

Maintaining Context and Taking Actions



Agenda

Maintaining Context in Your Conversation

Taking Actions With Fulfilment



The importance of context

What about tomorrow?

Contexts allow the agent to keep the continuity in the dialog.

Context allows the agent to avoid repetition in a conversation.



Contexts allow the agent to keep track of where the user is in the conversation

Can I have a large pepperoni pizza to be picked up in one hour?

Yes, your order has been placed.

Actually, make that 2 hours.



Input and output contexts tell Dialogflow what to do

Input context

Match the intent only if the user utterance is a close match and if the context is active.

Output context

Activate a context (if it's not already active) or to maintain the context active after the intent is matched.



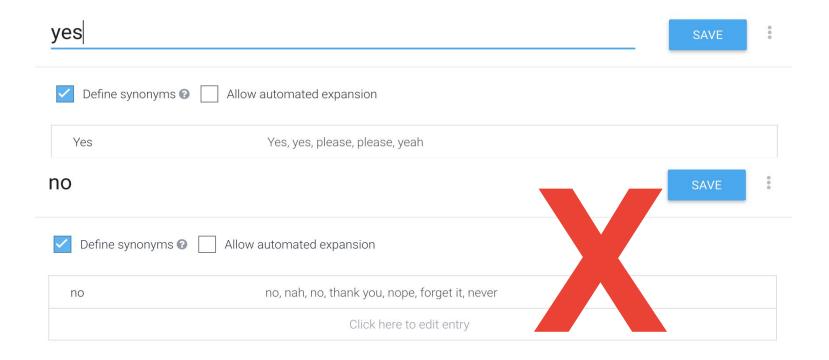
Demo

Adding Context to an Intent

In this demo, we'll create two new intents for capturing negative and positive feedback, and add context to them.



Best practices: When and how to use context





Use context or follow-up intents

Context

order.pizzaorder.pizza.upsell-drink - noorder.pizza.upsell-drink - yes

Follow-up Intent



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Take action with Fulfillment

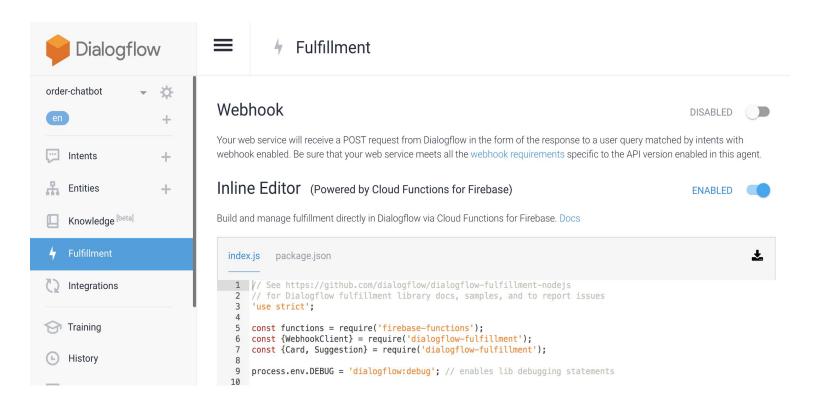
Connect to your business logic.

Generate dynamic responses.

3 Make stuff happen outside Dialogflow.



Creating Fulfillment



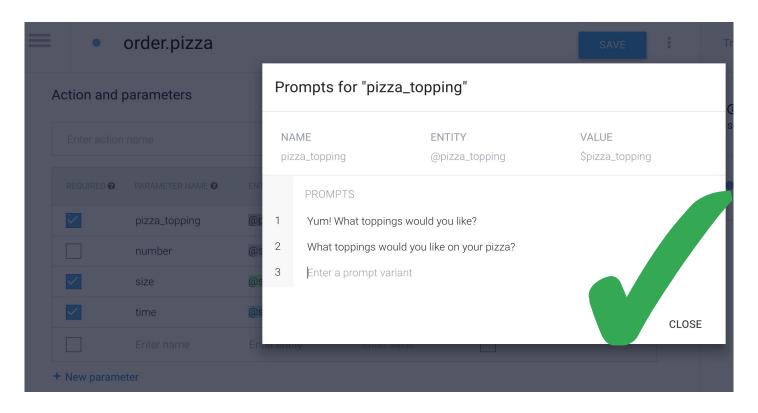


Don't use follow-up intents to capture missing entities

```
⇒ some intent - no - yes - more
 some intent - no - later ^
   some intent - no - later - cancel
some intent - custom - cancel - yes
```



Use slot filling instead





Demo

Adding Fulfillment

In this demo, we'll write a Cloud Function to do fulfillment.



Lab

Lab 1,Part 2



cloud.google.com

