Lab 10: Exploring Rasa for conversational design

SEG 3125 [Z] - Design and Analysis of User Interfaces

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July 25th, 2021

Story [1]: greet and subscribe

Below are demos of the unfolding of subscribing to the newsletter by running "rasa shell" using the training intents, responses and rules defined.

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input ->  Hey!
Hello! How can I help you?
Your input ->  I want to get the newsletter
What is your email address?
Your input ->  email@test.com
You're all set! Check your inbox at email@test.com to confirm your subscription.
Your input ->  Thanks!
Glad I could help!
Your input ->  Bye!
Goodbye
```

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input ->  Hello
Howdy!
Your input ->  Can you sign me up for the newsletter?
What is your email address?
Your input ->  email@test.com
You're all set! Check your inbox at email@test.com to confirm your subscription.
Your input ->  Thank you
No problem!
Your input ->  See you
Bye!
```

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input ->  Good morning
Hey!
Your input ->  Can you send me the newsletter?
What is your email address?
Your input ->  email@test.com
You're all set! Check your inbox at email@test.com to confirm your subscription.
Your input ->  Merci!
No problem!
Your input ->  Goodbye
See you later!
```

Story [2]: greet and unsubscribe

Below are demos of the unfolding of unsubscribing to the newsletter by running "rasa shell" using the training intents, responses and rules defined.

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input ->  Hey!
Hello! How can I help you?
Your input ->  Please remove me from the email list
Why are you unsubscribing?
Your input ->  I have no time
That is too bad. We have unsubscribed you from the newsletter.
Your input ->  Appreciate it!
No problem!
Your input ->  Later!
See you later!
```

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input ->  Hi
Good day!
Your input ->  Can you unsubscribe me?
Please explain why you are unsubscribing.
Your input ->  Fills up my mailbox
Sorry to hear that. We have unsubscribed you from the newsletter.
Your input ->  Merci!
Glad I could help!
Your input ->  Goodbye
Bye for now.
```

```
Bot loaded. Type a message and press enter (use '/stop' to exit):
Your input ->  Good day
Hello! How can I help you?
Your input ->  I no longer wish to receive the newsletter.
Please let us know why.
Your input ->  I'm not interested.
We understand. You will no longer receive the newsletter.
Your input ->  Thanks!
Glad I could help!
Your input ->  Bye!
See you later!
```

```
Your input ->  Howdy
Hello! How can I help you?
Your input ->  I want to unsubscribe.
Please let us know why.
Your input ->  Too many emails
We understand. You will no longer receive the newsletter.
Your input ->  Thank you
You are welcome!
Your input ->  See you
Goodbye
```

File contents

stories.yml New/Modified Stories	**rules.yml** New/Modified Rules

stories:
 - story: greet and subscribe
  steps:
  - intent: greet
  - action: utter_greet
  - intent: subscribe
  - action: newsletter_form
  - action: utter_subscribed
  - intent: thank you
  - action: utter_thanks
  - intent: goodbye
  - action: utter_goodbye
	rules:
	 - rule: activate subscribe form
	  steps:
	  - intent: subscribe
	  - action: newsletter_form
	  - active_loop: newsletter_form
	
	 - rule: submit form
	  condition:
	  - active_loop: newsletter_form
	  steps:
	  - action: newsletter_form
	  - active_loop: null

```yaml
- story: greet and unsubscribe
  steps:
  - intent: greet
  - action: utter_greet
  - intent: unsubscribe
  - action: utter_explain
  - intent: explanation
  - action: utter_empathy
  - intent: thank you
  - action: utter_thanks
  - intent: goodbye
  - action: utter_goodbye
```

```yaml
  - action: utter_subscribed

- rule: activate unsubscribe form
  steps:
  - intent: unsubscribe
  - action: utter_explain

- rule: ask why
  steps:
  - intent: explanation
  - action: utter_empathy

- rule: manners
  steps:
  - intent: thank you
  - action: utter_thanks

- rule: end conversation
  steps:
  - intent: goodbye
  - action: utter_goodbye
```

nlu.yml New/Modified Intents	**responses.yml** New/Modified Responses

```yaml
nlu:
- intent: greet
  examples: |
    - Hi
    - Hey!
    - Hallo
    - Good day
    - Good morning
    - Good afternoon
    - Good evening
    - Howdy
    - Hello

- intent: subscribe
  examples: |
    - I want to get the newsletter
    - Can you send me the newsletter?
    - Can you sign me up for the newsletter?

- intent: inform
  examples: |
```

```yaml
responses:
  utter_greet:
    - text: |
        Hello! How can I help you?
    - text: |
        Hi!
    - text: |
        Hey!
    - text: |
        Howdy!
    - text: |
        Good day!
    - text: |
        Salutations!
  utter_thanks:
    - text: |
        Anytime!
    - text: |
        Glad I could help!
    - text: |
        No problem!
```

```yaml
    - My email is example@example.com
    - random@example.com
    - Please send it to anything@example.com
    - Email is something@example.com

- intent: unsubscribe
  examples: |
    - I want to unsubscribe.
    - Can you unsubscribe me?
    - I no longer wish to receive the newsletter.
    - Please remove me from the email list.

- intent: thank you
  examples: |
    - Thanks!
    - Thank you
    - Appreciate it!
    - Merci!

- intent: goodbye
  examples: |
    - Bye!
    - See you
    - Goodbye
    - Later!

- intent: explanation
  examples: |
    - I'm not interested.
    - I have no time.
    - Too many emails.
    - Fills up my mailbox
```

```yaml
    - text: |
        You are welcome!
  utter_goodbye:
    - text: |
        See you later!
    - text: |
        Goodbye
    - text: |
        Bye for now.
    - text: |Bye!
  utter_explain:
    - text: |
        Please explain why you are unsubscribing.
    - text: |
        Why are you unsubscribing?
    - text: |
        Please let us know why.
    - text: |
        Unsubscribing? Let us know the reason
why.
  utter_empathy:
    - text: |
        That is too bad. We have unsubscribed
you from the newsletter.
    - text: |
        Sorry to hear that. We have unsubscribed
you from the newsletter.
    - text: |
        We understand. You will no longer
receive the newsletter.
    - text: |
        No problem. We have unsubscribed you
from the newsletter.
```