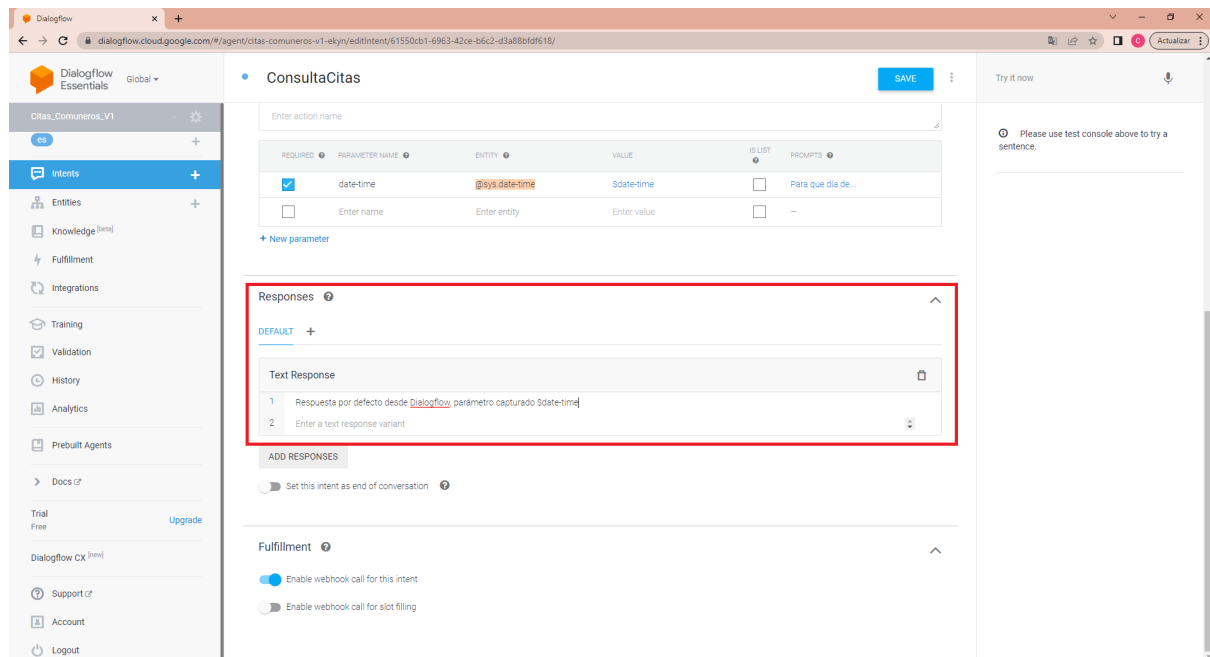
1. **REQUIRED:** check this options will create an infinite loop where dialogflow will ask indefinitely the phrases that you put in the option 6 PROMPTS until this parameter is filled
2. **PARAMETER NAME:** is just the name of the variable, avoid spaces
3. **ENTITY:** we will come back on this later
4. **VALUE:** you can use "\$" followed by the parameter name to put this variable in to an answer created by dialogflow, but this is not important for the example

5. IS LIST: we are not going to go deep on this, but this options allows to generate **several API calls per each intent**, enabling this and the option “Enable webhook call for slot filling” at the end of the intent
6. PROMPTS: are some small questions that dialogflow will ask to the customer in order to fill the parameter, you can put only one or as much as you want



Responses

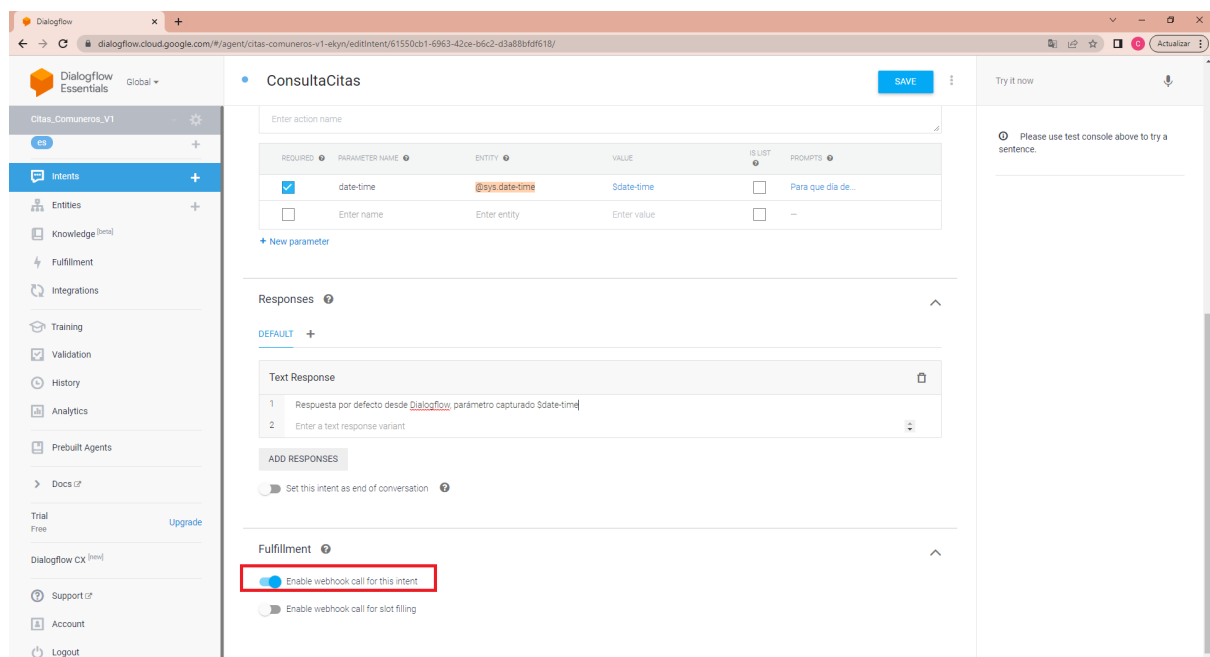
As we mentioned before, you can create answers to the user from dialogflow using the variables, but for this example, if the user get this answer is because there was a problem with the API calling, so you should put here a default answer indicating a bad function in the system



The screenshot shows the Dialogflow console for the 'ConsultasCitas' intent. The 'Responses' section is highlighted with a red box. It contains a 'Text Response' with two variants: '1 Respuesta por defecto desde [Dialogflow](#) parametro capturado \$date-time' and '2 Enter a text response variant'. Below the responses, there is a 'Fulfillment' section with two options: 'Enable webhook call for this intent' (checked) and 'Enable webhook call for slot filling' (unchecked).

Fulfillment

We will come back to this later, for the moment just enable webhook

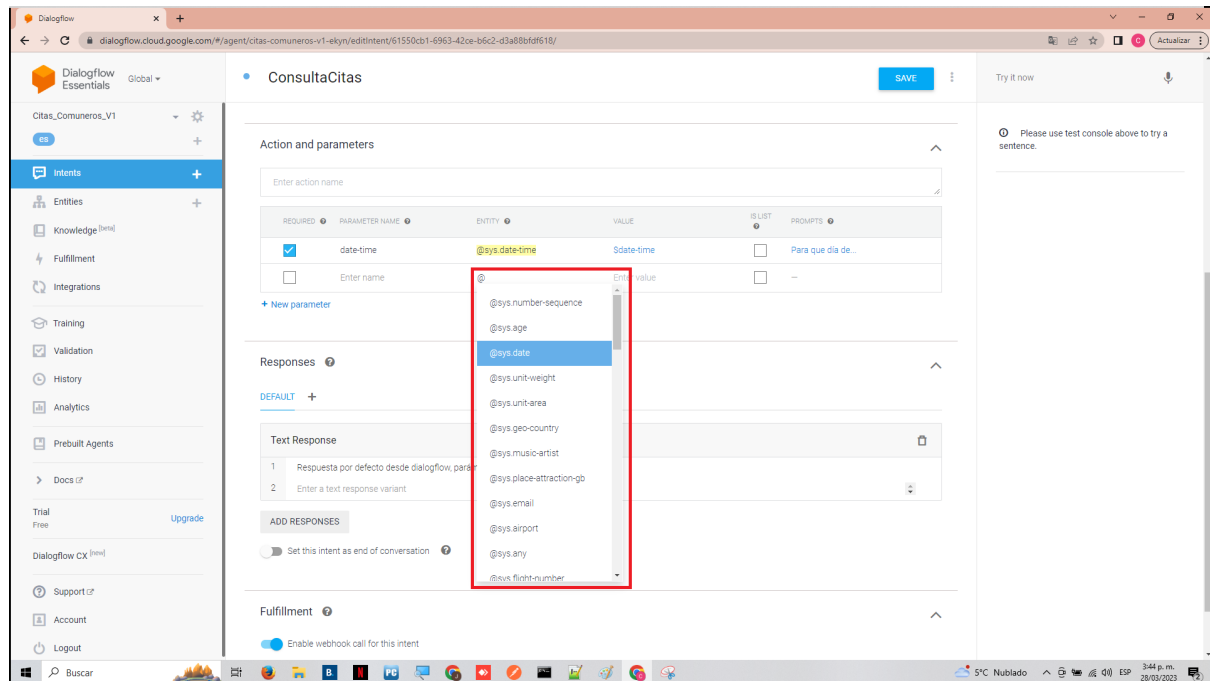


The screenshot shows the Dialogflow console for the 'ConsultasCitas' intent. The 'Fulfillment' section is highlighted with a red box. It contains two options: 'Enable webhook call for this intent' (checked) and 'Enable webhook call for slot filling' (unchecked).

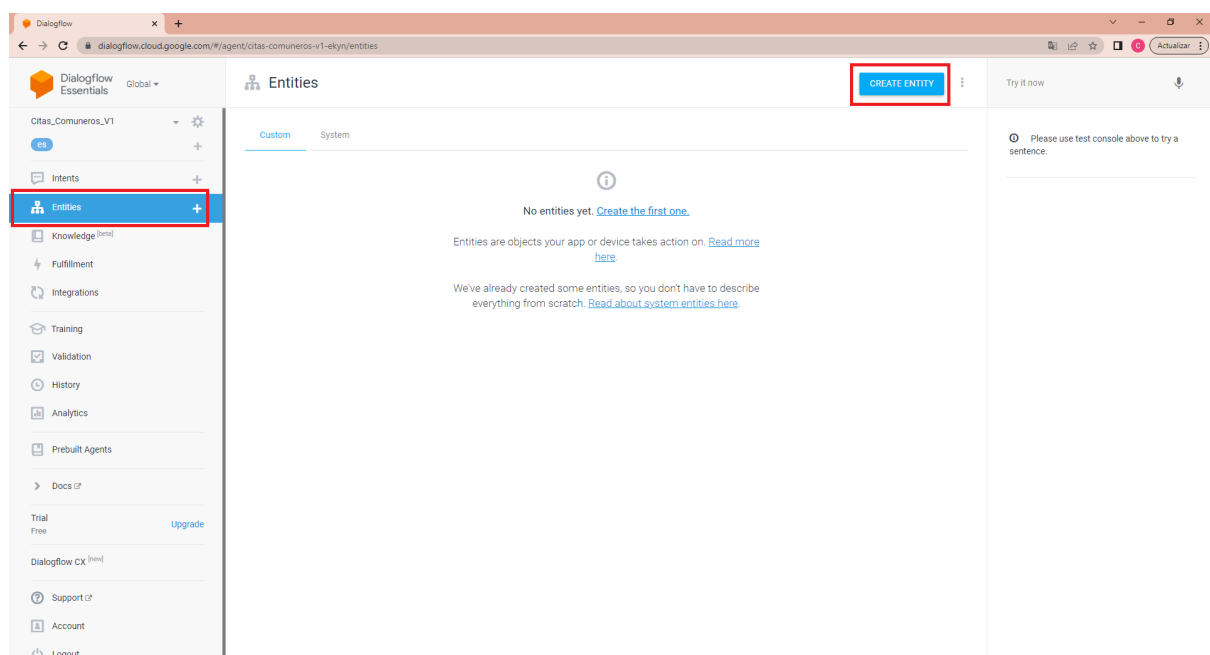
Entities

the entities are like variable **types** that you can create in dialogflow.

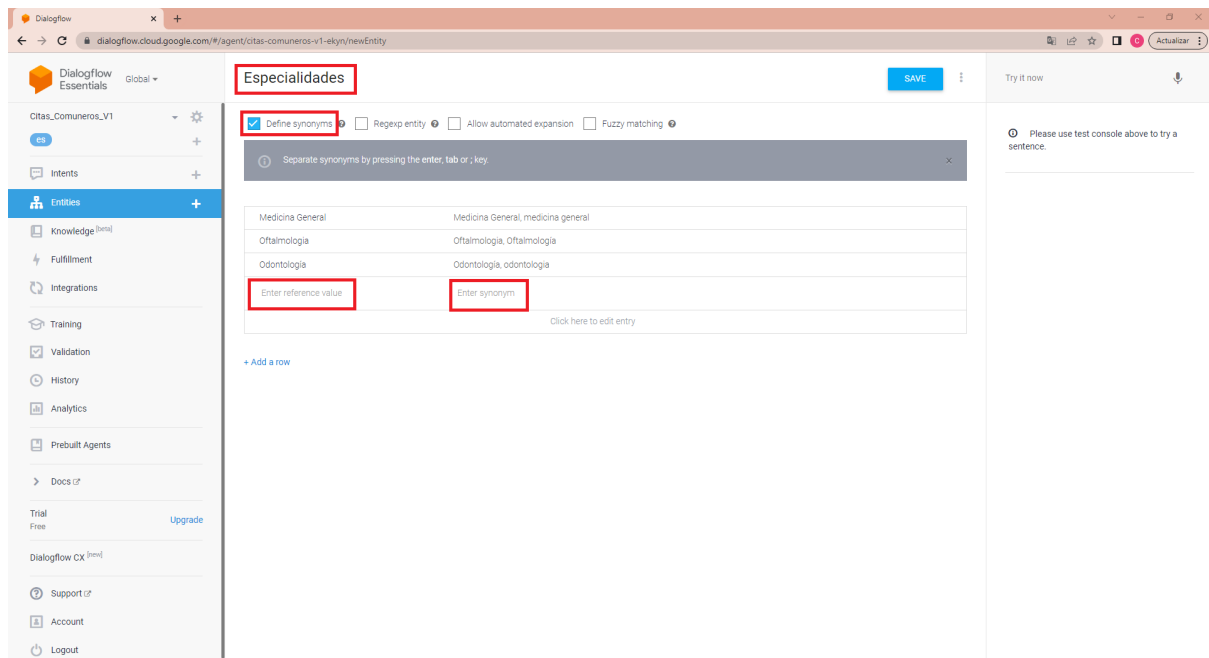
As maybe you could see in the last section, dialogflow has some Entities by default (more than 30). you can look at it by typing @ in the “ENTITY” section of a parameter in an Intent



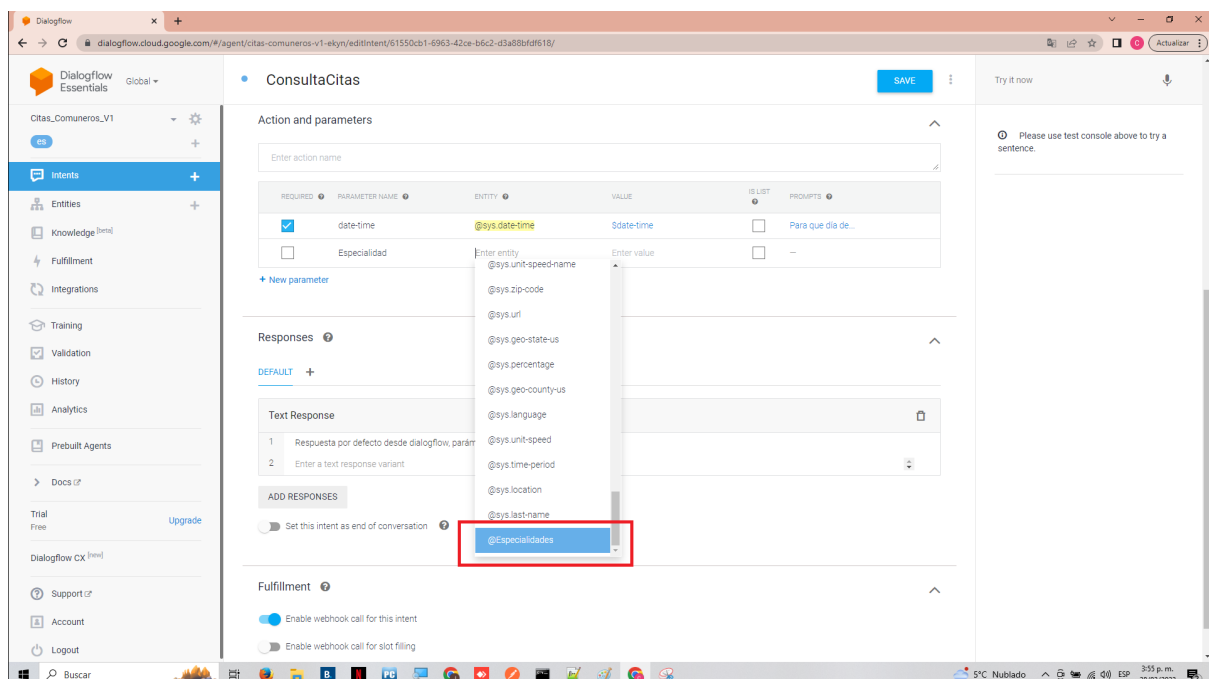
for all other types of variables that you want to create, you can go to Entities, CREATE ENTITY



for this example we are going to create the entity that will allow dialogflow to understand about the types of appointments that we want to offer to the customer, add a name, check the option “Define synonyms” and add the data, also the synonyms, and finally save.



with this created, you can go back to the Intent ConsultaCitas, create a new parameter and you will be able to find the new entity.



you should check this as “Required” and add a prompt to invite the user to fill this parameter

Dialogflow

dialogflow.cloud.google.com/#/agent/citas-comuneros-v1-ekyn/edit/intent/51550cb1-6963-42ce-b6c2-d3a88b4d618/

Dialogflow Essentials

Global

ConsultasCitas

SAVE

Try it now

Citas_Comuneros_V1

Intents

Entities

Knowledge

Fulfillment

Integrations

Training

Validation

History

Analytics

Prebuilt Agents

Docs

Trial Free Upgrade

Dialogflow CX

Support

Account

Logout

Free Upgrade

Action and parameters

Enter action name

REQUIRED

PARAMETER NAME

ENTITY

VALUE

IS LIST

PROMPTS

date-time

@sys.date-time

Sdate-time

Para que día de...

espec

New parameter

Responses

DEFAULT

Text Response

1 Respuesta por...

2 Enter a text res...

PROMPTS

1 Por favor indicame la especialidad que requiere para la cita, puede seleccionar entre Medicina General, Oftalmología y Odontología

2 Enter a prompt variant

CLOSE

ADD RESPONSES

Set this intent as end of conversation

Fulfillment

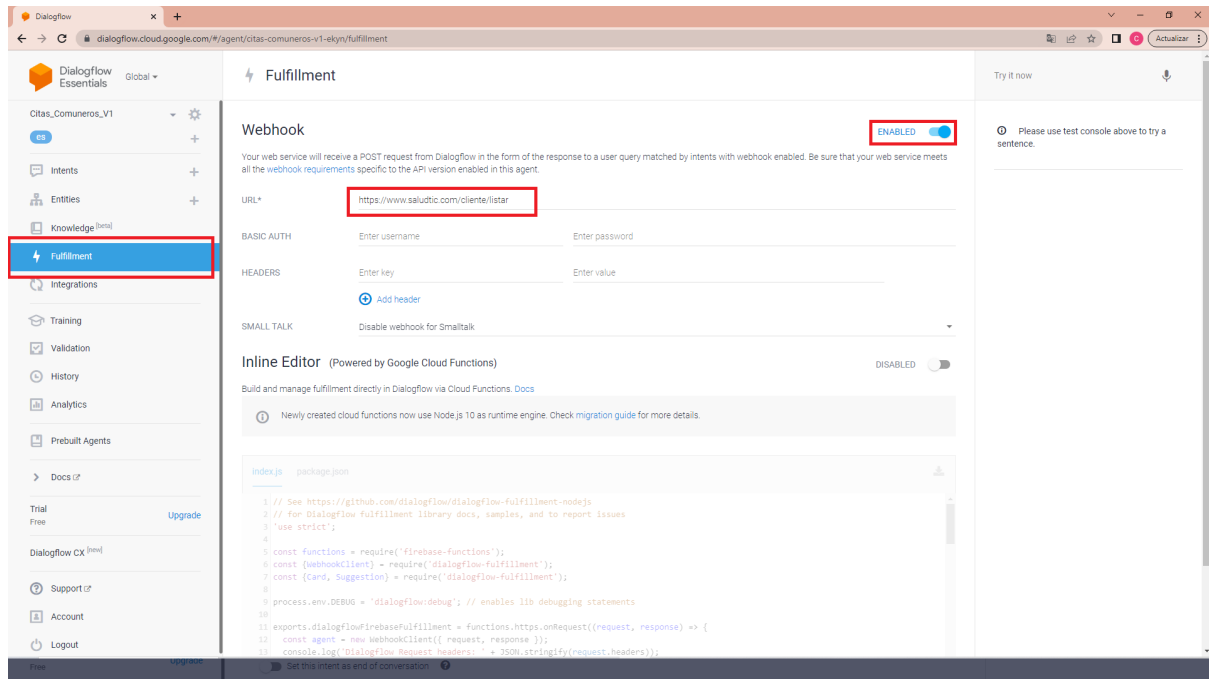
Enable webhook call for this intent

Enable webhook call for slot filling

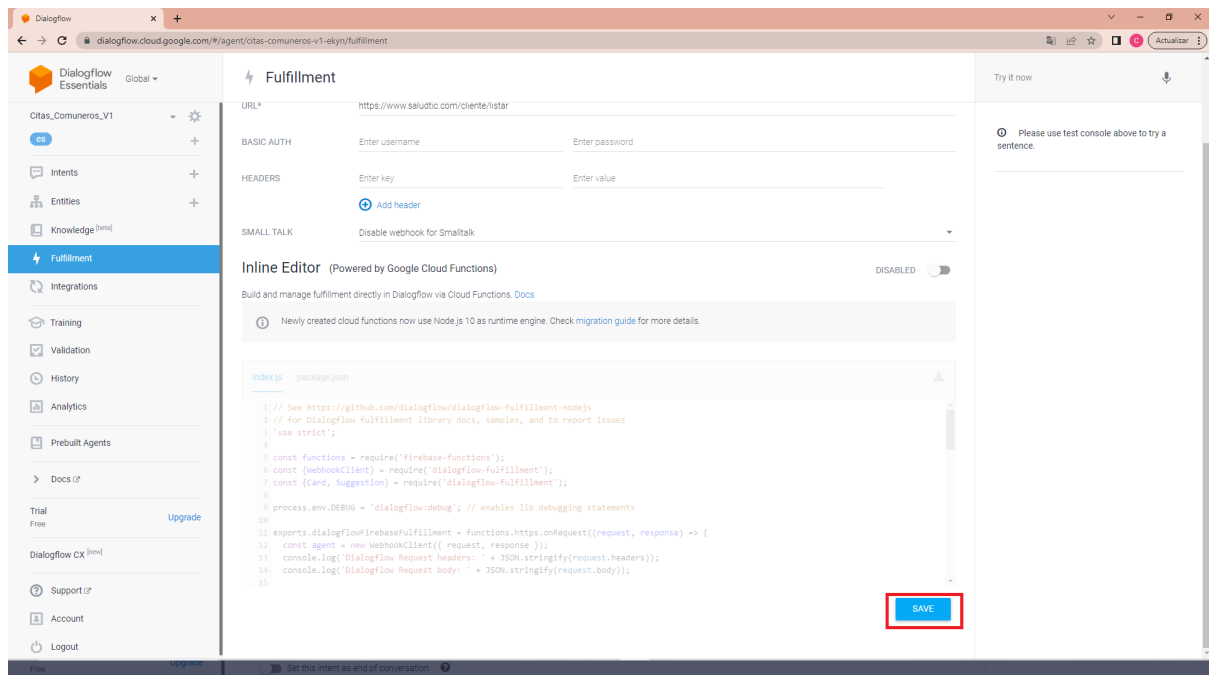
Set this intent as end of conversation

Fulfillment

For the moment we are going to work only with the default fulfillment of dialogflow, for this, you only need to enable the option and add the url for the API, this API should be exposed through a HTTPS protocol and should be able to listen to POST methods.

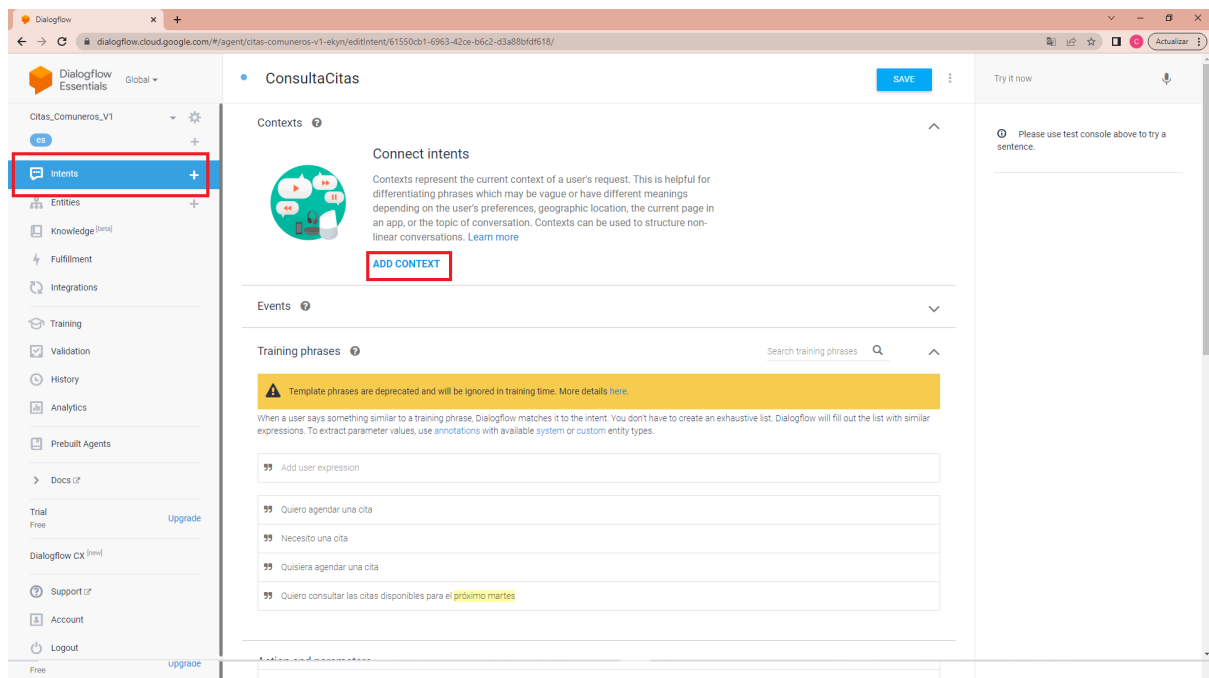


the SAVE button could seem hidden, don't forget to click it.



Contexts

Inside of “Intents”, there is an option that we skipped. Context are like **flags** and allows to share information between different Intents



We have 2 types of Contexts:

- **Output Context:** If you create a context here, you will be able to control which intents could be activate with the next interaction of the customer, by adding this Context as an input in other Intents
- **Input Context:** if you add a context here, dialogflow will get into this intent **only** when this flag has been settled on by other intent

We are going to create two output contexts, one for restricting the next Intent until this one gets settled on, and other for carrying all the variables through the entire flow. The number 5 that appears next to the name of the context, means the number of interactions that will be active this context, change the 5 by 50 in the carrying context.

Dialogflow Essentials

Global

Citas_Comuneros_V1

Intents

Entities

Knowledge

Fulfillment

Integrations

Training

Validation

History

Analytics

Prebuilt Agents

Docs

Trial Free Upgrade

Dialogflow CX

Support

Account

Logout

Free upgrade

ConsultaCitas

SAVE

Try it now

Contexts

Add input context

horarioPresentado TodasLasVariables

Add output context

Events

Training phrases

Search training phrases

Template phrases are deprecated and will be ignored in training time. More details [here](#).

When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter values, use [annotations](#) with available [system](#) or [custom](#) entity types.

Add user expression

Quiero agendar una cita

Necesito una cita

Quisiera agendar una cita

Quiero consultar las citas disponibles para el **próximo martes**

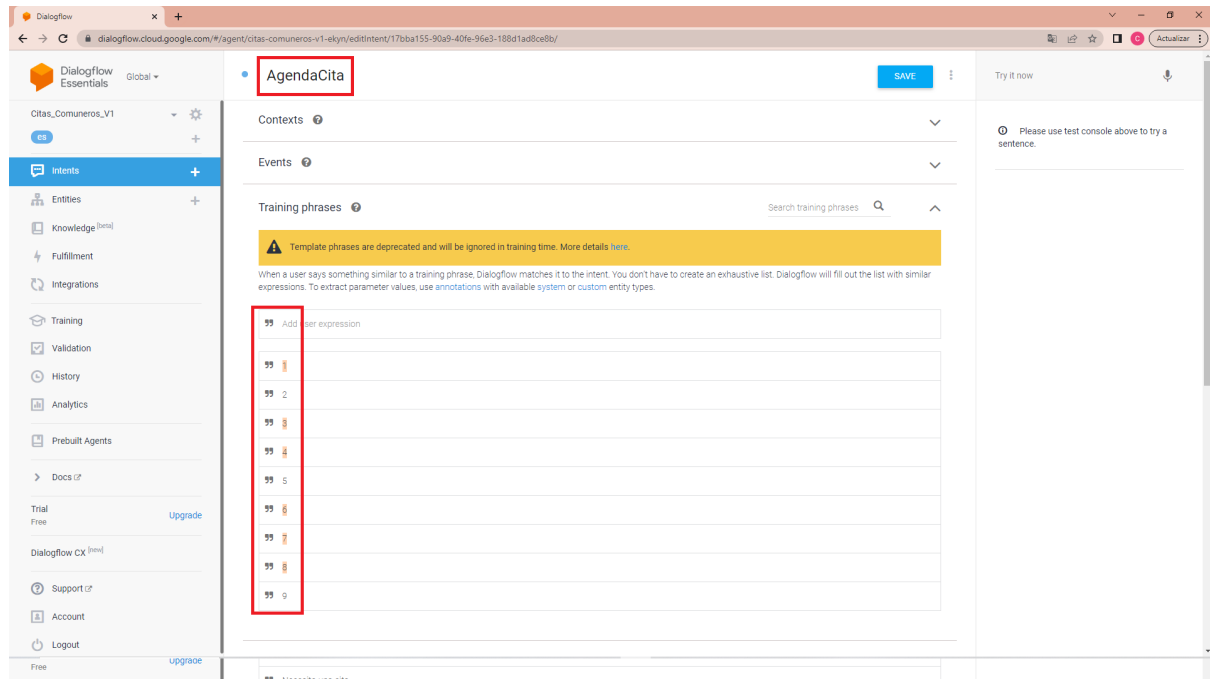
Action and parameters

Elaborar una cita

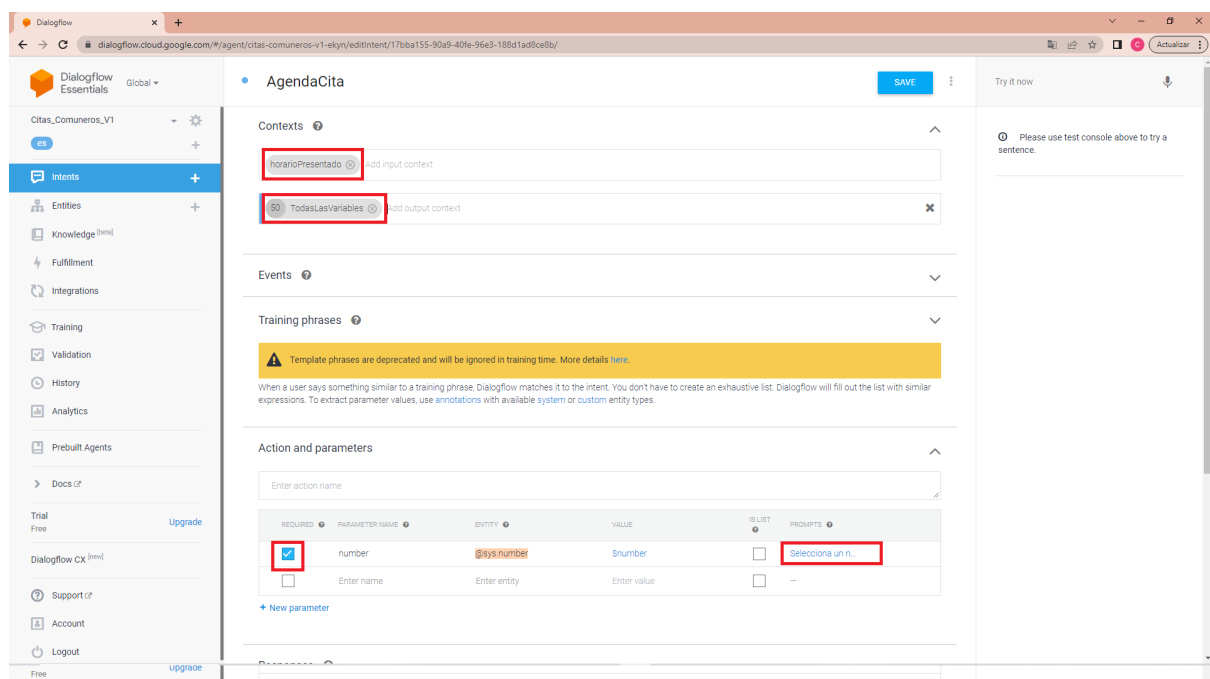
Completing the agent

In this point, we only need to create another intent as follows:

Create the intent and add the numbers from 1 to 9 as “Training phrases”

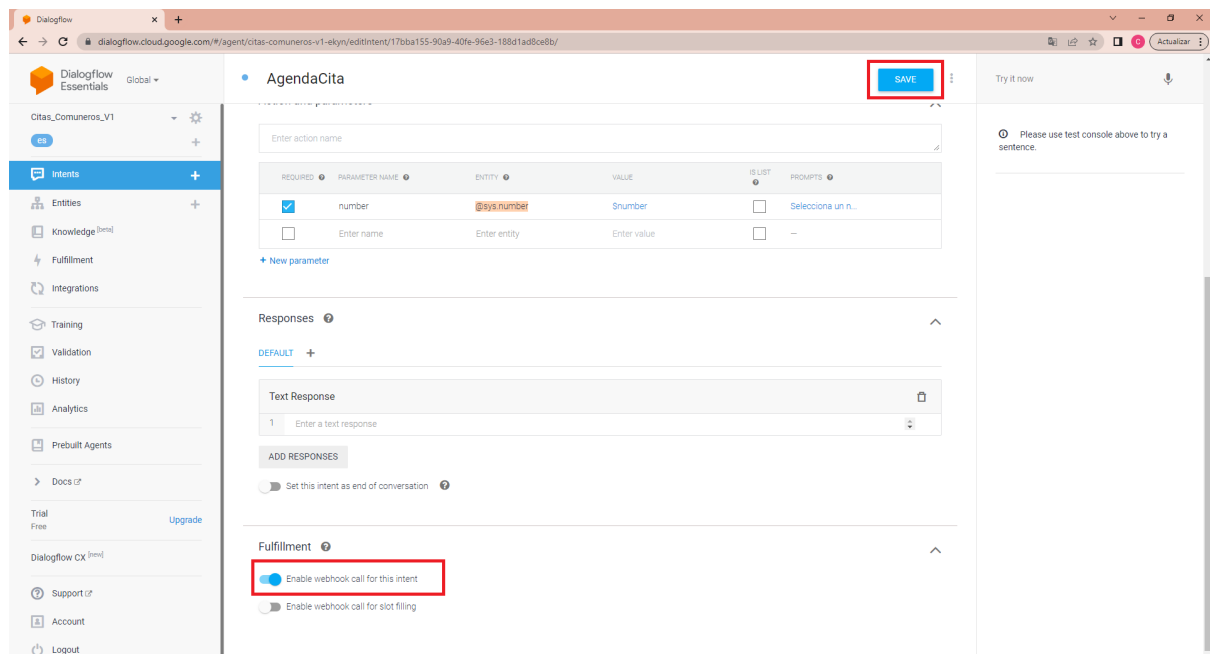


copy and paste the contexts created in the previous intent.



the input context is for avoid dialogflow to get into this intent unless the customer has gone through the previous intent, the output context is only to continue carrying the variables for all the session.

Enable the fulfilment and save.



With this done, we have the agent ready to make the API calls. this is the diagram of the flow that we have just created.

Integrations

We will explain how to connect dialogflow with whatsapp in another document, for the moment, if you are interested, this video have all the necessary steps

<https://www.youtube.com/watch?v=3KSitm7X6rA>

Links

A more complete list of tutorials of dialogflow with other examples

<https://www.youtube.com/watch?v=d1hKD54yLfw&list=PLZmfj7vJb0aFv-JQwSXh1VPAnKkOadhIX&index=3>