

CHATBOTDEVELOPMENT

KALASANI SOUMYA

21MBMB26

MBA(BA)

INTRODUCTION:

The progressive advance of technology has seen an increase in businesses moving from traditional to digital platforms to transact with consumers. Convenience through technology is being carried out by businesses by implementing AI techniques on their digital platforms. One AI technique that is growing in its application and use is chatbots.

Some examples of chatbot technology are virtual assistants like Amazon's Alexa and Google Assistant, and messaging apps, such as WeChat and Facebook's Messenger.

A chatbot is a computer program that simulates human conversation through voice commands or text chats or both. Chatbot, short for chatterbot, is an artificial intelligence (AI) feature that can be embedded and used through any major messaging application.

This tool helps add convenience for customers—they are automated programs that interact with customers like a human would and cost little to nothing to engage with.

Key examples are chatbots used by businesses in Facebook Messenger, or as virtual assistants, such as Amazon's Alexa.

Chatbots tend to operate in one of two ways—either via machine learning or with set guidelines.

Chatbot on Music:

I have chosen chatbot for music because in the era of technological advancements, music recommendation based on mood is much needed as it will help humans relieve stress and listen to soothing music according to their mood. In this project, I have implemented a chatbot that recommends music as well as apps related to the music. The chatbot will assist the end user in providing information related to the music apps such as SPOTIFY, JIOSAAVAN, GAANA, APPLE MUSIC and GROOVE etc. also the chatbot helps clarifying doubts related to the apps.

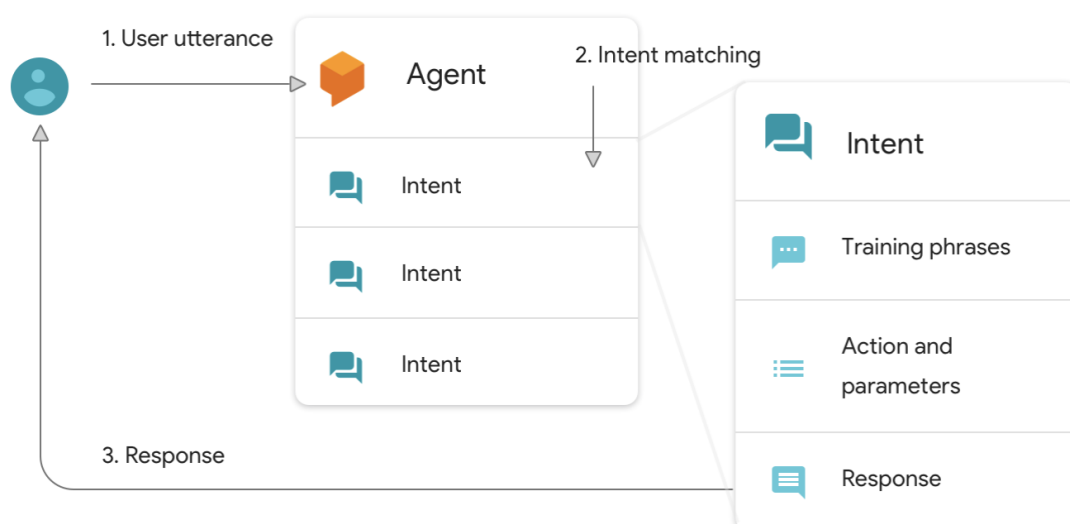
OBJECTIVE:

- ✚ How do you develop the chatbot using Google Dialog Flow?
- ✚ Create a chatbot for music with Dialog Flow?

I have created my chatbot using GOOGLE DIALOGFLOW which is an exclusive platform that can help us to create Chatbots.

Dialog flow is a platform that simplifies the process of creating and designing a natural language processing conversational chat assistant which can accept voice or text data when being used either from the Dialog flow console or from an integrated web application.

The basic flowchart of dialog flow is,

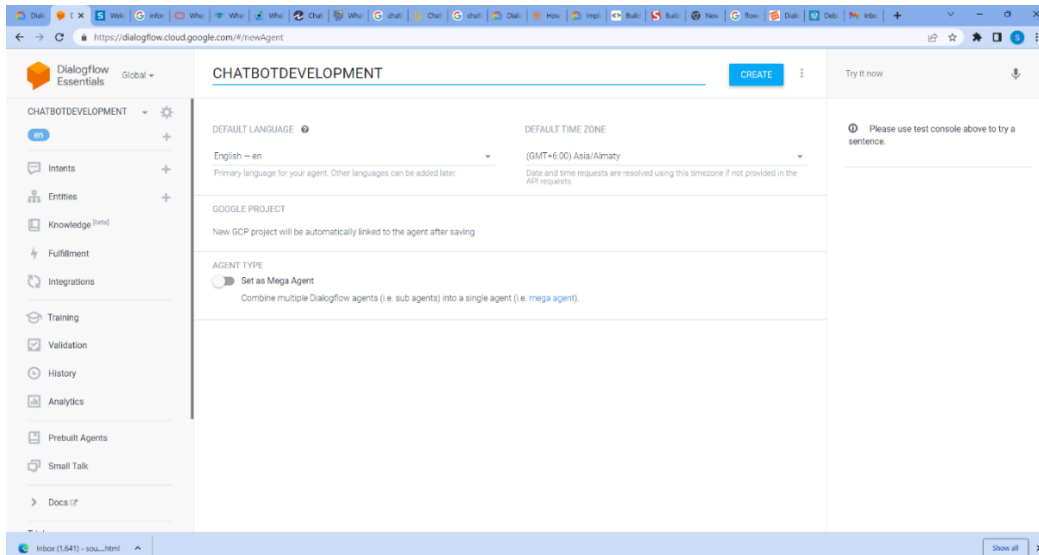


METHODOLOGY:

1. Create an Agent

Agent: An agent on Dialog flow represents the chatbot created by a user to interact with other end-users and perform data processing operations on the information it receives.

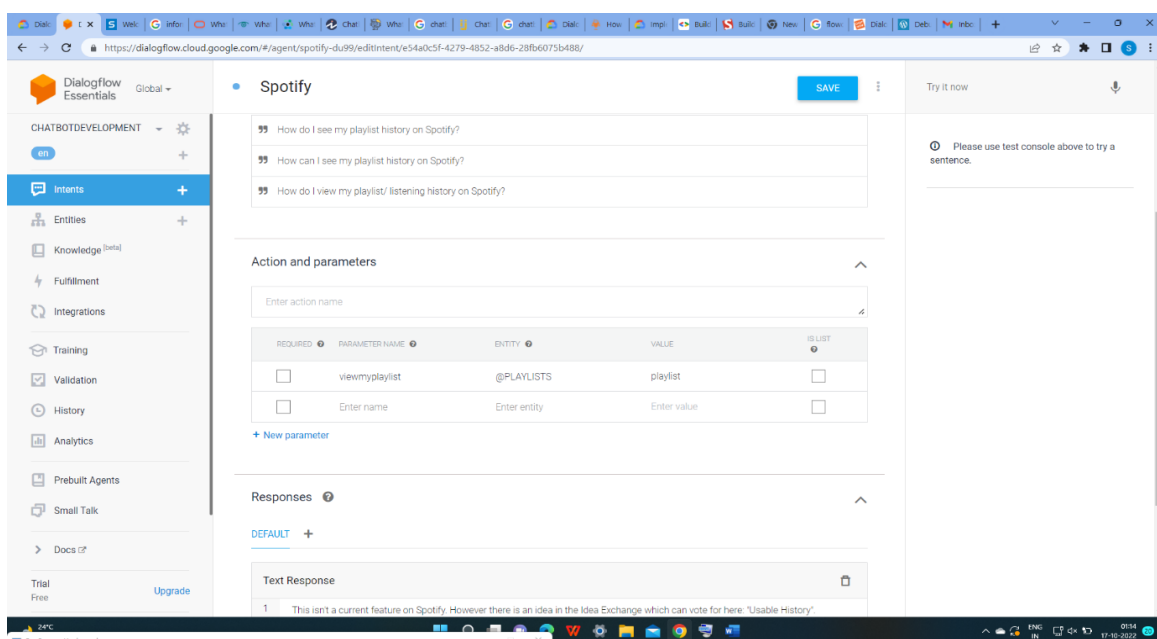
To create an Agent, go to the left section of your screen and click on the first button below the Dialogflow logo and go down to the create new agent button. For me, I type CHATBOTDEVELOPMENT for the name and the rest, I leave the default values.



2. Create intents

- To create a new Intent, click on the Create Intent button. After that, you must give the name of your intent.
- Then go to the Training Phrases section and click on add training phrases.
- We have added some phrases that clients may ask to our chatbot, for your own chatbot.
- Now, let's define some Responses that the agent may use to answer to clients. Go down to the Response section and click on the Add response button, and add some responses statements.

Note: When we create a new agent, it comes with two default intents named **Default Fallback Intent** and **Default Welcome Intent**

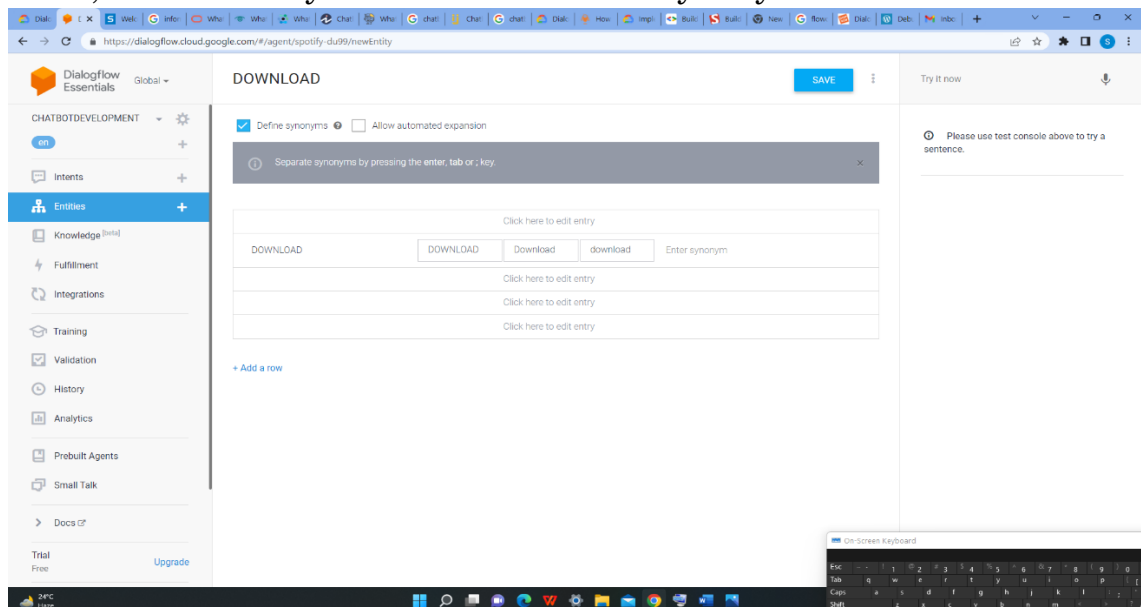


3. Creation of Entities

Entity: Entities are a means by which Dialog flow processes and extracts specific data from an end-user's input.

Click on the Entities button, After click on the Create Entity button, specify the name of the entity.

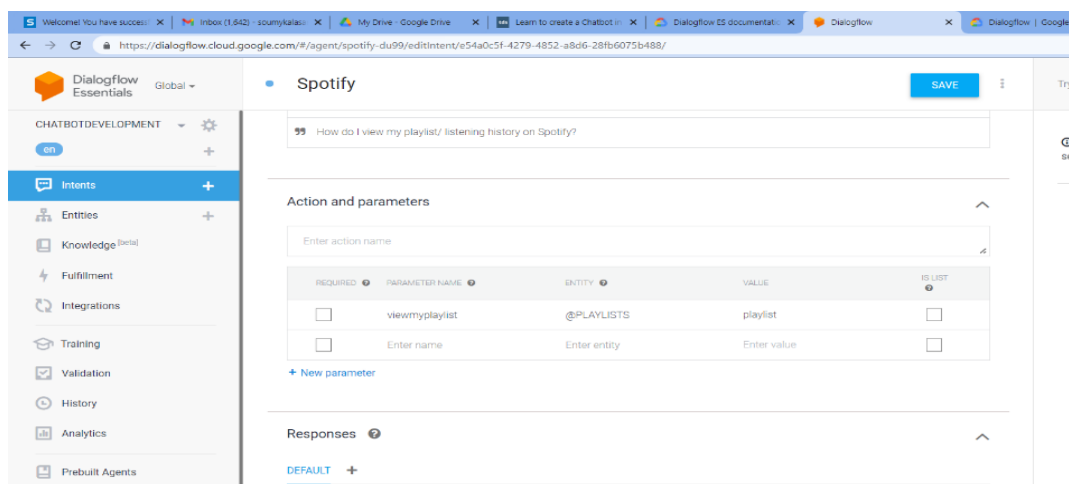
Then, add an entity SPOTIFY and some synonyms.



4. Definition of parameters and actions

Go down to the Actions and parameters section, always inside the intent interface.

After that, we should specify the prompt text that the Agent should display to the client when they haven't specified the required parameters. You need to click on the Define prompts... space on the right place of this section, after defining prompt text, close the box dialog.



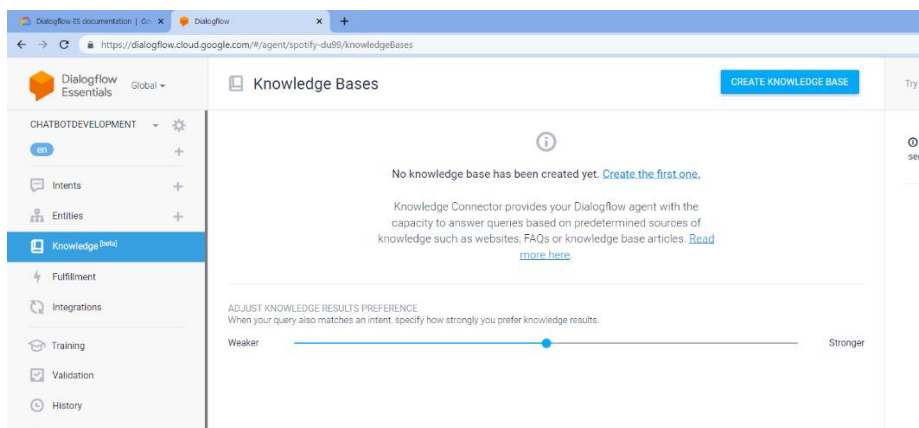
5. Knowledgebase

This is the beta version of the dialog flow, it will be in disabled mode if we want use this we need to go setting and enable it

The Knowledge beta provides us the knowledge base to all the requested questions posed by the customers every time, it makes the chatbot developer easy to create his intents.

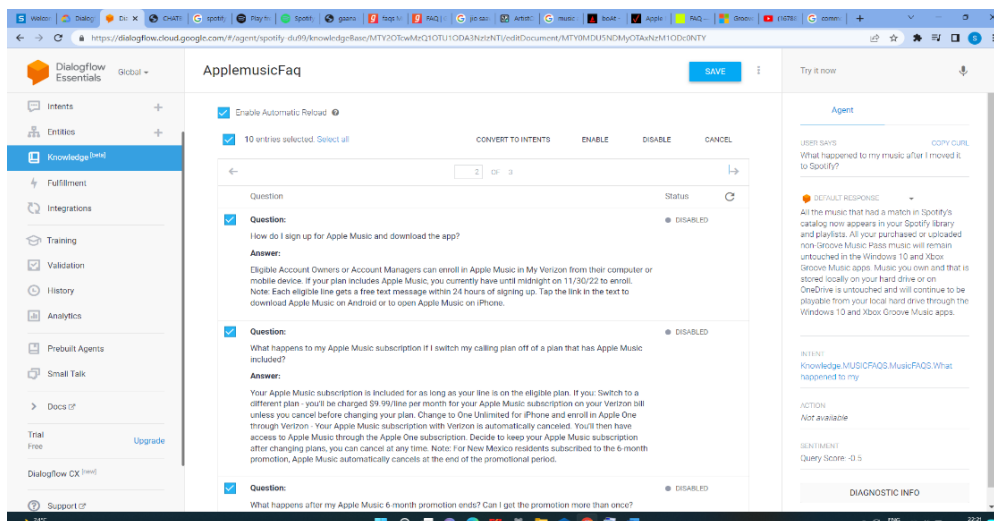
If you have a website with all the FAQs answered all you need to do is copy the URL and paste it in the newly created knowledge base.

From the Knowledge page, click your knowledge base name.

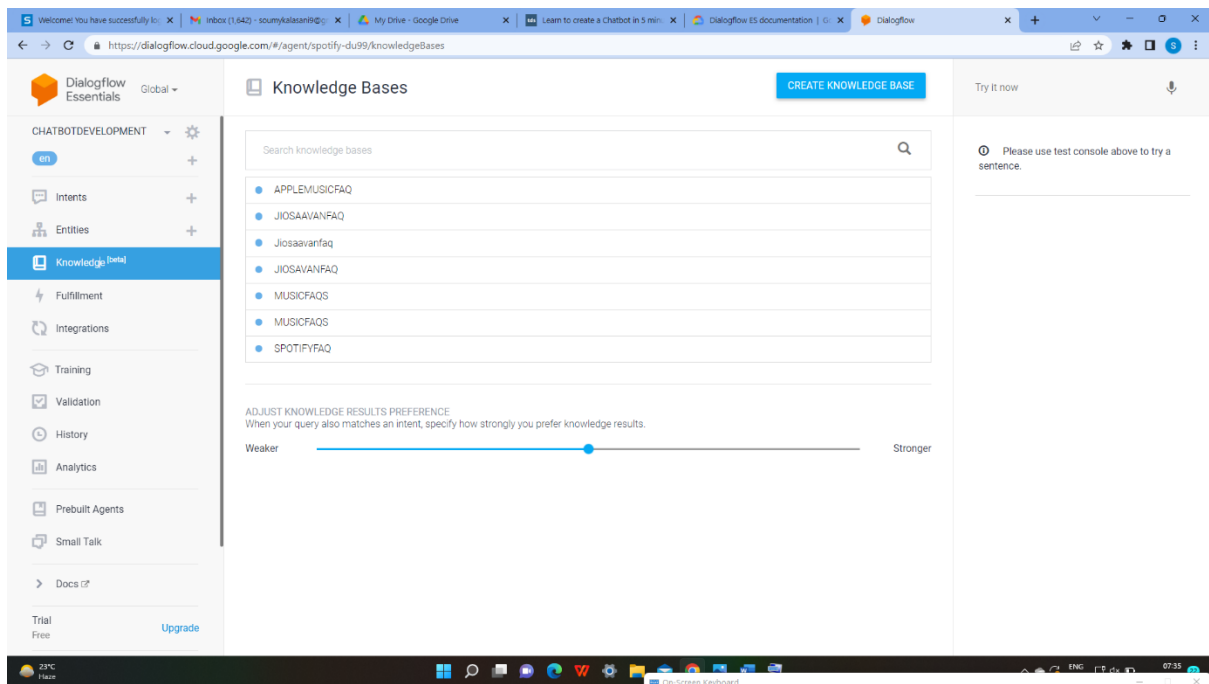


I have created a knowledgebase(ApplemusicFaqs) ,then I have go to the apple music webpage and copied the URL which is containing all the FAQs with responses and pasted the same in the knowledge base

I had converted all the questions to intents and enabled them, all set now the chatbot will give responses to the questions which are there in the Apple music app.



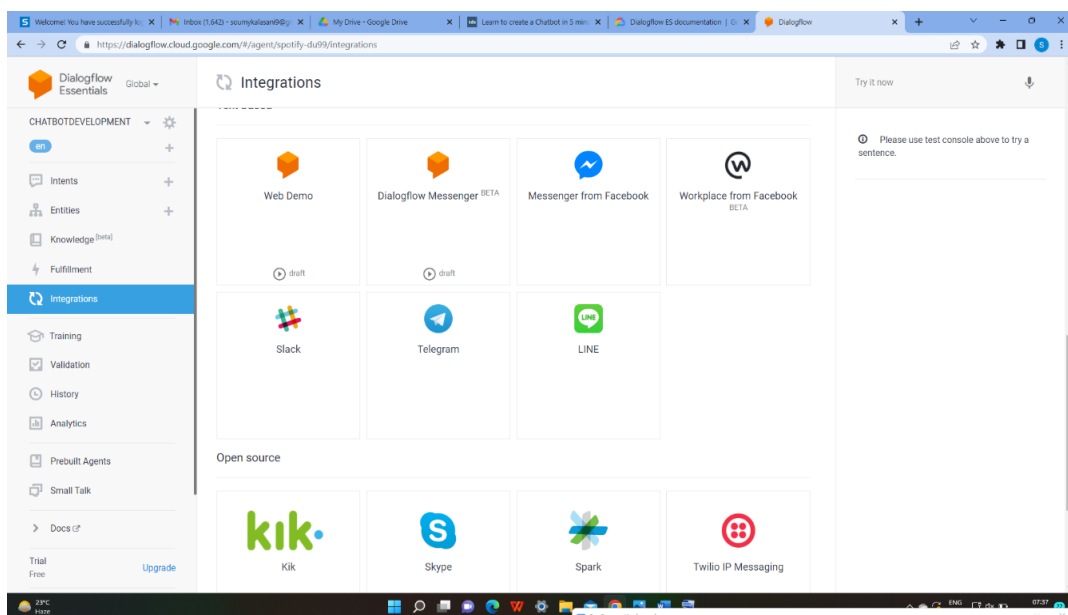
I have created the knowledge bases of all the music apps, so that we can clarify the doubts related to all the music apps.



6. Integration

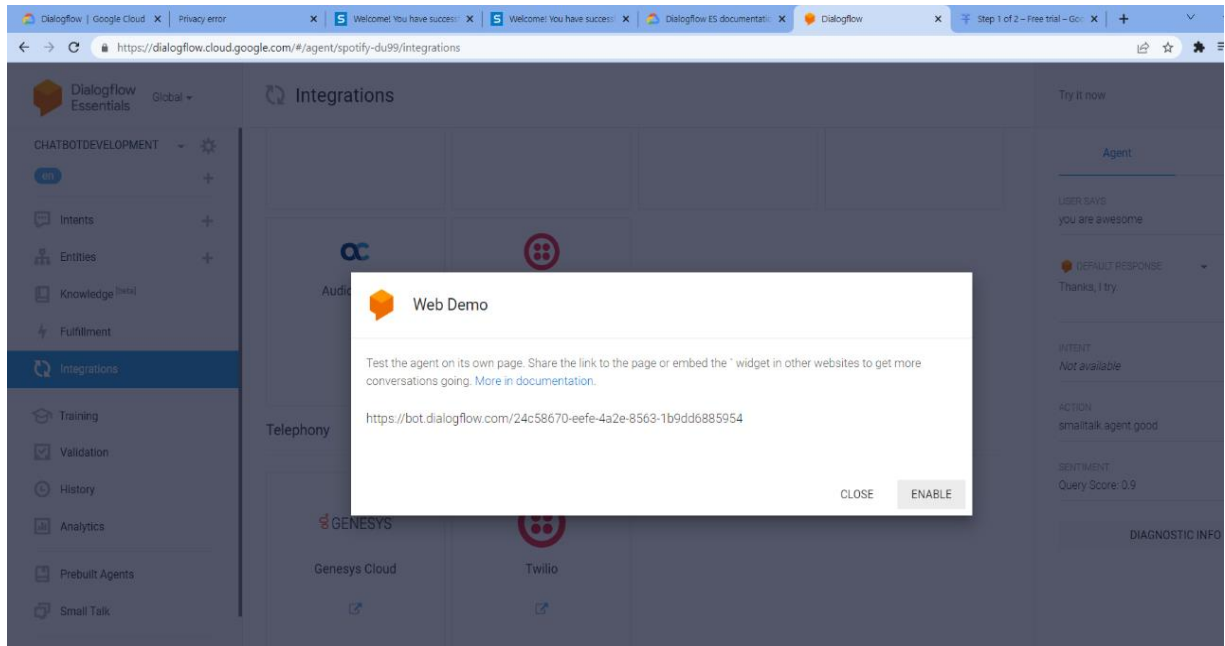
Through this feature we can integrate our chatbot with multiple available external apps like Facebook messenger, Whatsapp, Twitter, our own website and many other places. For this, we just have to go to Integrations and turn on the apps to which we like to integrate.

Integration of a chatbot with various apps makes the task of the developer easy and crisp to the point.



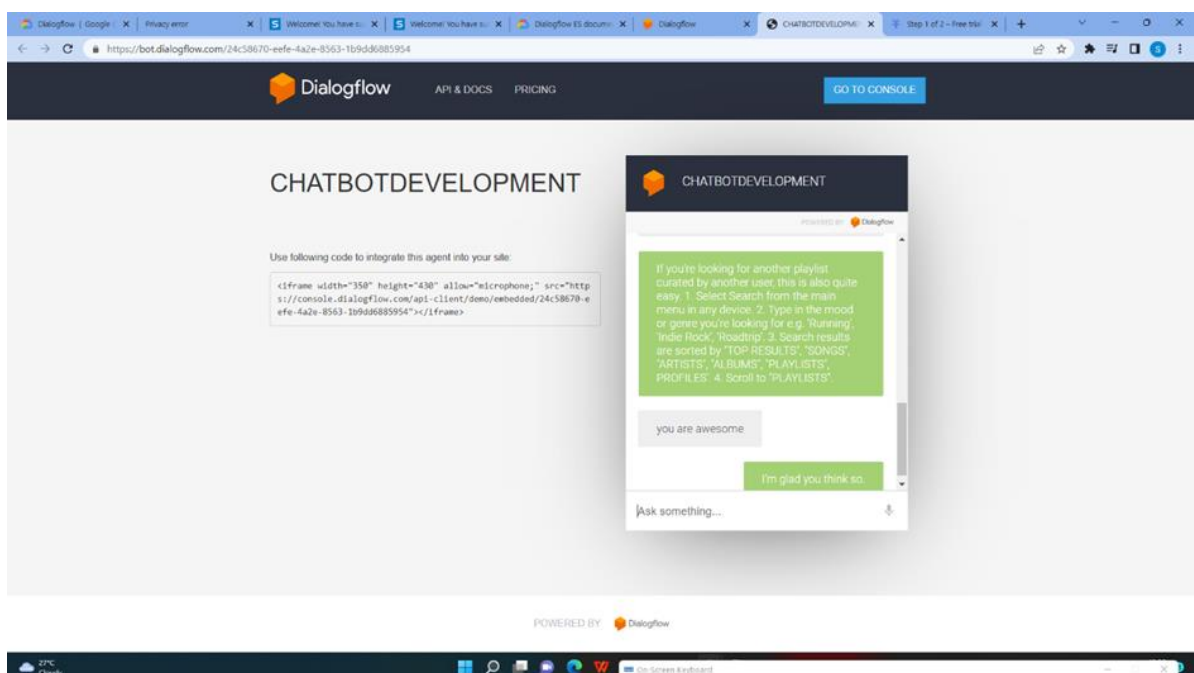
Web Demo

Click on the Web Demo and enable it then click on the URL present in the screen, Now we will be landed to the webpage where we have our chatbot

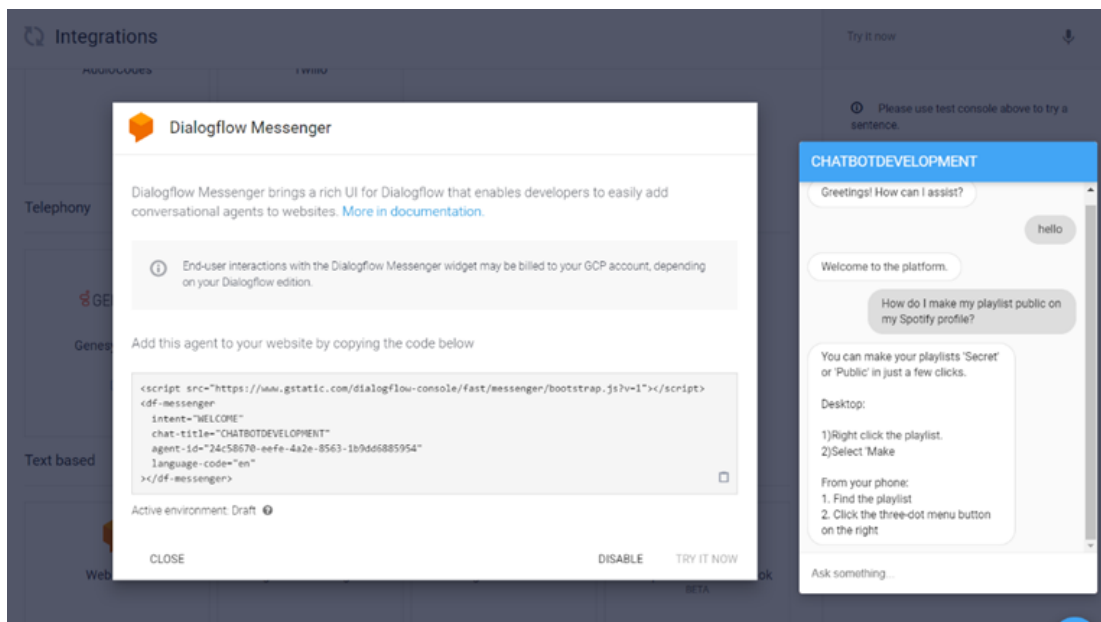


This is the webpage where we have our chatbot with agent name.

CHATBOTDEVELOPMENT



Dialog Flow messenger

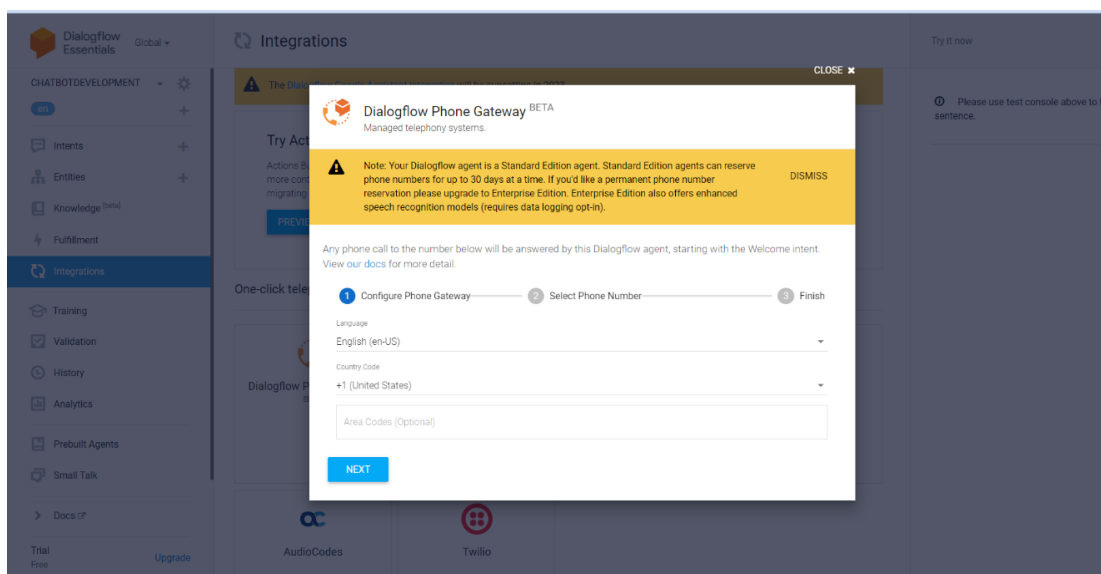


Through Dialog Flow messenger we can have a chatbot in the Dialog Flow itself, Here we can test the chatbot easily and can do modifications accordingly.

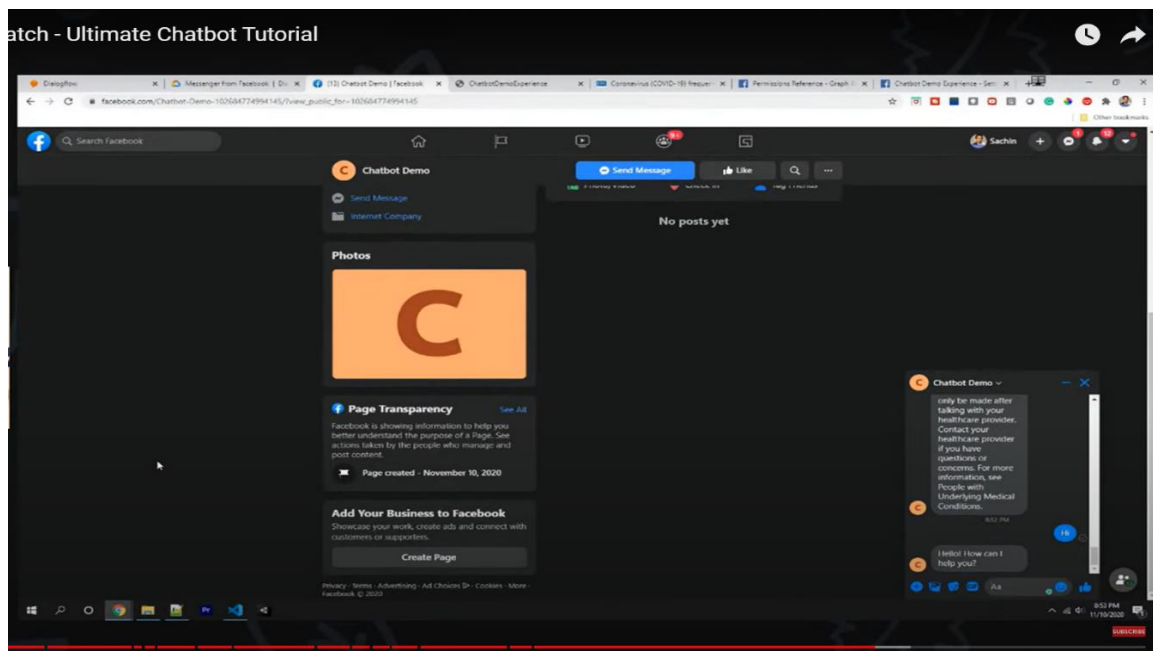
Dialog Flow Phone Gateway

Dialog Flow Gateway provides us the voice bot services, once we have enabled the Dialog Flow Gateway it will generate the phone numbers which starts with US series, then if we have to make a call that's it our voice bot is ready. The randomly generated number will be valid for 30 days.

The advantage of this integration is we do not require any internet connection to have a conversation with voice bot.



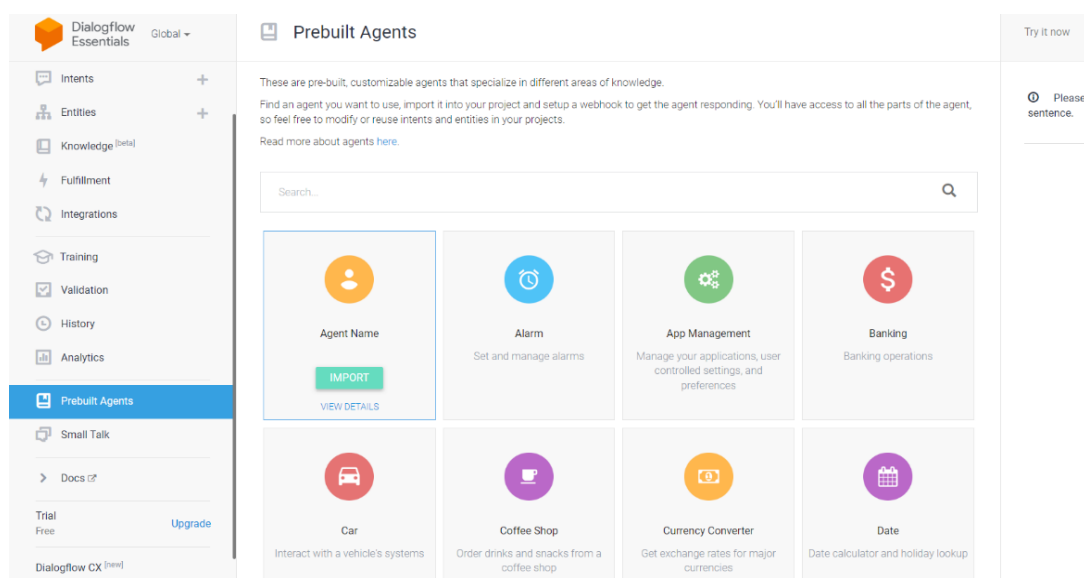
Facebook, Whatsapp and twitter



We can add our chatbot to various social media apps, this helps us in promoting the services of the company. By adding some cards to the chatbot through intent we can advertise our product through chatbots in multiple social media apps.

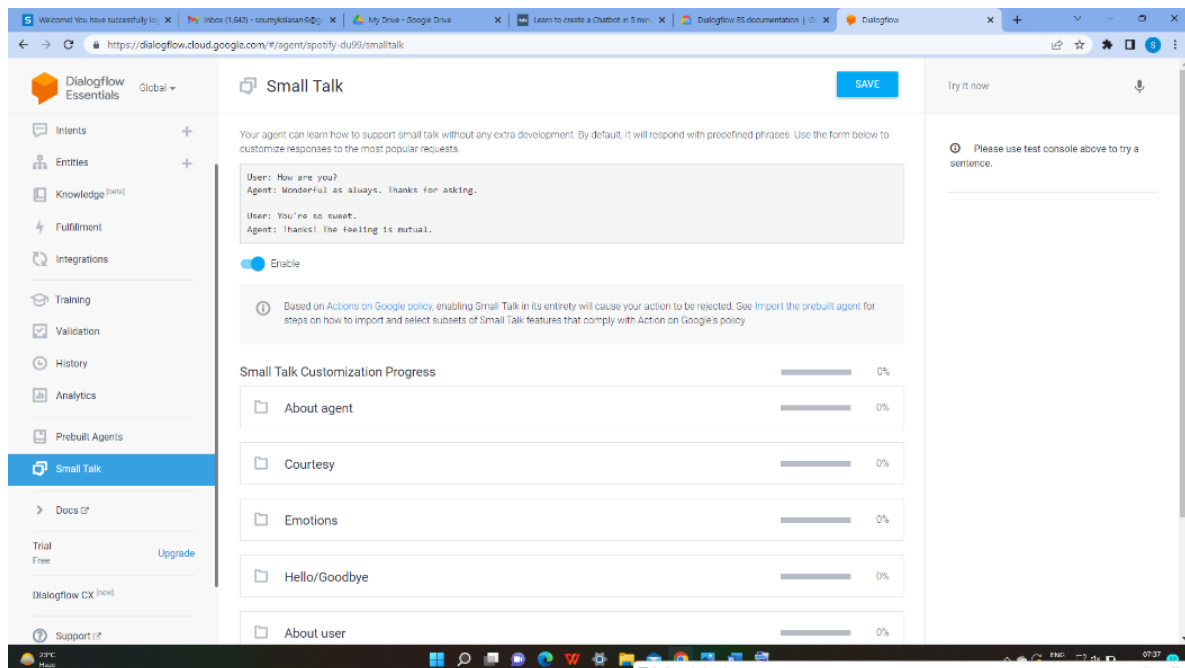
7. Prebuilt Agents

Prebuilt agents are a collection of agents provided by Dialog flow for common use cases. These agents can be used to establish a base for building conversations for dining out, hotel booking, navigation, etc. Prebuilt agents include intents and entities for their use cases, but you need to provide intent responses.



8. Small Talk

We don't want to hurt the customer at any case, so the Dialog Flow gives us an exclusive feature where the customer can get response to any of the question, small talk will enable the chatbot to have a normal conversation with the customer rather than the topic.



CONCLUSION:

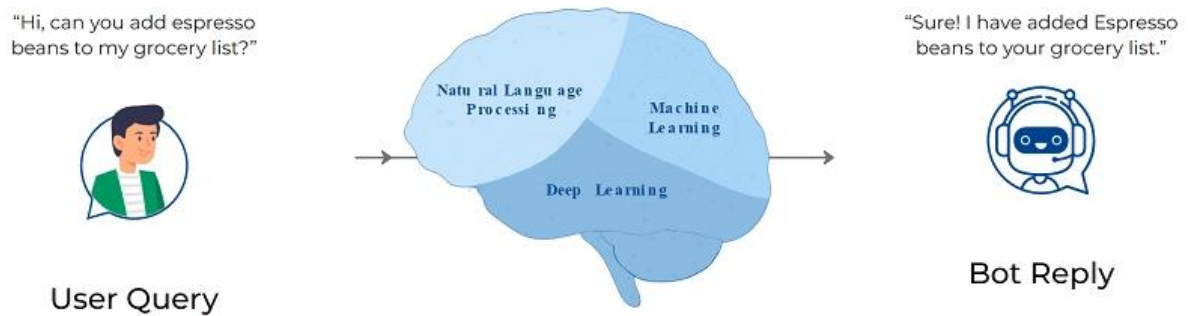
In the fast-growing world of AI, consumers are getting technological assistance in all aspects of their lives. The internet provides various ways to learn information and has radically altered the way we communicate.

Innovation has enriched our lives with further openings, and everything is relatively simple for us. Everybody likes to collaborate and expect quick responses without much delay. You can use online networking platforms or websites regularly for various reasons to connect with others.

According to Microsoft, 90 of consumers expect an online portal for client service. As a significant aspect of business evolution, the need for AI-powered chatbots will only continue to rise. Now is the time to deploy a chatbot solution so that your company doesn't get left behind.

As we already know that the world is moving so fast and the technology has developed beyond chatbot and the tech-savvy people are not using the chatbot instead they we feel comfortable in using the conversational AI platforms as they gives the responses with great accuracy sometimes they even add extra information the question asked by the end user. They

almost act like a Human intelligence with the help of artificial intelligence and neural networks.



Unlike chatbot it will not only use the NLP it will also deploy appropriate machine learning algorithms to learn and understand the model to give response rather than inbuilt response.