

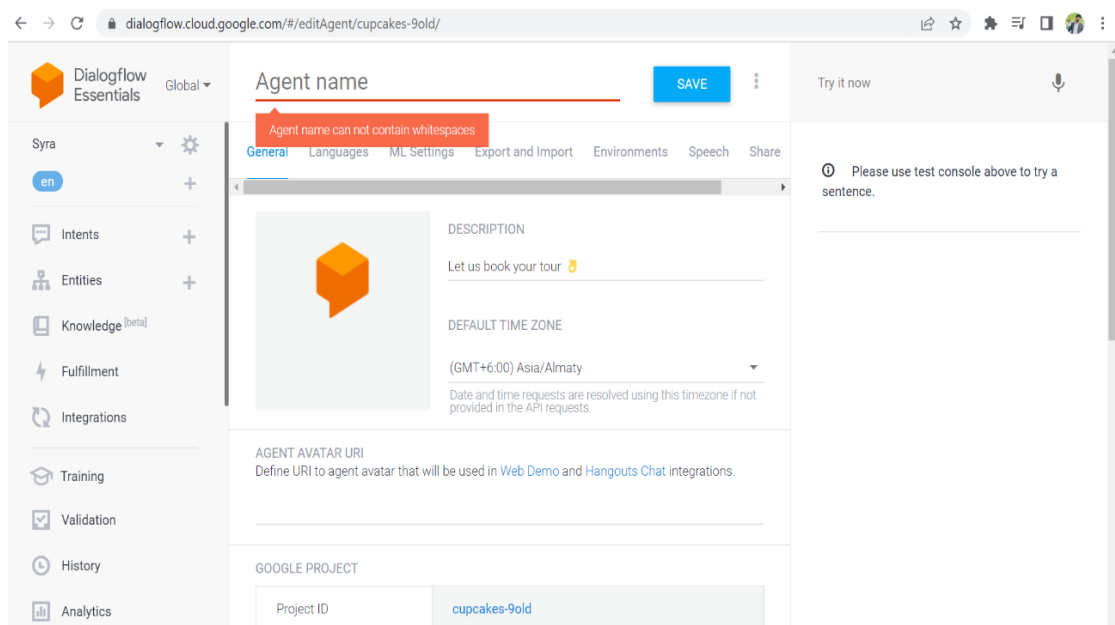
Overview:

The use of chatbots evolved rapidly in numerous fields in recent years, including Marketing, Supporting Systems, Education, Health Care, Cultural Heritage, and Entertainment.

I have created a chatbot called syra and this is an attempt to create a no-code chatbot for Booking Bus tickets using Google Dialog flow. Syra is a virtual agent that allows you to book bus tickets through Google Dialog flow.

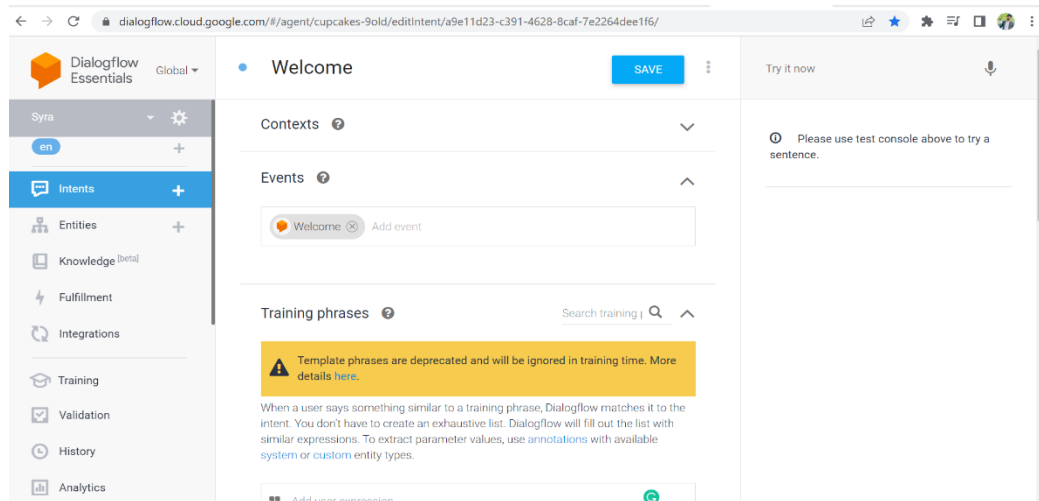
How to build your first chatbot?

- Click on Create Agent in the left navigation and fill in the fields.
- Give a name and set a language to your agent. Then, click the Save button.

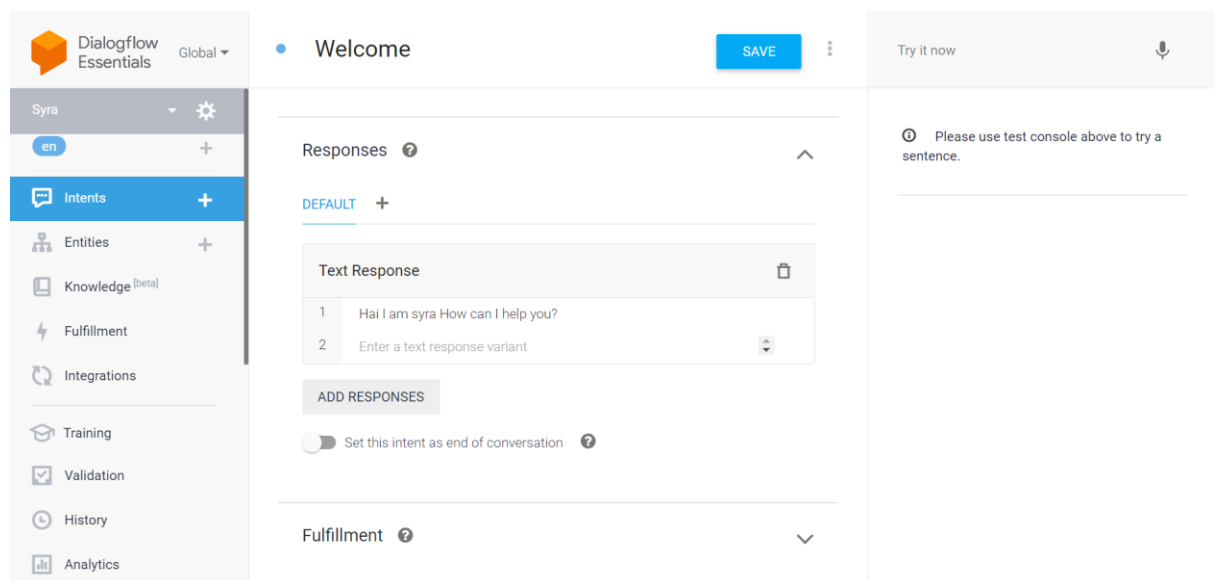


Create an intent

- Click on the plus icon add next to Intents. You will notice some default intents are already in your agent. Just leave them be for now.



- After giving user prompts, the following text responses were also fed to the chatbot as part of the training phrases:



- In the Training Phrases section, enter examples of what you might expect a user to ask for.

The screenshot shows the Dialogflow Essentials interface. On the left is a sidebar with navigation options: Syra, Intents, Entities, Knowledge, Fulfillment, Integrations, Training, Validation, History, and Analytics. The main area is titled 'Collection' and contains a 'Training phrases' section. A yellow warning box states: 'Template phrases are deprecated and will be ignored in training time. More details here.' Below this, a text box explains: 'When a user says something similar to a training phrase, Dialogflow matches it to the intent. You don't have to create an exhaustive list. Dialogflow will fill out the list with similar expressions. To extract parameter values, use annotations with available system or custom entity types.' A list of training phrases is shown: 'Add user expression', 'I need bus ticket', 'I want to book a bus tickets', and 'Can you help me with booking bus tickets?'. A 'Try it now' button is in the top right, and a note at the bottom right says: 'Please use test console above to try a sentence.'

- The following actions and parameters were added which include Name, location, boarding, destination, pricing, date, gender, bus type, mobilenumber.

The screenshot shows the Dialogflow Essentials interface with the 'Collection' page. A table lists parameters for an intent. The table has columns: REQUIRED, PARAMETER NAME, ENTITY, VALUE, IS LIST, and PROMPTS. The parameters are: Name, Location, boarding, Destination, Pricing, Date, and Gender. Each parameter is marked as required and has a corresponding system entity type and value. The 'PROMPTS' column contains placeholder text for each parameter.

REQUIRED	PARAMETER NAME	ENTITY	VALUE	IS LIST	PROMPTS
<input checked="" type="checkbox"/>	Name	@sys.entity	\$Name	<input type="checkbox"/>	For successful...
<input checked="" type="checkbox"/>	Location	@sys.entity	\$Location	<input type="checkbox"/>	May I know your...
<input checked="" type="checkbox"/>	boarding	@sys.entity	\$Boarding	<input type="checkbox"/>	May I know your...
<input checked="" type="checkbox"/>	Destination	@sys.entity	\$Destination	<input type="checkbox"/>	May I know your...
<input checked="" type="checkbox"/>	Pricing	@sys.entity	\$Pricing	<input type="checkbox"/>	May I know your...
<input checked="" type="checkbox"/>	Date	@sys.entity	\$Date	<input type="checkbox"/>	May I know your...
<input checked="" type="checkbox"/>	Gender	@sys.entity	\$Gender	<input type="checkbox"/>	May I know your...

The 'Try it now' button is in the top right, and a note at the bottom right says: 'Please use test console above to try a sentence.'

This is the bot response after taking the required information from the user:

Dialogflow Essentials Global

Syra en

Intents

Entities

Knowledge [beta]

Fulfillment

Integrations

Training

Validation

History

Analytics

Collection

SAVE

Responses

DEFAULT

Text Response

1 Dear \$Name, The details you entered are as follows. 1. \$Name 2. \$Boarding point 3. \$Destination 4. \$Date 5. \$Gender 6. \$BusType 7. \$Mobilenumber. Thank you for providing the information. Our representative will contact you soon for booking confirmation.

2 Enter a text response variant

ADD RESPONSES

Set this intent as end of conversation

Fulfillment

Try it now

Please use test console above to try a sentence.

Create Entity: Defines the type of information you want to extract from user input. For example, BusType could be the name of an entity type.

Dialogflow Essentials Global

Syra en

Intents

Entities

Knowledge [beta]

Fulfillment

Integrations

Training

Validation

History

Analytics

BusType

SAVE

Define synonyms

Regexp entity

Allow automated expansion

Fuzzy matching

AC	AC
Luxury	Luxury
Ordinary	Ordinary
Sleeper	Sleeper
Semi Sleeper	Semi Sleeper

Click here to edit entry

+ Add a row

Try it now

Please use test console above to try a sentence.

Entity entry: For each entity type, there are many entity entries. Each entity entry provides a set of words or phrases that are considered equivalent. In the above fig, if BusType is an entity type, you could define these five entity entries:

- AC
- Luxury
- Ordinary
- Sleeper
- Semi Sleeper

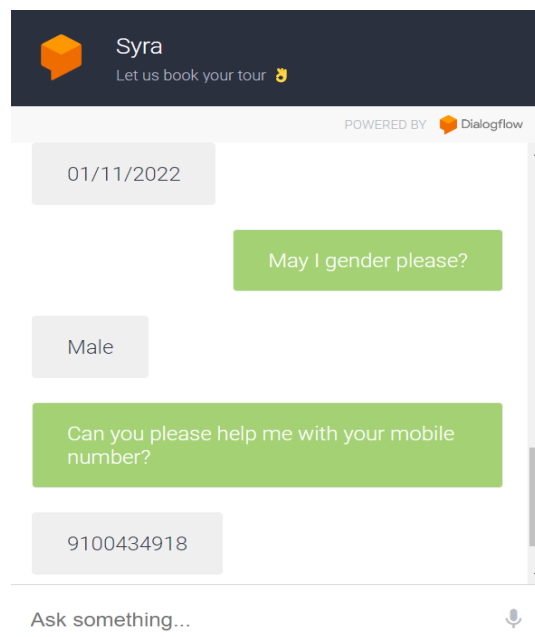
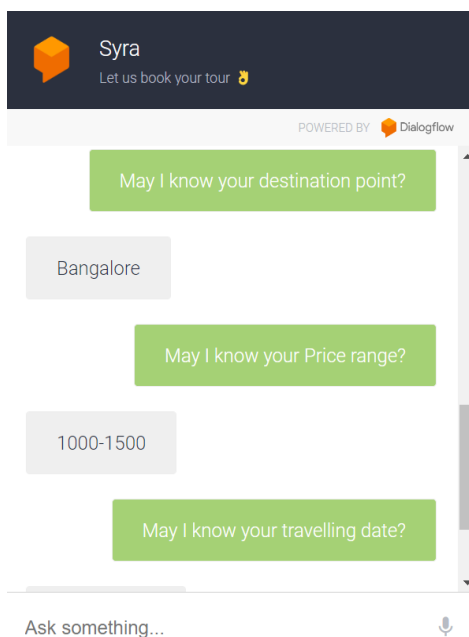
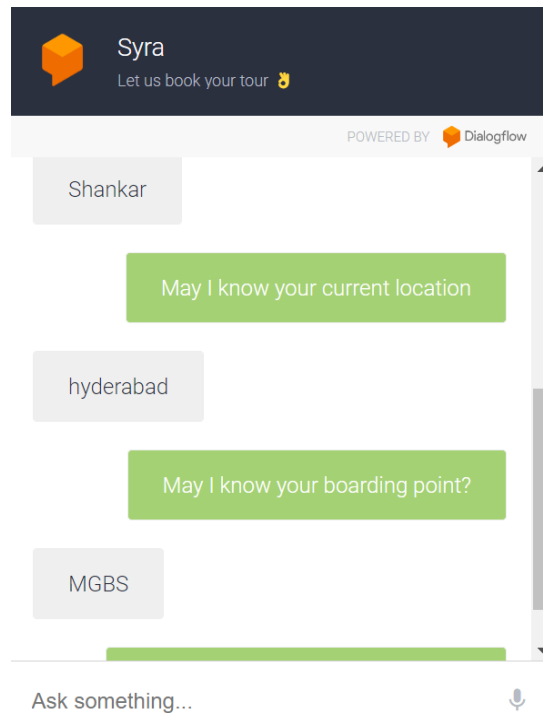
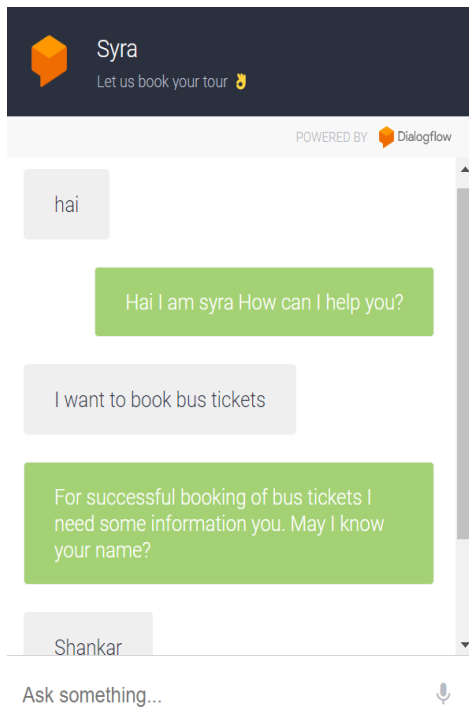
The following intent will end up the conversation. Add the user expression and response

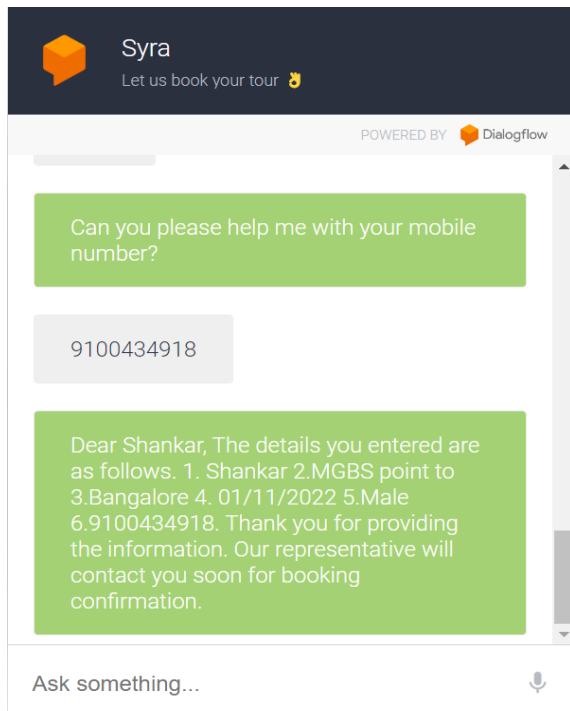
The screenshot shows the 'Closing' intent configuration in Dialogflow Essentials. The left sidebar contains navigation options: Syra, Intents, Entities, Knowledge, Fulfillment, Integrations, Training, Validation, History, and Analytics. The main area is titled 'Closing' and includes a 'SAVE' button. A yellow warning box states: 'Template phrases are deprecated and will be ignored in training time. More details here.' Below this, a section for 'Training phrases' includes a search bar and a list of phrases: 'Add user expression', 'ok', and 'Okay thanks'. The 'Action and parameters' section is collapsed. On the right, a 'Try it now' button and a test console are visible.

This screenshot shows the 'Responses' section of the 'Closing' intent configuration. The 'Responses' section is expanded, showing a 'DEFAULT' response with two text response variants: 'Is there anything else that I can help you with?' and 'Enter a text response variant'. Below the responses is a toggle switch labeled 'Set this intent as end of conversation'. The 'Fulfillment' section is collapsed. The left sidebar and right test console are identical to the previous screenshot.

- Then go to integration> web demo> there you can see a link where we can check weather the chatbot is working on the given inputs or not

After training the bot by giving all the expected inputs and outputs. Here is the result.





Chatbot link: <https://bot.dialogflow.com/eb619161-4f7f-4441-b971-19ab8021d309>