­­­­­ TICKET GENERATING CHATBOT - upwork

# ARCHITECTURE:

Dialog flow is used for chatbot development.

Webhook is written on Flask.

Server : Pythonanywhere

Integration platform : Dialogflow Messenger-Website Chatbot.

# WHAT YOU NEED TO DO?

## FOR DIALOGFLOW:

Sign In in Dialog flow account (using your google account). Create an agent (at left side you will find).

Click on gear icon and then go to IMPORT AND EXPORT. Import **the zip file (provided by me)**

# DESCRIPTION ON HOW I HAVE IMPLEMENTED THIS CHATBOT:

Flow is discussed below in form of intents implementation.

I have implemented

**Welcome INTENT** 🡪

This intent will say welcome and allow you to choose options.

**CreateCR INTENT** 🡪

It is also an option-based intent.

**GetCRType** 🡪

It is also an option-based intent.

**GetCRImpact INTENT** 🡪

It is also an option-based intent.

**GetCRUrgency** 🡪

It is also an option-based intent.

**GetCRRiskLevel** 🡪

It is also an option-based intent.

**GetCRServiceImpacting** 🡪

It is also an option-based intent.

**GetChange Reason** 🡪

It is also an option-based intent

**GetChangeInfo**🡪

It is also an option-based intent

**GetCRDetails** 🡪

It is a text-based intent.

**GetCRSummary** 🡪

It is a text-based intent.

At last, there is a submit button. On pressing this all info will be saved in google sheets.

**HOW TO CONNECT DIALOGFLOW BOT TO WEBSITE :**

Go to integration part in dialogflow, at left corner you will see a list of options, choose Integration then go down you will find “Dialogflow messenger” integration choose this and enable it.