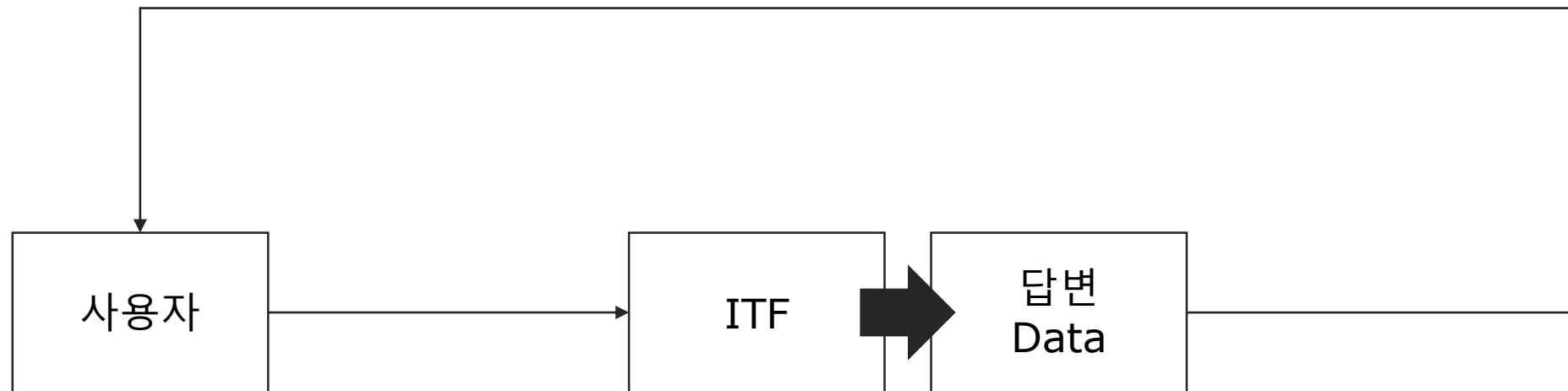


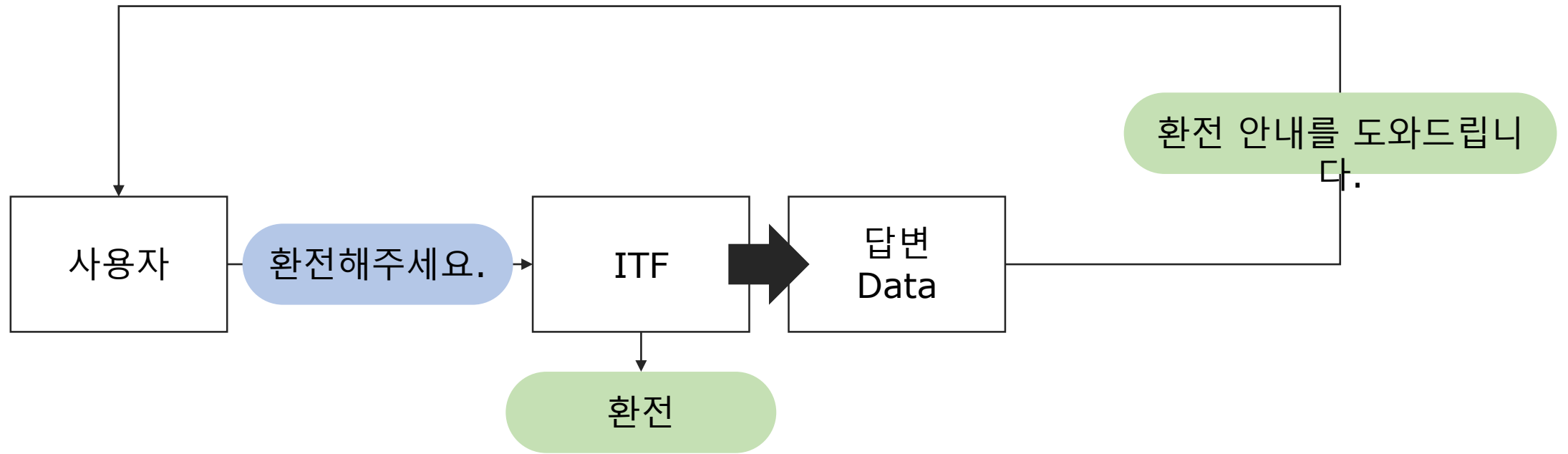
MAUM SDS Week 01

왜 굳이 챗봇인가요?

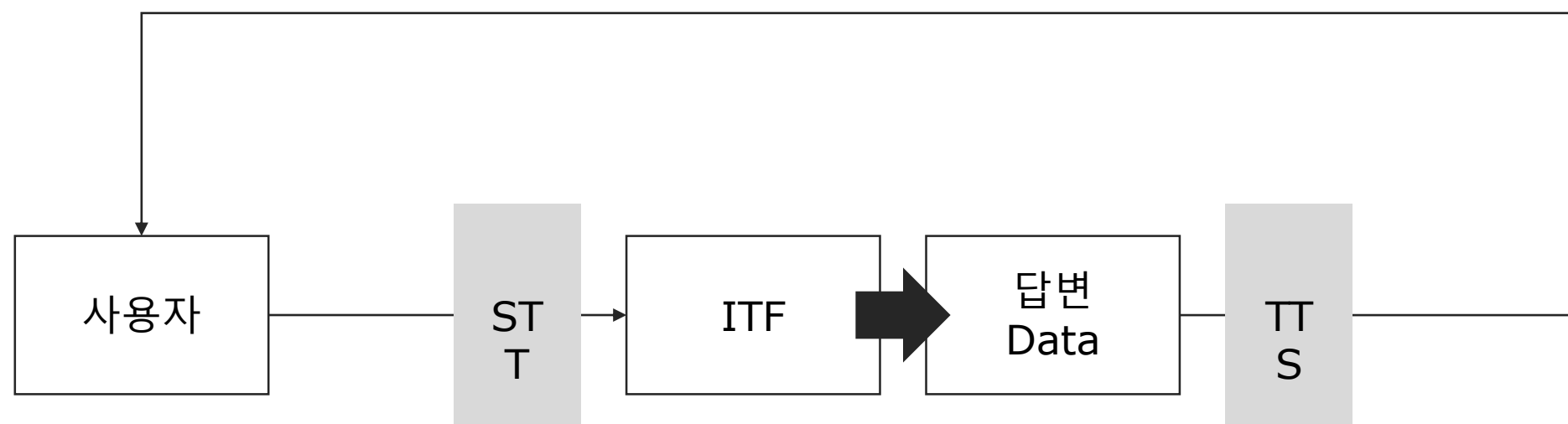
Chat Structure : 챗봇



Chat Structure : 챗봇

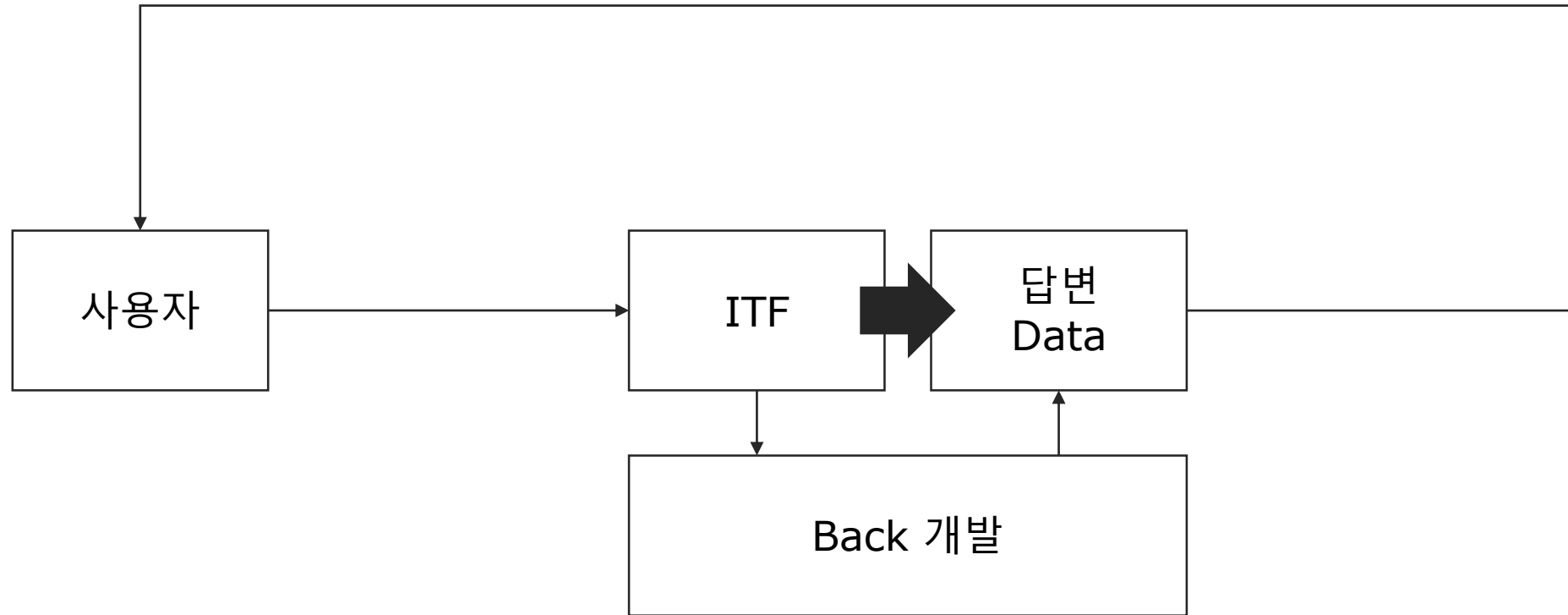


Chat Structure : 음성봇

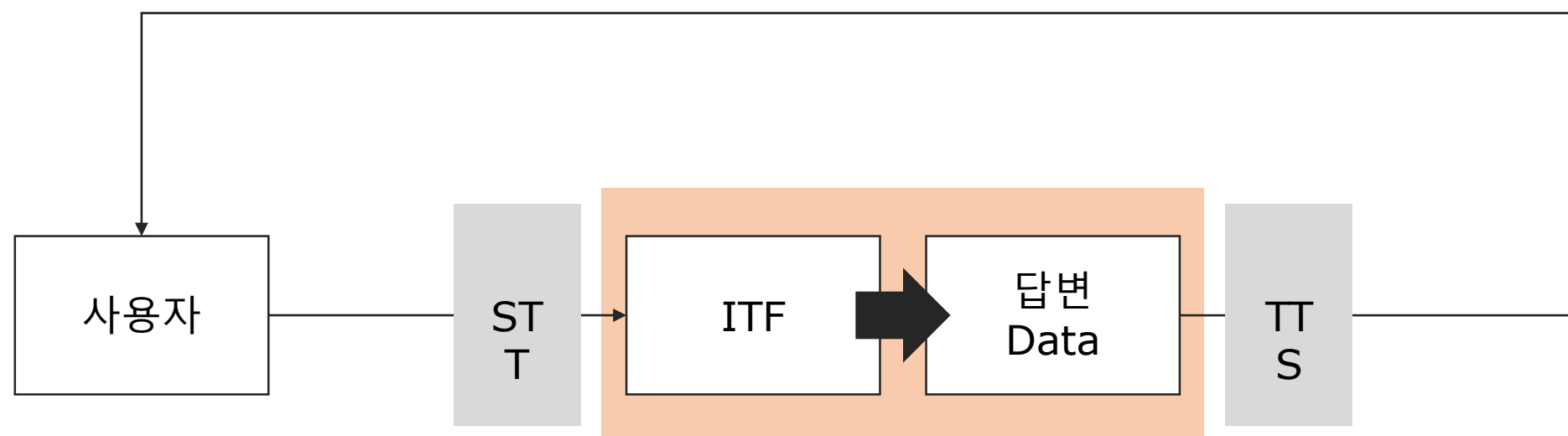


Chat Structure : 복잡 데이터 구조


챗봇



Chat Structure : 음성봇



챗봇_Google_Dialogflow

 Dialogflow

NewAgent ▾ ⚙

en +

Intents +

Entities +

Knowledge ^[beta]

⚡ Fulfillment

🔄 Integrations

🎓 Training

☑ Validation

🕒 History

📊 Analytics

📁 Prebuilt Agents

💬 Small Talk

➤ Docs

Standard Free Upgrade

🔗 Support

👤 Account

Intents

CREATE INTENT ⋮

Search intents 🔍 ⌵

Default Fallback Intent

Default Welcome Intent

ⓘ

No regular intents yet. [Create the first one.](#)

Intents are mappings between a user's queries and actions fulfilled by your software. [Read more here.](#)

Before you start, check out [Prebuilt Agents](#), a collection of agents developed by the Dialogflow team.

Try it now 🎤

🔔 Please use test console above to try a sentence.

🌐 See how it works in [Google Assistant](#). 🔗

챗봇_IBM_Watson

The screenshot displays the IBM Watson Assistant interface, divided into two main sections: a dialog flow editor on the left and a test console on the right.

Dialog Flow Editor (Left):

- Intents:** A list of intents is shown, including "welcome" (with entity #Greeting), "Cust_detail" (with entity #name), "#appointment" (with entity #appointment), "@appointment_type:walk", "\$user.tone.emotion.current == 'joy'", and "bye node" (with entity #bye).
- Entities:** A list of entities is shown, including "Greeting", "name", "appointment", "appointment_type", "emotion", and "bye".
- Dialog:** The main workspace for building the dialog flow. It shows a sequence of steps: "welcome" (1 Response / 0 Context set) leads to "Cust_detail" (1 Response / 0 Context set), which leads to "#appointment" (1 Response / 0 Context set). From "#appointment", the flow branches into two paths: one leading to "@appointment_type:walk" (1 Response / 0 Context set) and another leading to "\$user.tone.emotion.current == 'joy'" (1 Response / 0 Context set). Both paths eventually lead to "bye node" (1 Response / 0 Context set).

Test Console (Right):

- Try it out:** A section for testing the bot's responses. It includes a "Clear" button and a "Manage Context" button with a notification icon.
- Test 1:** The user input "hi" is entered. The bot's response is "welcome to service feedback portal tell me your name please?". The selected intent is "#Greeting".
- Test 2:** The user input "i am supriya" is entered. The bot's response is "hi supriya how u came to service station ?". The selected intent is "#name", and the context is "@cust_name:supriya".
- Test 3:** The user input "i came by walk" is entered. The bot's response is "howz your experience at reception?". The selected intent is "#appointment", and the context is "@appointment_type:walk".

Footer: A "Show help" button is located at the bottom right of the interface.

챗봇_한국전자연구원(Etri)

GENIEDIALOG Domain Information olwoog 님 비밀번호 변경 로그인

선택된 도메인이 없습니다.

Task Graph

Entities

Intents

Manual

Domain Name

Weather

Save

Description

Description your domain

챗봇

사용자의 발화 의도를 인식하지 못한 경우, 챗봇을 이용하여 시스템 발화를 할지 결정합니다.

챗봇 사용하기

☐

대화의도 필터링

낮은 신뢰도로 인식되는 대화의도를 인식하지 못한 경우(unknown) 의도로 설정하세요.

0.35

일반적으로 0.3 ~ 0.4 미하는 인식된 의도의 가능성이 아닐 가능성이 높고, 0.8 이상은 매우 높아서 정의한 문장에 매우 유사한 경우입니다.

Sample Domain으로 시작하기

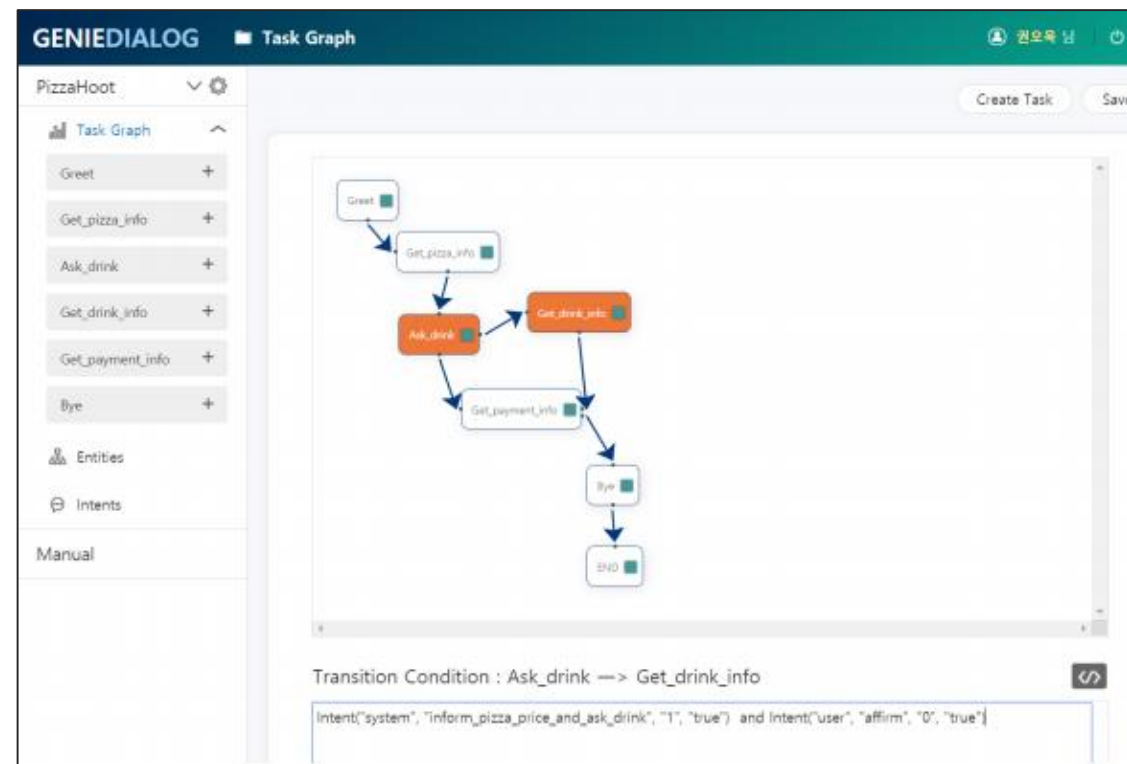
☒ 날씨 검색 도메인

☐ 피자 주문 도메인

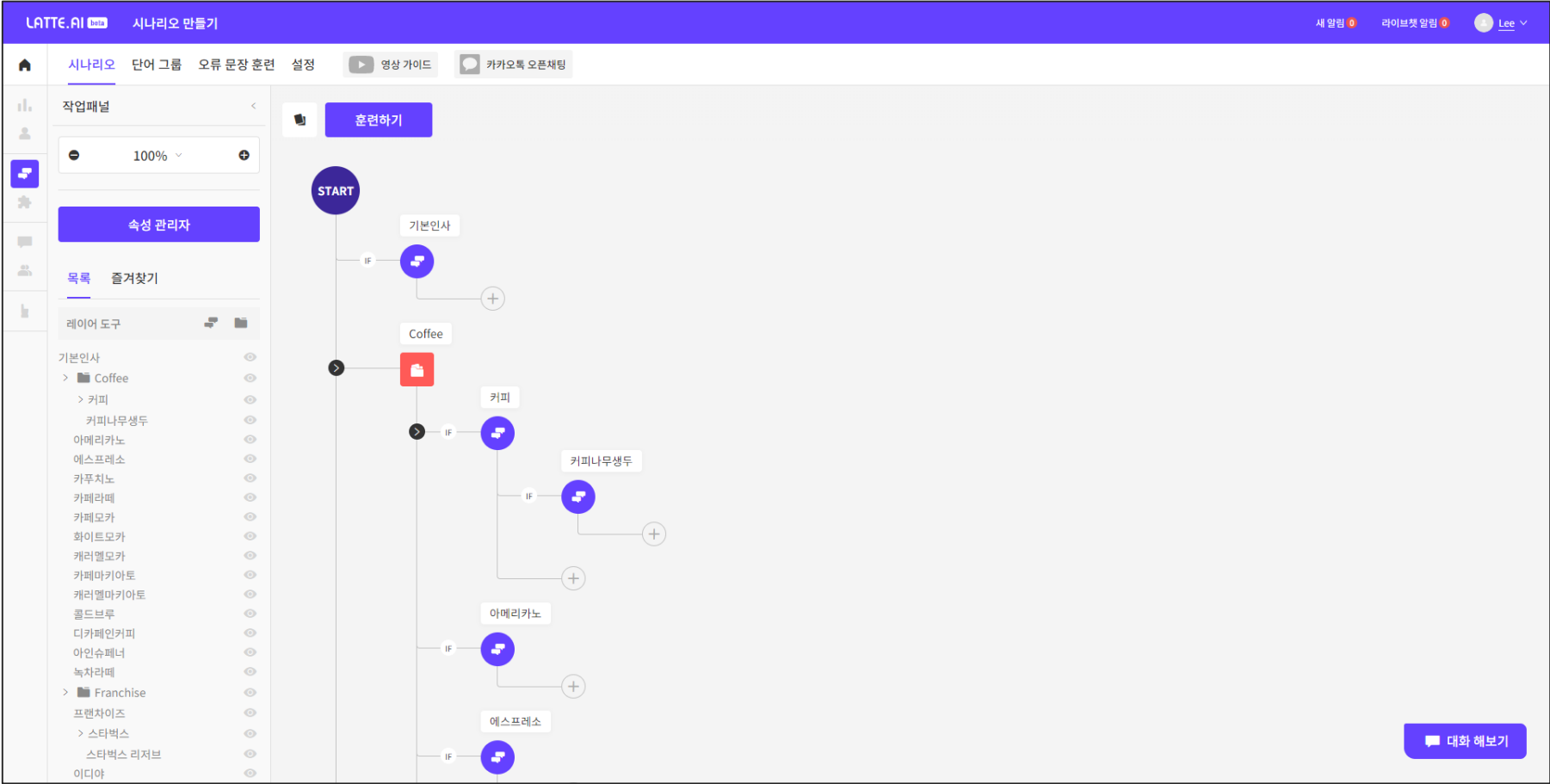
☐ 내비게이션 도메인

☐ 환율 도메인

☐ 가구 쇼핑 도메인



챗봇_latte.ai



MindsLab : BQA/NQA

BQA

사용자

안녕하세요

날씨 알려주세요.

환율 알려주세요

서울은 얼마야

기계

안녕하세요

날씨 안내해드립니다.

환율 안내해드립니다.

Error

NQA

사용자

안녕하세요

환율 알려주세요

서울은 얼마야

날씨 알려주세요.

기계

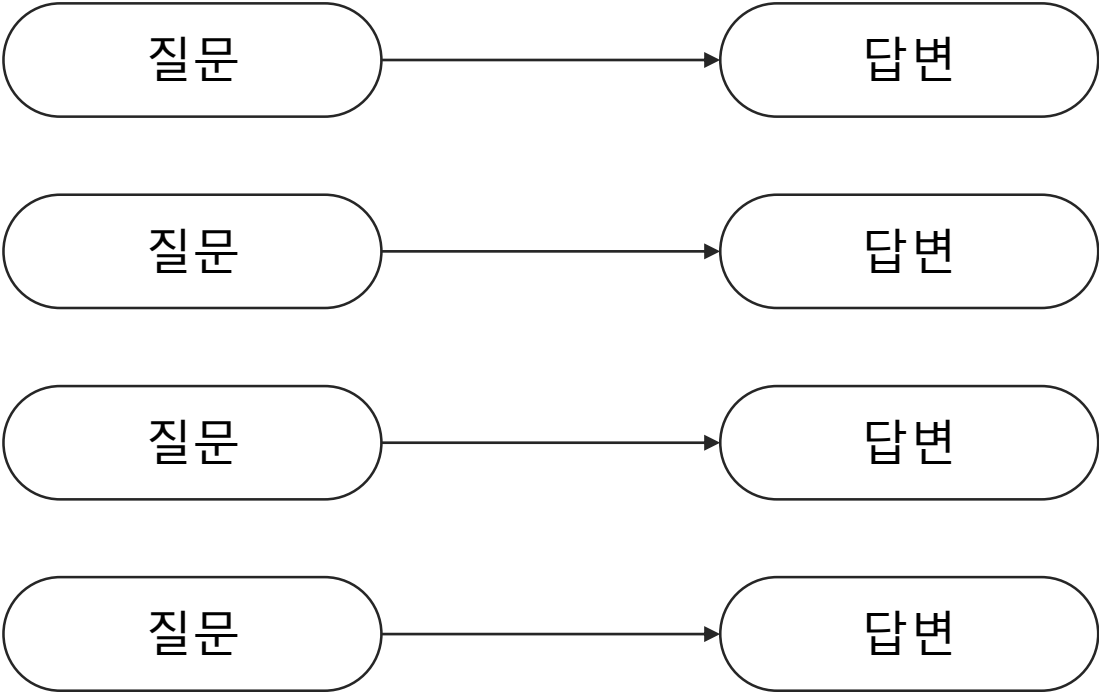
안녕하세요

환율 안내해드립니다.

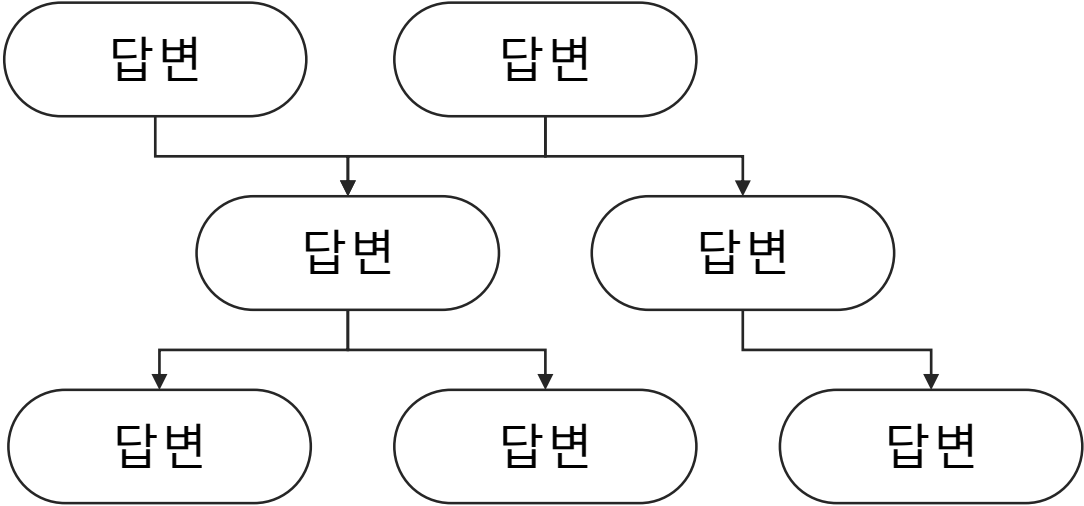
서울 환율을 안내해드립니다.

Error

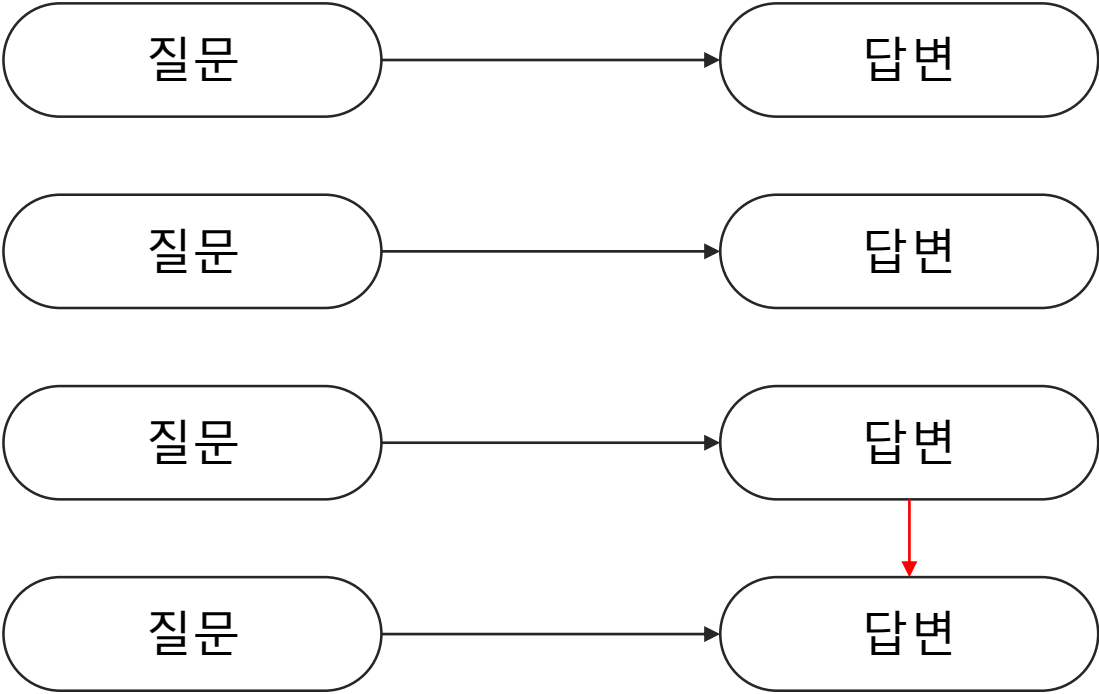
BQA



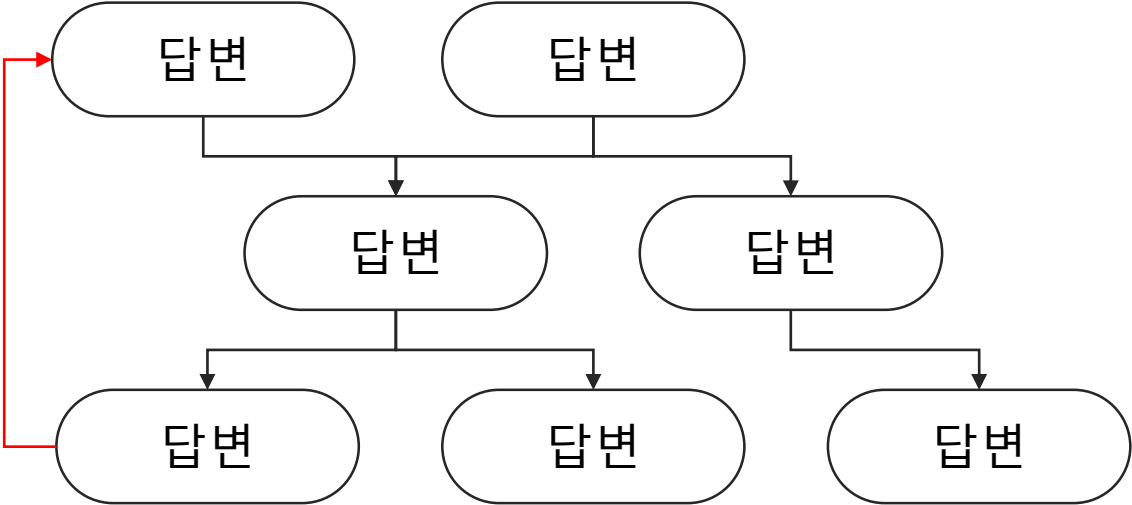
NQA



BQA



NQA



1. 인간의 대화는 어떻게 진행되는가?
2. 이러한 구조를 손쉽게 만들 수 있는가?
3. 우리는 무엇을 기획해야 하는가?

1. 인간의 대화는 어떻게 진행되는가?

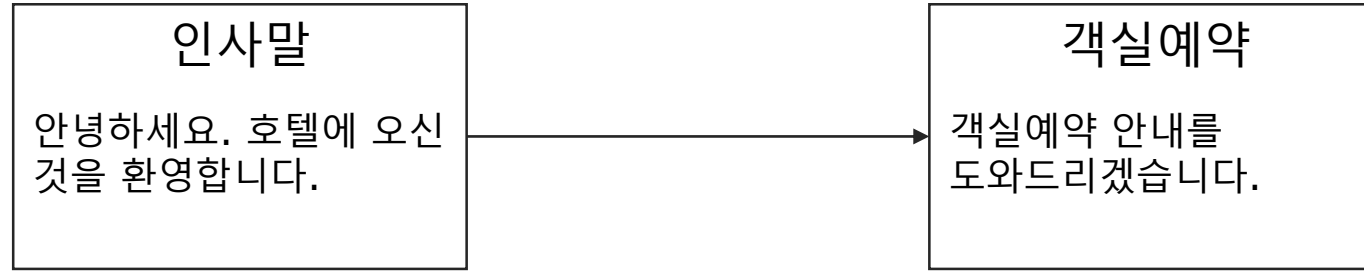
1. 무의미한 말
2. Question &
Answer
3. 문맥유지

2. 이러한 구조를 손쉽게 만들 수 있는가?

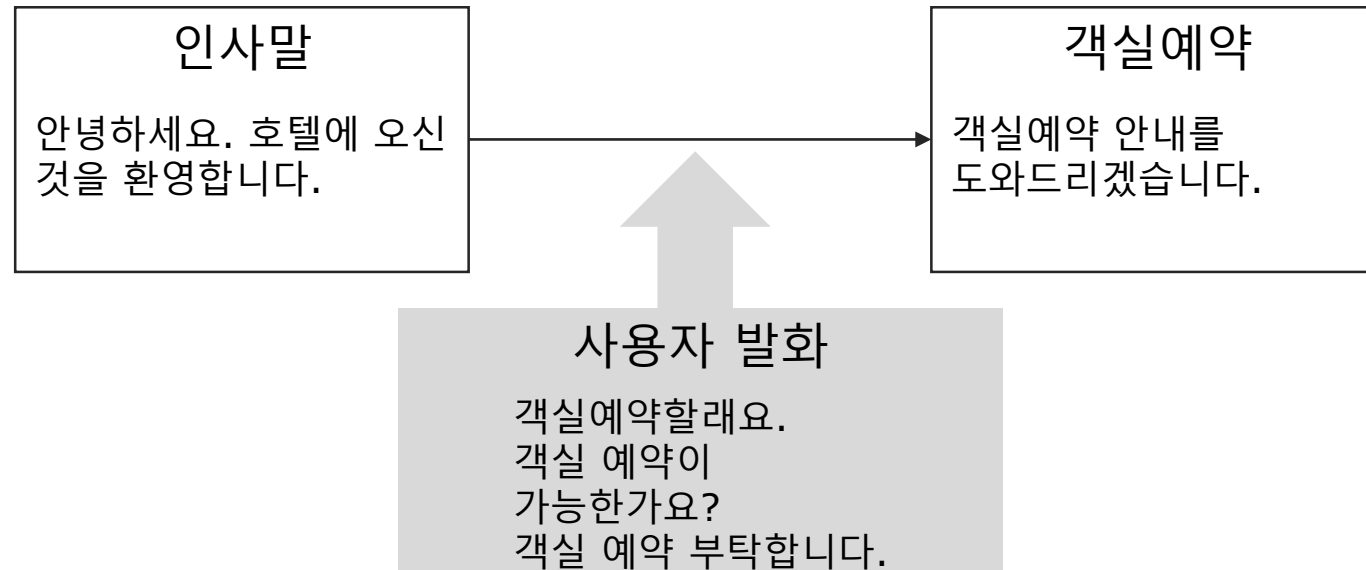
1. 챗봇

2. 음성봇

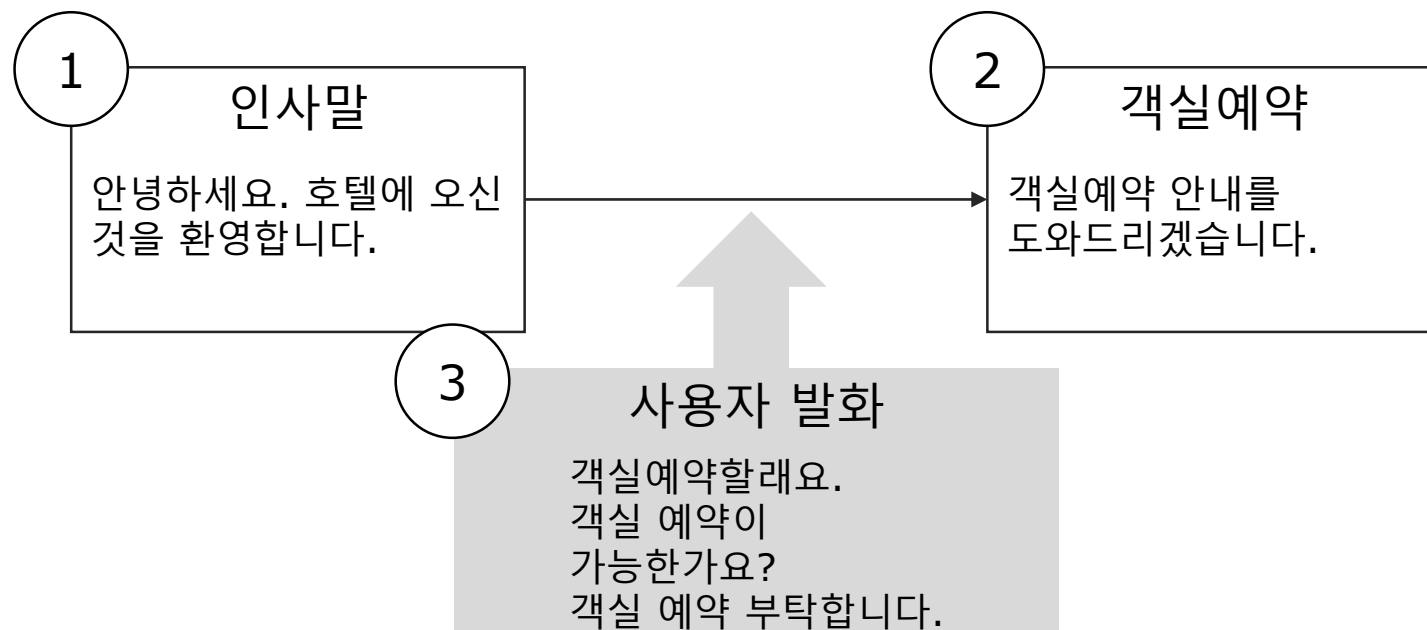
Chat Logic



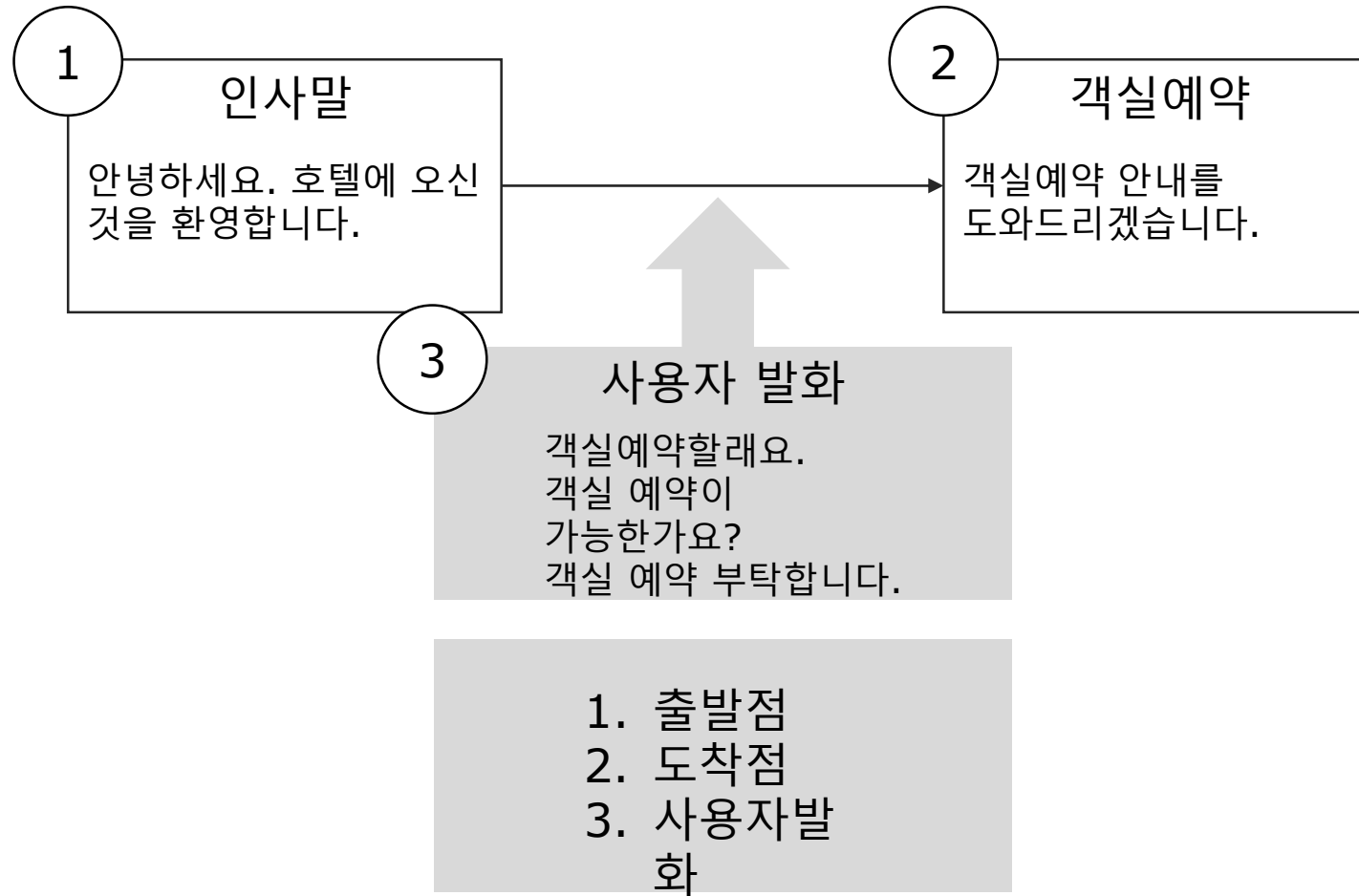
Chat Logic



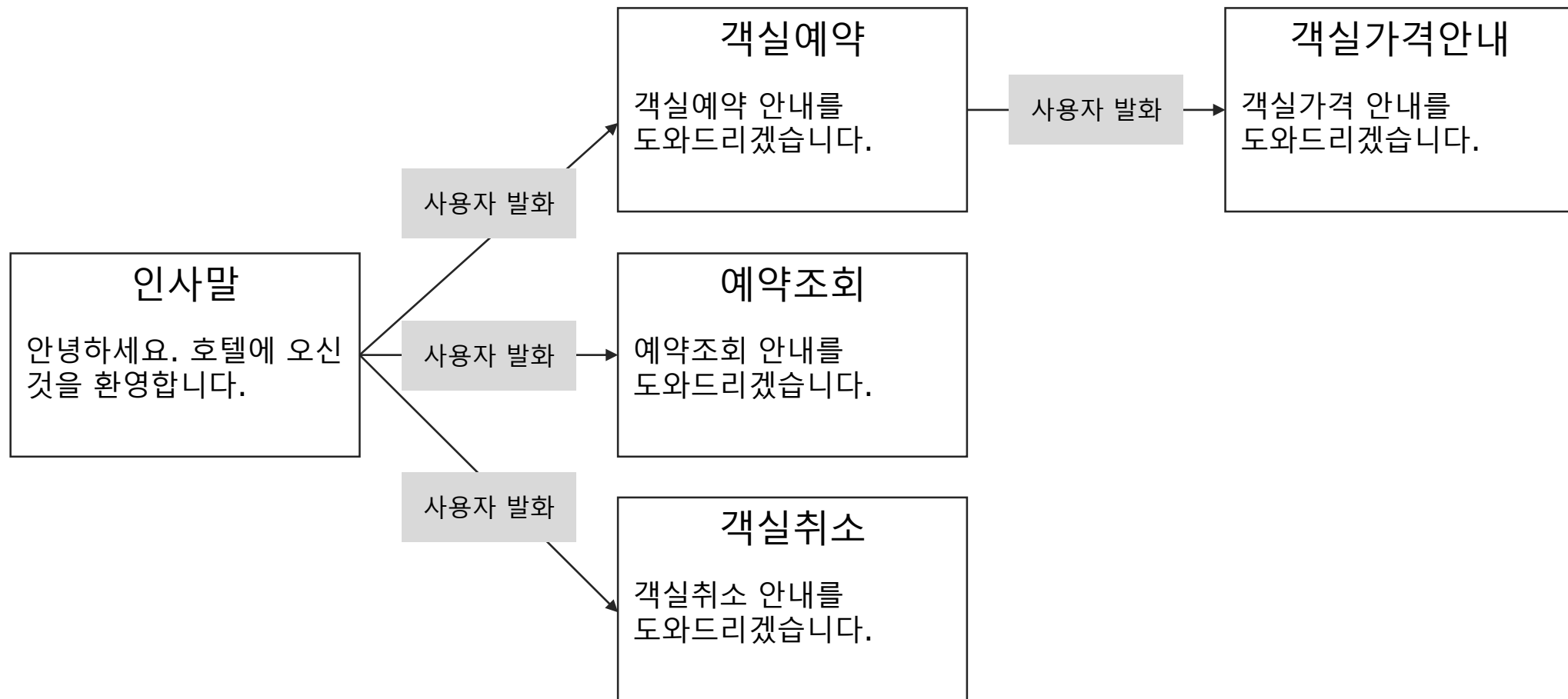
Chat Logic



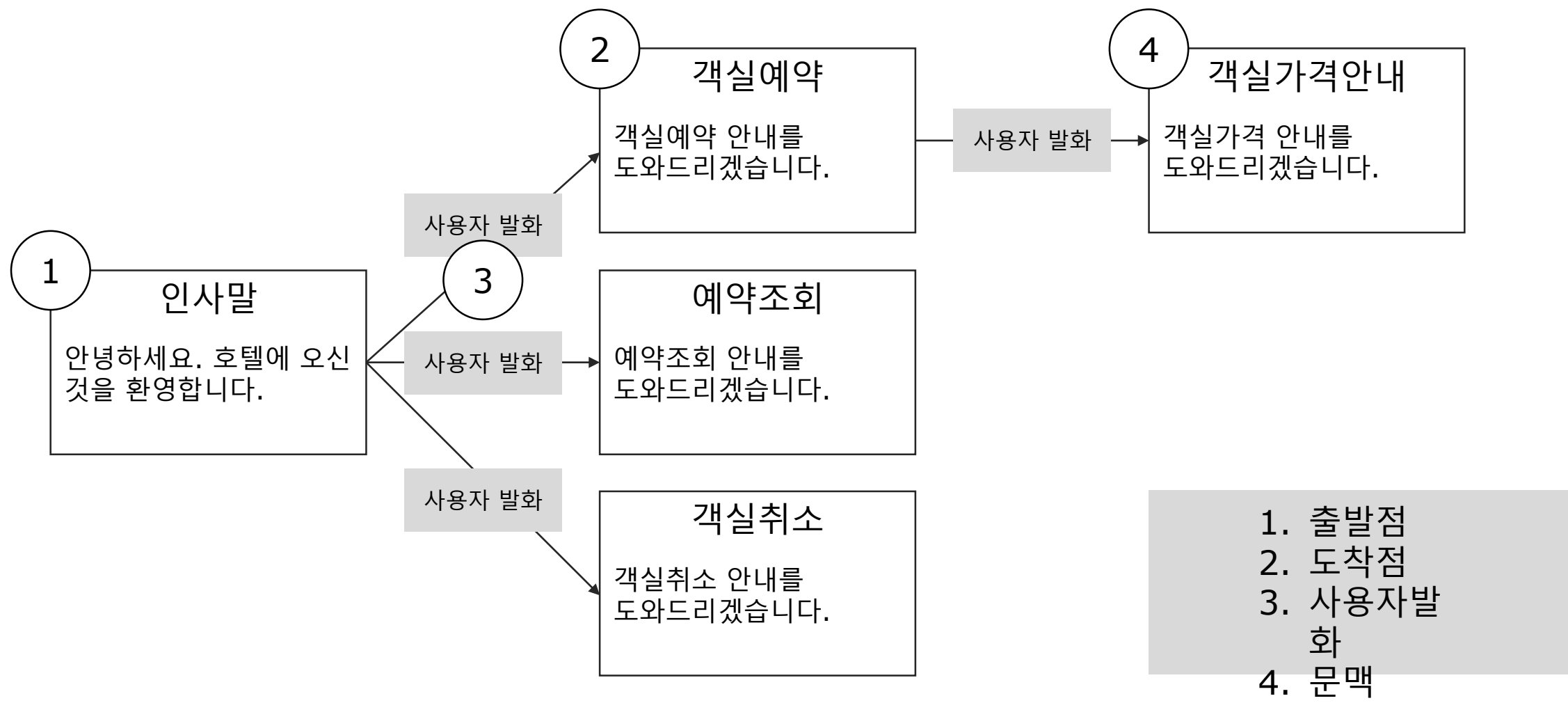
Chat Logic



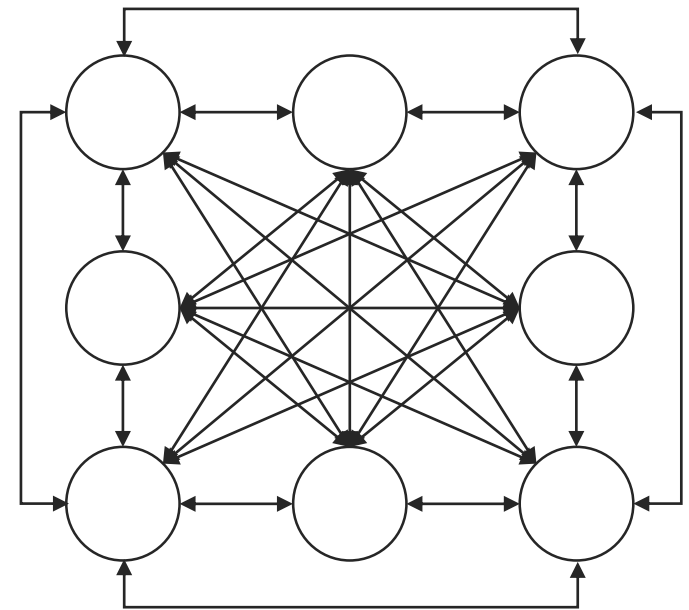
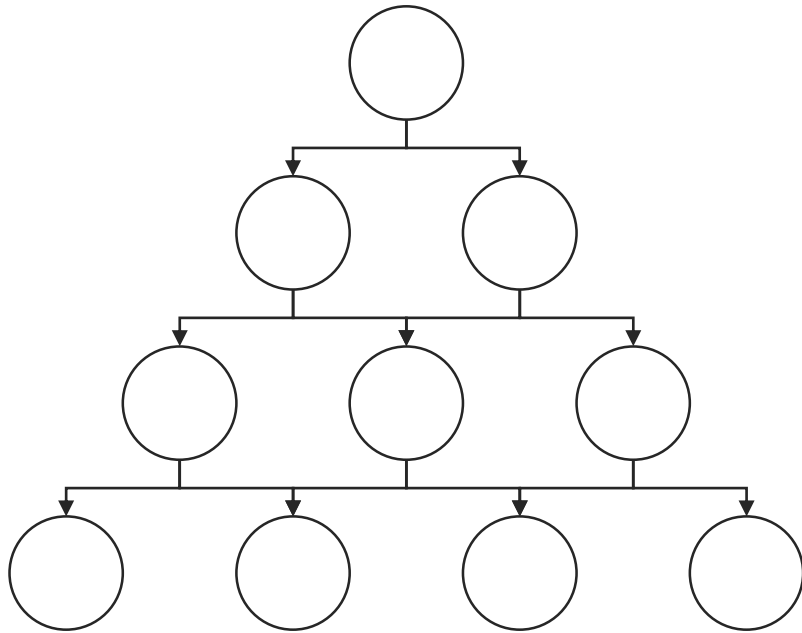
Chat Logic



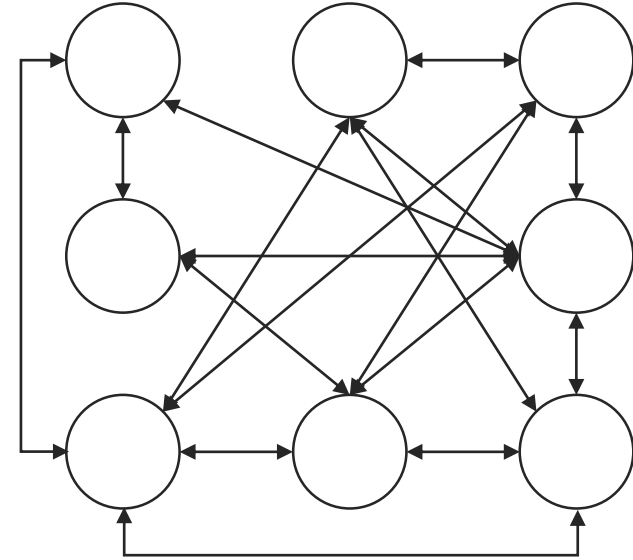
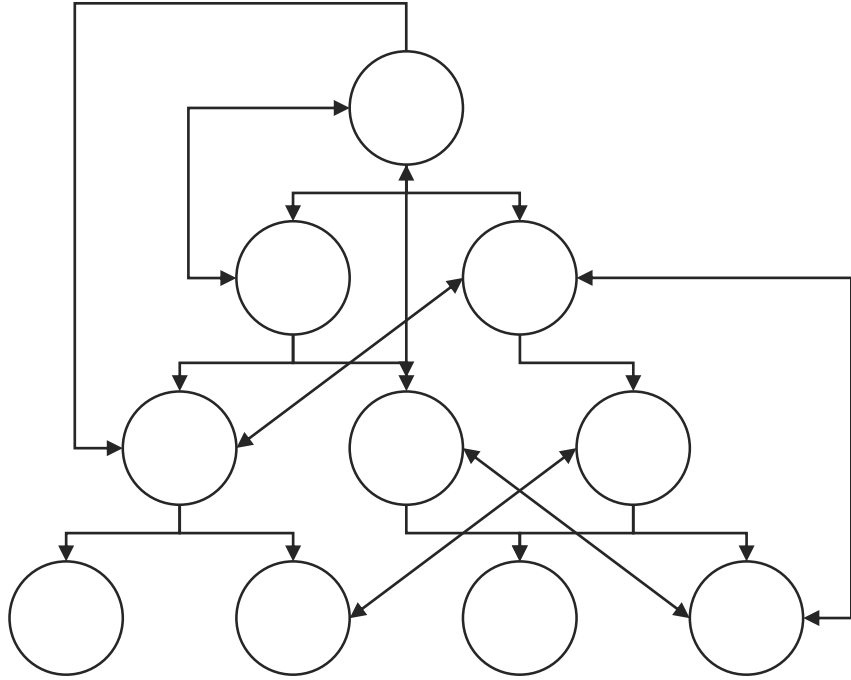
Chat Logic



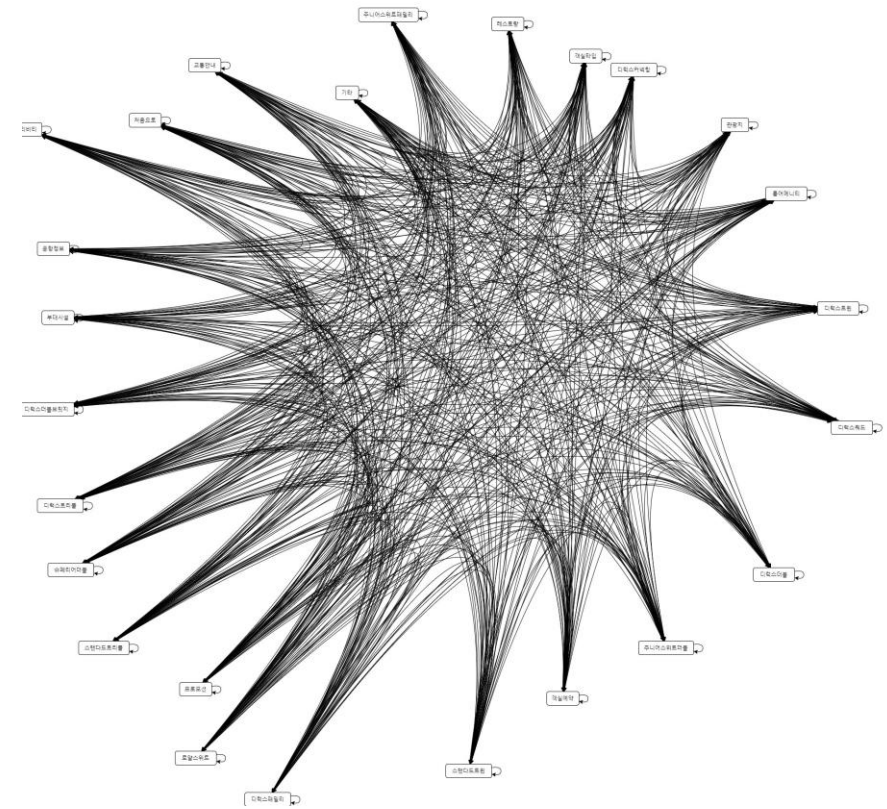
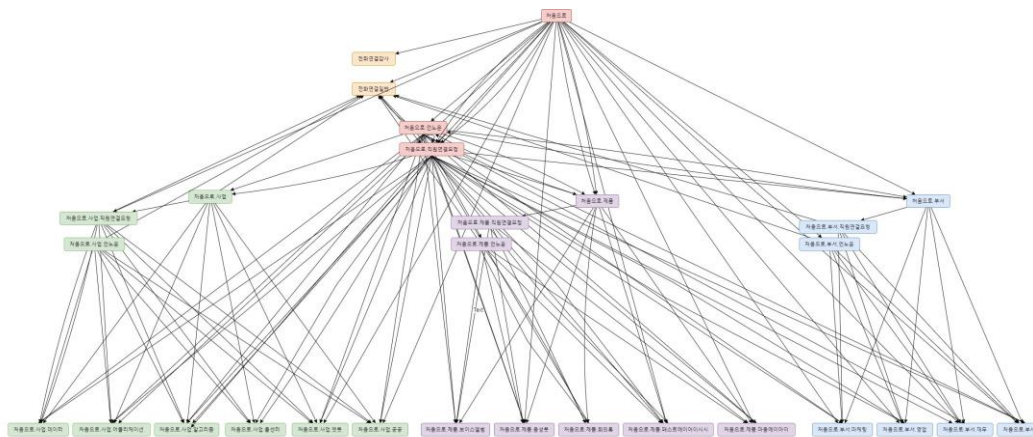
Chat Structure : Easy



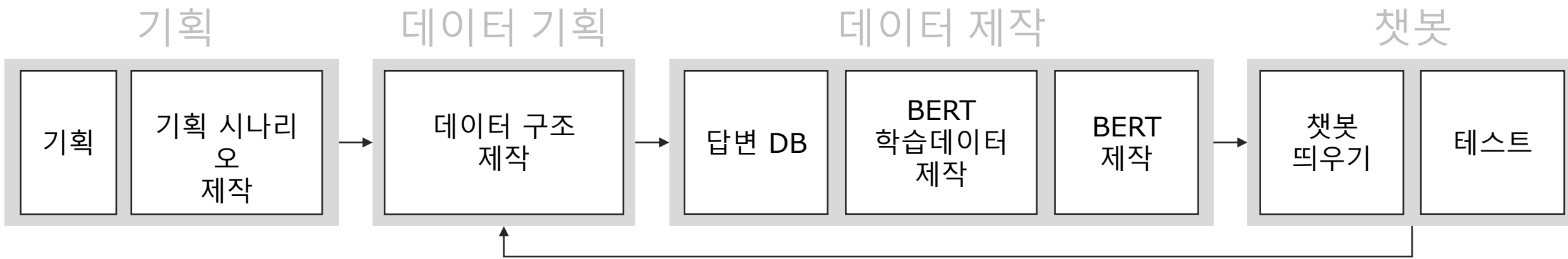
Chat Structure : Hard



Chat Structure : Real



3. 우리는 무엇을 기획해야 하는가?



답변 Data 실습