

Using Dialogs for Managing Conversations



Janani Ravi

CO-FOUNDER, LOONYCORN

www.loonycorn.com

Overview

Linear dialogs can span a single intent or multiple intents

Flow predictably to elicit information needed to complete actions

Contexts allow information sharing leading to more natural conversations

Non-linear dialogs help branch to intents based on user responses

Linear Dialogs

A Conversation



Book a room for me please

Which city do you plan to visit?

Bangalore

What date should I book for?

This Friday

Any room preference?

A double room



A Conversation

**This dialog is
entirely configured
within a single
intent**

Book a room for me please

Which city do you plan to visit?

Bangalore

What date should I book for?

This Friday

Any room preference?

A double room



Collect information required to
complete the action

May invoke one or more intents

Demo

Conduct a linear dialog across multiple intents by using contexts

A Conversation



**Book a flight from Bangalore to
Delhi for tomorrow**

Done. Flight booked!

Book a room too

.....



A Conversation



Book a flight from Bangalore to
Delhi for tomorrow



**BookFlights
intent**

Done. Flight booked!

Book a room too



**BookRooms
intent**

.....

Context

BookFlights



Book
a flight

Done. Flight booked!



BookRooms



Book
a room

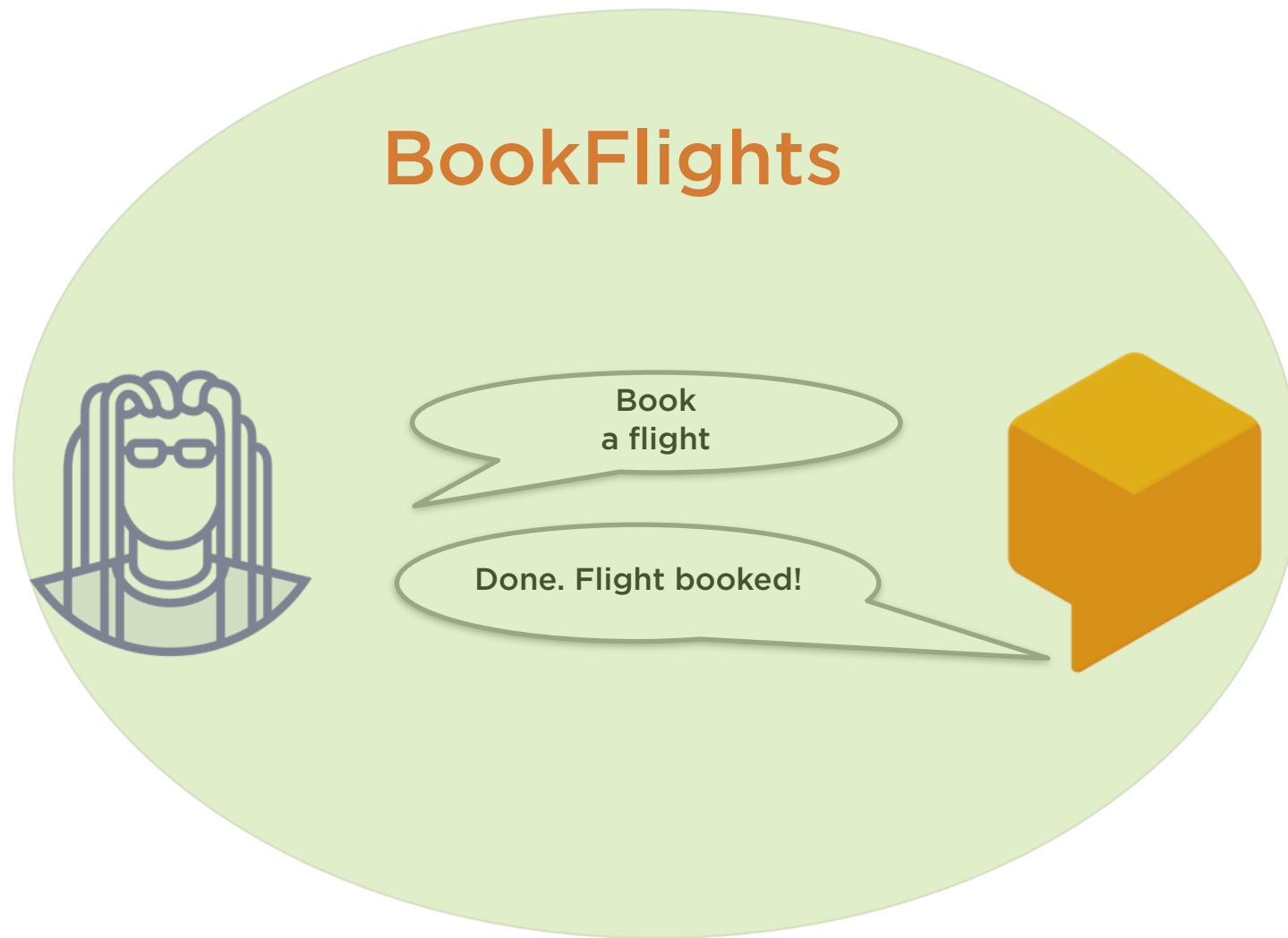
...



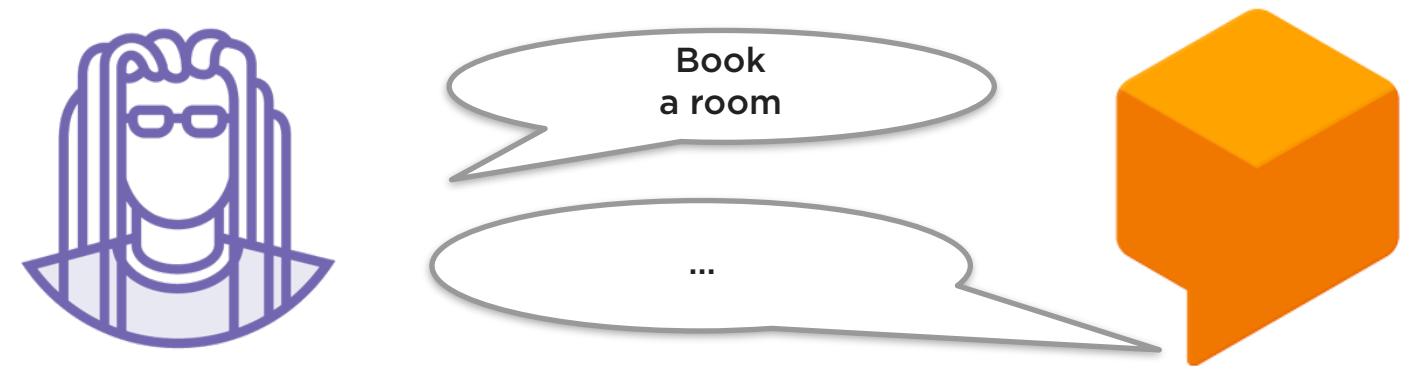
These are not 2 separate conversations - the room booking is an **extension** of the flights conversation

Context

BookFlights



BookRooms



Information relevant to the second conversation
needs to flow through from the first

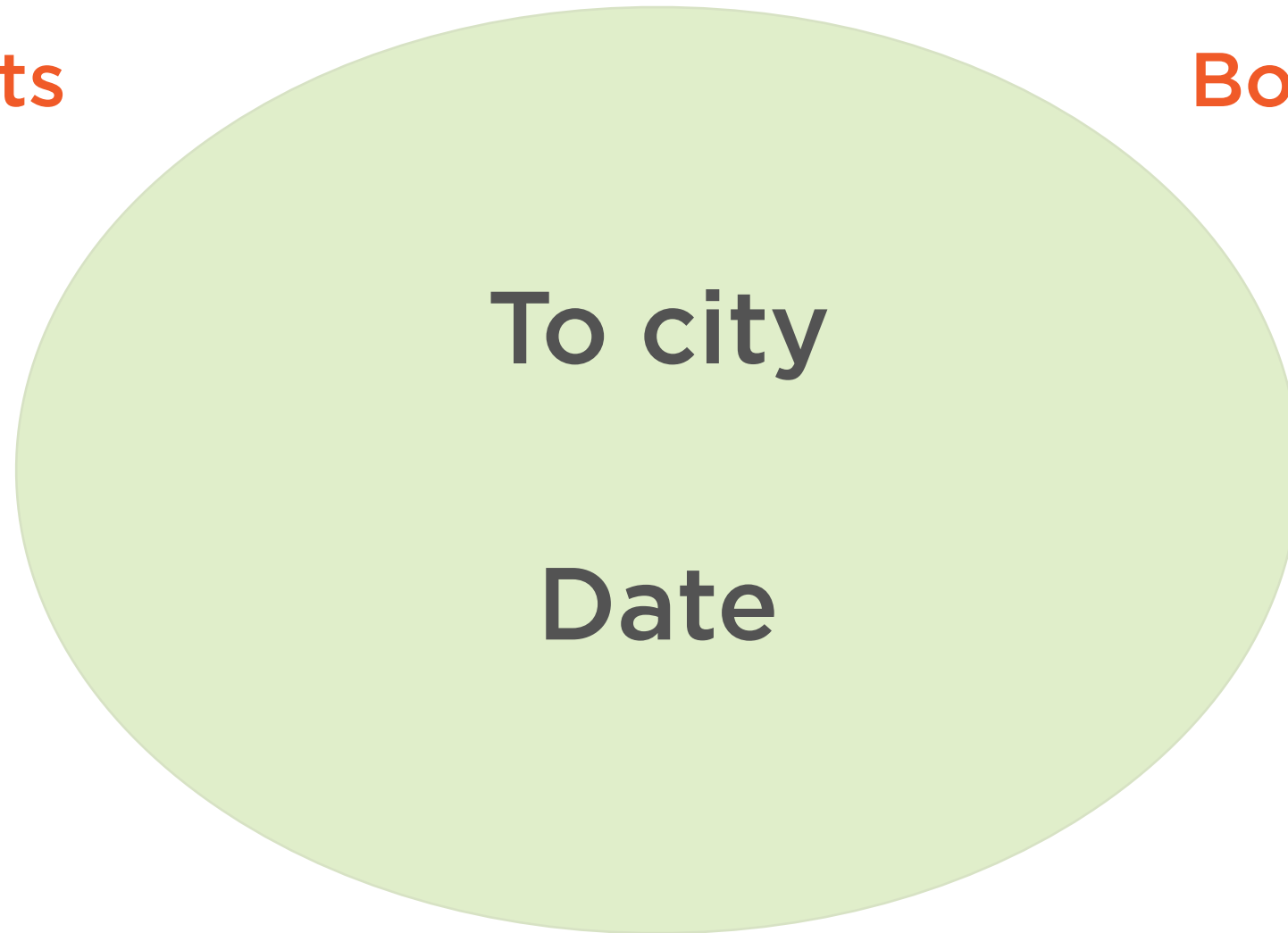
Context

BookFlights

BookRooms

To city

Date



Demo

Linear dialog using a followup intent

Non-linear Dialog

Non-linear dialogs branch to the next intent based on responses from the previous intent

Customer Satisfaction Survey

Would you like to
offer feedback on
the hotel?

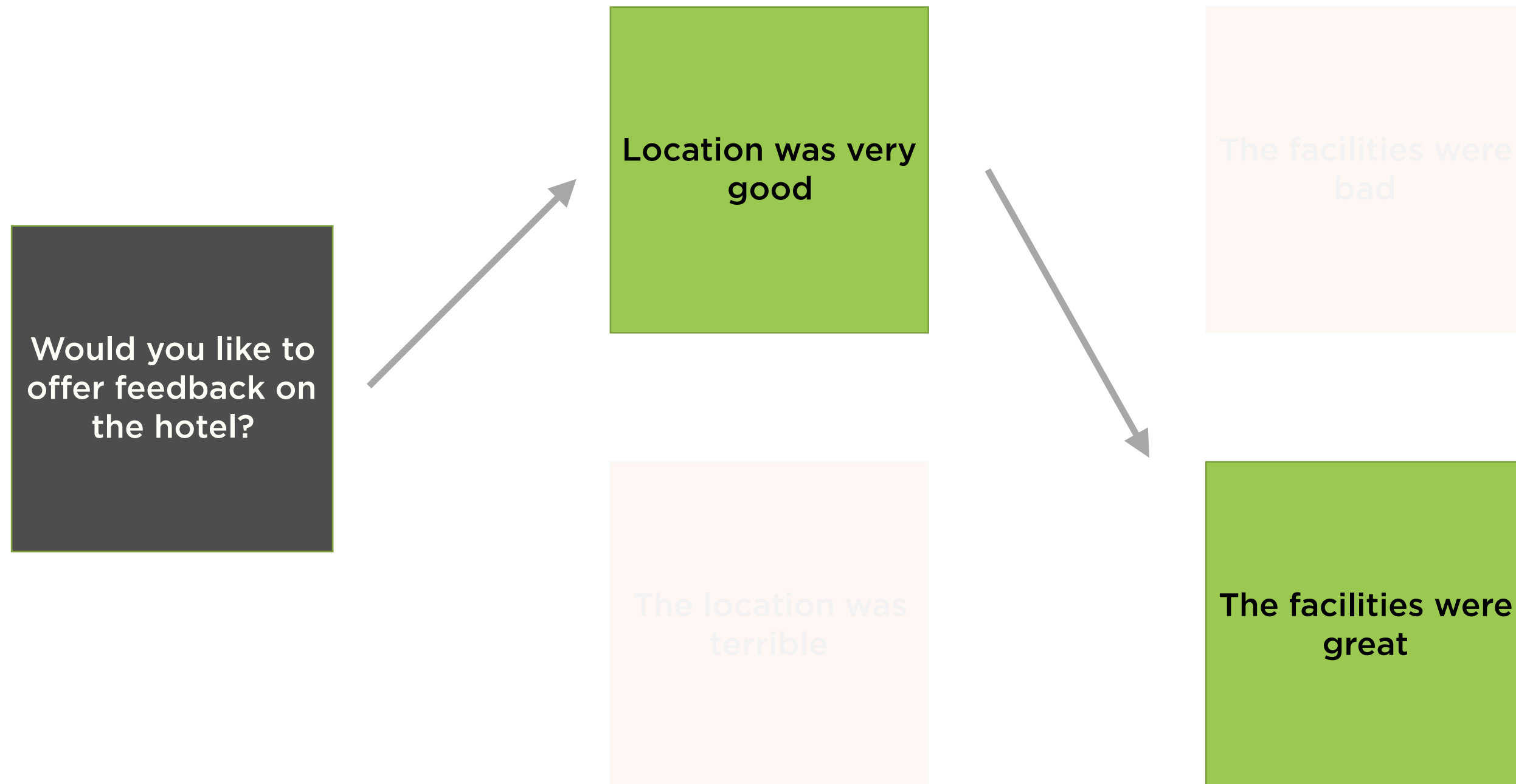
Location was very
good

The facilities were
bad

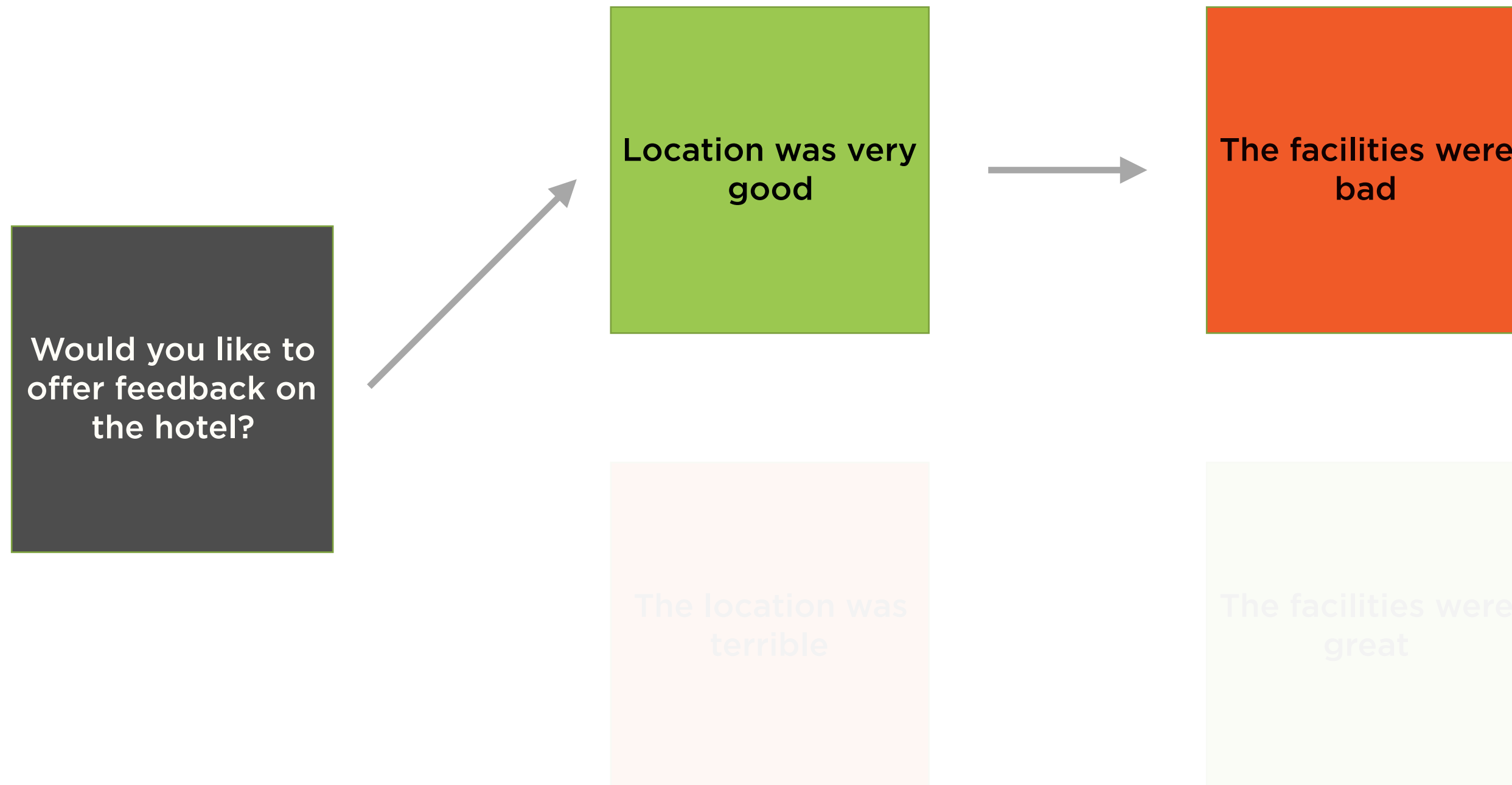
The location was
terrible

The facilities were
great

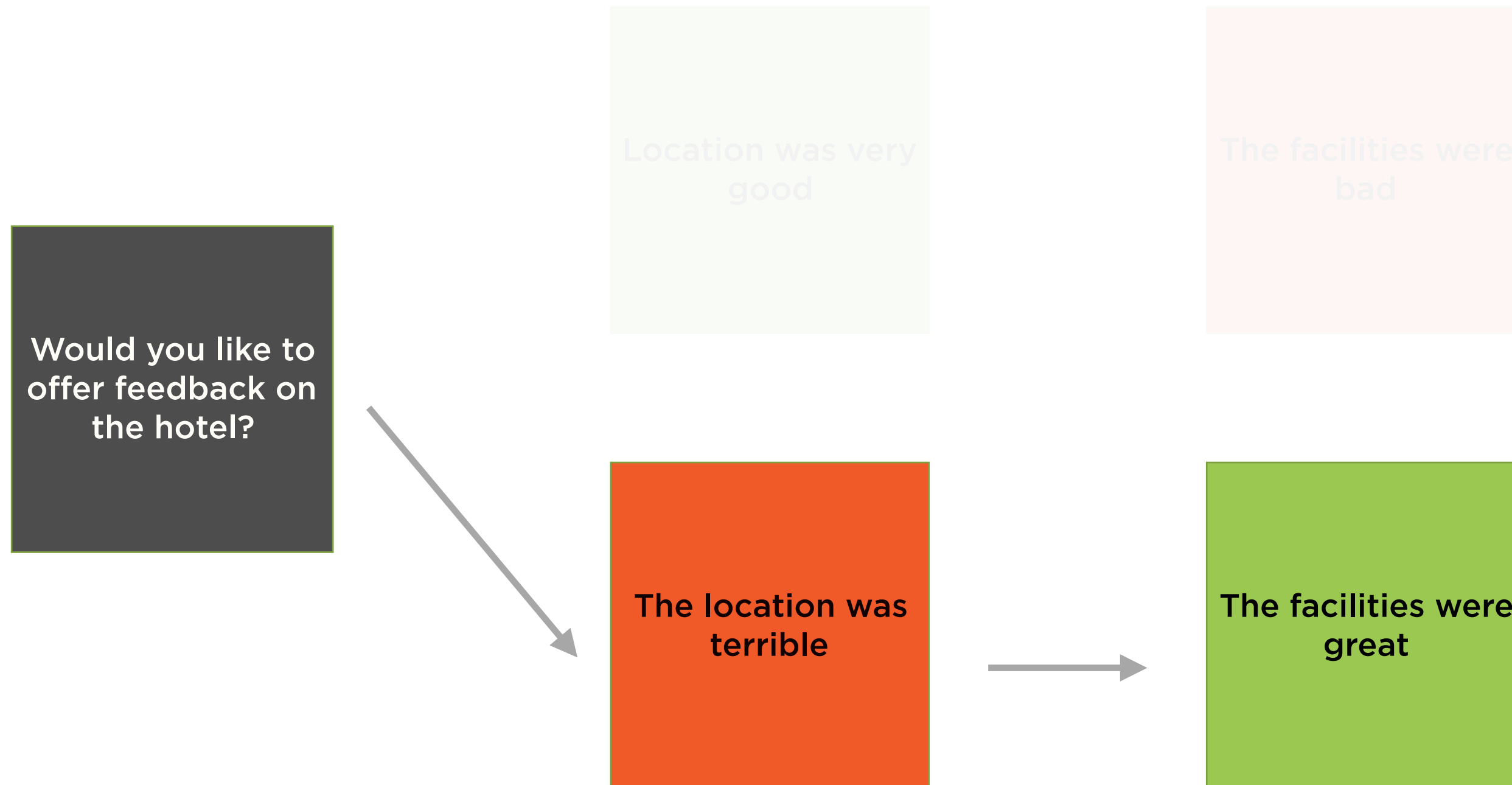
Customer Satisfaction Survey



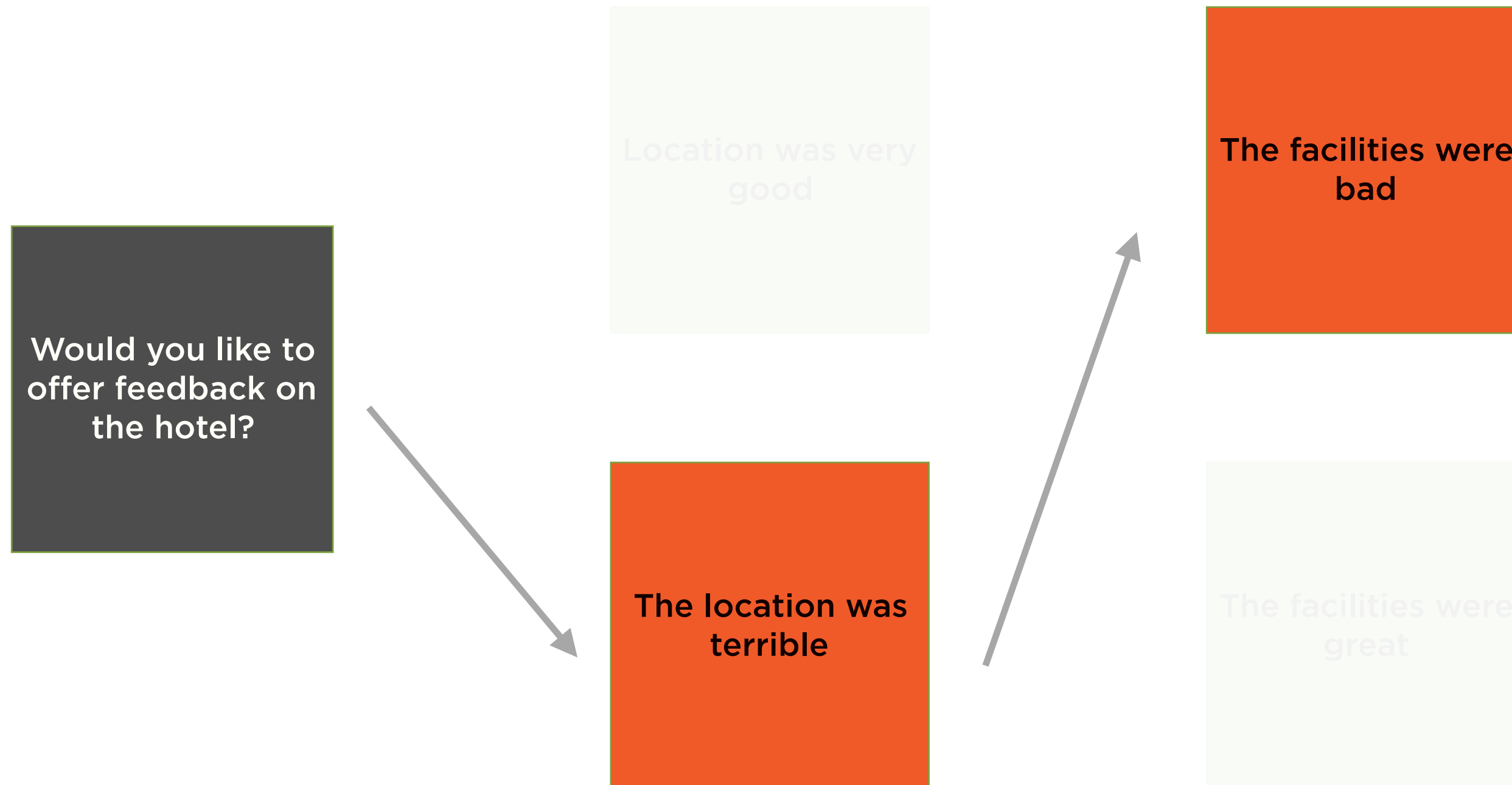
Customer Satisfaction Survey



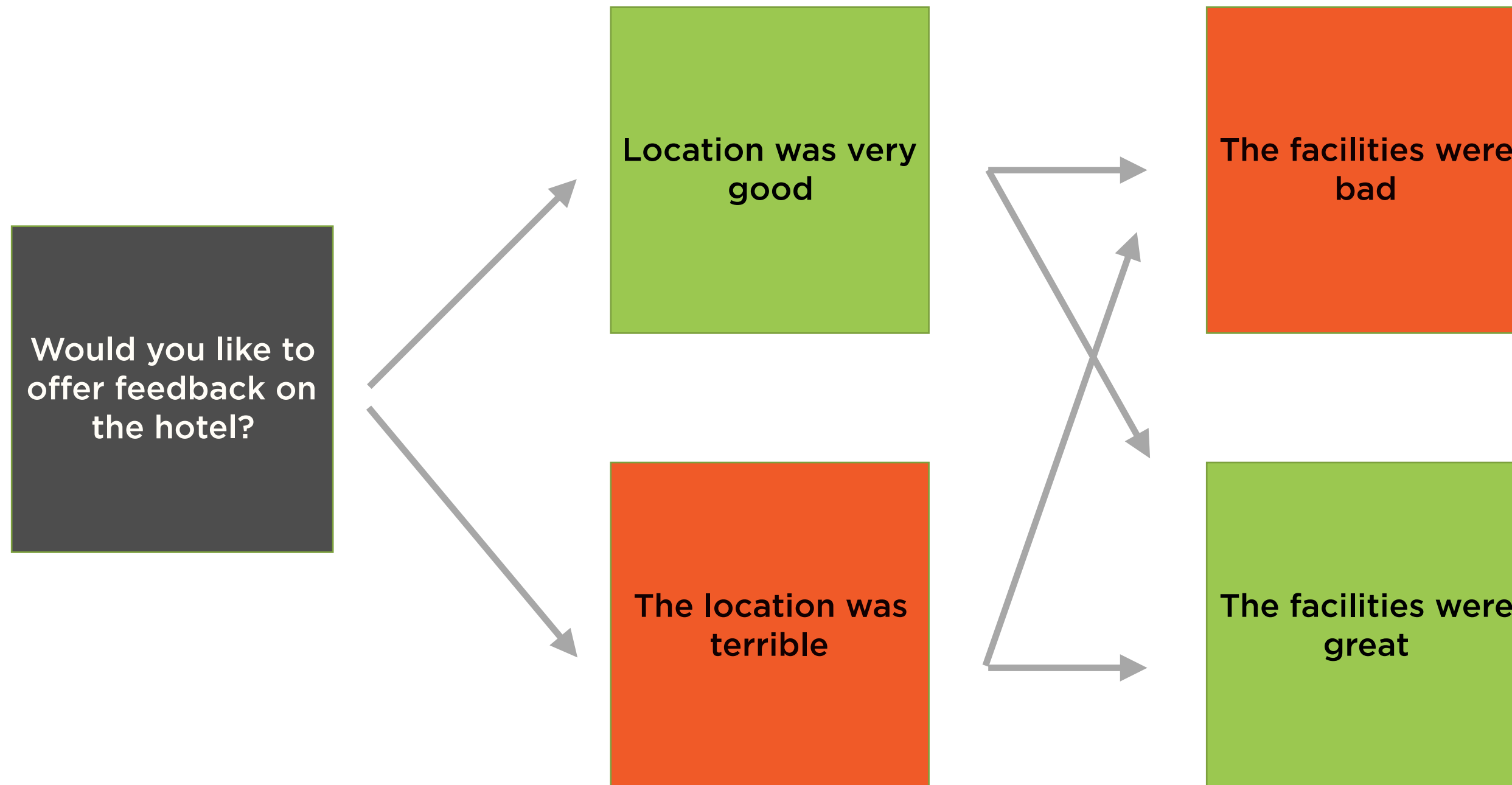
Customer Satisfaction Survey



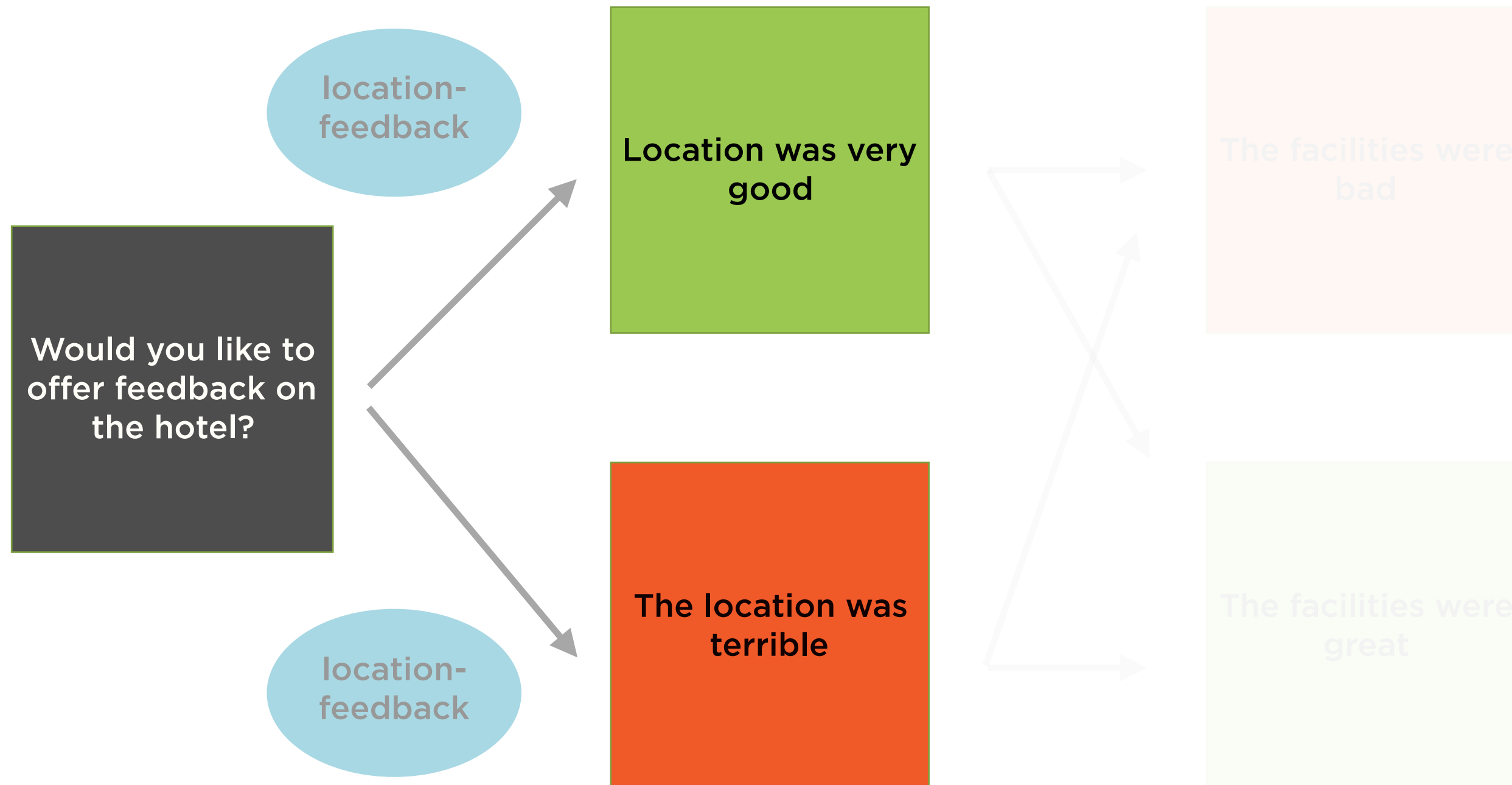
Customer Satisfaction Survey



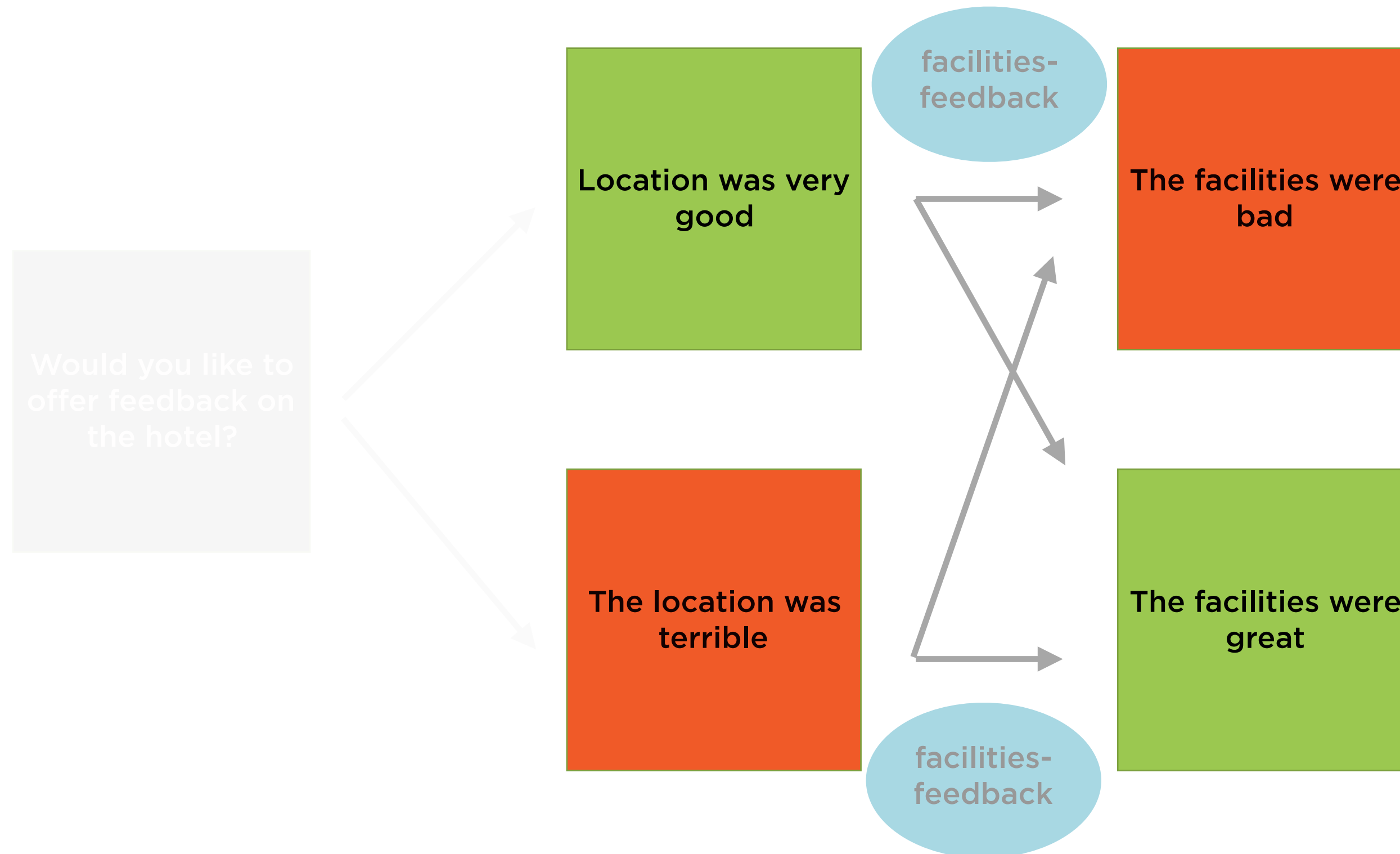
Customer Satisfaction Survey



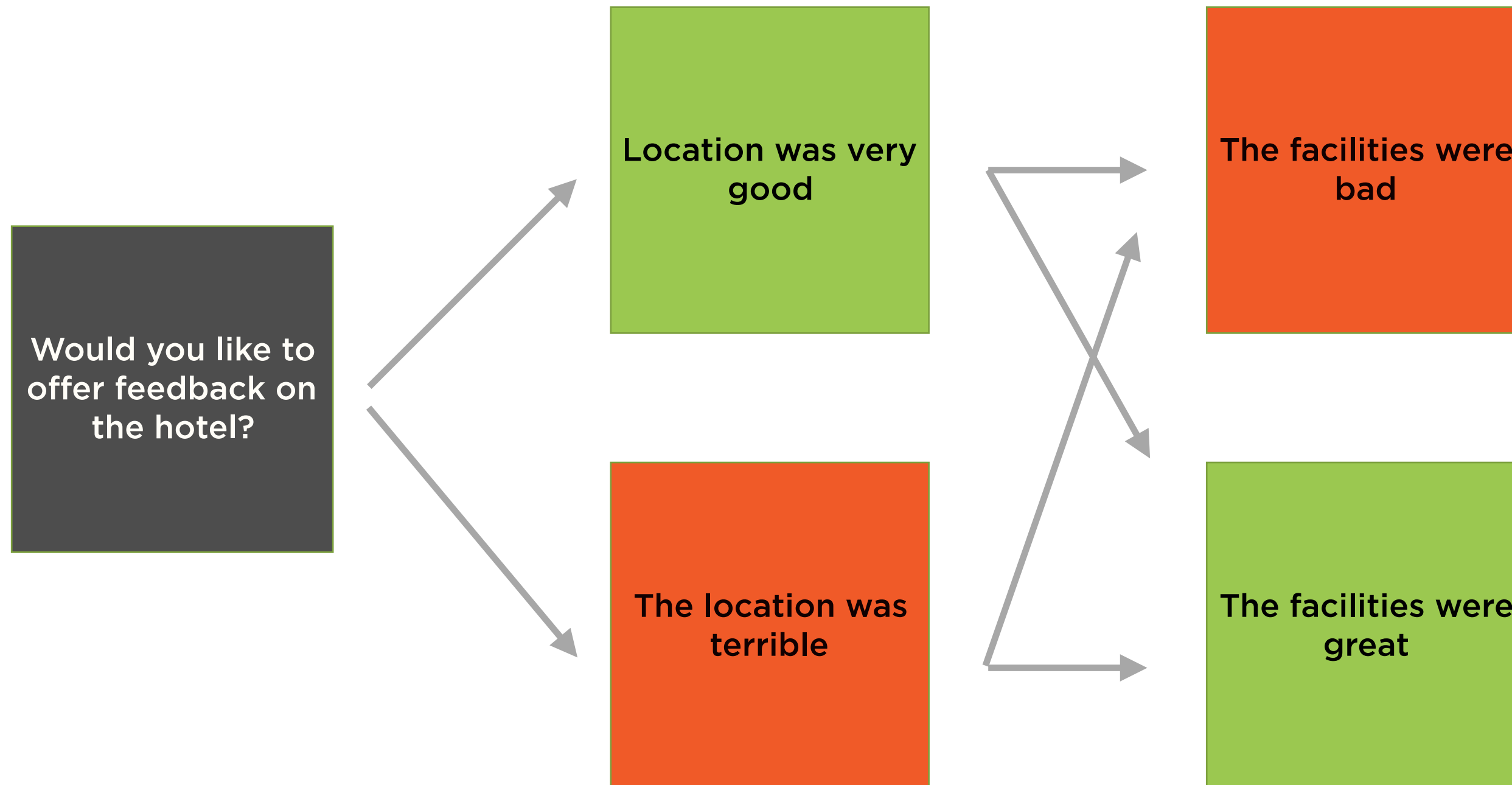
Customer Satisfaction Survey



Customer Satisfaction Survey



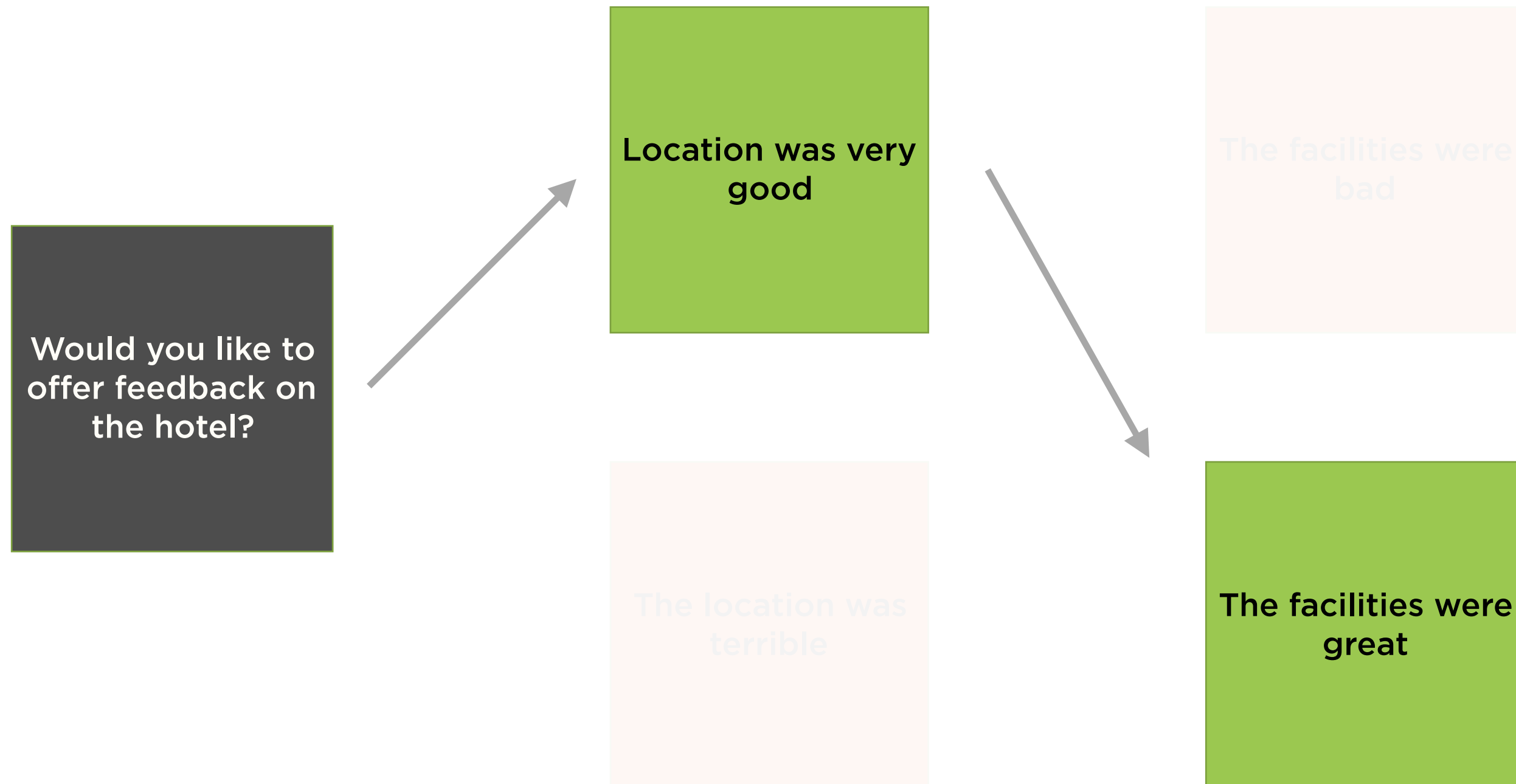
Customer Satisfaction Survey



Demo

Non-linear dialog with multiple intents

Customer Satisfaction Survey



Summary

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